I CAM, CAM You?

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CAM Program Mission

Certifying the Future of Business Aviation

Certified Aviation Manager (CAM) is the professional credential for business aviation managers. The CAM:

• Documents knowledge, skills and professional experience.
• Demonstrates commitment to leadership excellence.
• Signifies commitment to professional currency and continuing education.
Benefits of Certification

• Demonstrates you have been evaluated against standards protecting stakeholders.

• An objective, third-party review of your education, experience and knowledge.

• Use of the CAM designation.
Benefits of Accreditation

- Demonstrates the CAM program has been evaluated against standards protecting stakeholders.
- An objective, third-party review by the National Commission for Certifying Agencies (NCCA).
- Use of the NCCA Accredited Program mark.
Professional Development Program (PDP)
Acronyms/Definitions for Today

- CAM – Certified Aviation Manager
- CAM Governing Board – Oversees CAM Program
- PDP – Professional Development Program
- PDP Review Committee – Oversees PDP Program
Topics for Today

• What is PDP?
• What are PDP Courses?
• What are PDP Objectives?
• What are the Benefits of PDP?
• What is the PDP Review Committee?
• What is the PDP Course Submission Process?
• What is the Continuing Role of the PDP Review Committee?
• How Can You Help?
• Sampling of PDP Providers
What is PDP?

• Professional Development Program (PDP) offered by NBAA to assist business aviation professionals with career development, specifically preparing these professionals for management roles within their companies.

• Anyone who occupies or aspires to a management position in a company involved with business aviation is encouraged to participate.

• Encourages participation in coursework, recognizes outstanding participants and rewards those seeking careers in business aviation.
What are PDP Courses?

• PDP-approved courses enhance knowledge and skills of students in certain PDP objectives.

• PDP courses teach the skills needed to be an effective manager, which are the same regardless of a person’s specialty background.

• All members of the flight department are good candidates for management training, whether supervisory pilots, maintenance personnel, line service personnel, schedulers, dispatchers or flight attendants.
What are PDP Courses?

- Established training organizations and educational institutions, known as approved PDP providers, offer courses year-round through a variety of convenient and flexible delivery methods, including on-site seminars, Internet courses and video instruction.
- Courses may be half-day, one-day, two-day, semester, etc.
- Students earn a certificate of achievement for each PDP course completed.
- Later, the student receives a PDP completion plaque that can be customized to show the level of achievement as he or she progresses through the program.
- Over 10,000 courses have been completed.
What are PDP Objectives?

• Business Management – Management issues related to financial matters of the flight department, as well as contracting, confidentiality and community relations.

• Human Resources – Management issues related to staffing, training, performance and compliance with human resource requirements.

• Leadership – Issues related to strategic planning, team building, decision-making, communication and currency with professional knowledge.

• Operations – Management issues related to the operation of aircraft to ensure safe and efficient service.

• Technical and Facilities Services – Management issues related to aircraft, facilities and ground support equipment.
What are the Benefits of PDP?

• **Student**
  – Gain new insight and develop new skills.
  – Develop professional contacts.
  – Gain industry PDP credits.
  – Build credits to qualify for NBAA CAM Exam.
  – Earn credits to maintain CAM.

• **Employer**
  – Have an industry certified crew.
  – Succession planning.
  – Enhanced knowledge and skills of employees.
  – Retention by investing in employees.

• **Industry**
  – More knowledgeable, industry-certified workforce.
What is the PDP Review Committee?

• Composed of Industry professionals and academics.
• Participate in NBAA job analysis, which translates into PDP objectives.
• Work with CAM Governing Board.
• Meet regularly to review course proposals.
• Rigorously examine course proposals to determine if course meets PDP objectives for which submitted.
• Approves courses meeting PDP objective(s).
• Once approved, course may be offered by provider as NBAA PDP-approved course.
• Courses are offered at NBAA meetings/convention, but may also be offered by provider at location/date of their choosing.
What is the PDP Course Submission Process?

• Determine which PDP objective course is designed to meet.

• Complete PDP Course Proposal Application.
  – Page 1: Course Title and Contact Information
  – Form A: Course Review Form
  – Form B: Course Information Form
  – Course Syllabus, Outline, Schedule

• Submit application packet to NBAA
  – Tyler Austin (taustin@nbaa.org)
What is the Continuing Role of PDP Review Committee?

- 360 Review
- Committee course audits
- Review of student course reviews
- Review course recertification proposals every three years
- Oversee PDP Program
- Interact with CAM Governing Board
How Can You Help?

- Believe in the value of continuing education.
- Believe in the value of professional development.
- Believe in the value of NBAA PDP & CAM.
- Enroll in PDP courses and send your employees to PDP courses.
- Provide feedback for every course you enroll in.
- Let us know how to better serve you!
Sampling of PDP Providers

Areonomx
Aerotechna Solutions
Aviation Training Solutions
Aviem International
Baldwin Aviation Safety and Compliance
Bravo Golf Aviation
Convergent Performance LLC
Cornerstone Strategies LLC
Embry-Riddle Aeronautical University
Global Jet Services
Grey Owl Aviation Consultants
International Business Aviation Council

Jackson & Wade LLC
Kansas State University
National Business Aviation Association
Ohio University
PAR Travel Tech
Saint Louis University
Service Elements
Sinclair Community College
Summit Solutions LLC
University of Dubuque
The VanAllen Group
CAM Exam Content

Knowledge Domains Informed by Job Analysis

- Business Management.
- Human Resources.
- Leadership.
- Aircraft Maintenance and Facilities Operations.
- Operations.
Preparing to be a CAM

Use a Stepwise Process

1. Review the Candidate Information Handbook.
2. Access the application.
3. Earn eligibility points.
4. Complete the application.
5. Study for the exam.
6. Take the exam.
Preparing to be a CAM

1. Review the Candidate Information Handbook

- Outlines important information and requirements.
- Guides you through the process.
- Answers frequently asked questions.
- Linked at https://www.nbaa.org/prodev/cam/
Preparing to be a CAM

2. Access the Application

• Review eligibility requirements for certification.
• Linked at https://www.nbaa.org/prodev/cam/
• Or contact CAM Program Administrative Director Jay Evans, CAM, at cam@nbaa.org
Preparing to be a CAM

3. Earn at least 100 Eligibility Points

<table>
<thead>
<tr>
<th>Category</th>
<th>Maximum Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment (minimum two years in business aviation)</td>
<td>90</td>
</tr>
<tr>
<td>Formal Education</td>
<td>45</td>
</tr>
<tr>
<td>Licensing and Certification</td>
<td>30</td>
</tr>
<tr>
<td>Professional Development</td>
<td>45</td>
</tr>
</tbody>
</table>
Preparing to be a CAM

4. Complete the Application

- Provide two (2) letters of recommendation confirming business aviation experience.
- Sign the application.
- Submit the application with all required documentation and fee.
- Contact CAM Program Administrative Director Jay Evans, CAM, at cam@nbaa.org
Preparing to be a CAM

5. Study for the Exam

- The CAM Candidate Information Handbook lists the exam content outline.
- The optional CAM Study Guide is linked at [https://www.nbaa.org/prodev/cam/](https://www.nbaa.org/prodev/cam/)
- Attend Professional Development Program (PDP) courses at your option, linked at [https://www.nbaa.org/prodev/pdp/](https://www.nbaa.org/prodev/pdp/)
- Review other aviation, technical school and business education courses.
- Join a study group and network with your business aviation colleagues.
Preparing to be a CAM

6. Take the Exam

- Contact CAM Program Administrative Director Jay Evans, CAM, to pay the exam fee and obtain authorization to test.
- Schedule your exam with ISO Quality Testing.
- Linked at http://isoqualitytesting.com
- Await exam results, typically within 30 days.
Maintaining your CAM

Continuing Competence

• Recertification requires earning four (4) points of continuing professional development credit every three (3) years.
  ✓ Four (4) point options include a new degree or multi-objective PDP-approved course.
  ✓ Two (2) point options include single-objective PDP-approved courses and certain webinars.
  ✓ One (1) point options include many approved NBAA conferences and Regional Business Aviation Group educational programs.

• Certificants must comply with professional principles of behavior.
Conclusion

Distinguish Yourself as a Business Aviation Professional

• CAM job analysis informs the domains of knowledge.
• PDP courses teach those domains of knowledge.
• There are many ways to prepare for the exam and develop competence.
• CAM exam is a competency-based, criterion-referenced exam.
• Continuing competence requires continuing professional development.
• NCCA accreditation recognizes the CAM program complies with standards.
Sample CAM Exam Questions

- The following sample CAM exam questions are provided for discussion purposes.
- These questions are representative of the format and types of questions a candidate may expect to encounter in the CAM exam.
- More sample questions are available in the CAM Study Guide.
Sample Question

Domain: Business Management

If a particular flight is subject to Federal Excise Tax, who is responsible for the tax?

A. The entity that owns the aircraft is responsible for collecting and remitting the tax.

B. The entity billing the end-user customer is responsible for collecting and remitting the tax.

C. The entity billing the end-user customer is responsible for collecting the tax and the entity that owns the aircraft is responsible for remitting the tax.

D. The entity that is the end-user customer is responsible for collecting and remitting the tax.
Sample Question

Domain: Human Resources

On a recurring basis, dispatch is unable to crew aircraft due to extended long flight duty days. To BEST address this issue, the aviation manager should:

A. Re-evaluate the pilot-to-aircraft staffing ratio to determine whether additional staffing is required.

B. Consider the pilots’ fatigue level and write a waiver if fatigue is not a factor.

C. Change the flight duty day limitations to accommodate a longer flight duty day.

D. Hire a part-time pilot to cover the late flight duty schedule.
Sample Question

Domain: Leadership

A company’s new aviation department manager is working on finalizing goals for the department. A well-defined mission statement is designed to:

A. Provide specific direction to all the company’s employees.
B. Project corporate sales and bottom line profits.
C. Enhance employee motivation and organizational performance.
D. Build quality services at cost-effective rates.
Sample Question

Domain: Aircraft Maintenance and Facilities Operations

Determining the airworthiness of an aircraft for a flight is the responsibility of the Pilot-in-Command (PIC) and:

A. Owner/Operator.
B. Dispatch Manager.
C. Director of Maintenance.
D. Safety Manager.
Sample Question

Domain: Operations

Which of the following conditions is required for an aviation department, as a whole, to embrace safety in all of its operations?

A. Time is provided away from the job to relax.
B. Flexibility is provided in all operating procedures.
C. All employees accept safety as a lifestyle.
D. Stiff penalties are allotted for any safety violation.
Questions and Answers
Thanks for your interest in CAM and PDP

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