UK
Civil Aviation
Authority
International

Aviation training by the UK CAA experts

Contents

About CAAi	4
Professional Training	5
Safety & Risk Management	6
Airports, Air Traffic & Airspace	30
Design, Production, Maintenance	37
Regulation Compliance & Monitoring	56
Defence	78
Learning & Development	81
Aviation Security	88
Environment	96
Contact Us	102
Coming Soon	103

About CAAi

CAA International is the technical cooperation and training arm of the UK Civil Aviation Authority (UK CAA). As part of the CAA's International Group, we are committed to supporting ICAO and EASA on international cooperation initiatives to help shape tomorrow's international aviation legislation, improving regulatory capacity and efficiency, and sustaining society's confidence in aviation.

Our primary focus is providing advisory, training, examination and licensing services to agencies, fellow National Aviation Authorities (NAAs) and industry. From 193 ICAO contracting States, we have provided our expertise in more than 140 countries.

Professional Training

In cooperation with ICAO

We deliver a dynamic portfolio of open access training courses and tailored training programmes for NAAs and industry around the globe.

What sets us apart is our ability to provide training solutions that are quality-assured by active UK CAA regulators as subject matter experts, covering all aspects of aviation safety regulation.

Based on the UK, EASA and ICAO Standards and Recommended Practices as a minimum, our training programmes focus on practical knowledge transfer using presentations, discussions, group exercises and practical application of theory to develop effective competencies, delivering results to individuals and organisations.

Our training services are ISO 9001:2015 certified and we are fully accredited under the British Accreditation Council (BAC) – a mark of quality recognised both in the UK and overseas.

Open Access Training Courses

We deliver open access training courses in the United Kingdom, Malaysia, Singapore, Bahrain and Hong Kong. Our courses cover a wide range of international aviation regulation. We deliver e-Learning, blended learning, virtual and classroom courses.

Tailored Training Services

Beyond our comprehensive portfolio of open access courses, we can design and deliver training programmes that are tailored to an organisation's individual requirements.

Our experts consult at all levels of programme design, from lightly tailored content or overseas in-company delivery, through to fully customised and complex training solutions.

ICAO TRAINAIR PLUS

We hold Corporate Partnership status on the ICAO TRAINAIR PLUS Programme. Working with ICAO, we create and deliver courseware consistent with the Chicago Convention, ICAO's Standards and Recommended Practices (SARPs) and relevant ICAO guidance material.

On-the-Job Training Solutions

Our on-the-job training gives delegates the opportunity to apply the knowledge they gained during our classroom course to a real-life setting. Delegates develop the skills and behaviours required of inspectors in today's ever-changing aviation environment. We work with individual clients on a case-by-case basis, either in the UK or overseas.

Supporting National Aviation Authorities

We can work with National Aviation Authorities to develop training programmes that supports ICAO CE-4 "Qualified Technical Personnel and Training" compliance.

Safety & Risk Management

- **Introduction to Safety Management Systems (SMS)**
- **Safety Management Systems (SMS) – Principles and Applications**
- **Advanced Safety Management – Evaluating for Effectiveness**
- **Leading on Aviation Safety**
- **Safety Management System Refresher Training**
- **Leading on Aviation Safety Management – e-Learning**
- **Safety Management Systems (SMS) for Small Organisations**
- **Human Factors Application in Aviation**
- **Risk Monitoring & Safety Performance**
- **Effective Fatigue Risk Management**
- **Just Culture in Aviation Safety**
- **Just Culture for the Team**
- **Just Culture for Responsible Managers**
- **Barrier Modelling in Aviation**
- **Pilot Peer Training**
- **CAA Preparation for restarting operations during pandemic**
- **Risk-Based Oversight and Surveillance**
- **State Safety Programme for Director generals**
- **Introduction to Safety – e-Learning**

A Safety Management System (SMS) is a series of defined, organisation-wide processes that provide for effective risk-based decision making related to your daily business. SMS focuses on maximising opportunities to continuously improve the overall safety of the aviation system. Our training programme in this specialisation provides a complete suite of complementary courses.

Introduction to Safety Management Systems (SMS)

30 minutes e-Learning

Course Overview

If you work in aviation, it is likely that you have heard of Safety Management Systems (SMS). However are you really clear on what a SMS is and what is expected of you? This course provides delegates with an introductory knowledge of safety management concepts for SMS to be understood in terms of ICAO Standards and Recommended Practices.

Who Should Attend

This course is suitable for individuals working in the aviation industry who require an introduction to SMS to fulfil their role in contributing to safety, and to fellow regulators.

Key Topics

- SMS in simple terms
- Benefits of having an effective SMS and the consequences of not having one
- Roles in a SMS – from Accountable Manager to front-line staff
- The meaning of safety and acceptable levels of safety
- Relationship between the State Safety Programme (SSP) and your organisation's SMS
- How SMS is an integrated part of the ways of working
- Components of a safety culture

Course Objectives

The course was developed by the UK CAA's SMS experts, and contains animations and videos to bring the content to life. Working online, the course should take around 30 minutes to complete.

By the end of this online course delegates will demonstrate an understanding of the following:

- Safety Management and how to apply its policy and principles into their working environment
- The value of an organisation having a SMS in place and the possible legal implications of not having one
- The importance of a positive safety culture
- The need for meaningful hazard identification and risk assessment to increase safety levels

Prerequisites

Delegates should be familiar with the aviation environment in the context of safety.

Safety Management Systems (SMS) – Principles & Applications

3-day classroom course or blended 2-day classroom course with e-Learning
London Gatwick | Malaysia | In-company

Course Overview

Organisations across the aviation industry are required to have a Safety Management System (SMS). But what is a SMS, and how does it work?

This three-day course provides an introduction to SMS, based on ICAO Standards and Recommended Practices. On completing the course, you will have the skills required to develop, implement, manage and assess a basic SMS.

The course draws on the ICAO SMS Framework, EASA OR.GEN.200 Rules and UK CAA SMS Guidance Material, along with experiences and observations from the UK CAA's current oversight activities. The course is a combination of presentations, group discussion and practical exercises, delivered by UK CAA experts.

Who Should Attend

This course is suitable for individuals working in the Aviation Industry who require an introduction to SMS to fulfil their role in contributing to safety, and to fellow regulators.

Tangible benefits have been identified by Safety Managers, Quality Managers and industry and regulatory personnel with a safety remit.

Key Topics

This training course will include the following topics:

- Overview of SMS
- Requirements for implementing, developing and maintaining an SMS
- The SMS regulatory framework – ICAO, EASA and UK CAA
- Creating a positive safety culture
- Practical tools to actively engage in your SMS
- The regulator's assessment of a basic SMS

Course Objectives

By the end of this course delegates will demonstrate an understanding of:

- ICAO, EASA and UK CAA Safety management regulatory framework and how to apply these policies and principles into their working environment
- The value of an organisation having a SMS in place and the possible legal implications of not having one
- The importance of a positive safety culture
- The need for meaningful hazard identification and risk assessment to increase safety levels

Prerequisites

Participants should be familiar with the aviation environment in the context of safety.

Advanced Safety Management – Evaluating for Effectiveness

2-day course
London Gatwick | Bahrain | Hong Kong | Malaysia | In-company

Course Overview

In our Safety Management Systems (SMS) – Principles & Applications, you will have learnt how to implement and assess a basic SMS. Building on those foundations, in this advanced course, you will develop the skills and knowledge to competently evaluate the effectiveness of an organisation's SMS.

This course draws on the ICAO SMS Framework, EASA OR.GEN.200 Rules and UK CAA SMS Guidance Material, along with case studies, experiences and observations from the UK CAA's current oversight activities. You will benefit from the latest thinking on SMS, examples of best practice and the latest regulatory changes and policies towards SMS, delivered by UK CAA experts.

This training course is highly interactive and uses group activities and discussion to help develop your Safety Management skills.

Who Should Attend

This course is suitable for regulatory personnel within a National Aviation Authority (NAA)/Government Department and for safety managers working in Industry, or those within a similar role who want to assess the effectiveness of their own SMS, as well as that of their contracted organisations.

Key Topics

The course will include the following topics:

- Enhancing safety performance
- Safety culture
- Safety policy & objectives
- Risk management
- Safety assurance and promotion
- Organisational assessments in practice

Course Objectives

By the end of this course delegates will be able to demonstrate the knowledge of how to assess the effectiveness of an organisation's SMS and will gain the ability to evaluate their third-party suppliers where applicable.

Prerequisites

Delegates should have a basic knowledge of SMS and the ICAO SMS Framework (ICAO Doc 9859).

It is recommended that delegates have attended the SMS – Principles & Applications course prior to attending the Advanced Safety Management course.

Leading on Aviation Safety

1-day course
Virtual | London Gatwick | Malaysia | In-company

Course Overview

Senior managers have a vital role to play in safety management. Although senior managers may not be directly involved with an organisation's Safety Management System (SMS), without the full support of senior management filtering down from the top, an organisation may not be able to deliver the value and benefits of an effective SMS.

This course has been designed specifically to help senior managers develop the skills and knowledge required for safety leadership and to encourage a positive safety culture.

This is a one-day classroom course led by a UK CAA expert, where you will start to put your safety leadership skills into practice through discussion and group activities, along with a face-to-face presentation.

Who Should Attend

This course is suitable for senior managers working in the Aviation Industry who require an overview of SMS to fulfil their role in contributing to safety.

Tangible benefits have been identified by Safety Managers, Quality Managers and other senior managers within Industry and Regulatory Authorities.

Key Topics

This training course will include the following topics:

- Overview of a SMS and what is needed to develop and maintain one
- The SMS regulatory framework – ICAO, EASA and UK CAA
- Creating a positive safety culture
- The benefits of senior managers' involvement in SMS
- Practical tools to actively engage in your SMS
- The regulator's assessment of the senior management role within the SMS
- Assessing overall effectiveness of the SMS

Course Objectives

By the end of this course delegates will be able to demonstrate an understanding of:

- The high-level overview of SMS and what is needed to develop and maintain one
- The value of having an effective SMS in place
- The importance of encouraging a positive safety culture
- The regulator's assessment of the senior management role within the SMS
- The legal implications of not having an effective SMS

Prerequisites

There are no formal qualifications required.

Safety Management Systems Refresher Training

1-day course
Virtual | In-company

Course Overview

This course was designed to provide Safety Management Systems (SMS) refresher training to regulatory inspection staff and industry safety managers to reflect recent SMS regulatory changes and to share lessons learnt. As SMS understanding and implementation continues to evolve the CAA SMS evaluation tools and processes have also been updated. This includes increasing the focus on Human Factors as part of an organisation's SMS evaluation.

Who Should Attend

This course is suitable for regulatory inspectors engaged in SMS oversight and safety managers or those performing SMS assessments that would like to refresh their knowledge on SMS and SMS regulations.

Key Topics

This training course will include the following topics:

- SMS issues and challenges
- EASA and ICAO SMS updates (Annex 19 2nd edition and Doc 9859 SMM 4th edition)
- Changes to CAA SMS tools and procedures
- What to look for in an effective SMS

Course Objectives

To provide regulatory staff and safety managers or those working in a safety team with an update on regulatory changes including updates to ICAO SMS regulations and guidance and EASA changes to implementing rules. It will also provide updates on CAA SMS evaluation tools and oversight processes.

Delegates attend a one-day classroom course facilitated by a UK CAA SMS expert. With a combination of presentations, open discussions and case studies it provides an opportunity to discuss SMS implementation and oversight challenges and the sharing of lessons learnt.

By the end of this course delegates will demonstrate an understanding of the following:

- Recent regulatory changes to SMS requirements and guidance material
- What to look for to assess the 'effectiveness' of an SMS
- Changes to the CAA SMS evaluation tools
- Management of change evaluation tool
- How Human Factors is embedded into an SMS

Prerequisites

Prior knowledge of SMS assessment and the CAA SMS Evaluation Tool (through formal training or on-the-job training).

This course is not suited to those with no prior knowledge of SMS (instead recommend: SMS Principles and Application and/or Advanced SMS: Evaluating for Effectiveness).

Leading on Aviation Safety Management

1½-hour e-Learning

Course Overview

Senior managers have a vital role to play in safety management. Although senior managers may not be directly involved with an organisation's Safety Management System (SMS), without the full support of senior management filtering down from the top, an organisation may not be able to deliver the value and benefits of an effective SMS. So how can you lead on safety management?

This 1½ hour e-Learning course has been designed specifically to help senior managers understand their role and responsibilities in the SMS.

Who Should Attend

This course is suitable for an accountable managers and nominated post holders (Form 4 holders) working in the Aviation Industry.

Key Topics

This training course will include the following topics:

- High level overview of a SMS
- The value of having an 'effective' SMS in place
- The importance of encouraging a 'positive safety culture'
- The legal implications of not having an effective SMS

Course Objectives

By the end of this course delegates will be able to demonstrate an understanding of:

- Safety Management System (SMS)
- The value of having an 'effective' SMS in place
- The importance of encouraging a 'positive safety culture'
- The legal implications of not having an effective SMS

Prerequisites

There are no formal qualifications required.

Safety Management Systems (SMS) for Small Organisations

30 minutes e-Learning

Course Overview

In recognition of the challenges facing smaller organisations, a 30-minute e-Learning course has been developed to cover the principles of a Safety Management System (SMS). The e-Learning modules include guidance to help you to build and maintain an effective SMS suitable for a small organisation in order to meet EASA requirements.

Who Should Attend

This course is suitable for those staff involved in the development and management of the SMS such as Safety Managers, Accountable Managers and Quality Management / Compliance Monitoring Managers within small complex and non-complex organisations. In addition, key managers and post-holders who play an important role in contributing to safety would benefit from following.

Key Topics

- Principles of a SMS
- The importance of safety culture
- SMS in practice

Course Objectives

By the end of the course the delegates will demonstrate an understanding of how safety management is applied in a small organisation:

- The benefits of having an effective SMS and how this can contribute to the organisation's business
- Things to consider in building and maintaining a simple SMS
- The value of improving the safety culture of your organisation and the establishment of a Just Culture

Prerequisites

Delegates should be familiar with the aviation environment.

Human Factors Application in Aviation

3-day course
Virtual | London Gatwick | In-company

Course Overview

This course provides delegates with an overview of Human Factors (HF) and how to manage them. It will explore the basic principles and, in line with ICAO Human Performance Principles, and delegates will learn how the limitations affect human performance in an operational environment. It will translate this knowledge into practical applications that can be used within the delegate's professional environments to support optimum human performance.

Who Should Attend

This course is suitable for aviation professionals who require an overview of Human Factors and associated requirements.

Key Topics

- ICAO Human Performance Principles
- Systems and Organisation Factors
- Changing perspectives on human performance
- Individual and group capabilities and limitations
- Common system applications of HF including; design of work and equipment, design of checklists and procedures, personnel selection, training
- HF of safety promotion activities and implementing change
- Investigating incidents involving HF, and developing robust incident closure actions
- Practical application of HF principles and models

Course Objectives

By the end of this course delegates will demonstrate an understanding of the following through presentation and interactive discussion:

- Understand Human Factors limitations and how they affect human performance a day-to-day environment
- Develop and explore approaches to the understanding of Human Factors within their organisation
- Putting into practice the practical assessment and management of Human Performance

Prerequisites

Delegates should have an understanding of Human Factors requirements in relation to their organisation and working environment.

Risk Monitoring & Safety Performance

2-day course
Virtual | London Gatwick | Bahrain | In-company

Course Overview

This course provides delegates with a context of how risk monitoring and safety performance form a key part of an aviation Safety Management System (SMS).

Delegates will gain knowledge and understanding of how to identify hazards and build a suitable knowledge base for risk and safety performance monitoring. The course gives guidance on risk modelling and data analysis, how to develop and present Safety Performance Indicators (SPIs), and explains how they form an integral part of an SMS.

Who Should Attend

This course is suitable for anyone who requires a generic overview of risk monitoring, safety performance and risk classification and modelling in the aviation context.

Key Topics

This training course will include the following topics:

- Risk monitoring and safety performance as part of a SMS and State Safety Programme (SSP)
- Understanding and identifying hazards
- Building a knowledge base for safety risk management
- Risk assessment methods
- Risk modelling
- Introduction to Safety Performance Indicators
- Safety performance analysis techniques
- Presenting SPIs

Course Objectives

By the end of this course, delegates will be able to demonstrate knowledge of:

- The role of safety performance and risk monitoring in an aviation SMS
- The need for an appropriate taxonomy to classify safety-related data
- How to identify and risk assess safety issues in order to monitor the safety performance of a system
- The fundamental principles of barrier risk modelling
- Analytical techniques used to produce SPIs to monitor trends and identify risks
- How to present SPIs

Prerequisites

Delegates should have a basic knowledge of SMS gained through operational experience or through attendance of the SMS Principles & Application course.

Effective Fatigue Risk Management Systems (FRMS)

3-day course
Virtual | London Gatwick | Bahrain | In-company

Course Overview

Fatigue Risk Management Systems (FRMS) are a crucial safety system for airline operators. This course provides the bespoke tools for understanding fatigue risk by focusing on developing an understanding of fatigue science, and the tools used to gather objective and subjective data. It will develop delegates understanding on how to create and use an airline's specific fatigue metrics to assess their fatigue risks.

Who Should Attend

This course is suitable for personnel involved in the management of aircrew, for whom fatigue is a risk factor. Tangible benefits have been identified by Safety Managers, Rostering Managers, Business Jet Managers and Regulatory personnel with an aircrew fatigue management remit.

During the course you will benefit from real-life examples of successful approaches taken by other organisations.

Key Topics

This training course will include the following topics:

- The use of scientific research in FRMS
- The use of scientific research within an airline operation
- Bespoke fatigue metrics for risk assessment and risk assurance
- How to develop a safety case
- Assessing overall effectiveness of the FRMS

Course Objectives

With guidance from your UK CAA expert instructors, the delegates will gain an understanding of:

- FRMS and how it integrates within the organisation's SMS
- The differences between fatigue management under SMS and under an FRMS
- A deeper understanding of fatigue research science tools used to gather objective and subjective data
- Using fatigue metrics to conduct the fatigue assurance functions required of your FRMS
- Developing an effective reporting policy
- Common challenges in developing an effective system
- Importance of an open reporting culture
- Effective fatigue training and safety promotion

Prerequisites

Delegates should be familiar with the management of fatigue in an operational environment and have a basic understanding of the ICAO SMS framework.

Just Culture in Aviation Safety

1-day course
Virtual | London Gatwick | In-company

Course Overview
This course has been specifically developed to clarify why Just Culture is important to safety management and to consider not only theoretical aspects but practical approaches.

Who Should Attend
This course is applicable to all aviation functions and departments – especially Accountable Managers, Safety Managers, Quality Managers, Training Managers, Human Factor Specialists and EASA Nominated Persons.

Key Topics
This training course will include the following modules:

- What is a Just Culture
- The impact of organisational culture on safety performance
- Just, reporting, informed and learning cultures, as part of a developing safety culture
- Legislation, guidance and policies building trust
- Assessing and measuring Just Culture: determining culpability
- Just Culture and safety improvement

Course Objectives
By the end of this course delegates will demonstrate understanding of the following through presentations and facilitated discussion:

- What a Just Culture is and how it fits into the safety culture of an organisation
- Just Culture models and tools
- Role of the Regulator in applying a Just Culture
- How to develop and sustain a Just Culture
- Be more aware of the benefits from having a Just Culture

Prerequisites
No pre-course preparation is required.

Just Culture for the Team

40-60 minutes e-Learning

Course Overview
Having a Just Culture encourages open reporting. And open reporting helps your organisation to keep everyone safe. Developed by UK CAA regulators, the Just Culture for the Team course is an e-Learning module which helps anyone working in aviation gain confidence in reporting. The course includes practical, real-life reporting challenges that you might face, using rich media, video, scenarios and animations to bring the content to life.

Who Should Attend
The course is suitable for you if you work in a front-line role across the industry, including airlines, ATOs, airports, ground handling organisations, ANSPs, maintenance organisations, NAAs, etc.

Key Topics
This training course will include the following modules:

- Importance of Just Culture
- What is a Just Culture
- How Just Culture fits into the broader Safety Management System
- What does it mean for me
- What does it mean for my organisation
- Reporting in my organisation

Course Objectives
By the end of the course, delegates will know what Just Culture is and what it means for individuals and for the organisation, and how to support individuals so that they can report openly.

Prerequisites
There are no prerequisites for this course.

Just Culture for Responsible Managers

3 hours e-Learning

Course Overview

This course features two e-Learning modules:

In module 1, Just Culture for the Team, you will explore the messages your staff need to know. The course includes practical, real-life reporting challenges that front-line staff might face, using rich media, video, scenarios and animations to bring the content to life.

In module 2, specifically designed for managers responsible for implementing a Just Culture, you will learn how to create, implement, sustain, assess and measure your Just Culture. The module guides you through your responsibilities, giving you practical tools and tips.

Who Should Attend

The course is suitable for you if you are responsible for creating, managing and implementing Just Culture in your organisation, including Senior Managers, Safety Managers, SMS Managers, Quality Managers, Heads and Directors of Safety.

Key Topics

This training course will include the following modules:

- Responsible Managers in Just Culture
- Creating a Just Culture
- Culpability models
- Sustaining a Just Culture
- Measuring and assessment
- Summary

Course Objectives

By the end of this course, delegates will understand their role in Just Culture and how to create successful Just Culture in their organisation. Delegates will learn how to assess the Just Culture in their organisation.

Prerequisites

It is recommended to take the Just Culture for the Team module prior to this course.

Barrier Modelling in Aviation

1-day course
Virtual | London Gatwick | In-company

Course Overview

The overall aim of this course is to prepare delegates for the upcoming changes to ICAO Annex 13 (Amendment 17) which refers to the classification of serious incidents and how remaining barriers between the event and an undesirable outcome were left intact need to be considered.

The course provides delegates with a context of how barrier models can be used. Delegates will explore a series of techniques that can be applied to create barrier models together with best practice guidelines on how to structure and maintain a barrier model.

Who Should Attend

This course is suitable for anyone who requires a generic overview of barrier modelling in the aviation context.

Key Topics

This training course will include the following topics:

- Introduction to Barrier Models
- Barrier Model Applications
- Creating a Barrier Model
- Maintaining a Barrier Model

Course Objectives

By the end of this course, delegates will demonstrate knowledge of the following through group discussion and syndicate exercises:

- Understand the concept of barrier modelling as outlined in ICAO Annex 13 Amendment 17
- Present an overview of different barrier modelling techniques (e.g. SIRA and Bowtie)
- The role of barrier modelling plays in risk management
- Best practice when creating an effective barrier model
- How barrier models can be used to create meaningful Safety Performance Indicators (SPIs)

Prerequisites

Delegates should have a basic knowledge of Safety Management Systems (SMS).

Pilot Peer Training

3-day course
London Gatwick

Course Overview

This course provides delegates with the skills, knowledge and behaviours, as a Peer, to become confident to provide Pilot Peer Assistance to flight crew as part of a Commercial Air Transport (CAT) operators' Support Programme.

European Union Aviation Safety Agency (EASA) regulation EU 2020/745 (EU 2018/1042) mandates all operators to implement a Support Programme (SP) for flight crew designed to inform and educate pilots on their wellbeing and health.

Trained peer volunteers, working with the oversight of qualified health professionals enhance the wellbeing of industry personnel, preserving careers and enhancing aviation safety.

Who Should Attend

- Pilot Peer volunteers
- Senior Managers from CAT operators who have oversight of support programmes
- National Aviation Authorities (NAA's) and Regulatory Bodies Subject Matter Experts on SPs or Peer Support

Key Topics

- Introduction to Peer Training Course
- Regulatory requirements for Support Programme and the use of trained peers
- Role of a Peer
- An appropriate and agreed code of practice and ethics
- Importance of confidentiality
- Their function and knowledge of limits of their role, responsibilities and competence and also safety risk factors in aviation
- Knowledge of CAA medical regulatory considerations in aviation medicine
- Basics of psychology and the understanding of how the human mind and body respond to stressors and the manner by which health and wellbeing issues develop
- Mental health first aid principles and intervention techniques
- Signs of mental ill-health including recognition of 'red flags' requiring escalation and urgent professional assistance
- Suicide prevention using Safe Talk or Question, Persuade, Refer (QPR) protocols
- The fundamentals of understanding substance abuse as a medical condition and treatment models such as a HIMS programme
- How Pilot Peer Assistance works – Peer Assistance model
- The skills required for initiating and directing a peer assistance call
- Empathic and active listening skills
- Unconditional positive regard
- Helpful conversations in peer assistance calls; preferred future state, solution-focused conversations, shared understandings
- Role play support calls
- Clear onward referral pathways and signposting to other sources of assistance
- When it is appropriate to report a colleague without consent and a professional standard programme for a conflict resolution process
- How to handle concerns raised by others including how to verify the veracity of a report (to limit potential misuse of the system)
- Mutual support for 'difficult' cases, how to look after themselves including access to debriefing and counselling by the P-PAN Psychologist if needed
- Governance and organisational support arrangement
- Course summary Q&A feedback

Course Objectives

By the end of this course delegates will demonstrate an understanding of the following through presentation and interactive discussion:

- The function and role of a Peer and Pilot Peer Assistance
- The skills, knowledge and behaviours to act as a Peer
- The mental health and wellbeing of pilots in the aviation workplace
- The ability to have peer to peer conversations
- The mitigation of risk of pilot impairment and risk resulting from the fear of loss of licence

Prerequisites

No pre-requisites for this course.

In the context of a support programme, a 'Peer' is a trained person who shares common professional qualifications and experience, and has encountered similar situations, problems or conditions with the person seeking assistance from a support programme. This may or may not be a person working in the same organisation as the person seeking assistance from the support programme.

A peer's involvement in a support programme can be beneficial due to similar professional backgrounds between the peer and the person seeking support. Mental health professional should support the peer when required, e.g. in cases where intervention is required to prevent endangering safety.

CAA Preparation for Restarting Operations during a Pandemic

4-hour sessions over 4 days
Virtual | In-company

Course Overview

Delivered by leading subject matter experts, participants will learn how to navigate compliance, training and operational challenges during the recovery period of a global pandemic.

The course provides CAA senior and middle managers with an overview of the necessary safety and security oversight and surveillance activities during the recovery phase of a pandemic. It is also particularly beneficial for organisations that have applied for alleviations and exemptions or significantly reduced their business scope in terms of size, management infrastructure or complexity, during a pandemic or similar crisis.

The course aims to demonstrate how a CAA can review and assess how its industry has planned and prepared to restart operations. This will include the assessments of the Service Provider's Regulatory Compliance and safety and security management during the pandemic contractions and the recovery period. Participants can translate this knowledge learnt for use in their professional environments.

Who Should Attend

The course is suitable for senior and middle managers of CAAs. This would include the Director General, Managers of the Safety Management Department and Managers of oversight and surveillance departments.

It is also suitable for senior industry management personnel involved in the restart operations.

Key Topics

The course will include the following topics:

- Annex 19 and the State Safety Programme (SSP)
- The impact of a pandemic of CAA staff and CAA oversight and surveillance
- The impact of a pandemic on the aviation industry including its staff and passengers
- Apply a safety risk-based surveillance approach during a pandemic situation
- Review the options aviation to CAA's when adapting oversight and surveillance activities including the monitoring of exemptions and their effectiveness
- Human Factors and the impact of a pandemic on human performance
- The impact of a pandemic on Safety Culture
- CAA assessment of the restart of Airports and Air Navigation Service Providers (ANSP)
  - Optional risks related to Airports and ANSPs
- Aviation Security considerations
  - Security Culture
  - Aviation Security risk management principles and their application during a pandemic
- CAA assessment of the restart of Flight Operations and Approved Training Organisations
  - Operational risks
- CAA assessment of the restart of Airworthiness Organisations
  - Operational risks related to airworthiness
- Challenges and solutions for CAAs in dealing with a pandemic

Course Objectives

By the end of this course participants will, via presentation, interactive discussion and a final mastery test of knowledge, skills and attitude be able to demonstrate an understanding of the following:

- Key oversight and surveillance challenges facing industry and the CAA
- How CAA surveillance will need to be adapted
- Safety risk-based surveillance during the pandemic
- Resumption of normal oversight and surveillance
- The management of the change process within the organisations' Safety Management System (SMS)

Prerequisites

Participants should be familiar with ICAO safety and/or security oversight programmes, iSTARS, Safety Management and/or Security Management Systems in a relevant operational environment including a basic understanding of the ICAO SMS framework.

Risk-Based Oversight and Surveillance

2-day course
Virtual | London Gatwick | In-company

Course Overview

Compliance based oversight is a good starting point for a regulator to understand an entity or organisation, however, with more demands being placed on the aviation industry, compliance based oversight may no longer be enough to fully understand the aviation safety threats and risks that exist. Risk and performance Based Surveillance (RBS) is a system which complements compliance based auditing to fully identify and understand risks, allowing for a better allocation of resource to directly influence and mitigate those conditions that threaten aviation safety the most. The Risk Based Surveillance course will give delegates a foundation of the principles of a regulatory risk and performance based oversight system.

Who Should Attend

This course is suitable for anyone who requires a generic overview of risk and performance based oversight principles.

Key Topics

Complexity triangles:
- Business rules
- Baseline oversight

Audit Cycle:
- Site visits
- Desktop Audits
- Internal Review Meetings
- Accountable Manager Meetings

Future Oversight Planning

Risk Communication:
- Risk recording
- Risk Elevation
- Resource to risk
- Regulatory Safety Management System

Roles and Responsibilities:
- Auditor/Inspector
- Sector Manager
- Capability Heads

Course Objectives

By the end of this course, delegates will demonstrate knowledge of the following through group discussion and syndicate exercises:

- How to measure an entity to determine baseline oversight levels
- Identification of the key components of a risk-based oversight audit cycle
- The importance of the collaboration between the entity oversight team members to fully determine the risk picture
- Analytical techniques used to produce safety performance indicators to monitor trends and identify risks
- The fundamental principles of risk measuring and the importance it plays in RBS
- The concept of varying future oversight based on risk and performance profiles

Prerequisites

Delegates should have a basic knowledge of Safety Management Systems and risk management principles.

State Safety Programme for Director Generals and Senior Managers

1-day course
Virtual | In-company

Course Overview

The CAA's Director General and Senior Managers within CAA's including Accident Investigation Authorities and Government Aviation Departments have a vital role to play in an effective State Safety Programme (SSP). Without heir full support filtering from the top downwards the State aviation system may not be able to deliver the value and benefits that an effective SSP can bring. So how can you get involved to maximise the benefits of your SSP?

The course has been designed specifically to help Senior Managers understand their role and responsibilities in the SSP. It will develop your skills and knowledge on safety leadership and to encourage and promote a positive safety culture across the State aviation system. It will help you understand the key role you play in providing the governance and decision making to maximise efficiencies and the safety benefits. It will also provide you with an overview on recent safety management developments and best practice.

The course will be led by a UK CAA expert, and will include presentations, discussions and group activities. It is also an opportunity to share experiences with Senior Managers from other States.

Who Should Attend

This course is suitable for the Director General Civil Aviation, Senior Managers in State aviation authorities and those involved in the governance of State aviation safety. This would include CAA Board members and members of the SSP co-ordination Group.

Key Topics

This training course will include the following topics:

- What is a SSP
- SSP Stakeholders
- Importance of the senior manager's role in the SSP
- SSP Design and Capacity building
- Promoting a positive safety culture at a State level
- Managing State aviation changes effectively

Course Objectives

By the end of this course delegates will be able to demonstrate an understanding of:

- A high-level overview of Annex 19 and State Safety Management Responsibilities
- An understanding of the SSP and its relationship with the National Aviation Safety Plan
- The value & benefits of having an 'effective' SSP in place
- The importance of good governance to implement and manage the SSP
- The legal implications of not having an effective SMS

Prerequisites

There are no formal qualifications required.

Introduction to Safety

4-hour course
Virtual

Course Overview

If you work in aviation, it is likely that you have heard of Safety Management Systems (SMS). However, are you really clear on what a SMS is and what is expected of you? This course provides delegates with an introductory knowledge of safety management principle and the concepts for SMS. It is based on ICAO, EASA and CAA regulations and guidance material.

Who Should Attend

This course is suitable for individuals working in the aviation industry who require an introduction to SMS to fulfill their role in contributing to safety.

Key Topics

This training course will include the following topics:

- The meaning of safety and common definitions
- SMS in simple terms
- Benefits of having an effective SMS
- Roles and responsibilities in the SMS
- Safety risk management in practice
- Safety culture and safety reporting

Course Objectives

The course will be delivered by the UK CAA's SMS experts through presentation, videos and group discussions.

By the end of this course delegates will demonstrate an understanding of the following:

- Safety management principles and how to apply them into their working environment
- The value and benefits of an organisation having a SMS in place
- The benefits of an SMS on the individual and their own safety and performance
- The importance of a positive safety culture
- The importance of a reporting system and how it can be used to improve safety
- Safety risk management at an individual and organisational level

Prerequisites

Delegates should be familiar with the aviation environment in the context of safety.

Airports, Air Traffic & Airspace

- **Aerodrome Operations**
- **Aerodrome Certification**
- **Aerodrome Accountable Manager**

Operators of aerodromes and airports are required to maintain high standards in a competitive environment when providing services to airlines and passengers. Our courses within this specialisation will give delegates an insight into the technical, operational and management issues associated with airports, air traffic and airspace.

Aerodrome Operations

3½-day course (classroom) or 4-hour sessions over 5 days (virtual)
Virtual | London Gatwick | Bahrain | Singapore | In-company

Course Overview

This course provides delegates with an insight into safety practices and the complexities of Aerodrome Operations. Through interactive discussion delegates will learn about key processes, procedures and issues relating to aerodrome certification, development, operations, safety oversight auditing and Regulatory Compliance. A practical site visit to an aerodrome will provide an opportunity to see some of the course disciplines being put into practice.

Who Should Attend

This course is aimed at new or prospective employees working within the aerodrome industry or for a Government Department/National Aviation Authority.

Tangible benefits have been identified by individuals involved in management, inspection, ground operations, safety (systems, environment, advisers, quality management, and analysts), maintenance, rescue and firefighting services, and those concerned in the process of International Civil Aviation Organisation (ICAO) Annex 14 and Aerodrome Certification.

Key Topics

The course will include the following topics:

- Global overview – ICAO, European Aviation Safety Agency (EASA) and Department for Transport
- Development of aerodrome policy, standards and strategy
- Aerodrome compliance auditing and inspections
- Safety Management Systems (SMS) and the Accountable Manager
- Aerodrome manual
- Aerodrome physical characteristics
- Safety surfaces – Obstacle Limitation Surfaces (OLS)
- Aeronautical ground lighting
- Runway friction surfaces theory
- Aerodrome wildlife risk management
- Low-visibility procedures
- Runway incursion
- Rescue and firefighting services
- Emergency planning
- Mandatory Occurrence Reporting (MOR)

Course Objectives

By the end of the course delegates will be able to demonstrate understanding of the:

- Roles and responsibilities of the UK CAA and other stakeholders
- Certification, inspecting and auditing principles, EASA, UK CAA, NAA Certification Standards i.e. Certification Basis and Operating Basis forms
- Key principles fundamental to the safe running and management of an aerodrome, including Safety Management Systems (SMS)
- Safety concerns in aerodrome operations including physical characteristics, runway incursions, low-visibility procedures and wildlife risk management

Prerequisites

Delegates should have a working knowledge of aerodrome technical terms to enable participation in interactive discussions.

Aerodrome Certification

5-day course
London Gatwick | In-company

Course Overview

A comprehensive 5-day course based on ICAO Annex 14 and adopting the principles of ICAO Doc 9981 (PANS Aerodromes).

The course will introduce participants to the certification system and processes, together with pre-certification documentation, including the initial as well as on-going regulatory oversight activities and the steps to take when regulatory intervention is deemed necessary. Important aspects such as regulatory oversight of aerodrome changes (including work in progress) and the protection of the obstacle limitation surfaces during such change.

Who Should Attend

The course is primarily designed for National Aviation Authorities, for both managers and inspectors.

It will also lend itself very well to aerodrome operators, so they understand what is involved in the certification process as well as understanding the importance of managing safety assurance and non-compliances.

Key Topics

This training course will include the following topics:

- Legal Framework for Certification
- Building a Certification System in the National Aviation Authority
- Initial Certification
- Assessing the Certification Application
- Aerodrome Manual
- NAA oversight system
- Assessment of aerodrome complexity and risk
- Planning oversight
- Conducting an Audit
- Audit Reporting and Follow-up
- Enforcement
- Managing Changes
- Managing Changes – Airfield Works Safety
- Safety assurance and how to manage non-compliances
- Runway incursions and excursions

Course Objectives

By the end of this course delegates will have gained a better understanding of:

- A National Authority's (NAA) aerodrome certification system and processes
- Assessing the certification application including Aerodrome Manual
- The NAA oversight system including planning and assessment of aerodrome complexity and risk
- Planning and conducting audits with reporting and follow-up
- NAA enforcement process
- Change management at aerodromes
- How NAA manages non-compliances and assessment of safety assurance
- Runway incursions and excursions

Prerequisites

Delegates should have a working knowledge of aerodrome technical terms to enable participation in interactive discussions.

Aerodrome Accountable Manager

1-day course
Virtual | London Gatwick | In-company

Course Overview

Accountable Managers and their senior staff have a pivotal role to play in aerodrome safety. This course, delivered by experienced UK CAA Inspectors, is based on ICAO, EASA and UK CAA documentation and requirements around the role of the Accountable Manager, and others responsible for safety.

The course is interactive, with group activities and open discussion.

Who Should Attend

This course is suitable for Senior Managers at aerodromes, or those seeking to hold such a post. It is also relevant to Managers of ground handling organisations. Regulatory personnel involved in the inspection of aerodromes may also find this course beneficial.

Key Topics

The course will include the following topics:

- Regulatory requirements and Regulatory Compliance (ICAO, EASA)
- Accountability and responsibility
- Role of the Accountable Manager
- Safety Management Systems (SMS)
- Third-party accountability issues
- Legal considerations related to incidents and accidents

Course Objectives

By the end of this course, delegates will have gained a greater understanding of safety accountability for managers through interactive group discussions and group exercises and be able to:

- Define the role of an Aerodrome Accountable Manager
- Explain the requirements related to safety accountability
- Recognise accountabilities in the management of safety
- Describe the related third-party issues
- Recognise the legal aspects related to safety accountability

Prerequisites

Delegates should be familiar with the operational requirements and issues relevant to their area of responsibility.

Design, Production, Maintenance

- **Airworthiness**
- **Airworthiness Accountable Manager**
- **Part CAMO (Continuing Airworthiness Management Organisation Approval) including Part M (Continuing Airworthiness)**
- **Part CAMO Continuing Airworthiness Management Organisation Approval**
- **Part 21 J Design Organisation Approval**
- **Part 21 G Production Organisation Approval**
- **Part 145 Maintenance Organisation Approval**
- **Part 147 Maintenance Training Organisation Approval & Part 66 Certifying Staff**
- **Part SPA – Specific Approvals**
- **EASA Part M Continuing Airworthiness (inc. SEARIF)**
- **EASA Part M/Part CAMO including CAA Malaysia Part M**
- **EASA Part 145 Maintenance Organisation Approval including CAA Malaysia Part 145 (AN 6501)**
- **Human Factors in Aviation Maintenance**
- **Non-Destructive Testing Audit Oversight**
- **Electrical Wiring Interconnection System (EWIS)**

The airworthiness of aircraft ranges from the initial approval of a new aircraft design, its production, to ensuring an aircraft's on-going safety standards are complied with. Our comprehensive programme in this specialist area includes all of the regulatory EASA airworthiness approvals available.

Airworthiness

2-week course
Virtual | London Gatwick | In-company

Course Overview

This course demonstrates how airworthiness and Safety Regulation is controlled in the UK and provides an overview of the processes and procedures used by the UK CAA to ensure that individuals, manufacturers, operators and maintenance organisations comply with the relevant airworthiness regulations, setting this work in the International context established by the International Civil Aviation Organisation (ICAO) and the European Aviation Safety Agency (EASA).

This course includes a 1-day site visit to a maintenance facility and guest speakers from AAIB and Rolls-Royce.

Who Should Attend

This course is suitable for aviation personnel who require a general understanding of aircraft airworthiness and airworthiness regulations. The course addresses initial and continuing airworthiness. Tangible benefits have been identified by representatives from National Aviation Authorities (NAAs), military personnel, airlines, maintenance organisations and manufacturers.

Key Topics

The course will include the following topics:

- Concept of airworthiness
- Air law
- Overview of ICAO
- UK CAA and EASA structure and relationships
- Certification of aircraft
- Certification and approval of modifications, aircraft equipment & systems
- Structural integrity
- Airworthiness of gas turbine engines
- Powerplant installation
- Flight handling
- Design and production approvals and Part 21
- Airworthiness certificates
- Part M
- Maintenance programmes
- Ageing aircraft and ageing aircraft systems
- Part 145 organisations
- Quality in approved organisations and audit techniques
- Engineering licensing
- Air operators certificate
- Special operating rules
- Flight manuals and Master Minimum Equipment Lists (MMELs)
- Flight data monitoring
- Aircraft accident investigation
- UK Mandatory Occurrence Reporting (MOR) scheme
- Safety Management Systems (SMS)

Course Objectives

By the end of the course delegates will be able to demonstrate understanding of:

- The legal and regulatory framework in which airworthiness is regulated
- Initial Airworthiness
- Continuing Airworthiness
- Interfaces between airworthiness and operators
- Current issues and practices in Human Factors and Safety Management Systems
- Accident and occurrence reporting, flight data recording analysis and aircraft accident prevention

Prerequisites

There are no formal qualifications required but it is recommended to be familiar with airworthiness and maintenance concepts.

Airworthiness Accountable Manager

1-day course
Virtual | London Gatwick | In-company

Course Overview
Delegates will receive an overview of the responsibilities of the Accountable Manager within an Approved Organisation. The areas covered during the course include financial responsibility, the delivery of Safety, ensuring Regulatory Compliance under the Air Navigation Order (ANO) and European Aviation Safety Agency (EASA) regulations, and an overview of the future regulatory approach being adopted by the UK Civil Aviation Authority (UK CAA).

Who Should Attend
This course is suitable for Approved Organisation's Airworthiness Accountable Managers, those seeking to hold the post, and National Aviation Authority (NAA) Inspecting staff who may be responsible for the acceptance of the Accountable Manager.

Key Topics
The course will include the following topics:

- Responsibilities
- Legal implications
- Regulation development
- Management & structures
- Performance-based oversight
- Safety management
- Quality assurance
- Human Factors

Course Objectives
By the end of this course delegates will be able to demonstrate an understanding of the:

- Requirements of the applicable regulations that apply to Approved Organisation holders
- Responsibilities of the Accountable Manager for ensuring compliance within their own organisation
- Familiarity with the key topics affecting the industry today

Prerequisites
There are no formal qualifications required but it is recommended to be familiar with airworthiness and maintenance concepts.

Part CAMO (Continuing Airworthiness Management Organisation Approval) inc. Part M (Continuing Airworthiness)

2-day course
Virtual | London Gatwick | Bahrain | In-company

Course Overview
This course provides delegates with an introduction to the continuing airworthiness regulations, including the EASA and UK CAA regulations, now the UK has left the EU. It provides a review of the Part CAMO Continuing airworthiness organisation requirements and Part M continuing airworthiness standards.

Who Should Attend
This course is suitable for individuals working in, or with oversight of, Continuing Airworthiness Management of Aircraft to which the Part CAMO and Part M requirements apply.

Key Topics
The course will include the following topics:

- Introduction to high-level applicable regulations, including EASA rules and UK CAA rules for continuing airworthiness
- Airworthiness and Continuing Airworthiness concepts
- Part CAMO and Part M overview, Subparts and guidance material
- Practical examples of Part CAMO implementation and how to avoid potential problems

Course Objectives
By the end of this course, delegates will demonstrate understanding of the following through practical exercises, review of case studies, and group discussions:

- Part CAMO Continuing Airworthiness Management organisation approval and requirements
- Part M requirements, including Subpart I (Airworthiness Review Certificates) as appropriate to their aircraft and individual roles
- Part CAMO and Part M implementation

Prerequisites
Delegates should have experience in Continuing Airworthiness or Maintenance Management.

Part CAMO (Continuing Airworthiness Management Organisation approval)

1-day course
Virtual | London Gatwick | In-company

Course Overview

This course provides delegates with an understanding of the revised structure of (EU) 1321/2014 Continuing Airworthiness Regulations and provides a focus on Annex Vc (Part CAMO).

The course will explain the new regulations together with the changes from the previous regulation and will help delegates prepare themselves for demonstrating compliance. The course will also explain how SMS and occurrence reporting is addressed.

Who Should Attend

This course is suitable for individuals working in, or with oversight of, Continuing Airworthiness Management of Aircraft either as part of an AOC or as a stand-alone organisation. Tangible benefits have been identified by employees of Maintenance, Repair and Overhaul approval holders, Maintenance organisations, Operators and Regulatory staff from National Aviation Authorities (NAAs).

Key Topics

This training course will include the following topics:

- Regulation Structure (Previous and New)
- The (EU) 1321/2014 Cover Regulation
- Key Definitions
- Scope of Part CAMO approval
- Application for Approval
- The Terms of Approval and Privileges
- Changes to the Organisation and Continued Validity
- Findings
- Occurrence Reporting
- Management System inc. SMS
- Contracting and Subcontracting
- Record Keeping
- The Exposition (CAME)
- Personnel Requirements
- Continuing Airworthiness Management
- Airworthiness Review and links to Part M and ML
- Part CAMO Requirements for the Authority
- Case Studies

Course Objectives

By the end of this course, delegates will demonstrate understanding of the following through workshops and group discussions:

- New Continuing Airworthiness Regulatory Structure
- Key components of Part CAMO
- Practical application of Part CAMO
- Implementation of Part CAMO with an organisation
- Interface between Part CAMO, Part 145, Part 66/ Part 147 and EU-OPS
- Continuing Airworthiness Management from both a regulatory and industry perspective

Prerequisites

There are no pre-requisites for this course.

Part 21 J Design Organisation Approval

2-day course
London Gatwick | Singapore | In-company

Course Overview

This course provides delegates with an understanding of the UK Civil Aviation Authority (CAA) and the European Aviation Safety Agency (EASA) Part 21 Subpart J and the associated topics concerning the changes to Type Design, Supplementary Type Certificates (STC) modifications and repairs.

Who Should Attend

This course is suitable for individuals responsible for compliance or certification within a design organisation. It is also suitable for those individuals responsible for the oversight of design organisations, either of subcontractors or from a regulatory perspective.

Key Topics

The course will include the following topics:

- CAA & EASA Relationship
- Part 21 and the other Subparts
- Part 21 Subpart J Design Organisation Approvals (DOAs) change classification and changed product rule principles
- Operational Suitability Data
- Level of Involvement concepts
- STC procedures
- Repair approval procedures
- Equipment approval procedures
- UKTSO/ETSO and Equipment Software overview
- When an EASA/CAA Form 1 may not be required
- CAA & EASA DOAs Surveillance process

Course Objectives

By the end of the course delegates will demonstrate understanding of the following through presentations and group discussion:

- How their organisation should comply with the regulation
- Process used by the Civil Aviation Authority (CAA) to carry out continued surveillance to Part 21 Subpart J
- Process used by the European Union Aviation Safety Agency (EASA) to carry out continued surveillance to Part 21 Subpart J
- How to prepare an organisation for an efficient and effective on-site assessment and surveillance
- How to maintain a Part 21 Subpart J approval ensuring compliance at all time

Prerequisites

It would be advantageous for delegates to be familiar with, or have experience of working in, a design-related organisation.

Part 21 G Production Organisation Approval

2-day course
London Gatwick | Singapore | In-company

Course Overview

Production organisations need to be able to demonstrate and maintain compliance with Part 21 Subpart G.

In this course, you will find out how to do that. Your UK CAA expert instructors will provide an overview of EASA/UK CAA Part 21 Subpart G and associated Acceptable Means of Compliance (AMC) and Guidance Material (GM). You will also receive instruction on how to construct a Production Organisation Exposition.

Who Should Attend

This course is suitable for individuals responsible for compliance or certification within a production organisation. It is also suitable for those individuals responsible for the oversight of production organisations, either of subcontractors or from a regulatory perspective.

Key Topics

The course will include the following topics:

- UK CAA and EASA
- Part 21 and its Subparts
- Part 21 Subpart G Production Organisation Approvals (POA)
- Design/Production Interface Arrangements
- POA Compliance Checklists
- Construction of a Production Organisation Exposition
- EASA Form 1, CAA Form 1, EASA Form 52, CAA Form 52 and C of C
- Section B Production Organisation Approval assessment process
- Part 21 Subpart F Production without Approval
- Case Study

Course Objectives

By the end of the course delegates will be able to demonstrate understanding of the:

- Requirements for ensuring compliance with CAA, EASA or other National Aviation Authorities (NAA) requirements
- Processes involved in undertaking the CAA's POA Assessment
- The Production Organisation Exposition and its construction
- Completion and release of an EASA and/or UK CAA Form 1
- Control of suppliers/sub-contractors

Prerequisites

It would be advantageous for delegates to be familiar with, or have experience of working in, a quality or production related industry.

Part 145 Maintenance Organisation Approval

2-day course
London Gatwick | Singapore | In-company

Course Overview
You will explore Part 145 Maintenance Approval principles and learn how to determine corporate and individual responsibility to ensure your organisation meets EASA/UK CAA requirements.

Who Should Attend
Operators and Maintenance Organisations, regulatory staff from National Aviation Authorities (NAAs), and Maintenance, Repair and Overhaul (MRO) approval holders.

Key Topics
The course will include the following topics:

- Scope of Part 145 approval
- Personnel Requirements
- Certifying Staff and Training Requirements
- Interface between Part 145, Part 66/Part 147 and EU-OPS
- Aircraft Parts Acceptability
- Nominated Form 4 Holder and Management responsibilities
- Performance of Maintenance
- Certification of Maintenance
- The Maintenance Organisation Exposition (MOE)
- EASA Part 145 User Guides and Work Instructions
- Safety and Quality Policy
- Changes to an Organisation
- Findings
- Part 145 Requirements for the Authority
- Case Studies

Course Objectives
By the end of this course, delegates will be able to:

- Secure knowledge of the key components of European Aviation Safety Agency (EASA)/UK CAA Part 145
- Provide examples as to the 'know-how' as well as the 'know what' by looking at a practical perspective of Part 145
- Implement Part 145 within an organisation; understand the interface between Part 145, Part 66/ Part 147 and EU-OPS
- Provide a regulatory and industry perspective for staff involved in Part 145 maintenance

Prerequisites
There are no formal qualifications required.

Part 147 Maintenance Training Organisation Approval & Part 66 Certifying Staff

2-day course
London Gatwick | Malaysia | In-company

Course Overview
In this course you will discuss the UK CAA and EASA Part 66 Engineer licensing and Part 147 approved training organisations, together with the associated Acceptable Means of Compliance and Guidance Materials. Knowledge acquired from participation on this course will enable participants to help their organisations demonstrate and maintain compliance.

Who Should Attend
This course is intended for individuals from Training Organisations and/or those who administer the licensed engineer authorisation process, or those who regulate such organisations. The course is beneficial for Accountable Managers, Heads of Colleges, Quality Managers, Training Managers, Examiners, Assessors and Instructors.

Key Topics
The course will include the following topics:

- Introduction to EASA
- Part 66 certifying staff and associated AMC/GM
- The EASA approval processes
- Part 147 Approved Training Organisations and associated AMC/GM
- Construction of Maintenance Training Organisation Exposition
- Construction and control of training material
- Quality oversight and audit programme
- Basic and type training requirements

Course Objectives
By the end of the course delegates will demonstrate understanding of the:

- Compliance with European Aviation Safety Agency (EASA) regulations
- Initial approval requirements and process of Part 147 approved training organisations
- Production of a Maintenance Training Organisation Exposition (MTOE)
- Construction and control of training courses
- Requirements for procedures for control of the Approval and the quality oversight of the organisation
- Requirements for initial issue and amendment of the Part 66 Licence

Prerequisites
It would be advantageous for delegates to be familiar with, or have experience of, aviation training.

Part SPA – Specific Approvals

2-day course
Virtual | Bahrain | In-company

Course Overview

This course will deliver and clarify the history, development, implementation and interpretation of the existing requirements (International, EU and National) with specific reference to the following Part SPA Specific Approvals: Performance-Based Navigation (PBN), Minimum Navigation Performance Specifications (MNPS), Reduced Vertical Separation Minima (RVSM), Low Visibility Operations (LVO) (AWOPS), Extended Range Operations with Two-Engined Aeroplanes (ETOPS).

Who Should Attend

- National Aviation Authorities (NAAs): in particular, staff members having duties and responsibilities in line with the scope of this course
- International Organisations: operational personnel
- Operators and Service Providers: operators' operations personnel and providers of relevant operational products or relevant services for operators

Key Topics

The course covers all aspects of the subject matter headings as per the course overview, and including the following:

- Types of Area Navigation (RNAV) systems Fundamentals of GNSS
- Basics of RNAV and RNP process
- Area Navigation Review: PBN, RNAV and RNP
- Required Navigation Performance Authorisation Required (RNPAR)
- MNPS: concepts, systems, reliability monitoring, aircraft documents
- RVSM requirements responsibility of the state
- RVSM definitions
- RVSM systems requirements
- Altimetry System Error (ASE) system component maintenance and continued airworthiness management airframe
- Instructions for continued airworthiness aircraft
- Operator plan and procedures
- MNPS
- MNPS systems
- Reliability monitoring
- Aircraft documents
- EASA AMC Definition of ETOPS
- In Flight Shut-Down (IFSD) perceptions and supervision
- Propulsion Systems Reliability Board (PSRAB)
- Accountability of the operator policy and procedure development requirements
- Operator reliability and related difficulties
- Configuration Maintenance and Procedures (CMP) documents
- ETOPS maintenance and continued airworthiness management requirements
- ETOPS fuel management
- LVO requirements aircraft systems
- Maintenance requirements reliability monitoring
- Affected aircraft documentation

Course Objectives

On completion of this course, participants should have attained a good working knowledge of the fundamentals of the particular EASA Part SPA Specific Approvals covered in the course, with specific reference to the procedures and processes inherent in the relevant Approval Development, as well as a generic Approval Issue process.

Prerequisites

Delegates are expected to have the following level of experience:

- NAA Personnel holding an OPS related post
- Third party personnel with operations experience

or

- Aeronautical degree or other professional qualification

EASA Part M Continuing Airworthiness (including SEARIF)

2½-day course
Malaysia | In-company

Course Overview

This course provides delegates with an introduction to EASA Part M including SEARIF (South East Asia Regional Initiative Forum) Part M and CAA Malaysia Part M. It provides a working knowledge review of both EASA Part M, CAA Malaysia Part M and SEARIF Part M, its regulatory structure, subparts and guidance material. This course will enable an understanding of the continuing airworthiness responsibilities of an Operator, Continuing Airworthiness Management Organisations, and Contracted Organisations.

Who Should Attend

This course is suitable for individuals working in, or with oversight of the Continuing Airworthiness Management of all aircraft types. It is equally suitable for both commercial and non-commercial owners and operators.

Key Topics

This training course will include the following topics:

- Introduction to high-level applicable regulations, including the role of EASA and continuing airworthiness, including reference to CAA Malaysia Part M and SEARIF Part M
- Airworthiness and Continuing Airworthiness concepts
- EASA Part M, including CAA Malaysia Part M (AN 6101 and 6102) and SEARIF Part M overview, its Subparts and guidance material
- Detailed review of Subparts B, C, D, E, F, G, H and I and for CAA Malaysia, paragraphs in ANs 6101/6102
- Practical examples of EASA Part M/CAA Malaysia Part M/SEARIF Part M implementation and how to avoid potential problems

Course Objectives

By the end of this course, delegates will demonstrate understanding of the following through practical exercises, review of case studies, and group discussions:

- The relevance of Subpart G (Continuing Airworthiness Management) and Subpart I (Airworthiness Review Certificates) as appropriate to their aircraft and individual roles
- Potential problems with Part M implementation and how to avoid these
- How these regulations might be implemented in their related fields

Prerequisites

Delegates should review the EASA Part M regulation and its Subparts. Delegates attending from SEARIF Member States should review the SEARIF Document. Delegates from Malaysia should review CAA Malaysia Part M in ANs 6101/6102.

EASA Part M/ Part CAMO including CAA Malaysia Part M – Continuing Airworthiness Management

2½-day course
Virtual | In-company

Course Overview

This course provides delegates with a detailed knowledge of EASA Part M, EASA Part CAMO and CAA Malaysia Part M Continuing Airworthiness Management. Including differences where appropriate between EASA Part M and CAAM Part M. It includes a review of CAA Part M, its Subparts and airworthiness guidance material.

Who Should Attend

This course is suitable for individuals working in, or with oversight of the continuing Airworthiness Management of all aircraft types. It is equally suitable for both commercial and non-commercial owners, operators and maintenance organisations. As CAA Malaysia introduces AN 6501/AN 6502 for MROs, individual/organizations involved in these Maintenance Approvals should also consider attending.

Key Topics

This training course will include the following topics:

- Introduction to aviation organisations in Malaysia on the concepts of continuing airworthiness management
- Continuing Airworthiness regulations in EASA and CAA Malaysia
- CAA Malaysia Part M overview, its paragraphs and guidance material
- Significant differences between EASA Part M and CAA Malaysia Part M
- Detailed review of Part M Subparts B, C, D, E,F, G,H and I
- Practical exercises of Part M implementation

Course Objectives

By the end of this course, delegates will demonstrate understanding of the following through practical exercises and group discussions:

- The relevance of the various Subparts of EASA Part M, EASA Part CAMO and CAA Malaysia Part M
- The relevance of Part M Subpart G/Part CAMO (Continuing Airworthiness Management) and Subpart I (Airworthiness Review Certificates/Reports) as appropriate to their aircraft and individual roles
- The relevance of CAA Malaysia Airworthiness Notices AN 6101 and AN 6102
- Overview of EASA Part CAO and Part ML
- Potential problems with Part M/Part CAMO implementation and how to avoid these
- How these regulations might be implemented in their related fields

Prerequisites

Delegates should have experience in Continuing Airworthiness or Maintenance.

Delegates should review EASA Part M, EASA Part CAMO and CAA Malaysia Part M regulation (and its Airworthiness Guidance Material).

EASA Part 145 Maintenance Organisation Approval including CAA Malaysia Part 145 (AN 6501)

2½-day course
Virtual | Malaysia | Singapore | In-company

Course Overview

This course provides delegates with an understanding and working knowledge of EASA Part 145 Maintenance Approval and assist them to ensure compliance to the Regulation. The training will enable delegates to understand both airworthiness and maintenance principles introduced by EASA and CAA Malaysia. For courses carried out in Malaysia, Singapore – the course will include CAA Malaysia Part 145 (as per Airworthiness Notice 6501).

Who Should Attend

This course is suitable for individuals working in, or with oversight of Maintenance Organisations. Tangible benefits have been identified by employees of Maintenance, Repair and Overhaul approval holders, Operators and Regulatory staff from National Aviation Authorities (NAAs). Delegates should have experience in Continuing Airworthiness or Maintenance.

Key Topics

This training course will include the following topics:

- Airworthiness and continued airworthiness concepts
- EASA Part 145 guidance materials, User Guides and Working Instructions issued by EASA (in Malaysia/ Singapore – includes CAA Malaysia Part 145 as per AN 6501)
- Interface between Part 145, Part 66/ Part 147 and EU-OPS
- Aircraft Parts Acceptability – an introduction
- Nominated Form 4 Holder and management responsibilities

Course Objectives

By the end of this course, delegates will demonstrate understanding of the following through workshops and group discussions:

- Key components of EASA Part 145 (in Malaysia/ Singapore – includes CAA Malaysia Part 145)
- Practical application of Part 145 (in Malaysia/ Singapore – includes CAA Malaysia Part 145)
- Implementation of Part 145 in an organisation (in Malaysia/Singapore – includes CAA Malaysia Part 145)
- Interface between Part 145, Part 66/ Part 147 and EU-OPS
- Part 145 maintenance from both a regulatory and industry perspective

Prerequisites

Delegates should review the EASA Part 145 regulation and guidance material. Delegates from Malaysia should review CAA Malaysia Part 145 in AN 6501. Delegates should have experience in Continuing Airworthiness or Maintenance.

Human Factors in Aviation Maintenance

2-day course
Virtual | London Gatwick | In-company

Course Overview

This course is designed to explore the practical application of the EASA Human Factors regulatory requirements.

A series of interactive workshops will examine recent aviation events where the delegates will apply the taught Human Factors principles and models.

Who Should Attend

This course is suitable for aviation professionals who require a practical overview of Human Factors and associated EASA regulatory requirements.

Key Topics

This training course will include the following topics:

- Introduction to Human Factors and regulatory requirements
- Human performance and limitations
- Factors affecting human performance
- Human error in aviation maintenance
- Organisational issues and understanding blame
- Organisational factors in aviation maintenance
- Maintenance error management systems
- An introduction to Safety Management Systems (SMS)

Course Objectives

By the end of this course delegates will be able to:

- Fully understand the EASA regulatory requirements surrounding Human Factors
- Recognise positive human performance as well as limitations within the complex maintenance system
- Apply common Human Factors principles to maintenance occurrences
- Evaluate the role of maintenance Human Factors in aviation safety

Prerequisites

Delegates should have a background in aviation maintenance or management.

Non-Destructive Testing Audit Oversight

1½-day course
London Gatwick | Bahrain | In-company

Course Overview

This course provides delegates with a comprehensive overview of Non-Destructive Testing (NDT), auditing oversight against EASA maintenance and EN4179 requirements.

Delegates will have the opportunity to review and clarify their understanding of the requirements of EASA Part 145/Part M Subpart F as they relate to NDT, EN4179 and UK Civil Aviation Authority Generic Requirement (GR) No. 23.

Who Should Attend

This course is suitable for individuals involved with auditing NDT facilities, either as part of a Quality Management role, or from a regulatory perspective.

Key Topics

The course will include the following topics:

- EASA Part 145 requirements relating to NDT/EN4179
- EN4179
- Understanding the requirements of NDT
- GR No. 23 overview & auditing
- Common NDT methods

Course Objectives

By the end of this course participants will be able to:

- Demonstrate understanding of EN4179
- Demonstrate understanding of UK Civil Aviation Authority GR No. 23
- Understand how to audit and apply EN4179 and GR No. 23 requirements for EASA Part 145/Part M Subpart F maintenance organisations

Prerequisites

There are no prerequisites for this course.

Electrical Wiring Interconnection System (EWIS)

2-day course
Virtual | London Gatwick | Bahrain | In-company

Course Overview

This course provides delegates with an overview of the development of enhanced aeroplane EWIS maintenance and the Enhanced Zonal Analysis Procedure.

Delegates will also learn about the technical aspects of typical EWIS installations, supporting inspection techniques and an introduction to Acceptable Means of Compliance (AMC) 20-22 Aeroplane EWIS training programmes.

Who Should Attend

This course is suitable for individuals involved in EWIS, either in a regulatory oversight capacity, or managing training on EWIS within the industry.

Key Topics

The course will include the following topics:

- Safe handling of Aeroplane Electrical Systems
- Line Replaceable Units (LRU)
- Tooling
- Troubleshooting procedures and electrical measurement
- Construction and navigation of typical aeroplane wiring system overhaul or wiring practices manuals
- Types of inspection
- Human Factors in inspections
- Zonal areas and typical damage
- Contamination sources, materials, cleaning and protection procedures
- Correct identification of different wire types
- Inspection criteria and damage tolerance
- Repair and preventative maintenance procedures
- Procedures to identify, inspect and find the correct repair for common types of connective devices found on typical aeroplanes
- Procedures for replacement of all parts of common types of connective devices found on typical aeroplanes

Course Objectives

At the end of this course, the participants will be able to:

- Understand the basis of enhanced aeroplane EWIS maintenance
- Understand the philosophies behind the Enhanced Zonal Analysis Procedure
- Understand the broad technical aspects of enhanced EWIS inspection techniques
- Demonstrate an overall knowledge of the elements needed in an effective EWIS training programme
- Understand the regulatory expectations for effective delivery of initial and recurrent EWIS training in an approved organisation under their regulatory oversight

Prerequisites

Delegates would benefit from having had exposure to, or experience of approved maintenance programmes, aircraft maintenance manuals, aircraft wiring diagrams, and other such instructions for continuing airworthiness.

Regulation Compliance & Monitoring

- **AOC Accountable Manager**
- **Root Cause Investigation and Analysis**
- **Effective Problem Solving and Root Cause Identification**
- **Flight Operations Inspector Theory**
- **Cabin Safety Inspector Theory**
- **Dangerous Goods Inspector Theory**
- **Submitting an Unmanned Aircraft System Safety Case**
- **Audit Techniques**
- **FSTD – Qualification & Operation**
- **Introduction to International Air Law**
- **An Introduction to Compliance Monitoring (auditing)**
- **Introduction to Unmanned Aircraft Systems Regulation**
- **Evidence-Based Training for Flight Ops Inspectors**
- **FSTD Capability Signature**

What makes us unique is our ability to deliver competency-based training directly to regulatory staff of other National Aviation Authorities (NAAs) and the industry. We provide the same courses that are used to train the UK Civil Aviation Authority (UK CAA) regulatory staff in their initial and/or recurrent training.

AOC Accountable Manager

1-day course
Virtual | London Gatwick | In-company

Course Overview

This is a comprehensive course for the AOC Accountable Manager covering the requirements and expectations of an AOC Accountable Manager. Delegates will be introduced to the appropriate regulations that apply to AOC holders and will explore AOC Accountable Manager's responsibilities including team management.

Who Should Attend

This course is suitable for Accountable Managers, those seeking to hold such a post within an air operator, or regulatory personnel overseeing this role in the industry.

Key Topics

The course will include the following topics:

- Regulatory requirements and compliance
- Regulatory developments
- Safety management
- Quality assurance
- Communication
- Team management
- Standards and procedures

Course Objectives

By the end of this course, delegates will develop a good understanding of:

- Expectations and requirements of an AOC Accountable Manager
- Regulations applicable to AOC holder
- Content and format of the NAA interview
- Team management and communication

Prerequisites

Candidates should have an understanding of the operational requirements and issues that are relevant to their area of responsibility.

Root Cause Investigation and Analysis

1-day course
Virtual | In-company

Course Overview

An interactive virtual workshop, designed for those who need to manage, undertake or understand how to conduct effective Root Cause Investigation and Analysis. The course will provide an overview of the regulatory framework and frequently used root cause analysis techniques. Common principles for effective root cause analysis will be highlighted and applied to real world scenarios. The delegates will practice the identification of root cause(s) including the evaluation of containment, corrective and preventive actions. The course will use case studies from occurrences and audit findings. The content of the course is closely aligned with the UK CAA CAP 1760 'Effective Problem Solving and Root Cause Identification' guidance material.

Who Should Attend

The workshop will be beneficial to Managers, Nominated Postholders, Quality, Safety, & Compliance Monitoring Managers, auditors/inspectors. It can also benefit those who need to have the necessary competence to conduct effective root cause identification, as well as appropriate containment, corrective and preventive actions.

The course is suitable for participants from all areas of the aviation industry and Civil Aviation Authorities.

Key Topics

This training course will include the following topics:

- Regulatory requirements for root cause analysis
- Root cause methodologies
- CAP1760 and its application
- Understanding and defining the problem
- Application of root cause analysis
- Taking suitable containment, corrective and preventive actions
- Roles and responsibilities

Course Objectives

By the end of this course it is expected that delegates will be able to:

- Recognise how effective root cause analysis can be used to improve the organisation's management system
- Demonstrate an understanding of CAP1760 and its implications
- Select suitable containment, corrective and preventative actions
- Recognise the different roles and responsibilities in carrying out root cause analysis and addressing non-compliance
- Ensure that the process is adequately structured and documented

Prerequisites

There are no prerequisites for this course.

Effective Problem Solving and Root Cause Identification

2-day course
London Gatwick | In-company

Course Overview

An interactive two-day workshop, designed for those who need to manage, undertake or understand how to conduct effective Root Cause Identification and Problem Solving. The course will provide an overview of the regulatory framework and frequently used root cause analysis techniques. It will detail common principles for effective root cause analysis and how they are applied to real world scenarios. The delegates will practice the identification and evaluation of containment, corrective and preventive actions in response to examples of reported occurrences, internal and external findings and their root causes. The course will detail the CAA root cause analysis methodology that is defined in the CAA Civil Aviation Publication CAP 1760 'Effective Problem Solving and Root Cause Identification' guidance material. A case study will be used to allow participants to practice and follow this methodology.

Who Should Attend

The workshop will be beneficial to Managers, Nominated Postholders, Quality, Safety and Compliance Monitoring Managers, auditors, and those who need to have the necessary competence to conduct effective root cause identification and appropriate containment, corrective and preventive actions.

The course is suitable for participants from all areas of the aviation industry, but in particular Airworthiness, Aerodromes, Air Navigation Service Providers, Flight Operations and Regulatory organisations.

Key Topics

This training course will include the following topics:

- Regulatory requirement and root cause analysis
- CAP1760 and its application
- Competence, roles and responsibilities
- Application of common principles of root cause analysis to real world examples
- Determination, implementation and verification of suitable containment, corrective and preventive actions
- CAA's expectations in addressing root cause analysis when addressing occurrence investigations and non-compliance findings

Course Objectives

By the end of this course it is expected that delegates will be able to:

- Demonstrate a detailed understanding of CAP 1760 and how it applied in practice
- Identify the need for and importance of a structured process for root cause identification and subsequent containment, corrective and preventive actions
- Evaluate the appropriateness of common tools & techniques
- Distinguish between containment, corrective and preventive actions
- Identify human and organisational factors as part of root cause investigation and analysis
- Introduce suitable verification strategies to ensure effective closure
- Appreciate the time required for effective root cause identification and the implementation of containment, corrective and preventive actions
- Appreciate the need for competent personnel to carry out root cause identification and implementation of containment, corrective and preventive actions
- Ensure that the process is adequately documented

Prerequisites

Ideally, broad experience in the aviation industry together with an open mind to new ideas.

Flight Operations Inspector Theory

10-day course
Virtual | London Gatwick | In-company

Course Overview

This course focuses on the processes for ensuring and assessing compliance with UK and European Community rules on Commercial Air Transport (CAT) operations.

Designed and developed by practising Senior Flight Operations Inspectors, it is aimed at people working within both a regulatory and operational environment. This course forms a core part of the standard induction programme for newly recruited UK CAA flight operations inspecting staff.

The course will equip you with the core knowledge and competencies to work towards and assess compliance.

Who Should Attend

This course is suitable for Inspecting staff within flight and ground operations, both in regulatory and industry positions. The course is also beneficial to AOC post holders and Compliance Auditors within the aviation regulatory environment.

Key Topics

The course will include the following topics:

- ICAO Legislation Overview
- Part OPS – Structure and Content
- The Aircrew Regulation – An overview of the structure and content, and its relationship with Part OPS (Overview of Safety Management Systems)
- Human Factors for Inspectors
- Flight Data Monitoring
- Maintenance Management and EASA Part CAMO
- Electronic Flight Bags
- Aircraft Leasing – requirements for NAAs and operators
- Aircraft Loading – mass and balance considerations
- Part FTL and Fatigue Risk Management
- Practical Auditing
- MMEL & MEL Theory & Practical Workshop
- AOC certification process and personnel requirements
- Oversight of AOC holders including practical exercises
- Non-Compliant Operators

Course Objectives

By the end of the course, through a combination of structured lectures, multimedia presentations, case study discussions, workshops and syndicate group activities, delegates will have acquired the core skill sets required to perform a flight operations inspecting role in the regulatory environment (being UK- or internationally-based).

Prerequisites

Delegates should ideally be experienced holders of professional pilot licences, operations personnel currently working in the aviation regulatory environment or management staff within an AOC organisation.

Cabin Safety Inspector Theory

3-day course (classroom) or 5-hour sessions over 4 days (virtual)
Virtual | London Gatwick | In-company

Course Overview

This course provides delegates with an overview of the processes and practices surrounding the regulation of cabin safety. Based on the UK CAA's training programme used for its Inspecting Officers, Cabin Safety and designed and delivered by highly qualified cabin safety technical specialists with extensive experience in the UK CAA Flight Operations Department.

Who Should Attend

This course is suitable for individuals responsible for training or oversight of Cabin Safety, either within a regulatory or an operational environment.

Key Topics

The course will include the following topics:

- The Regulatory Framework – UK CAA and European Cabin Safety Legislation, including the European Aviation Safety Agency (EASA) Implementing Rules and Guidance Material, relating to Cabin Crew Procedures and Training
- Approval of Cabin Crew Training Organisations (CCTO's)
- Role of the Inspecting Officer, Cabin Safety
- Cabin Safety Inspections – preparation and methodology including: AOC Application and Variation, Flight, Aircraft Survey, Pre-flight Briefings, Ramp, Operational Manuals (SEP and Training), Safety Cards, Training Sessions and Training Records
- Audits – preparation and methodology including: End of Cycle Audits, Process Audits
- Assessment of Cabin Crew Pre-flight Briefings, Theoretical and Practical Training Sessions and Cabin Announcements
- Documentation – use of Associated Checklists for Inspections and Audits
- Identification of Non-compliance/observation and Construction of Associated Reports

Course Objectives

By the end of the course delegates will demonstrate understanding of the:

- Relevant regulations and standards
- Role of Cabin Safety Inspectors within the flight operations department
- Approval of Cabin Crew Training Organisations (CCTOs)
- Differences between types of inspections
- Principles for conducting an inspection and process auditing
- Principles for constructing an inspection report
- Non-compliance with regulations and/or recommendations associated with inspections and audits related to cabin safety training and procedures

Prerequisites

Delegates should understand the Aircrew Regulation 1178/2011 and the Air Operations Regulation 965/2012, specifically for areas relating to cabin crew, procedures and training before the course.

Dangerous Goods Inspector Theory

3-day course
London Gatwick | In-company

Course Overview

This course provides newly appointed Dangerous Goods Inspectors with the theoretical knowledge needed to enable them to fulfil their regulatory role. The course is delivered by senior inspectors from the UK CAA and it is based on the UK CAA own training programme used for its Dangerous Goods Inspectors. This course is designed to provide the foundation of knowledge required prior practical and on-the-job training.

Who Should Attend

This course is suitable for individuals with responsibility for dealing with dangerous goods in an operational capacity, or those who have oversight of such activities. It is also beneficial for individuals responsible for implementing international ICAO's Annex 18 requirements within their state.

Key Topics

The course will include the following topics:

- Dangerous Goods Regulations – a historical perspective
- State Responsibilities in Annex 18
- Transporting dangerous goods by air – introduction to general principles; technical instructions; and the supplement and use of other 'field documents'
- Detailed Requirements for transporting dangerous goods by air
- Responsibilities of shippers, operators and states
- Dangerous goods accidents and incidents
- Granting of dangerous goods approvals and exemptions
- Methods of implementing the states' responsibilities

Course Objectives

By the end of the course delegates will have understanding of:

- ICAO Annex 18 and key areas of the Technical Instructions and Supplement
- The resulting responsibilities of states
- What constitutes as dangerous goods and the ways in which it should be packed, marked and shipped together with suitable documentation
- Who is involved in the transportation of dangerous goods and their responsibilities
- Responsibilities during dangerous goods emergencies
- Which dangerous goods can be shipped, including areas that need to be covered when auditing the appropriate organisations to ensure that procedures and documentation are compliant

Prerequisites

Prior attendance at a course on the shipping or acceptance of dangerous goods by air is desirable, but not essential.

Submitting an Unmanned Aircraft System Safety Case

½-day course
London Gatwick | In-company

Course Overview

This course will provide delegates with a more in-depth understanding and overview of the Operating Safety Case (OSC) process. As an experienced Standard permission holder the delegate will have experience in operating to certain limitations and may now wish to explore how they can operate with more flexibility and reduced limitations such as EVLOs, BVLOS or reduced distances.

Civil Aviation Publication (CAP) 722 Appendix B, C and D outlines the process involved for completing and submitting an OSC and gives guidance on how to complete the three different volumes which cover your Concept of Operations, UAS specifications and risk assessments.

This course is a unique opportunity to engage with the newly formed UAS unit at the CAA who are responsible for assessing Operating Safety Case applications as well as meeting fellow commercial operators. During the course and group discussions, you will get some tips and best practice in how to complete the different volumes and gain a better understanding of the role of the UAS Unit and regulatory oversight.

Who Should Attend

This course is suitable for a UAS standard permission holder who wants to progress to submitting an operating safety case.

Key Topics

- CAP 722 (particularly Appendix B,C & D)
- Air Navigation order 2016 in relation to UAS
- UAS Spectrum issues
- Temporary Danger Areas and Airspace issues
- Risk Matrix
- Hazard identification and risk assessment
- Self-assessment

Course Objectives

By the end of this course, delegates will demonstrate knowledge of the following:

- Good working knowledge of CAP 722 appendix B, C & D
- Good working knowledge of the Air Navigation Order 2016 in relation to UAS
- Thorough understanding of the OSC process including application, review and authorisation
- Understanding of BVLOS, EVLOS and VLOS applications
- Understanding Auditing and regulation

Prerequisites

There are no prerequisites for this course.

Audit Techniques

5-day course
Virtual | London Gatwick | Bahrain | Malaysia | In-company

Course Overview

This course provides delegates with the knowledge and competencies needed to enable them to manage, plan, conduct and report a wide range of audits in support of Regulatory Compliance and continued organisation improvement.

Examples of UK CAA approval and audit practice are integrated into this course. Case studies and practical guidance are given on the management, planning, conduct and reporting of both regulatory and industry internal audits. Audit process management, including the roles and responsibilities of team leaders and auditors, detailed audit planning, objective recording and reporting of audit findings are also covered.

This course is highly interactive with all delegates having the opportunity to practise and develop audit interview and questioning techniques. Achieved through a series of role play situations culminating in the substantial "audit" of a fictitious organisation. Syndicate exercises and role-play activities are conducted using a team auditing approach, designed to develop leadership skills.

Who Should Attend

This course is suitable for individuals in the aviation industry whose role involves planning, conducting, management and oversight of internal audits or those of suppliers and contractors, or regulatory personnel overseeing this role in the industry.

Key Topics

The course will include the following topics:

- Examples of UK CAA approval and audit practice
- Case studies
- Audit process management
- Roles and responsibilities of team leaders and auditors
- Detailed audit planning
- Objective recording and reporting of audit findings

Course Objectives

By the end of this course, delegates will be able to demonstrate understanding of:

- Principles of management systems in support of Regulatory Compliance and the achievement of safety
- Developing a system of effective audit process management in support of regulatory oversight or internal auditing
- Responsibilities associated with auditing
- Planning of an on-site audit
- Planning of ongoing regulatory oversight audits, developing audit checklists and audit planning data for on-site audit activities
- Audit Techniques necessary for obtaining evidence of compliance
- Objective reporting of audit findings
- Auditing to ensure that effective processes are in place
- Corrective action, verification and audit closeout processes
- Audit team leadership skills

Prerequisites

Delegates are provided with a pre-course assignment to review prior to the course to enable discussion of their findings.

Flight Simulation Training Devices (FSTD) – Qualification & Operation

3-day course (classroom) or 4½-hour sessions over 4 days (virtual)
Virtual | London Gatwick | In-company

Course Overview

This course provides an introduction to the EU requirements governing the qualification of FSTDs and their ongoing operation. The responsibilities of the National Aviation Authority (NAA) with regard to oversight procedures and NAA standardisation are covered, as well as the requirements applicable to the operator for FSTD qualification. The course also covers all aspects of the fixed-wing and rotary-wing FSTD evaluation process and Compliance Monitoring System audits. All types of FSTDs are covered, from the generic Flight & Navigation Procedures Trainer (FNPT) through to the type-specific Full Flight Simulator (FFS).

Who Should Attend

This course is targeted at individuals and organisations that are involved in, or have an interest in FSTD design, manufacture, usage or operation, and oversight.

Key Topics

The course will include the following topics:

- The structure and content of the EU regulations as they apply to FSTD qualification
- NAA responsibilities and FSTD operator responsibilities
- Compliance Monitoring System (CMS) documentation and procedures: the FSTD CMS lifecycle
- Fixed-wing and rotary aircraft FSTDs, the requirements for each type and the levels of qualification and training considerations
- Initial, recurrent and special evaluations, the evaluation team, the conduct of an evaluation, the objective evaluation process, the subjective evaluation process
- The structure and content of a Qualification Test Guide (QTG), validation tests, FSTD data sources, the Validation Data Roadmap, the Master QTG (MQTG) and MQTG approval

Course Objectives

By the end of this course delegates will have an understanding of the following, through presentations and facilitated exercises, and be able to competently apply judgement against:

- Regulatory requirements: how these govern the qualification and operation of FSTD and how to assess
- Compliance Monitoring Systems (CMS): the essential elements of an effective CMS for FSTD operation
- The different FSTD types and levels of qualification
- The FSTD evaluation process
- The content of a Qualification Test Guide (QTG)

Prerequisites

It would be beneficial for attendees to have some exposure to, or experience of the operation of FSTD.

Introduction to International Air Law

20 hours of e-Learning and 1-day classroom course
Virtual | London Gatwick | In-company

Course Overview

Civil aviation simply could not exist without the framework of international and national laws that govern the ways we work. So what are these international agreements, and how do they affect your everyday work? In this course, delegates will find out.

The course is a blend of online learning and a one-day classroom course, bringing together everything learnt online and giving delegates the chance to put it into practice with the support of one of the UK CAA's legal experts.

Who Should Attend

The course is suitable as foundation course for those who wish to gain an understanding in aviation law, such as aviation organisations, universities or as part of an NAA's cross domain training programme.

Key Topics

- In the online modules, delegates will learn about the aspects of international air law that govern civil aviation and keep us all safe. The online modules take around 20 hours to complete and give delegates the perfect grounding into international aviation law
- In the classroom, delegates look further into how international laws affect different scenarios and situations, the key international conventions and how these affect everyone's every day work. The day is practical, includes group work, case studies, scenarios and plenty of time for questions and discussions

Course Objectives

On completion delegates will be able to:

- Identify aviation law and regulation that governs the daily operations of civil aviation
- Explain the process by which air law is created
- Describe how Regulatory Compliance is demonstrated and enforced
- Describe the regulatory structure and its history
- Explain the purpose, role and obligations of a National Aviation Authority (NAA)
- Identify the rights of consumers and the protection afforded to them, operators and service providers in legislation
- Identify which laws apply in different locations, e.g. the harmonisation of international standards
- Understand the development of air law and the Chicago Convention

Prerequisites

Delegates should complete the online e-Learning prior to attending the classroom course, as this puts into practice the practical elements of the e-Learning modules.

An Introduction to Compliance Monitoring (Auditing)

3-day course
Virtual | London Gatwick | In-company

Course Overview

This course is designed to reinforce delegate understanding of skills necessary to manage, plan, conduct and report a wide range of audits in support of Regulatory Compliance.

Practical guidance is given on the management, planning, conduct and reporting of both regulatory and industry internal audits.

This course is highly interactive and uses role play activities to encourage delegate participation and development of necessary auditing/compliance monitoring competence.

Who Should Attend

This course is designed for those in the aviation industry whose role involves the management and conduct of auditing/compliance monitoring, or those involved with the conduct of safety regulatory oversight of organisations.

Key Topics

- Managing the audit process
- The audit planning process
- Interview and questioning techniques
- Evaluating and reporting of audit findings
- The corrective action and audit close-out process

Course Objectives

By the end of this course it is expected that delegates will have an improved awareness and understanding of:

- Basic management systems and auditing/compliance monitoring principles, together with relative responsibilities
- Audit process management in support of regulatory oversight or internal auditing/compliance monitoring
- Planning and conduct of regulatory oversight audits, developing audit checklists and audit planning data for on-site audit activities
- How to obtain evidence of compliance and the establishment of process effectiveness
- Objective reporting of audit findings
- Corrective action, verification and audit close-out processes

Prerequisites

Delegates should have existing experience of auditing/compliance monitoring in an aviation environment, and be familiar with the EU Aviation Regulations or their National Aviation regulatory framework.

Introduction to Unmanned Aircraft Systems (UAS) Regulation

1-day course
Virtual | London Gatwick | In-company

Course Overview

This course provides delegates with an understanding of the regulatory framework associated with the operation of Unmanned Aircraft Systems (UAS). Delegates will gain knowledge and understanding of the evolving regulations and how they apply to leisure and commercial UAS operations. Giving guidance on the requirements, operational and technical aspects and the risk-based processes underpinning the application and granting of authorisations for UAS operations.

Who Should Attend

This course is suitable for anyone who requires a generic overview of the requirements surrounding UAS operations.

Key Topics

- An overview of the regulatory framework from ICAO to national and EASA regulation
- Development of regulations
- UAS platforms, their capabilities and deficiencies
- Accommodating UAS operations within the current aviation infrastructure
- Typical use cases
- The requirement for the operator to demonstrate flight safety and how this is achieved
- Implementation of technology to help control risks and hazards
- Provision of an environment for safe operation (u-space)

Course Objectives

By the end of this course, delegates will demonstrate knowledge of the following:

- The current and future regulatory system and its impact on UAS operations
- The role of rulemaking advisory groups
- The different types of UAS platform and why they are wanted
- Essential system elements and features
- The fundamental principles of UAS operation (VLOS, BVLOS)
- The fundamental elements of a safety case and the role of specific operational risk assessments
- An overview of future developments and their role in enhancing UAS operational safety

Prerequisites

No specialist knowledge on UAS systems is required other than a basic understanding of the aviation regulatory framework.

Evidence-Based Training (EBT) for Flight Operations Inspectors

4-day course
Virtual | London Gatwick | In-company

Course Overview

This course provides delegates from both the regulatory and operational environments with the core knowledge and competencies required to understand the process of compliance with European Community rules in respect Evidence-Based Training (EBT) programmes under Parts FCL, ARO and ORO.

This course has been designed and developed by practicing Senior Flight Operations Inspectors and also contains practical application on the principles and philosophies of EBT, in addition to guidance on approval and continuing oversight of EBT programmes.

Delegates on this course will use the latest assessment and grading software during practical exercises on EBT based training scenarios, in addition to exposure on data analysis for EBT programmes.

Who Should Attend

This course is suitable for inspecting staff within flight operations, both in regulatory and industry positions, training managers and EBT Programme managers.

The course may also be beneficial to AOC Post Holders and Flight Crew training personnel within the aviation regulatory environment.

Key Topics

This training course will include the following topics:

- EBT philosophy
- The regulatory framework
- EBT programme structure
- Competency-based training
- Competency-based assessment and grading
- Developing resilience
- Data-driven training and Training System Performance
- Adult Learning Principles
- Observing behavioural indicators
- Standardising assessments and grading, including root cause analysis
- EBT programme development & design, including mixed implementation
- Implementing EBT and change management
- Flight crew licensing process
- EBT approval process and continuing oversight

Course Objectives

Delegates on this course will receive comprehensive theory and practical training in the principles and philosophies of EBT, including all aspects of design, delivery, approval and oversight of EBT programmes. This course will give delegates an opportunity to apply the knowledge through practical application of assessment criteria and selection of re-training tools. This practical application also serves to standardise instructor assessment.

With the knowledge gained of EBT programme design, approval and oversight, delegates will have acquired the core skill sets required to design, develop, approve and provide on-going oversight to an EBT programme in a Flight Operations Inspecting, or training management role, in the flight crew training regulatory environment (being UK or Internationally based).

Prerequisites

Delegates should ideally be experienced holders of professional pilot licences, Operations personnel currently working in the aviation regulatory environment or Flight AOC Post Holders.

FSTD Capability Signature

5-hour sessions over 3 days
Virtual | In-company

Course Overview

This course provides an introduction to the philosophy established in *ICAO 9625 Manual of Criteria for the Qualification of Flight Simulation Training Devices Volume I* that matches training/training to proficiency tasks for all license training types to 12 FSTD features and 4 feature fidelity levels for fixed wing aircraft. The application of this ICAO 9625 philosophy as described in *EASA NPA 2020-15, Update of the Flight Simulation Training Device (FSTD) requirements*, introduces a paradigm shift into the regulatory framework for initial (Flight Crew Licensing (FCL)) and recurrent (Air Operations (OPS)) pilot training.

The mapping of this proposed new FSTD Capability Signature (FCS) qualification process covering FSTD general requirements, statements of compliance, objective testing and functional subjective testing is described as well as the requirements applicable to the NAA and FSTD operators for FSTD qualification.

Who Should Attend

This course introduces this new FCS approach to FSTD accreditation and associated training credits. It is targeted at individuals and organisations that are involved in, or have an interest in FSTD design, manufacture, usage or operation, and oversight.

Key Topics

This training course will include the following topics:

- The content of the EASA NPA-2020-15 draft regulations as they apply to FSTD qualification
- Establishing the FCS for an FSTD and resulting FSTD QTG
- Updated FSTD evaluation reports and FSTD qualification certificate based on the FCS
- NAA and FSTD operator/user implications

Course Objectives

By the end of this course delegates will have an understanding, through presentations and facilitated discussion, of the following related to ICAO 9625, EASA NPA 2020-15 and the FCS approach:

- Understanding of ICAO 9625 core philosophy linking training tasks to FSTD features and fidelity levels
- Part FCL updates relating to FCS requirements for fixed wing type rating and recurrent training
- CS FSTD (A) issue 3 draft differences compared to CS FSTD(A) issue 2 for fixed wing aircraft
- Part ARA updates relating to the new FSTD evaluation report and FSTD qualification certificate templates
- Part ORA updates related to the newly mandated operator declared FSTD Equipment Specification List (ESL)
- Potential future applications of the FCS approach to rotary wing FSTDs and new technologies such as VR/AR

Prerequisites

Delegates will be expected to have a top level understanding of the content of the current EU Aircrew Regulation Part-ARA & Part-ORA as applicable to FSTDs, and the associated EASA Certification Specifications, CS-FSTD(A) & CS-FSTD(H).

Defence

- **Understanding & Preparing for DAOS Surveillance**

Having worked closely with the UK Ministry of Defence (MoD) for many years, we are considered a key partner of the MoD. We have designed a course to assist organisations in understanding the MoD Design Approved Organisation Scheme (DAOS) and the relationship with the UK CAA.

Understanding & Preparing for DAOS Surveillance

2-day course
Virtual | London Gatwick | In-company

Course Overview

This course provides delegates with an understanding of the UK Ministry of Defence (MoD) Design Approved Organisations Scheme (DAOS), described in the RA 5800 series, the relationship with the UK CAA in the delivery of the Joint audit approach with the Military Airworthiness Authority and how to prepare for the audits.

Who Should Attend

This course is suitable for military and industry personnel who are required to work within the context of the DAOS Scheme and who are seeking an understanding of the latest 5000 Series – Type Airworthiness Engineering (TAE) Regulations and its integration with the other Military Requirement Publications.

Key Topics

The course will include the following topics:

- DAOS Development and recent Changes
- Overview of the Military Design Lifecycle
- RA 5800 and the DAOS Requirements
- The supporting MAA Requirements
- Military Risk Management
- Repairs
- Overview of Supporting Defence Standards
- Preparing for DAOS Assessment and Surveillance

Course Objectives

By the end of the course, delegates will be able to demonstrate the understanding of:

- The content of the RA 5800 series
- The extent of introduction of specific subparts of EMAR 21 into the UK military requirements
- The roles and responsibilities of organisations and personnel involved in DAOS compliance
- The CAA's role in supporting MAA with regard to DAOS initial investigation and continued surveillance
- How to identify potential gaps against the standards within delegate's own organisations, in readiness for initial assessment and surveillance audits

Prerequisites

There are no formal qualifications required.

Learning & Development

- **English Language Proficiency Examiner Training (ab initio)**
- **English Language Proficiency Examiner Training (Recurrent)**
- **Training & Instructional Techniques**

There are certain core skills which provide the foundation upon which a successful career in the aviation industry can be achieved. Using experienced instructors, we will help to develop those skills and competencies to add value to your organisation's training programme. Using our insight and expertise around communicating and training on aviation safety, we can assist in the development of learning content with regulatory and industry knowledge. We focus on equipping your trainers with the skills and competencies to promote and transfer learning back into the workplace.

English Language Proficiency Examiner Training (ab initio)

40-hour course (25 hours pre-sessional + 15 hours tutor-led)
Virtual | In-company

Course Overview

The course offers initial *(ab initio)* examiner training of the ICAO recommended minimum 40 hours. It is designed for those seeking certification on the way to recognition by their NAAs as examiners of plain English in the context of aviation in accordance with the ICAO Language Proficiency Requirements (LPRs) for the language assessment of pilots and/or air traffic controllers for licence endorsement purposes.

The course provides the necessary foundation in the principles and practice of Aviation English language proficiency examining, sufficient for the participants to gain initial certification in their role as ICAO LPR Examiners. The course provides the examiners with an introduction to the theoretical knowledge and professional competence required in their roles. It develops a working understanding of the *ICAO Holistic Descriptors of operational language proficiency and Language Proficiency Rating Scale*, the application of the criteria contained in the Scale and Descriptors in the language proficiency assessment of air traffic controllers and flight crew, and the skill of examining spoken English in the context of aviation in general.

Who Should Attend

The course meets the *ab initio* examiner training requirements established as a language testing standard in ICAO Doc 9835 (6.3.8.13). It is targeted at individuals, organisations and National Aviation Authorities wishing to comply with this ICAO standard in terms of the initial professional development of their English Language Proficiency Examiners.

Key Topics

This training course will include the following topics:

- The content of ICAO Doc 9835 and associated ICAO guidance relevant to the role of the ELP examiner
- Detailed familiarisation with the assessment criteria of the ICAO LPRs
- The standardisation of interlocutor behaviours and the importance of reflective practice
- The standardisation of assessor behaviours and the importance of reflective practice

Course Objectives

Through a combination of self-access study, guided learning, presentations and facilitated discussion, the objectives of the course are the following:

- To provide a detailed overview of the ICAO LPRs appropriate to the knowledge and experience of the participants
- To develop a level of understanding of the background to the ICAO LPRs and of the purpose and significance of English for Aviation language assessment within this context appropriate to the participants in their roles as examiners
- To ensure a detailed familiarisation with the assessment criteria of the ICAO LPRs as appropriate to personnel required to examine, assess and rate the language proficiency of air traffic controllers and flight crew for professional licence endorsement purposes
- To calibrate and standardise the participants in their application of the assessment criteria of the ICAO LPRs and in their rating of speech samples
- To develop an understanding of the various roles of the examiner and the importance of standardised examiner behaviour in the administration of oral proficiency examinations
- To enable participants to become confident in their role as examiners of English for Aviation language proficiency for the purposes of ICAO LPRs compliance

Prerequisites

ICAO specifies minimum professional requirements for ELP examiners with Aviation Operational Expertise (AOE) and for ELP examiners with Language Specialist Expertise (LSE). Please visit our website for more details.

English Language Proficiency Examiner Training (Recurrent)

25-hour course (10 hours pre-sessional + 15 hours tutor-led)
Virtual | In-company

Course Overview

The course offers recurrent examiner training of the ICAO recommended minimum 24 hours. It was designed for those already certificated as examiners of plain English in the context of aviation in accordance with the ICAO Language Proficiency Requirements (LPRs) for the language assessment of pilots and/or air traffic controllers for licence endorsement purposes.

The course provides the appropriate revision, consolidation and extension of the theoretical knowledge and professional competence required by the participants in their roles as *ICAO LPR Examiners, along with further insights into the ICAO Holistic Descriptors of operational language proficiency and Language Proficiency Rating Scale*, the application of the criteria contained in the Scale and Descriptors in the language proficiency assessment of air traffic controllers and flight crew, and the skill of examining spoken English in the context of aviation in general.

Who Should Attend

The course meets annual *recurrent* examiner training requirements established as a language testing standard in ICAO Doc 9835 (6.3.8.13). It is targeted at individuals, organisations and NAA wishing to comply with this ICAO standard by means of the continuing professional development of their certificated English Language Proficiency Examiners.

Key Topics

This training course will include the following topics:

- The content of ICAO Doc 9835 and associated ICAO guidance relevant to the role of the ELP examiner
- Detailed familiarisation with the assessment criteria of the ICAO LPRs
- The standardisation of interlocutor behaviours and the importance of reflective practice
- The standardisation of assessor behaviours and the importance of reflective practice

Course Objectives

Through a combination of self-access study, guided learning, presentations and facilitated discussion, the objectives of the course are the following:

- To provide a detailed overview of the ICAO LPRs appropriate to the knowledge and experience of the participants
- To develop an understanding of the background to the ICAO LPRs and of the purpose and significance of English for Aviation language assessment within this context appropriate to the participants in their roles as examiners
- To ensure the continuing detailed familiarisation with the assessment criteria of the ICAO LPRs as appropriate to personnel required to examine, assess and rate the language proficiency of air traffic controllers and flight crew for professional licence endorsement purposes
- To ensure the continuing calibration and standardisation of the participants in their application of the assessment criteria of the ICAO LPRs and in their rating of speech samples
- To continue the development of the understanding of the participants of the various roles of the examiner and the importance of standardised examiner behaviour in the administration of oral proficiency examinations
- To enable participants to become confident in their role as examiners of English for Aviation language proficiency for the purposes of ICAO LPRs compliance
- To encourage on-ging reflective practice

Prerequisites

ICAO specifies minimum professional requirements for ELP examiners with Aviation Operational Expertise (AOE) and for ELP examiners with Language Specialist Expertise (LSE). Please visit our website for more details.

Training & Instructional Techniques

3-day course
Virtual | London Gatwick | In-company

Course Overview

This course provides a comprehensive foundation for those delegates who are required to create and present training sessions. Course contents include session design, delivery, evaluation and continued development. It aims to provide delegates with the opportunity to learn the theoretical elements of effective training and demonstrate practical methods for enhancing delegate learning.

Who Should Attend

This course is suitable for the aspiring trainer, the new trainer and anyone interested in brushing up the basics of the design, delivery and evaluation of effective training.

Key Topics

The course will include the following topics:

- Requirements and responsibilities of the training role
- Maximising individual development through the learning process
- Session planning and design, establishing aims and objectives
- Developing training materials, content and structure to meet the objectives of the session
- Practical application of effective training delivery and evaluation
- Managing conflict and diversity in the learning environment
- Evaluating the effectiveness of training and facilitating feedback

Course Objectives

By the end of the course you will be able to:

Describe:

- The training cycle
- How to conduct learning needs analysis
- How to evaluate at four levels

Demonstrate:

- Methods for developing and constructing a training session
- The design and use of a visual aid
- Exercises for developing a confident and effective voice and body language

Deliver:

- A short training session
- Reflection on your own performance
- Feedback on observed sessions

Prerequisites

There are no formal qualifications required.

Aviation Security

- **Security Management Systems (SeMS)**
- **Introduction to Security Culture**
- **Managing Insider Risks**
- **Threat Image Projection (TIP) – Implementation and Analysis**
- **Cyber Security Oversight in Aviation**

Aviation security refers to the techniques and methods used in an attempt to protect passengers, staff, aircraft, and airport property from accidental/malicious harm, crime, and other threats. The UK CAA provides advice and assistance to the Secretary of State for Transport in respect of policy-making and the future evolution of the regulatory framework in accordance with Better Regulation principles.

Security Management Systems (SeMS)

2-day course
Virtual | London Gatwick | In-company

City & Guilds
ASSURED

Course Overview

This course provides the fundamentals of how to develop and maintain an effective Security Management System (SeMS) concept developed by the UK CAA.

A SeMS will allow:

- Security risks to be managed at the right level, overseen by company boards
- Activities to be measured to provide management information on security performance
- People within an organisation who are accountable for maintaining rigorous security standards to have access to sufficient and reliable performance data
- A culture that promotes high-security standards throughout the company

A SeMS achieves this by providing an organised, systematic approach to managing security which embeds security management into the day-to-day activities of the organisation and its people.

Who Should Attend

- Civil Aviation Authorities and appropriate Government bodies
- Security Compliance Managers
- Cargo Security Managers & Site Security Representatives
- IFS Company and Site Security Managers
- Accountable Managers
- Security Consultants
- Training Managers
- Security Managers in aviation or other related industries

Key Topics

This training course will include the following topics:

- Introduction to SeMS
- Management Commitment
- Threat and Risk Management
- Accountability and Responsibilities
- Resources
- Performance Monitoring, Assessment and Reporting
- Incident Response
- Management of Change
- Continuous Improvement
- SeMS Education
- Communication
- How to implement a SeMS

Course Objectives

By the end of this course delegates will demonstrate an understanding of the following through presentation and interactive discussion:

- SeMS and how to apply its principles in the work environment
- The value of an organisation having SeMS in place
- The importance of a positive culture and management commitment
- The need for risk and threat identification
- Effective performance assurance

Prerequisites

Basic understanding of aviation security terminology/processes.

Introduction to Security Culture

2-day course
Virtual | London Gatwick | In-company

City & Guilds
ASSURED

Course Overview
This course aims to give delegates an understanding of what a security culture is, what the benefits of a security culture are and how it can be embedded. An active learning approach is taken by examining the experience of creating a safety culture in aviation and what security practitioners can learn from this. Delegates will also be given tools and techniques to measure current security culture in their organisations.

Who Should Attend
This course is suitable for individuals at a supervisory/management level engaged in aviation security around the world, from National Aviation Authorities, government and industry.

Key Topics
- Delegates will learn about the importance of security culture by examining previous aviation security incidents in order to give real, practical understanding of why a positive security culture is important.
- Delegates will discuss the elements that make up a security culture and explore how the extensive work that has been done in the aviation safety sphere can benefit aviation security.
- The course will provide delegates with practical tools to both benchmark current security culture within their organisations and techniques and best practices for enhancing and maintaining a positive security culture.

Course Objectives
On completing the course, delegates will demonstrate an understanding of the following:
- What a security culture is and how it fits into wider organisational aims and objectives
- The lessons that can be learnt from safety and how these can be applied to security
- The practices, tools and techniques that can foster a positive security culture
- How security culture can be measured
- The role an effective security culture plays in mitigating risks

Prerequisites
There are no pre-requisites for this course.

Managing Insider Risks

2-day course
London Gatwick | In-company

Course Overview
This course aims to give delegates an understanding of the potential threat posed by insider activity and how to manage insider-related vulnerabilities. The course will explore how the use of insiders has been exploited by those with malicious intent in the past and how both physical and personnel security measures have evolved to counter the threat. The course will draw on a number of expert sources to define key terminology and equip delegates with strategies and tools to identify and manage risks in a proportionate and sustainable manner.

Who Should Attend
This course is suitable for individuals from National Aviation Authorities, government and industry who are responsible for implementation and oversight of aviation security regimes. In addition, those with responsibility for recruitment, vetting and other aspects of personnel in civil aviation should attend.

Key Topics
- Delegates will learn about the relevant regulatory requirements in the UK, Europe and internationally
- Delegates will undertake a risk assessment of typical civil aviation roles
- Delegates will discuss ongoing personnel security methods to assist in identifying insider behaviour
- The course will provide delegates with an opportunity to discuss with UK Subject Matter Experts how insider-related threats can be mitigated

Course Objectives
On completing the course delegates will demonstrate an understanding of the following:
- The concept of insider risks and the possible threat posed to civil aviation by insider-related activity
- An appreciation of how insiders have successfully been used in the past
- The process for assessing the risks posed by insider-related activity
- The strategies and tools available to manage the threat posed

Prerequisites
There are no pre-requisites for this course.

Threat Image Projection (TIP) – Implementation and Analysis

2-day course
London Gatwick | In-company

City & Guilds
ASSURED

Course Overview

This course aims to give delegates an understanding of how TIP can be implemented and how the data generated can be used. The course will provide an overview of the threats posed to aviation security and how TIP regulatory requirements are addressing these. The course provides delegates with an understanding of how TIP has been implemented in the UK and provides insight into the best practices that have been developed. Delegates will have the opportunity to discuss in detail how TIP is used to inform regulatory activity with UK Subject Matter Experts.

Who Should Attend

This course is suitable for individuals from National Aviation Authorities, government and industry who are responsible for implementation and oversight of aviation security screening regimes.

Key Topics

- Delegates will learn about the regulatory requirements for TIP in the UK, Europe and internationally
- Delegates will discuss the role TIP plays in the overall aviation security regime and how this has evolved
- Delegates will be provided with best practices in the development of TIP libraries
- The course will provide delegates with an opportunity to discuss with UK Subject Matter Experts how TIP data informs oversight activity and how regulators and operators can make best use of the data

Course Objectives

On completing the course delegates will demonstrate an understanding of the following:

- The current aviation threat picture and the role of TIP in mitigating risks
- The relevant regulatory requirements, principles and practices of TIP usage
- How TIP can be implemented and the roles and responsibilities of stakeholders
- What the benefits of an effective TIP system are and how TIP data can be used by all parties
- The future opportunities and challenges of TIP implementation

Prerequisites

Due to the nature of the material being discussed, delegates should be in a role directly related to implementation or oversight of aviation security regimes. A basic appreciation of TIP would also be beneficial but not essential.

Cyber Security Oversight in Aviation

3-day course
Virtual | London Gatwick | In-company

Course Overview

Aviation regulations increasingly include cyber security requirements and the aviation industry need to demonstrate compliance with them. This course provides in depth knowledge into the cyber security oversight process developed by the UK CAA and explores six steps of cyber security oversight using practical examples and exercises. This course is not a cyber security training course and will not provide general cyber security awareness or training.

Who Should Attend

This course is suitable for individuals working in any role responsible for managing or implementing cyber security/information security within aviation, including Compliance Managers and Cyber Security Responsible Managers.

Key Topics

This training course will include the following topics:

- UK Aviation Cyber Security regulatory requirements and threat landscape
- Cyber Security Oversight Process for Aviation (CAP1754)
- Critical System Scoping (CAP1849) – identifying IT and OT
- Cyber Assessment Framework for Aviation (CAP1850)

Course Objectives

By the end of this course delegates will be able to:

- Describe the relevant aviation cyber security regulatory requirements applicable to their organisation and explain how Performance Based Oversight (PBO) applies to them
- Understand and interpret the UK CAA's Cyber Security Oversight Process for Aviation (CAP1753)
- Document and produce detailed critical system scoping documentation in line with the UK CAA's Critical System Scoping Guidance (CAP1849)
- Measure own organisation against the Cyber Assessment Framework for Aviation (CAP1850) and identify a variety of standards which are available to use (e.g. NIST, ISO27K standards)
- Prepare and consolidate the evidence required for an ASSURE Cyber Audit, understanding what to expect
- Complete own organisation's Statement of Assurance to a high standard and discover how they can embed their ISMS into their existing Safety Management System (SMS) or Security Management System (SeMS)

Prerequisites

Participants should be a stakeholder for cyber security within their organisation. You might be the nominated Cyber Security Responsible Manager or involved in implementing cyber security controls.

Environment

- **Noise Management**
- **Noise Modelling**
- **Aviation and the Environment**

Drawing on leading specialists from CAAi and the UK CAA's Environmental Research and Consultancy Department, those who have helped to establish some of today's international environmental standards, we have developed a range of aviation environmental training courses to help organisations manage operational environmental performance and achieve a cleaner, quieter and smarter aviation industry.

Noise Management

1½-day course
Virtual | In-company

Course Overview

This course is intended to help those who have an aircraft Noise Management responsibility to discharge their responsibility, and to help other stakeholders understand what is involved in aircraft Noise Management. It will give delegates a thorough grounding in the regulatory basis for aircraft noise control internationally and in the UK; noise mapping principles for assessing/quantifying noise and techniques for noise control and mitigation. Following attendance, delegates will be aware of what they must do to effectively manage aircraft noise at a civil airport.

Who Should Attend

This course is suitable for:

- Airport Environment Managers
- Airspace change managers/consultancies
- Local Authority EHOs and Planners
- Government officials and analysts
- Overseas NAAs
- Local community stakeholders
- Noise consultants

Key Topics

This training course will include the following topics:

- Aviation noise fundamental concepts
- Introduction to Noise Management, including ICAO Balanced Approach
- Airport noise effects, including noise exposure, noise impacts (annoyance, sleep disturbance and health impacts) and monetary valuation of aircraft noise
- Noise Management regulation, including Operating Restrictions Regulation 2014/598 and END Noise Mapping Directive 2002/49/EC
- Assessment and quantification of aircraft noise including Minimum Noise Modelling Requirements CAP2091
- Noise control and mitigation

Course Objectives

By the end of this course, through presentation and interactive discussion delegates will demonstrate:

- Awareness and understanding of the regulations and principles of Noise Management according to the ICAO balanced approach
- Understanding of the basics of aircraft noise and its effects on people
- A detailed understanding of how noise can be measured and modelled, and its impacts quantified
- Knowledge of Noise Management techniques and how they can be used to support assessing, mitigating and controlling aircraft noise

Prerequisites

There are no pre-requisites for this course.

Noise Modelling

2-day course
London Gatwick | In-company

Course Overview

This course is intended to help those who have a professional need to calculate aircraft noise exposure, or have responsibilities that include the request or use/interpretation of Noise Modelling data, to understand the principles of Noise Modelling and to gain experience of putting the principles into practice.

Who Should Attend

- Airport and airline environment managers and planners
- Airspace change consultancies and analysts/Air traffic procedures consultants
- Local Authority Environmental Health Officers and Planners
- Government officials and analysts
- Overseas NAAs
- Local community stakeholders
- Airport noise and land use consultants
- Environmental consultancies, lobby groups and think tanks

Key Topics

This training course will include the following topics:

- What is aircraft Noise Modelling?
- Applications – what Noise Modelling is used for and by whom?
- Noise Modelling standards (introduction to ECAC.CEAC Doc. 29)
- Compliant models available
- Aircraft noise and performance data
- Horizontal flight tracks and vertical profiles
- Noise calculation at spot points and across grids including interpolation
- Data integrity and quality assurance
- Future developments in Noise Modelling
- Practical Noise Modelling exercises

Course Objectives

By the end of this course, through presentation, interactive discussion and practical activities, delegates will:

- Understand the principles of Noise Modelling
- Understand the key considerations for preparing robust and proportionate model input data
- Understand how to interpret and quality assure outputs from Noise Modelling
- Have practical experience of the end to end Noise Modelling process, undertaking calculations for both individual and multiple aircraft operations

Prerequisites

There are no pre-requisites for this course.

Aviation and the Environment

1-day course
Virtual | In-company

Course Overview

The growing concern about climate change and the adverse environmental and community impacts represent significant barriers towards the growth of aviation. States need to regulate and improve the environmental performance of the aviation sector ensuring compatibility with global minima. States need to prepare for climate change challenges that may put at risk aviation infrastructure or passengers, and provide fact-based information to consumers to support decision making.

This course is designed to provide an overview of the key environmental challenges, at a global and local scale. By addressing the key global initiatives to minimise the impact on the environment and global climate the course aims at helping members of the civil aviation community and especially those in a regulatory role to identify actions to enable the sustainable development of the aviation sector.

Who Should Attend

- Personnel from civil aviation administrations recently tasked with the environment or climate change-related duties
- Aviation professionals concerned with environment or climate change issues, consultants, planners, infrastructure developers, think tank and local community stakeholders

Key Topics

This training course will include the following topics:

- Introduction
- Environmental impact of aviation
  - Local scale (noise, local air quality emissions, water, waste, biodiversity, etc.)
  - Global scale (CO_2 emissions)
- Best practices (technological, operational, regulatory) to limit or reduce the impact of aviation on noise, local air quality and the global climate
- State Action Plan on greenhouse gas reduction activities and market-based measures (e.g. CORSIA)
- Future concepts/developments (aircraft, airports, systems, etc.) and impact on the environment
- Building resilience to climate change; risk identification and best climate adaptation practices
- Improving the sustainability of civil aviation from the perspective of the regulator
- Regulators and community engagement at local and national level
- Reference to methods for evaluating environmental impact and sustainability

Course Objectives

On completion of the course, the delegate will understand:

- Why the environment is a priority and how civil aviation regulators and the aviation industry address it
- The key environmental impacts and best applied practices to mitigate the impact
- Aviation and climate change and the key global initiatives
- Climate risk and best-applied practices to adapt
- Why it is important to ensure the sustainable development of the aviation sector
- Applicable legislation, policies, guidance

Prerequisites

There are no pre-requisites for this course.

Contact Us

How to apply for a CAAi Training Course

To apply for a training course or to discuss your needs directly, please contact our training team:

T: +44 (0) 330 02224401
E: training@caainternational.com
W: www.caainternational.com/training

Address:

Head Office Training Department
CAA International Limited
Aviation House
Beehive Ringroad
West Sussex, RH6 0YR
United Kingdom

Other Services

We provide UK CAA expertise in all areas of the aviation regulatory system, to help ICAO Member States meet the international requirements of ICAO and EASA. Our work can include in-country capacity building programmes, advisory services, professional training, high-stakes examination and licensing solutions. Our services are professional managed by experiences programme teams, putting service excellence at the heart of what we do, with ISO 9001:2015 assurance and a commitment to delivering sustainable outcomes.

To find out more about how we can assist your organisation, please call our team on +44(0) 330 02224401 or e-mail us at international@caa.co.uk

Follow us on social media:

CAA International
@CAAi_UK
CAAiUK
CAA International

New Courses – Coming Soon!

As part of our commitment to raising aviation standards, we continue to develop and launch new training courses that respond to today's aviation challenges and that can support the future of aviation.

We are currently working on the following courses, that will be available in 2021.

- Wildlife Management

CAA International Limited

Aviation House
Beehive Ringroad
West Sussex RH6 0YR
United Kingdom

T +44 (0) 330 0224401
F +44 (0) 1293 573992
E international@caa.co.uk
www.caainternational.com

We're registered as a UK Social Enterprise, reinvesting our profits in social purpose.

Together for better aviation

CAA International is part of the UK CAA International Group.

06042021_v0.5