



AVCON Academy Online Training Program
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ADC1-01 Aircraft Deicing/Anti-icing Training for Commercial Aviation and Central/Remote Facilities



Course Duration

This course is designed to be completed within two days.

Overview and learning objectives

This course is designed for ground handling staff to obtain the required knowledge of industry (Transport Canada, FAA, and the EASA) requirements and best practices for the Deicing/Anti-icing of aircraft on the ground.

This course aims to provide all key processes, knowledge, and procedures to safely and efficiently provide aircraft de-/anti-icing services.



The purpose of this course is to

- Provide current and relevant de-/anti-icing standards and requirements.
- Confirm knowledge transfer and competence for new employees or refresh and update current deicing crew members' skills.
- Provide service providers training flexibly as to the when and how.
- Enable companies to maintain full compliance with current industry regulations, best practices and recommendations.
- Course participants will be required to pass a comprehensive written exam before obtaining the de-/anti-icing course certificate.

Key topics

- Winter operations overview, methodology and deicing services
- Comply with regulatory standards, requirements, and recommendations
- Equipment characteristics and solutions
- Become familiar with environmental impact, irregularity reporting and general communication procedures



This course is designed for

Front line De-/anti-icing operators staff, deicing agency supervisors and interested carrier quality audit staff

Course Module Subject Headings

- Module 1 – Deicing Program Scope
- Module 2 - Communications – a Critical Safety Element
- Module 3 - Hazards of Frost, Ice, Snow & Slush on Aircraft Surfaces
- Module 4 - Hold Over Time Guidelines
- Module 5 - Deicing and Anti-icing Fluids
- Module 6 - Deicing Crew Member Safety
- Module 7 - Remote Deicing Facility Operations
- Module 8 - Aircraft Deicing Process and Procedures
- Module 9 - Alternate Deicing Procedure Without Fluids
- Module 10 – Post Deicing Inspection Procedures
- Module 11 - Emergency and Environmental Procedures
- Module 12 – Drawings of Aircraft Types Spray and No Spray Zones

ADP1-01 Aircraft Deicing/Anti-icing Training for Corporate Aviation Pilots, MRO's and FBO's



Course Duration

This course is designed to be completed within one day.

Overview and learning objectives

This course is designed for flight crews and their related service providers to obtain the required knowledge of industry (Transport Canada, FAA, and the EASA) requirements and best practices for the safe departure of aircraft during Deicing/Anti-Icing conditions on the ground.

This course aims to provide all key processes, knowledge, and procedures for pilots to determine when and how aircraft de-/anti-icing services are to be utilized for a safe aircraft departure.



The purpose of this course is to

- Provide current and relevant de-/anti-icing standards and requirements.
- Confirm knowledge transfer and competence for flight crews or to refresh and update current deicing or anti-icing flight crew knowledge.
- Provide flight crews with the knowledge base to determine as to the when and how.
- Enable aircraft owners and operators to obtain or to maintain full compliance with current industry regulations, best practices and recommendations.
- Course participants will be required to pass a comprehensive written exam before obtaining the de-/anti-icing course certificate.



Key topics

- Winter operations overview, methodology and deicing services
- Comply with regulatory standards, requirements, and recommendations
- Aircraft capabilities or limitations to receive deicing or anti-icing fluids
- Become familiar with environmental impact, irregularity reporting and general communication procedures

This course is designed for

Flight crew members, their preferred service providers and aircraft owners

Course Module Subject Headings

Module 1 - Why Aircraft Deicing?

Module 2 - Weather Conditions Conducive to Deicing

Module 3 - Fluids and Fluid Application Methods & Techniques

Module 4 - Alternate Deicing Procedure Without Fluids

Module 5 - Hold Over Time Guidelines

Module 6 - Post Deicing and Anti-icing Aircraft Inspection

Module 7 - Remote Deicing Facility Operations

Module 8 - Emergency and Environmental Procedures

Module 9 - Drawings of Aircraft Types Spray and No Spray Zones

GHG1-01 Aircraft Grooming



Overview and learning objectives

This course is designed for grooming crews and their related service providers management team to obtain the required knowledge of industry (Transport Canada, FAA, and the EASA) requirements and best practices for the safe and efficient grooming of an aircraft with particular emphasis on pandemic control and safety protocols.

This course aims to provide all key processes, knowledge, and procedures, including using various chemicals to successfully prepare the aircraft for a safe and comfortable flight to its next destination for onboard passengers and crew members alike.

Course Duration

This course is designed to be completed within one day.

The purpose of this course is to

- Provide current and relevant aircraft grooming standards and requirements.
- Confirm knowledge transfer and competence for aircraft grooming crews knowledge and deployment of best practices.
- Enable aircraft owners and operators to be satisfied that grooming staff have the required knowledge to be in full compliance with current industry regulations, best practices and recommendations.
- Course participants will be required to pass a comprehensive written exam before obtaining the grooming services certificate.



Key topics

- The critical role of aircraft grooming in a pandemic world
- Comply with regulatory grooming standards, requirements, and recommendations
- Staff safety and best practices to systematically and efficiently groom an aircraft
- Become familiar with the tools and workflow for differing aircraft sizes and complexities

This course is designed for

Aircraft grooming team members, their service provider supervisory team, and aircraft owners (airlines, private aircraft owners)



Course Module Subject Headings

Module 1 – History and Types of Aircraft Grooming

Module 2 - Aircraft Cleaning and Disinfection

Module 3 - Staff Competency Requirements

Module 4 - Grooming Techniques

Module 5 - Cabin Grooming Audits and the Language of Aviation

DGR3-01 Dangerous Goods Training for Passenger Handling



Course Duration

This course is designed to be completed within 1 day.

Overview and learning objectives

This training program is designed for personnel listed in Appendix H6.4 of the IATA Dangerous Goods Regulations persons who responsible for passenger handling.

This training course will provide understanding the basics of dangerous goods based on IATA Dangerous Goods Regulations.

The purpose of this course is to

- Understanding the basics of dangerous goods
- Define dangerous goods;
- Describe the origin of the current Regulations;
- Identify the classes of dangerous goods;
- Be knowledgeable of the special provisions for passengers and crew;
- Look for hidden hazards in baggage;

- Recognize/identify the hazard/handling labels applicable to dangerous goods;
- Be aware of the requirement to report incidents/accidents and mis-declarations involving dangerous goods; and
- Take the correct actions in emergency circumstance.

Key topics

- Definition and basics of dangerous goods
- Recognizing dangerous goods
- Be familiar with content of the IATA – Dangerous Goods Regulations
- Identifying forbidden and hidden dangerous goods
- Apply operator’s requirements in acceptance of baggage
- Report dangerous goods incidents and undeclared dangerous goods

This course is designed for

- Personnel listed in Appendix H6.4 of the IATA Dangerous Goods Regulations persons who responsible for passenger handling
- Airport, airline and ground handling passenger handling staff
- Airline and airport staff
- Operations managers and frontline supervisors of passenger handling



Course Module Subject Headings

- Module 1 – Applicability
- Module 2 – Limitations
- Module 3 – Classification
- Module 4 – Packing
- Module 5 – Marking and Labeling
- Module 6 – Dangerous Goods Emergency

EGO1-01 Electrification Operations Manual



Course Duration

This course is designed to be completed in 1 day.

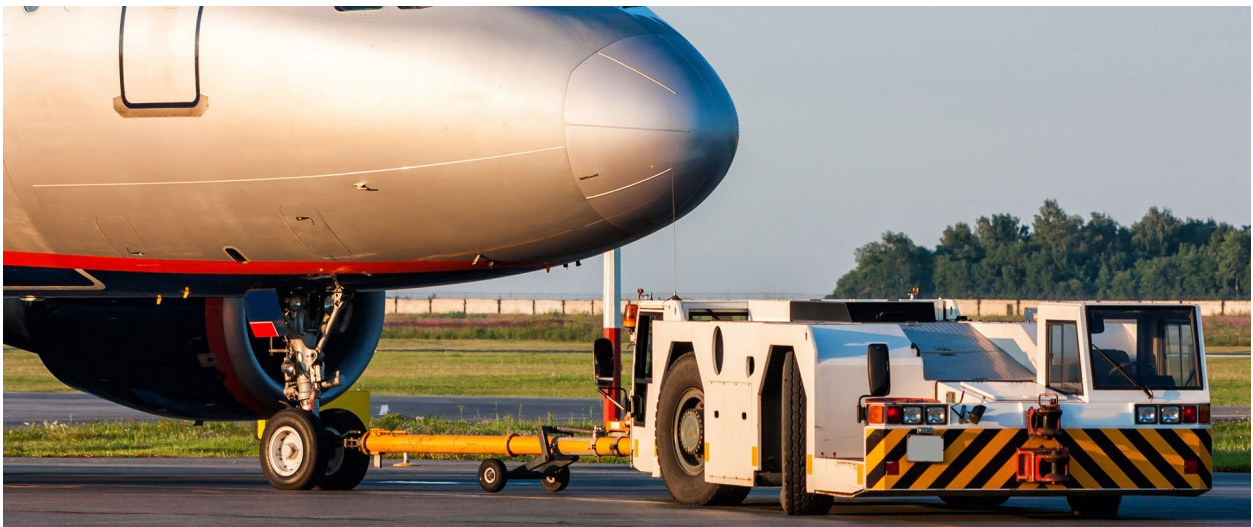
Overview and learning objectives

One reason for changing regulations worldwide is due to our acknowledgement of climate change effects. This course is designed for Ground Handling Managers & Executives and also Airport Executives & Managers. This training program shows how Electrification, with regards to Ground Support Equipment, is the way forward in complying with current and future environmental regulations by providing best practices for the safe and efficient procurement of electric ground support equipment.

This course aims to provide an overview of the key processes, knowledge and procedures of the transition into Electrification for Ground Handling. Through improvements in safety, usability, and most importantly cost effectiveness compared to the traditional internal combustion engine, we will show you why electrification of your equipment is important for the future operation of your organization.

The purpose of this course is to

- Provide environmentally-friendly and safe guidance to the successful transition of a gas-powered Ground Handling fleet to Electrification..
- Provide new knowledge into making the adoption of electrification infrastructure easier
- Enable airport managers and ground handling managers to be equipped with the required knowledge to be in full compliance with current and changing industry regulations, best practices and recommendations.
- Course participants will be required to pass a comprehensive written exam before obtaining the grooming services certificate.



Key topics

- The critical role of electrification in an increasingly environmentally-aware world
- The benefits & considerations of electric ground support equipment (eGSE)
- How to proceed with installing charging infrastructure
- Become familiar with the different types of eGSEs, the new types of infrastructure and new management responsibilities

This course is designed for

Airport Executives, Airport Managers, Ground Handling Operators, Ground Handling Managers



Course Module Subject Headings

- Module 1 – Introduction to Electrification
- Module 2 - Benefits & Considerations
- Module 3 - Procedures for Successful Transition
- Module 4 - Infrastructure Management & Responsibilities
- Module 5 - Operating Procedures of Electric Infrastructure

EGE1-01 Electrification Personnel Training Manual



Course Duration

This course is designed to be completed in 1 day.

Overview and learning objectives

This course is designed for Ground Handling Operators, Ground Handling Maintenance Crew and also Ground Handling Managers. The scope of this training manual is to learn about how to operate, diagnose & charge electric ground support equipment. This is meant to prepare you for the different driving characteristics of electric ground support equipment in a safe & efficient manner.

This course aims to provide an overview of the key processes, knowledge and procedures of the operation of Electric Ground Support Equipment (or eGSEs).

The purpose of this course is to

- Operate Electric Ground Handling Fleet Electrification.
- Provide new knowledge into the handling characteristics of eGSEs
- Enable ground handling maintenance crew to know the new ways of maintaining eGSEs
- Provide knowledge on replacing a Gas-Powered ground support equipment with battery
- Course participants will be required to pass a comprehensive written exam before obtaining the grooming services certificate.



Key topics

- The operation of electric ground handling vehicles safely
- How to troubleshoot problems with electric ground handling vehicles
- How to proceed with installing charging infrastructure
- Become familiar with the different handling characteristics of eGSEs, the new types of infrastructure and new maintenance responsibilities
- How to Proceed with an Electric Conversion of a Gas-powered Ground Support Equipment

This course is designed for

Ground Handling Operators, Ground Handling Managers, Ground Handling Maintenance Crew

EMA2-01 Environmental Airlines Training Program – Carbon Offset



Course Duration

This course is designed to be completed in 1 day.

Overview and learning objectives

This training program provides knowledge on the environmental impacts and mitigation of the aviation sector for airlines and background information relevant to the impact of airlines on the environment and the roles and responsibilities of government and non-government organizations to mitigate these impacts. It provides recommendations for how to successfully mitigate environmental impacts of airlines, regulators, manufacturers and aviation fuel providers.

This training program for airlines centers around reforestation to lead to carbon neutrality for the aviation industry and provide information for relevant parties on how to reach carbon neutrality by combining carbon reduction and offsetting.

The purpose of this course is to

Begin implementing carbon reduction via biofuels from forest waste paired with offsetting carbon via reforestation, as it has many carbon sequestering and carbon reducing benefits.



Key topics

- Carbon offsetting and reduction for carbon neutrality and main features of such programs
- Universal environmental standards for airlines
- Environmental impacts of airline operations
- Carbon reduction for airlines
- Sustainable aviation fuels for airlines
- Carbon offsetting for airlines through reforestation
- Recommended solutions for airlines going carbon neutral
- Environmental responsibilities of regulators, organizations, insurance companies, and fuel suppliers

This course is designed for

Airlines that want to take an active role in solving environmental issues surrounding airline operations.

Course Module Subject Headings

- Carbon Offsetting and Reduction for Carbon Neutrality
- Universal Environmental Standards for Airlines
- Regulators
- Aviation Insurance Companies
- Manufacturers
- Fuel Suppliers

EMA1-01 Environmental Airports and Ground Services Training Program – Carbon Offset



Course Duration

This course is designed to be completed in 1 day.

Overview and learning objectives

This course summarizes environmental impacts and mitigation of the aviation sector and provides background information relevant to the impact of airports and ground handling companies on the environment and the roles and responsibilities of government and non-government organizations to mitigate the impact of aviation on the environment. It provides summaries and recommendations for how to successfully mitigate environmental impacts of airports, ground handling operations, regulators, manufacturers and aviation fuel providers.

This training program for airports and ground handling companies centers around reforestation to lead to carbon neutrality for the aviation industry and provide information for relevant parties on how to reach carbon neutrality by combining carbon reduction and offsetting.

The purpose of this course is to

Begin implementing carbon reduction via biofuels from forest waste paired with offsetting carbon via reforestation, as it has many carbon sequestering and carbon reducing benefits.



Key topics

- Carbon offsetting and reduction for carbon neutrality and main features of such programs
- Universal environmental standards for airports and ground handling
- Environmental impacts of airport and ground handling operations
- Carbon reduction for airports and ground handling
- Sustainable aviation fuels for airlines
- Carbon offsetting through reforestation
- Recommended solutions for going carbon neutral
- Environmental responsibilities of regulators, organizations, insurance companies, and fuel suppliers

This course is designed for

Airports and Ground Handlers that want to take an active role in solving environmental issues surrounding airport operations



Course Module Subject Headings

Carbon Offsetting and Reduction for Carbon Neutrality

Universal Environmental Standards for Airports

Universal Environmental Standards for GH

Airport and GH Regulators

Aviation Insurance Companies

Manufacturers

Aviation Fuel Suppliers for GH and Airports

EMG1-01 Glycol Mitigation Training Program



Course Duration

This course is designed to be completed in 2 days.

Overview and learning objectives

The purpose of this training program is to train employees and provide knowledge of the standardization of safety operating procedures regarding the operations, maintenance, and service application of glycol deicing on an aircraft.

The purpose of this course is to

Encourage mitigation of environmental impacts of deicing by preventing and responding to spills to reduce risks of environmental contamination caused by deicing activities.



Key topics

- What is deicing and anti-icing?
- Environmental impacts of deicing
- Roles and responsibilities of the deicing team
- Deicing training
- Deicing safety
- How to deal with deicing spills
- Operating procedures
- Fluid management
- DDF Emergency Action Plan

This course is designed for

Deicing and anti-icing crews and managers that want to take an active role in solving environmental issues surrounding deicing operations.



Course Module Subject Headings

What is Deicing?

Environmental Impacts of Deicing

Quality Organization

Roles and Responsibilities of Deicing Team

Training

Safety

Deicing Spill Infrastructure

Equipment

Snow Removal

Operating Procedures

Fluids Management

Documentation

DDF Emergency Action Plan

Approvals

GHP2-01 Passengers with Reduced Mobility



Course Duration

This course is designed to be completed in 1 day.

Overview and learning objectives

According to the World Health Organization, 15% of the world's population (an estimated 1.1 billion people) identify as having some form of disability. According to Statistics Canada, more than 5.3 million Canadians—almost 16% of the population in this country—are living with some form of disability that affects their level of freedom, independence or quality of life. It is estimated that between 10 to 15 percent of passengers require the assistance of airport personnel in the form of a wheelchair attendant, a porter or a surrey when traveling to overcome mobility, vision and hearing problems.

Many disabilities are not visible; an invisible disability is a physical, mental or neurological condition that is not visible from the outside, yet can limit or challenge a person's movements, senses, or activities. The very fact that these symptoms are invisible can lead to misunderstandings, false perceptions, and judgments requiring trained personnel to identify and then offer the most appropriate assistance to the passenger.

Air transportation networks comprising of airlines, airports, and service providers must have staff with knowledge, skills, and attitudes necessary to assist passengers.

This course aims to provide all key processes, knowledge, and procedures, including using various techniques to serve customers with all forms of disabilities.

The purpose of this course is to

Understand the appropriate ways to service passengers with disabilities;

Learn techniques for handling of wheelchairs;

Understand discrimination;

Disability sensitivity; and,

Be knowledgeable about health and safety of passengers and yourself.



Key topics

- Disability sensitivity and discrimination
- Wheelchair handling practices
- Guide dogs
- Become familiar with the tools and workflow for differing aircraft sizes and complexities
- Wheelchair Passengers Transferring to/from Surrey
- Health and safety

This course is designed for

Any personnel dealing with passengers.



Course Module Subject Headings

1. Overview
2. Scope of Services
3. Customer Service Skills
4. Handling Process
5. Wheelchair Handling
6. Sensitivity
7. Disability Overview
8. Guide Dogs for Passengers with Disabilities
9. Lifting Techniques
10. Wheelchair Handling
11. Surrey
12. Wheelchair Passengers Transferring to/from Surrey
13. Discrimination
14. Health and Safety
15. Personal Safety
16. Dangerous Goods Regulations
17. Radio Communication Tips

GHR1-01 Ramp Services – Operational Training

Overview and learning objectives

This course is designed for ramp crews and their related service providers management team to obtain the required knowledge of industry (IATA, A4A, ATA) requirements and best practices for safe and efficient aircraft ramp handling, emphasizing safety protocols, comprehensive knowledge and leading industry practices.

This course aims to provide all key processes, knowledge, and procedures, including the use of specialized heavy ramp equipment to successfully receive and then prepare the aircraft for a safe and on-time departure to its next destination.



Course Duration

This course is designed to be completed within five days.

The purpose of this course is to

- Provide current and relevant aircraft ramp handling standards and requirements.
- Confirm knowledge transfer and competence for aircraft ramp crews regarding handling their aircraft through proven industry practices.
- Enable aircraft owners and operators to be satisfied that aircraft ramp crews staff have the required knowledge to be in full compliance with current industry regulations such as IATA.
- Course participants will be required to pass a comprehensive written exam before obtaining the Ramp Services Handling course certificate.



Key topics

- The critical role of aircraft ramp services in a busy, complex and changing weather environment
- Comply with industry aircraft handling standards, requirements, and recommendations
- Staff safety and best practices to systematically and efficiently handle, load, and unload an aircraft, its baggage, cargo or live animal shipments
- Become familiar with the tools and workflow for differing aircraft types and related required servicing equipment

This course is designed for

Aircraft ramp handling team members, their service provider supervisory team, and aircraft owners (airlines, private aircraft owners)



Course Module Subject Headings

Module 1 - Introduction and All things Baggage Handling

Module 2 - Ramp Safety Operational Considerations

Module 3 - Ground Support Equipment & Service Operations

Module 4 - Adverse Weather Conditions and Aircraft Marshalling

Module 5 - Lavatory and Potable Water Servicing

Module 6 - Aircraft Turnaround

Module 7 - Aircraft Departure Process

Module 8 - Aircraft Towing

SMS3-01 SMS for Employees



Overview and learning objectives

This online training course is designed to provide with an overview and basic understanding of the key principles and concepts associated with Safety Management System.

This course will provide general concepts for the development and implementation of the SMS based on the International Civil Aviation Organization (ICAO) Annex 19, Doc 9859 requirements as well as Transport Canada regulations.

Course Duration

This course is designed to be completed within 3 days.

The purpose of this course is to

- Provide understanding of how the organization's SMS operates.
- Ensure employee is aware of their role in the SMS and competent to perform their safety duties.
- Understand the SMS' purpose is to improve safety and not to attribute blame for honest errors or mistakes.
- Course participants will be required to pass a final exam before obtaining the certificate.

Key topics

- SMS Framework and Four Pillars
- Humans in the System Management Processes
- Safety Accountability and Responsibilities
- Become familiar with hazard identification and risk management processes
- Difference between Voluntary Safety Reporting and Mandatory Safety Reporting

This course is designed for

- Newly hired airline and airport staffs
- Civil Aviation Authorities staffs
- Service provider team
- Organizations responsible for the design and/or manufacture of aircraft



The banner features a dark blue background. On the left, there is a small inset image of a person's hands working on a laptop. To the right of the image is a large white and teal chevron symbol pointing left. Above the chevron is the 'TEAM TRAINING' logo, which consists of silhouettes of people and the text 'TEAM TRAINING' in a stylized font. To the right of the chevron, the text 'SMS TRAINING' is written in large, bold, white letters. Below this, the text 'Improve your safety performance through AVCON Academy Training Programs:' is written in white. At the bottom right of the banner, there is a small white diamond symbol followed by the text 'SMS for Employees'.

Course Module Subject Headings

- Module 1 - SMS Fundamentals
- Module 2 - Concepts and Principles of SMS Program
- Module 3 - Safety Policy and Objectives
- Module 4 - Safety Culture
- Module 5 - Hazard Identification and Risk Management
- Module 6 - Reporting and Prevention of Incident and Accident

SMS1-01 SMS for Executive Managers



Overview and learning objectives

This online training course is designed for Airport and Airline Executives and their related service providers executive team to obtain the necessary knowledge to plan and implement a Safety Management System and ensure continuous improvement and on-going compliance with the industry standards and requirements.

Course Duration

This course is designed to be completed within 3 hours.

The purpose of this course is to

- Provide necessary knowledge and skills to plan and implement safety management program within your organization.
- Understand ICAO and Transport Canada safety requirements.
- Ensure your SMS program complies with the current standards and recommendations and industry best practices.

Key topics

- Explain SMS Framework and Four Pillars
- Regulatory aspects of safety management
- Successful safety management
- The Management of Change

- How to use safety data and information in decision making processes
- Support a Safety culture
- Understanding safety risk management

This course is designed for

- Civil Aviation Authorities
- Airport Board of Director Members
- Corporate and executive staff from airport authorities and airlines
- Municipal Politicians
- Other aviation providers



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Course Module Subject Headings

Module 1 - Introduction to Safety Management System Framework

Module 2 - Why do we need an SMS?

Module 3 - Regulatory aspects of safety management

Module 4 - The relationship between a State Safety Program and a Safety Management System (Performance and SPI)

Module 5 - Creating and implementing successful safety management system

Module 6 – Safety Culture

SMS2-01 SMS for Safety Managers



Overview and learning objectives

This online training course is designed to help you acquire and improve your knowledge in the implementation of a Safety Management System Program.

This course will also be providing you with a general concept for the development and implementation of the SMS based on the International Civil Aviation Organization (ICAO) Annex 19, Doc 9859 requirements as well as Transport Canada regulations. This course will also prepare you to effectively identify safety hazards and control safety risks through the industry standards.

Course Duration

This course is designed to be completed within 5 days.

The purpose of this course is to

- Provide knowledge and skills to develop and implement safety management program within your organization.
- Ensure your SMS program complies with the current standards and recommendations and industry best practices.
- Prepare you to effectively identify safety hazards and control safety risks.

Key topics

- SMS Framework and Four Pillars
- Compliance and performance with ICAO SMS and state safety programs
- Hazard Identification and analysis
- Safety performance monitoring systems
- Safety Data Collection and Processing Systems
- SMS GAP Analysis and Implementation

This course is designed for

- Safety Managers and Officers
- Quality Managers and Officers
- Station Managers
- Airport Managers
- Managers & Supervisors
- Middle Management
- Any person interested in gaining knowledge of SMS concepts and key principles



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Course Module Subject Headings

- Module 1 - Safety Regulations
- Module 2 - Safety Policy and Objectives
- Module 3 - Safety Risk Management
- Module 4 - Safety Assurance
- Module 5 - Safety Reporting
- Module 6 - SMS Implementation
- Module 7 - Evolution of Safety