

Office of Professional Education

Corporate Aviation Management

CERTIFICATE PROGRAM



EMBRY-RIDDLE
Aeronautical University
WORLDWIDE

OFFICE OF PROFESSIONAL EDUCATION

PROED.ERAU.EDU

A professional education management program designed specifically for corporate aviation.

The Corporate Aviation Management Certificate Program is an approved National Business Aviation Association (NBAA) Professional Development Program (PDP) for corporate aviation professionals. These Embry-Riddle courses count toward continuing education requirements for and annual renewal of the NBAA's Corporate Aviation Manager certification.

Business Management Module

CE 2111 Value Proposition Analysis for Aviation

This course is for current or prospective flight department employees who will make strategic decisions and will manage interactions with passengers, customers and/or the parent company. The course covers the methods used in conducting a travel analysis, evaluating options for lift, justifying the flight department value, proposing various travel options and optimizing the fit of the flight department with corporate goals.

CE 2112 Finance and Budgeting

This course is for anyone who desires more knowledge about managing flight department finances using best practices, accepted accounting principles and efficient budgeting techniques. The course covers basic budgeting, forecasting, financial management, taxation, and cost recovery. The financial, taxation and insurance considerations of aircraft acquisitions and ownership are presented.

CE 2113 Community Relations

This course is for flight department personnel who are interested in community relations and public relations issues. Community service opportunities, community concerns, noise abatement, environmental issues, airport administration, and mediation strategies are discussed.

Leadership Module

CE 2121 Strategic Vision and Planning

This course is for flight department personnel and management who are involved in or desire to know more about the planning process. Goal setting, value statements, mission statements, vision statements, strategic planning and business planning are presented, with a focus on developing and communicating effective planning processes.

CE 2122 Leadership and Motivation

This course is for current or prospective flight department management employees. Course participants learn how to exercise leadership by being a role model, empowering personnel, building effective teams, promoting the exchange of information, and making sound decisions in order to achieve department goals and corporate objectives.

CE 2123 Managerial Communications

This course is for flight department personnel who want to disseminate information using effective communication strategies and engage personnel to enhance performance and understanding at relevant levels of the corporation. Communication techniques, tools, barriers and technologies are discussed.

CE 2124 Professional Development

This course will enhance personal effectiveness of flight department managers by presenting ways to enhance professional knowledge using industry resources (e.g., conferences, publications, local, regional, and national associations and legislation).

CE 2125 Human Factors for Corporate Aviation

This course is designed for business aviation specialists who want a solid understanding of human factors issues in flight, communication, situational awareness, decision-making, team effectiveness and safety management working environments. The course focuses specifically on business aviation, but the concepts apply anywhere humans are performing complex tasks. Participants will learn how to detect, prevent and manage various human factors issues as part of a system safety culture. Improved interactions among maintenance, dispatch, flight and other employee functional areas of the department are stressed.

Corporate Aircraft Operations Module

CE 2131 Standard Operating Procedures and Processes

This course is for current or aspiring flight department personnel who need to implement a system of standard operating procedures for flight operations using manufacturer's specifications, pertinent regulations, and accepted industry practices in order to ensure safety and efficiency.

CE 2132 Scheduling and Dispatch

This course is designed for flight department employees who will be scheduling and dispatching corporate aircraft or will be establishing scheduling and dispatch procedures using industry resources in order to conduct safe and efficient flight.

CE 2133 Record-Keeping and Compliance

This course is for flight department personnel who will establish and/or maintain a record-keeping system in order to document regulatory compliance and initiate appropriate action within the department.

Human Resource Management Module

CE 2141 Workload and Management Staffing

This course will help managers determine staffing needs for the flight department by assessing workloads to make efficient use of corporate assets.

CE 2142 Employee Training Programs

This course is for flight department personnel who will support career development by providing technical training within the flight department for personal and professional growth. Financial support and scheduling flexibility will also be discussed.

CE 2143 Staffing and Team Building

This course prepares employees to identify internal and external talent in order to coordinate a team with the highest level of expertise and achieve department goals. Course participants will be able to fill key positions by identifying potential candidates and providing the necessary training opportunities to minimize operational disruptions. Topics include the job market, training gaps, skills gaps, project management, knowledge management, teambuilding skills and forecasting human resource requirements.

CE 2144 Performance Reviews and Feedback Systems

This course helps flight department personnel to acquire the skills and knowledge needed to conduct performance reviews. Topics include establishing appropriate goals for employees and evaluating employee progress to maximize performance.

CE 2145 Compensation and Reward Programs

This course is for managerial personnel who evaluate flight department compensation using benchmarking surveys and corporate policies. Course participants also learn how to reward and discipline employee performance and build compensation packages to attract/retain employees.

CE 2146 HRM Laws and Ethics

This course is for departmental managers who ensure compliance with human resources regulations and corporate policies.

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Management expertise is critical to continued growth and success in the field of corporate aviation.

About the Program

The Corporate Aviation Management Certificate is a 100% online program designed specifically for the busy corporate aviation professional. There are 23 courses that range from one to two months in length and are instructor-facilitated with no scheduled meeting times. In the aviation/aerospace industry, no degree or certificate is more respected than one from Embry-Riddle Aeronautical University. Upon completion of the program, you will be an even greater asset to your company. The NBAA is notified regularly of participants' progress in the program. Once all courses are finished, participants receive a Certificate of Completion from Embry-Riddle and recognition from the NBAA. For a schedule, pricing information or to register, visit proed.erau.edu or contact us at 386-226-7694 or training@erau.edu.

Corporate Aviation Technical Services Modules

CE 2151 Aviation Safety Programs and Emergency Preparedness

This course is for professionals who want to better understand and implement safety programs within the department. Concepts include emergency preparedness, emergency equipment, safety programs, best practices, and risk management.

other inventories. Participants also learn how to standardize technical reviews in the flight department by requiring staff to adhere to uniform practices that provide quality service.

CE 2153 Customer Service Programs

This course is for flight department employees who maintain cabin information systems and passenger service items in order to ensure reliability, comfort and effective service. Measuring customer expectations and satisfaction levels is also covered.

CE 2154 Aviation Security

This course is for those who intend to apply rigorous security procedures in accordance with regulations, airport requirements, and corporate policies in order to provide a secure environment for passengers, employees, and assets. Concepts also include implementing procedures to safeguard information and physical assets of the corporation.

CE 2155 Vendor Management

This course is for flight department employees who manage and negotiate contracts with vendors and service providers to procure needed services, equipment, and supplies for the department.

CE 2157 Aviation Safety Audits

This course is designed for mid and upper level aviation managers who are tasked with developing internal safety policies and procedures and responsible for conducting periodic safety audits.

CE 2152 Aviation Maintenance Management

This course is for those who maintain aircraft components and pertinent safety regulations in order to provide efficient transportation of passengers and products, and maintain aircraft spares, supplies, and



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