

(Note - all courses in English unless stated otherwise)

## Online programs

**Duration  
(nominal)**

### Airport Safety

<b>Airside Safety Awareness</b>	
Airside Safety Awareness	1 hour
<b>Human Factors Awareness</b>	
Human Factors Awareness	1 hour
<b>Airside Driver Training</b>	
Basic Airside Driver Training (Aprons)	1.5 hours
<b>Safety Management Systems (SMS)</b>	
Introduction to Safety Management Systems Course (Modules 1 to 5)	5 hours
SMS1 - Aviation Regulations and Aerodrome Certification (English, Espanol)	1 hour
SMS2 - The Aerodrome Manual	1 hour
SMS3 - Airside Safety Audits and Inspections	1 hour
SMS4 - ICAO Universal Safety Oversight Program	1 hour
SMS5 - Implementing an Effective Safety Management System	1 hour
<b>Wildlife Hazard Awareness</b>	
Airport Wildlife Hazard Awareness	1 hour

### Airport Security

<b>Airside Security Awareness</b>	
General Security Awareness Training	1 hour
<b>Security Checkpoint Screener</b>	
Basic Security Checkpoint Screener Course (English and Portuguese)	4 hours

### Airport Commercial Development

<b>Certificate in Concession Management</b>	
CCM Certificate in Concession Management Course (Modules 1 to 3)	6 hours
CCM1 The Role of Commercial Operations in the Airport	2 hours
CCM2 Food/Beverage, Retail and Duty Free Concessions	2 hours
CCM3 Parking, Ground Transportation, Services and Concession Annual Plan	2 hours

### Airport Environmental Management

<b>Certificate in Airport Environmental Management</b>	
ENV1-7 Certificate in Airport Environmental Management (Modules 1 to 7)	10.5 hours
ENV1 Introduction to Airport Environmental Management & Sustainability	1.5 hours
ENV2 Noise Management and Community Relations	1.5 hours
ENV3 Local Air Quality	1.5 hours
ENV4 Climate Change and Greenhouse Gas Emissions	1.5 hours
ENV5 Resource Management	1.5 hours
ENV6 Waste Prevention and Management	1.5 hours
ENV7 Implementing an Environmental Management System	1.5 hours

### HR & Business Skills

#### Leadership & Management

How to Develop Business Plans and Budgets	1.5 hours
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How to Manage Workplace Conflict	1.5 hours
Implement Continuous Improvement	1.5 hours
Introduction to Performance Management	1.5 hours
Introduction to Total Quality Management	1.5 hours
MDT Managing and Developing Teams	4 hours
MT Meetings - The Essentials	4 hours

### Human Resources

Recruitment & Selection	1 hour
Workplace Mentor - Provide Training through Instruction & Demonstration of Work Skills	3 hours

### Personal Development

Business Writing Skills	1.5 hours
How to Communicate Effectively in the Workplace	1.5 hours
How to Manage Priorities	1.5 hours
How to Manage Stress	1.5 hours
How to Manage Workplace Conflict	1.5 hours
How to Write Effective Business Emails	1.5 hours
How to Write Effective Business Letters	1.5 hours
Innovation - An Introduction	4 hours
Key Accounts - How to Strengthen Client Relationships	1.5 hours

## Project Management

### Project Management

Project Management - An Introduction	2 hours
Project Management - Essentials	4 hours
<b>ACI Certificate in Project Management (Modules 1 to 9 outlined below)</b>	40 hours +
PM1 Understanding Project Management	
PM2 Project Scope Management	
PM3 Project Time Management	
PM4 Project Cost Management	
PM5 Project Quality Management	
PM6 Project Risk Management	
PM7 Project Communications Management	
PM8 Project Human Resource Management	
PM9 Project Procurement Management	

## Information Technology Skills

### Microsoft Office

Access - 2002, 2003, 2007	4 hours
Excel - 2000, 2002, 2003, 2007	4 hours
Front Page - 2002, 2003	4 hours
Outlook - 2002, 2003, 2007	4 hours
PowerPoint - 2002, 2003, 2007	4 hours
Project - 2000, 2002, 2003, 2007	4 hours
Word - 2002, 2003, Office Word 2007	4 hours

### Microsoft Operating Systems

Windows Vista	4 hours
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