



AIRPORT SECURITY AND SAFETY AWARENESS TRAINING

# Frequently Asked Questions

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## 1. What’s new?

This new version of the learning will feature the following:

- Improved compatibility with devices (i.e., tablets and common web-browsers)
- Bookmarking features – pick up where you left off
- Improved record database to track user completion
- Simplified text and videos; and
- Improved business rules to complete and record learning



## 2. What is Airport Security and Safety Awareness training?

This learning is designed to educate airport employees on the important topics of airport security and health and safety. The learning is completed online and divided into three modules:

- i. Module 1 – Airport Security Awareness – National
- ii. Module 2 – Airport Security Awareness - YYZ
- iii. Module 3 – Health and Safety Awareness

After successfully completing each module, the trained employee will be e-mailed a record of completion to produce to their Company Signing Authority.

## 3. Why is this learning required?

**Airport Security:** All Canadian airports are required to have a security program in place that promotes a culture of security vigilance and awareness and outlines the roles and responsibilities of employees as it pertains to airport security. This learning satisfies a regulatory requirement under the [Canadian Aviation Security Regulations, 2012, s. 191\(2\)\(f\)](#).

**Health and Safety:** Canadian airports are federally regulated workplaces and as such must comply with the Occupational Health & Safety legislation prescribed in the Canada Labour Code Part II and the Canadian Occupational Health & Safety Regulations. This training satisfies the requirement under the Canada Labour Code Part II Section 125(1)(q) and specific regulations as prescribed.

## 4. Who is required to receive this learning?

Airport Security and Safety Awareness training is required in the following circumstances:

- a) A new airport employee applying for a Transportation Security Clearance to obtain a Restricted Area Identity Card (RAIC)
- b) An existing RAIC holder applying to renew their Transportation Security Clearance and RAIC before expiry
- c) A returning RAIC holder who has not worked at Toronto Pearson for more than 12 months and requires a RAIC
- d) An existing RAIC holder transferring from another Canadian airport to Toronto Pearson requiring a YYZ RAIC; or
- e) At the request of the GTAA, any airport employee who contravenes the *Restricted Area Identity Card/Keycard Terms and Conditions of Issue* may be required to complete Airport Security and Safety Awareness training as a condition of having their RAIC reinstated.



## 5. Who is not required to complete this learning?

Airport Security and Safety Awareness training is not required for the following circumstances:

- a) Airport employees who do not require a RAIC
- b) Airport employees who are replacing a lost/stolen RAIC or Airport Pass
- c) Airport employees who still hold valid transportation security clearance and are transitioning from one company to another at Toronto Pearson: or
- d) Airport employees who are applying for a multi-employer RAIC or who are adding employers to it thereafter

## 6. How do I receive this learning?

Complete the following instructions to receive Airport Security and Safety Awareness training:

- i. Access the learning modules at the following web address:
- ii. <https://www.gtaa.org/pearsonawareness/index.php>
- iii. Complete all modules in order - one, two, and three by clicking the "Module" buttons.

## 7. What tools do I need to complete this learning?

The training is completed online, therefore you must have internet access to one of the following supported web browsers:

- Google Chrome (Version 56 or later)
- Internet Explorer (Version 11 or later)
- Microsoft Edge
- Mozilla Firefox (Version 51 or later)
- Safari (10.0.3 or later)

**Note:** JavaScript must be enabled in your browser settings.

The recommended system requirements are:

- A minimum of 2 GB of available RAM
- A sound card and accompanying speakers or headphones
- Printer

**Note:** Closed captioning is available



## 8. I completed all three (3) learning modules. What's next?

You will be e-mailed a record of completion for each successful completed module.

- i. Access the e-mail account you provided during training and print the following three (3) e-mails you received:
  - Record of completion for Module 1
  - Record of completion for Module 2
  - Record of completion for Module 3
- ii. Provide copies of each record to your Company Signing Authority and personal records
- iii. Upon reviewing your records of completion, your Company Signing Authority will then sign your *RAIC Application*.
- iv. Bring your signed *RAIC Application*, along with all other necessary documentation, to your appointment at the Pass Permit Control Office.

**Note:** You do not require to provide any e-mailed records of completion to the Pass Permit Control Office. These are for your company signing authority to view and file. Keep a record for yourself.

## 9. How long is a record of completion valid for?

A record of completion is valid for 12 months from the date of completion.

## 10. Unauthorized use of training materials or records

The GTAA will investigate any incident wherein an individual is suspected of contravening the following terms and conditions of Airport Security and Safety Awareness training:

- a) Any person enrolled in Airport Security and Safety Awareness training is to complete the testing portion of the training individually without assistance – the testing portion is not to be conducted as a group.

**Note:** Assistance related to facilitation such as accessing the webpage, login, or navigating the course is permitted.

- b) Unauthorized distribution, recording, reproduction, or sale of the training content or materials is prohibited.
- c) Fraudulent tampering with training records or circumvention thereof is prohibited.



## FOR COMPANY SIGNING AUTHORITIES ONLY

### 11. How do I verify an employee has completed this learning?

For verification, the trained employee must provide the following two (3) e-mails to their Company Signing Authority:

- i. Record of completion for Module 1
- ii. Record of completion for Module 2
- iii. Record of completion for Module 3

The Company Signing Authority shall then:

- i. Review all three (3) records of completion that were e-mailed to the trained employee for proper *name* and *date of completion*

**Note:** A record of completion is only valid for 12 months.

- ii. Retain all valid record of completions for a period of 12 months for audit purposes

Once verified, the Company Signing Authority may then sign the trained employee's *RAIC Application*.

**Note:** If the Company Signing Authority determines any record of completion to be suspicious, contact the GTAA's Officer, Safety and Security Training, by e-mail at [zzg-securitytraining@gtaa.com](mailto:zzg-securitytraining@gtaa.com) or by phone at 416-776-3697 to verify a training record.

### 12. My company wants to integrate this training in a Learning Management System (LMS). Is this available?

No, moving forward the Airport Security and Safety Awareness learning will no longer be provided to companies who wish to upload the content to its own LMS. Any company who currently has this training uploaded in an LMS are to discontinue and direct employees to our Toronto Pearson website at <https://www.gtaa.org/pearsonawareness/index.php>

### 13. Is instructor-led training available?

No, instructor-led training is no longer available.