

SCHEDULE

(Section 11)

DESCRIPTION OF TRAINING PROGRAM
Greater Toronto Airports Authority
Toronto Pearson International Airport
3111 Convair Drive, Toronto, Ontario L5P 1B2

GTAA Employees

Date: August 30, 2017

1. Name and title of person responsible for managing the training program

Patrick Hansen, Manager, Corporate Learning.
2. Target group of the training program (specify):
 - a. Employees providing transportation related services who interact with the public
3. List of occupational categories of employees receiving training

GTAA employees are as follows:

- Passenger Service Representatives and direct managers
 - Terminal Service Representatives and direct managers
 - Managers of Operations, Terminals
 - Safety and Security Officers (Public Safety Officers) and direct managers
 - Directors (management)
 - Vice Presidents
 - Other employees who volunteer and have been vetted to participate in special events in the terminals.
4. Subject matter covered in the training program

Our course teaches employees about the following:

- Who the Canadian Transportation Agency is and why employees that interact with the public require this training
 - Most common types of disabilities and how to recognize when someone may be a person with such a disability
 - Customer service skills in identifying a person's needs, what their responsibilities are and what level of assistance employees should provide
 - General awareness of methods of communication each person with a disability may require and the types of aids or devices that each person with a disability may utilize
 - General awareness of types of mobility aids for persons with disabilities
 - TTY devices, signage, and other aids
5. Principal teaching methods and types of educational and support materials used in the training program:
Online method - via e-learning produced by the GTAA with material sourced from the CTA

6. Number of hours of training provided in the initial training program

One hour

7. Average period between the beginning of employment and the initial training

The time to complete the training is within 60 days per the regulations

8. Frequency, nature and number of hours of refresher training sessions required, online training via e-learning

Required once every three years, and is one hour in length

9. Qualifications and title of the person who provides the initial training and refresher training sessions.

The online training course is developed in conjunction with a consultant experienced in matters relating to persons with disabilities.

10. Where a person with a disability is involved in the training program, the nature of the Involvement

Since the training is self-directed no person with a disability is leveraged

11. Means used by the organization to ensure that employees receive a level of training appropriate to the requirements of their function

Twice per year or as needed review of the role responsibilities, and the required associated learning for the role.

12. The recording and monitoring of the completion of the initial training and each refresher training session.

Recorded via the GTAA's online Learning Management System (LMS). A report on completion by employees is provided to their Managers approx. every 10-12 weeks. Managers can pro-actively identify in their own self service reporting upcoming refresher/outstanding needs for employees.

13. Where the organization uses contractors, the means used to ensure that the contractors receive a level of training appropriate to the requirements of their function

See the separate Schedule 11 with respect to GTAA's contractors providing transportation related services.



Patrick Hansen, Manager, Corporate Learning
Greater Toronto Airports Authority