



International
Civil Aviation
Organization

Organisation
de l'aviation civile
internationale

Organización
de Aviación Civil
Internacional

Международная
организация
гражданской
авиации

منظمة الطيران
المدني الدولي

国际民用
航空组织

Tel.: +1 514-954-8219 ext. 6483

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27 May 2015

Subject: Survey on a Civil Aviation Management Certificate Programme

Action required: Complete the Online Survey by 30 June 2015

Sir/Madam,

1. I have the honour to inform you that the International Civil Aviation Organization (ICAO) is establishing a Civil Aviation Management certificate programme, in collaboration with the John Molson School of Business (JMSB) - Concordia University, which will be launched by the end of 2015.
2. The objective of this programme is to enhance the aviation management competencies of qualified personnel in the civil aviation community while promoting best practices in human resources development and global aviation training activities. The programme will be taught at a level equivalent to that of a graduate programme, consisting of three certificates in Human Resources Management, Strategic Management, and Operations Management. Successful completion of all three certificates will lead to an Executive Certificate in Civil Aviation Management.
3. The ICAO Global Aviation Training Office is collaborating with JMSB – Concordia University on an online survey to collect valuable information from the civil aviation community. The survey is available at <http://bit.ly/ICAO-JMSB> and requires an ample number of responses from various international aviation professionals and managers. Data collected will help evaluate training needs and validate the curriculum components for the aviation-centric management programme.
4. Please forward the above link to all aviation professionals and managers from your civil aviation authorities, airlines, aerodrome operators, other service providers, etc. All responses are completely confidential and anonymous.

Accept, Sir/Madam, the assurances of my highest consideration.

for 
Raymond Benjamin
Secretary General