



AIRPORT SECURITY AWARENESS TRAINING

Frequently Asked Questions

- 1. What’s new?..... 1
- 2. What is Airport Security Awareness training? 2
- 3. Why is this required training? 2
- 4. Who is required to receive this training? 2
- 5. Who is not required to receive this training? 3
- 6. How do I receive training? 3
- 7. What do I need to complete training? 3
- 8. I completed training. What’s next? 4
- 9. How long is a record of completion valid for? 4
- 10. Unauthorized use of training materials or records 4
- 11. How do I verify an employee has completed training? 5
- 12. My company wants to integrate this training in a Learning Management System (LMS). Is this available?..... 5
- 13. Is instructor-led training available?..... 5

1. What’s new?

This new version of the course will feature the following:

- Improved compatibility with devices (i.e. tablets) and web-browsers;
- Bookmarking features – pick up where you left off;
- Improved record databases for airports to track user completion;
- Simplified text and videos for security-related rules and regulations; and
- Clear business rules regarding who requires training and when it is required.



2. What is Airport Security Awareness training?

Airport Security Awareness training is designed to educate airport employees of their role and responsibilities as it relates to airport security. The training is completed online and divided into two modules:

- i. Module 1 – a national module; and
- ii. Module 2 – a YYZ site-specific module.

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 required training?

All Canadian airports are required to have a security program in place that promotes a culture of security vigilance and awareness. This training satisfies a regulatory requirement under the [Canadian Aviation Security Regulations, 2012, s. 191\(2\)\(f\)](#).

In 2012, a national Canadian Airport Security Awareness Program (CASAP) was developed in collaboration by participating airports across Canada. As of 2017, the following airports participate in the CASAP: Calgary, Edmonton, Montreal, Ottawa, Quebec City, Toronto, Vancouver, and Winnipeg.

4. Who is required to receive this training?

Airport Security 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 Awareness training as a condition of having their RAIC reinstated.

5. Who is not required to receive this training?

Airport Security Awareness training is not required in 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 training?

Complete the following instructions to receive Airport Security Awareness training:

- i. Access training at the following web address:
<https://www.gtaa.org/pearsonawareness>
- ii. Click the “Toronto Pearson Security Awareness Program” button to continue



7. What do I need to complete training?

The training is completed online, therefore you must have 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

Note: Closed captioning is available during training.



8. I completed training. What's next?

Upon successfully completing Airport Security Awareness training, you will be e-mailed a record of completion for each completed module.

- i. Access the e-mail account you provided during training and print the following two (2) e-mails:
 - Record of completion for the national module; and
 - Record of completion for the YYZ site-specific module.
- ii. Print and provide copies of each for 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: Do not provide any e-mailed records of completion to the Pass Permit Control Office.

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 Awareness training:

- a) Any person enrolled in Airport Security 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 training?

For verification, the trained employee must provide the following two (2) e-mails to their Company Signing Authority:

- i. Record of completion for the national module; and
- ii. Record of completion for the YYZ site-specific module

The Company Signing Authority shall then:

- i. Review both 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 completion for 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 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?

Yes, please contact the GTAA's Officer, Safety and Security Training, by e-mail at zzg-securitytraining@gtaa.com or by phone at 416-776-3697 with a request for the Airport Security Awareness training LMS package.

Note: The GTAA does not provide any technical support for external LMS training delivery. It is the responsibility of the requesting company to troubleshoot and provide their own technical support for any issues that arise.

13. Is instructor-led training available?

No, instructor-led training is no longer available.

Note: Any companies who currently have instructor led Airport Security Awareness training classes are to immediately discontinue and direct their employees to complete training online or by LMS.