



Review and support industry SMS guidance material; assess Safety Culture; and develop and provide training for Civil Aviation Inspectors for Transport Canada

The mission of Transport Canada (TC) is to develop and administer policies, regulations and services to create the best transportation system for Canada and its citizens. Their aim is to have a transportation system that is safe, secure, efficient, affordable, integrated and environmentally friendly.

Services:

ISR, in conjunction with its partners Jacques Withford and Safety Metrics, was contracted to create SMS training courses and guidance material in 2003. Since then, ISR has been part of various projects with TC. These projects include:

- Review and improvement of TC SMS guidance material;
- Development of TC and user-based SMS guidance; and
- Creation of a SMS training package for conversion from civil aviation inspector to SMS assessor.

Since the inception of the project, ISR has trained over 850 TC employees over many of Canada's provinces and regions.

ISR has conducted a culture baseline assessment for the entirety of TC.

ISR has continually improved the TC SMS training program through frequent updates to ensure relevancy with current TC requirements, documentation and training needs.

TC tasked ISR to develop separate systems approach to training (SAT) training courses for auditing and SMS assessment and to deliver these courses in both of Canada's official languages (English and French).