

## 2022 Training Catalog

[www.quali-audit.aero](http://www.quali-audit.aero)

## *Introduction of Quali-audit*

Quali-audit is an independent, wholly-owned subsidiary of Air France Group, founded in 2006. Specialized in Airlines Operations, flight safety and quality services, we provide full-range of Training in different languages (English, French, Spanish, Russian...)

As an IATA accredited Auditing Organization (AO) to conduct IOSA and ISSA audits, Quali-audit has for primary mission to “assist airlines in achieving a higher level of safety through the implementation of the IOSA Program, conduct of Operational Safety Audits and Quality Training Programs”.

Our training can be conducted at our training facilities in Paris CDG Airport, at customers facilities (worldwide), or online.

## *Training Experience:*

We conduct training since 2006 on different field of expertise like International regulations (ICAO, EASA, DOD, FAA), IATA audit Program (IOSA), Airlines Operations, (Flight, Dispatch, Cabin, Maintenance and Ground), Flight Safety, Compliance, Quality, SAFA, LOSA ...

Quali-audit has developed a Training Programme for :

- Airlines
- Civil Aviation Authorities
- Maintenance, Repair and Overhaul (MRO)
- Ground Services Provider (GSP)
- Approved Training Organisations
- Oil and Gas Industry
- Aeronautical experts

## *Our Training offer:*

Our training courses are around following thematic areas:

- Aviation Auditor
- Auditor
- Compliance Management
- Safety Management
- Human Factors
- Airline Operations
- Station Manager
- Instructors

Notes:

- Registration to be completed and confirmed at least 15 days prior to the beginning of the training course.
- People with disabilities will kindly specify whether any support is needed. Quali-audit will ensure in any case their accessibility to the premises as well as any support if requested at least one month before the training course first day.

## *Educational design of Quali-audit training courses*

Quali-audit is based on a pedagogy adapted to its audience of adults, experienced professionals seeking to acquire skills in one of the targeted training courses. The training is thus built on the objectives of acquiring one or more key skills in a specific business or managerial field.

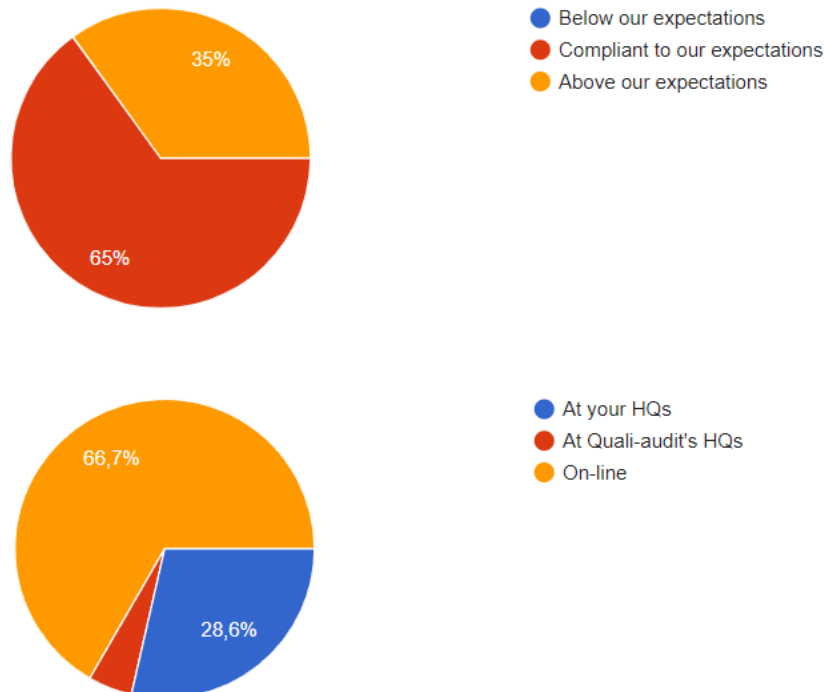
To do this, it is first of all the definition of the training objectives that guides the initial framing. Then, priority is given to a theoretical and practical contribution allowing a phased acquisition each having its key sub-objectives, often meeting operational regulatory requirements. The practical aspect is organized with activities aimed at challenging the training participants and ensure their capability to demonstrate their understanding and know-how to do.

Quali-audit is developing its offer to more systematically integrate technological and educational innovations, for example:

- Use of the Google suite (Forms, Meet, ...) for distance learning,
- Variety of means of activities for distance learning including role play, online sharing board, questionnaires and chats,
- Specific workshops on key topics.

## *Performance indicators 2021*

based on feedback forms from our customers



Training Theme	Training courses	Days	Price
Aviation Auditor	<a href="#">Aviation Auditor Training</a> Next online public sessions: 24-26 January 2022 14-16 March 2022 13-15 Jun 2022	3 days	1 200 EUR
Aviation Auditor	<a href="#">Refresh Aviation Auditor Training</a> Next online public sessions: 27 January 2022 10 March 2022 16 June 2022	1 day	400 EUR
Aviation Auditor	<a href="#">IOSA Airline Auditor Training</a> Next online public sessions: 07-09 February 2022 28-30 March 2022 20-22 June 2022	3 days	1 200 EUR
Aviation Auditor	<a href="#">Refresh IOSA Airline Auditor Training</a> Next online public sessions: 18 January 2022 08 March 2022 08 June 2022	1 day	400 EUR
Aviation Auditor	<a href="#">Lead Auditor Training</a>	2 days	800 EUR
Auditor Training	<a href="#">Quality Management System Training</a>	3 days	1 200 EUR
Auditor Training	<a href="#">Root Cause Analysis Training</a>	2 days	800 EUR
Compliance Management	<a href="#">Evidence Based Training</a> Next online public sessions: 19 January 2022 09 March 2022 09 June 2022	1 day	400 EUR
Compliance Management	<a href="#">Ramp Inspection Program Training (SAFA)</a>	3 days	1 200 EUR
Compliance Management	<a href="#">EASA Ops Training</a>	2 days	800 EUR
Compliance Management	<a href="#">Refresh EASA Ops Training</a>	1 day	400 EUR
Compliance Management	<a href="#">Compliance Management for Airlines maintenance and MROs Training</a>	3 days	1 200 EUR
Compliance Management	<a href="#">EASA Part 145</a>	2 days	800 EUR
Compliance Management	<a href="#">EASA Part M</a>	2 days	800 EUR

Safety Management	<a href="#"><u>Advanced SMS Training</u></a> Next Online public sessions 21-23 February 2022 11-13 April 2022 27-29 June 2022	3 days	1 200 EUR
Safety Management	<a href="#"><u>SMS – Just Culture Training</u></a>	1 day	400 EUR
Safety Management	<a href="#"><u>Refresh SMS Training</u></a>	1 day	400 EUR
Human Factors	<a href="#"><u>Fatigue Risk Management System (FRMS) for Operators</u></a>	3 days	1 200 EUR
Human Factors	<a href="#"><u>Fatigue Risk Management System (FRMS) for Auditors</u></a>	3 days	1 200 EUR
Human Factors	<a href="#"><u>FH / CRM Training</u></a>	3 days	1 200 EUR
Airline Operations	<a href="#"><u>Operations Management Training</u></a>	2 days	800 EUR
Airline Operations	<a href="#"><u>Emergency Response Plan (ERP) Training</u></a>	1 day	400 EUR
Station Manager	<a href="#"><u>Station Management Training</u></a>	4 days	1 600 EUR
Instructors	<a href="#"><u>Train the Trainer</u></a>	3 days	1 200 EUR

## Aviation Auditor Training

### *Introduction*

The Aviation Auditor Training is dedicated to operational functions of companies working in the Aviation Industry. It focuses on how to audit an organization in terms of operational safety and applicable compliance aspects.

### *Course Objectives*

**At the end of the training, you will be able to:**

- Prepare, conduct and follow-up internal aviation audits with respects to quality principles, aviation international standards and regulations,
- Evaluate themselves and identify their strengths and weaknesses while auditing.

### *Regulatory References*

References: IATA - IOSA Program Manual 3.3

### *Who should attend?*

- Potential or experienced auditors.
- Quality management related personnel.

### *Training Prerequisites*

- Being familiar with basic management knowledge in aviation company
- Having airline background and cultural awareness on quality in airlines operations.

### *Course Content*

#### **Day 1**

- Auditor professional conduct and responsibilities
- Planning and preparation for an audit
- Audit principles
- Audit procedures

#### **Day 2**

- Audit techniques
- Management system and reference documents
- Methods and techniques:
  - Effective gathering of evidences and other data;
  - Determining conformance with standards

#### **Day 3**

- Determination of corrective action;
- Preparation of the audit report;
- Test, wrap-up and conclusion.

### *Duration*

- 3 days

## Refresh Aviation Auditor Training

### *Introduction*

The Refresh Aviation Auditor Training is dedicated to operational functions of airlines. It focuses on fundamentals recall of Quality and leading a full audit of an organization's Quality Management System by an auditor and on the role of his mission, in accordance with internationally best practices techniques.

### *Course Objectives*

**At the end of the training, you will have refreshed skills on how to:**

- Comply with standards on how to conduct a Quality audit with respects to International Standards.
- Apply methodology of structure of best practices in Quality Management System
- Evaluate themselves on their auditing skills.

### *Regulatory References*

References: ISO9001 - IATA - EASA - FAA - ICAO, IATA - IOSA Program Manual 3.3

### *Who should attend?*

- Internal Auditors and Quality managers

### *Training prerequisites*

- Being familiar with basic management knowledge in aviation company
- Having airline background and cultural awareness on quality in airlines operations.

### *Course Content*

#### **Module Audit (1 day)**

- Auditor professional conduct and responsibilities;
- Planning and preparation for an audit;
- Audit principles, procedures and techniques;
- Management system and reference documents;
- Methods and techniques:
- Effective gathering of evidences and other data;
- Determining conformance with standards;
- Determination of corrective action and preparation of the audit report.

### *Duration*

1 day

## **IOSA Airline Auditor Training**

### *Introduction*

**Airlines on the IOSA Registry will incorporate an on-going internal assessment process using IOSA provisions in their Quality Assurance (QA) program as a record of on-going evaluations against IOSA provisions before each recurrent IOSA audit.**

**The goal of this training is to provide the operator necessary information to prepare his IOSA renewal audit under Enhanced IOSA audit model and train his internal auditors to comply with ORG 3.4.13.**

### *Course Objectives*

**At the completion of this course, you will be able to refresh your skills on how to:**

- Conduct an Aviation Audit with respect to international standards (IOSA standard ORG 3.4.13)
- Assess systems, programs, processes, procedures of a Safety Management System
- Describe the IOSA program and use IOSA documentation
- Prepare for an internal IOSA audit
- Audit IOSA standards
- Know your strengths and weaknesses as an Auditor

### *Regulatory References*

IATA - IOSA Program Manuals

### *Who should attend?*

- Quality Managers of Airline Companies.
- Each person involved in the Quality Assurance Process of a company.
- Internal auditors within airline operations.

### *Training prerequisites*

- Being familiar with the Quality audit process.
- Being familiar with the IOSA Programme documentation and methodology process.

### *Content*

#### **Day 1: Auditor Day**

- Introduction of the course
- Auditing, a quality approach
- Conducting an audit
- Non conformities, Preventive and Corrective actions
- Quality audit Report,
- Quality audit, attitudes and behaviour
- Quality according to OPS and Compliance monitoring according to IR OPS
- Quality management
- Quality Manual



- Quality Assurance procedures
- Implementation of Quality Assurance

***Day 2: Safety focus day***

- About safety
- ICAO framework
- Accident causation
- Human factors
- Fatigue Risk Management
- Safety Management
- Policy and objectives
- Risk Management
- Safety Assurance
- Safety Promotion
- Conclusion

***Day 3: IOSA Program Day***

- Warm-up on IOSA Program
- Documentation system
- ISARPs peculiarities
- Renewing IOSA
- ISARPs interpretation
- Auditing Effectiveness

***Day 4: Focus IOSA***

- Airlines' responsibilities for renewal Audits
- Mandatory Observations
- Equipment List
- Auditor Actions
- Quality Assurance Program
- Quality Control of Outsourced Operations
- Product Quality Control

***Day 5: Auditing techniques in practice***

- Review auditing a process
- Workshop: Internal Audit game
- Review auditing under pressure
- Workshop: Internal Audit game
- Review conflict management in auditing
- Workshop: Internal Audit game
- Test & Wrap-up & Conclusion

***Duration***

- 3 to 5 days

## Refresh IOSA Airline Auditor Training

### *Introduction*

**The goal of this training is to provide the candidate necessary information to maintain his level of knowledge and command of the IOSA Program, to prepare an IOSA renewal audit and be trained as internal auditor to comply with ORG 3.4.13.**

### *Course objective*

**At the completion of this 1 day course, you will be able to:**

- Check your understanding of IOSA program and its documentation
- Practice the way IOSA Auditors assess IOSA requirements (ISARPs)
- Be able to prepare and conduct an IOSA internal audit

### *Regulatory References*

IATA IOSA Program Manuals

### *Who should attend?*

- Operational airline representatives
- Aviation auditors
- Aviation personnel involved in internal audits program according to the IOSA standards

### *Training Prerequisites*

- Being familiar with the Quality audit process.
- Being familiar with the IOSA Programme documentation and methodology process.

## *Course Content*

### **1<sup>st</sup> half day:**

- Course introduction & expectations
- Challenging the participants on the IOSA Program (workshop)
  - Structure, documentation
  - Definitions, ISARPs, Auditor Actions
  - Auditor's techniques

### **2nd half day:**

Reviewing some key elements according to the workshop:

- Quality Assurance
- Interview techniques
- IOSA Program
- Interlinking within IOSA,
- Documentation system,
- SMS in IOSA,
- Conducting an Audit,
- Auditors Actions,
- Root Cause Analysis,
- IOSA Renewal,
- Auditor test

### *Duration*

- 1 day

## Lead Auditor Training

### *Introduction*

The Lead Auditor Training is dedicated to operational functions of airlines. It focuses on leading a full audit of an organization's Quality Management System by a Lead auditor in accordance with internationally best practices techniques, and on the role of his mission. This training will be conducted at the operator's facilities.

### *Course objectives*

At the end of the training, participants will be able to:

- Appraise their abilities to manage a team of auditors conducting an operational audit,
- Understand the environment and the sense of the mission of a Lead Auditor,
- Develop techniques to self-evaluation and self-development in managing Quality audits.

### *Regulatory References*

IATA IOSA Program Manual 3

### *Who should attend?*

- Airline companies auditors
- Operational functions of airlines

### *Training Prerequisites*

- Be familiar with the ISO 9001 and 19011, and the conduct of safety/quality audits.

### *Contents*

- Managing an operational audit: responsibilities, conduct and skills
- Resources allocation: qualifications, audit planning
- Preparing for the audit: information management
- Preparation meeting
- Opening meeting
- Managing the team
- Closing meeting
- Executive summary
- Report
- Quality Check
- Follow-up, Finding closure management
- Audit closure
- Conclusion, Wrap-up & Test

### *Duration*

- 2 days

## Quality Management System Training

### *Introduction*

**The Quality Management System training is a specific training for Airlines operational Managers and Quality Assurance auditors.**

### *Course objectives*

**At the end of the training, you will be able to:**

- Use the Quality Management System concept.
- Refer to ICAO requirements for a QMS: policy, processes, audits, actions, reports and indicators
- Apply best practices such a writing a Quality policy, defining a Quality program, organizing and monitoring the Operator from a Quality management perspective,
- Improve control of nonconformities and knowledge of root cause analysis.

### *Regulatory References*

ISO

### *Who should attend?*

- Airlines managers involved in the process of an Airline.
- Airlines managers, quality auditors and quality post-holders.

### *Training prerequisites*

- Being familiar with basic management knowledge in aviation company
- Being familiar with audit process

### *Course Content*

#### **Day 1**

##### **Session 1: Introduction**

- Why a QMS
- Definitions
- Standards
- Elements of a QMS

##### **Session 2**

- Monitoring a QMS
- Auditing your QMS

#### **Day 2**

##### **Session 1**

Addressing non conformances

##### **Session 2**

- Root Cause Analysis

#### **Day 3**

##### **Session 1**

- Root Cause Analysis (follow-up)

##### **Session 2**

- Wrap-up
- Test
- Feedback and conclusions

### *Duration*

3 days

## Root Cause Analysis Training

### *Introduction*

Root cause analysis starts from the observation that defining a solution against non-conformity without investigating its origin is inefficient and unproductive. Various causes can lead to non-conformity towards regulation such as operational incidents, processes, human qualifications, activity or tasks, or even combination of various elements that appear non efficient or incidental for the operator.

This course has an objective to make understandable the necessity to seek causes before defining the solution against non-conformity. This process can be triggered by the application of a corrective action consisting in:

- A diagnostic investigation to find the causes of a problem
- A solution in defining actions to avoid reappearance of such causes.

### *Course objectives*

**At the end of the training, you will be able to:**

- Analyse an issue with a problem solving methodology
- Practice the methodology for root cause identification
- Elaborate corrective action plans as expected for airline safety management

### *Regulatory References*

Best practices

### *Who should attend?*

- Auditors
- Quality managers

### *Training prerequisites*

None

## *Course Content*

### **Root Cause Analysis Training summary: (2 days)**

#### **Day one (morning)**

- Introduction to problem solving methodologies
- Definition of a problem in reference to a standard or regulation

#### **Day one (afternoon)**

- Causes analysis technics (1 & 2)
- Exercices

#### **Day two (morning)**

- Causes analysis technics (3 & 4)
- Exercices

#### **Day two (afternoon)**

- Causes analysis technics (5)
- Exercices
- Wrap-up
- **Conclusions**

## *Duration*

2 days

## Evidence Based Training under Quality Review

### *Course objectives*

#### **At the end of the training, you will be able to :**

- Refer to EBT definition, philosophies, purpose, regulatory framework and practices,
- Understand the shift from compliance based training to the new competence approach to recurrent training and checking
- Analyse the gap between EBT and AQP or ATQP concepts
- Manage some requirements taking different examples in IOSA FLT disciplines
- Discuss about the foreseeable future of EBT

### *Regulatory References*

ICAO / EASA

### *Who should attend?*

Training managers or any crew interested by new training methodology and new related regulation as well as auditors confronted with the auditing of training programmes

### *Training Prerequisites*

Knowledge of training processes for airline crew

Basic knowledge of training standards associated to the airline industry

### *Course Content*

- Introduction
- The compelling message about EBT
- The Aim of EBT
- Background
- Understanding the EBT Framework
- The baseline – competencies/behavioural indicators/assessment/grading
- Data gathering
- Programme outline
- EBT in relation to SMS, AQP and ATQP
- EBT and IOSA
- EBT future development
- Conclusions

### *Duration*

1 day



## RIP Inspection Program Training

### *Introduction*

Created in 1996 by the European Union, SAFA inspections allow Member States to monitor the safety of foreign aircraft on their territory. This assessment is an obligation established by ICAO for its members. The EU Ramp Inspection Program (formerly known as the SAFA Programme) is a mandatory safety programme within the European Union which mandates Member States (a total of 47) on the execution of ramp inspections on foreign states candidates.

Quali-audit, accredited by IATA for the IOSA audits, organizes training courses in the SAFA inspections program. Our instructors are experts, IOSA auditors, with extensive experience of the subjects listed below.

### *Course objectives*

**At the end of the training, participants will be able to:**

- How to identify critical areas of the RIP inspections;
- Explain the categorisation of findings;
- How to put in place a strategy to prevent inspection findings;
- How to create and implement preventive actions plans as requested by the Authority;

### *Regulatory References*

EASA

### *Who should attend?*

- Airline Flight Ops
- Ground Ops
- Maintenance
- Airworthiness intermediary management and their correspondents
- Quality Check managers
- Safety managers
- Quality Assurance managers
- Liaison managers with the Authority.

### *Prerequisites*

- Good Knowledge of Airline operations

## *Training Content*

### **Session 1: Introduction to RIP**

- 1.1 Purpose of RIP
- 1.2 Background (SAFA, SACA)
- 1.3 Legal framework
- 1.4 Understanding the NAA approach. SAFA National Coordinator
- 1.5 Stakeholders

### **Session 2: Being prepared**

- 2.1 Procedures and checklists
- 2.2 Actions resulting from an inspection/  
Categorisation of findings
- 2.3 Examples of findings: (Flight, Cabin, Maintenance, Operations)

### **Day 2: Session 1 The Airline view**

- 3.1 Inspection outputs/Collection & exchange of information
- 3.2 Organization / Management roles
- 3.3 How to work with the different Authorities (local, EASA)

## *Duration*

3 days

3.4 Easy fix?

### **Session 2: Methodology to prevent findings**

- 4.1 Internal Inspection Programme
- 4.2 Quality Assurance Programme (QAP), and SMS organization

### **Day 3: Acting on inspections outcome**

#### **Session 1:**

- 5.1 Procedures and checklists
- 5.2 Answering the Authority and the finding
- 5.3 Answering critical issues
- 5.4 Answering recurrent issues

#### **Session 2: Conclusions**

- 6.1 Key Points
- 6.2 Test
- 6.3 Feedback

## EASA OPS Training

### *Introduction*

**This training has for objective to make aware of the European Community regulations with regards to Safety Compliance on the EASA program.**

**Quali-audit proposes this training to operators to understand and familiarize participants with the EASA aeronautical regulatory framework.**

### *Who should attend this course?*

- Safety Managers of airlines in charge of regulatory monitoring.

### *Course objectives*

**At the end of the course, you should be able to:**

- Differentiate EU role and EASA role.
- Identify relevant documentation where operational standards are defined.
- Demonstrate appropriate understanding of the regulation (EU) 965/2012 according to its operational activity.
- Translate a set of regulation requirements into real life organizational and operational implementation.
- Adapt communication with the Civil Aviation Authority when dealing with the EU regulation.

### *Regulatory References*

EASA

### *Prerequisite*

- Experience of Airline Operations.

## *Contents*

### **European Union Objectives in Civil Aviation**

- Objectives
- Legal Instruments
- Scope of applicability and exclusions
- Essential Requirements

### **EASA Organization**

- Objectives
- Legal instruments
- Rulemaking process and procedures

### **Commission Regulation (EU) 965/2012 (IR-OPS)**

- Structure

### **EASA Air Operations - cover regulation**

- Annex I – definitions
- Annex II - Part-ARO, authority requirements for Air Operations
- Annex III - Part-ORO, organization requirements for Air operations, including FTL (Flight Time Limitations)
- Annex VI – Part-CAT, technical requirements for Commercial Air Transport operations with aeroplanes
- Annex V - Part-SPA, Specific approvals – general introduction
- Acceptable Means of Compliance / Guidance Material – general overview
- Not Included:
- CAT for helicopters, sailplanes, balloons and A-to-A flights
- Annex VI – Part NCC, technical requirements for non-commercial operations of complex motor-powered aircraft
- Annex VII – Part-NCO, technical requirements for specific operations of other-than-complex motor-powered aircraft
- Annex VIII – Part-SPO, technical requirements for the specific operations, including commercial and non-commercial operations
- Acceptable Means of Compliance / Guidance Material – general overview

## *Duration*

2 days

## Refresh EASA OPS Training

### *Introduction*

This training has the objective to refresh knowledge and use of the usual regulatory frame within Airline Operations and to recall on implementation of the EASA standards within an Airline operational system.

### *Who should attend this course?*

- Safety Managers of airlines in charge of regulatory monitoring.

### *Regulatory References*

EASA

### *Course objectives*

**At the end of the course, participants should be able to:**

- Differentiate EU role and EASA role.
- Identify relevant documentation where operational standards are defined.
- Demonstrate appropriate understanding of the regulation (EU) 965/2012 according to its operational activity.
- Translate a set of regulation requirements into real life organizational and operational implementation.
- Adapt communication with the Civil Aviation Authority when dealing with the EU regulation.

### *Prerequisite*

Experience of Airline Operations.

### *Duration*

- 1 day

## **Compliance Management for Airlines Maintenance and MROs**

**This training has the objective to prepare operators' maintenance and MROs with Regulatory requirements of key standards to meet compliance.**

**A useful guideline and standards cross references examples are made to bring a full methodology to participants**

*Who should attend this course?*

- Safety Managers of airlines and MROs in charge of regulatory monitoring.

*Course objectives*

**At the end of the training, you will be able to:**

- Get acquainted with compliance management concepts
- Check the level of conformity with a selection of key standards related to Part M, Part 145, Part 147 and other related regulations or reference manuals
- Prepare an Operator to meet MNT related IOSA standards cross-referencing them with EASA Regulations
- Prepare an airworthiness maintenance organization, maintenance repair organisation or an airline maintenance division for an IOSA or regulator's audit.

*Regulatory References*

ICAO / EASA

*Contents*

**Day 1**

**Morning session:**

- Breaking the ice session
- What is Compliance Management?
- Policies, Manuals, Procedures and their implementation in practice.
- Introduction to IOSA and MNT IOSA Standards (ISARPs) including Mandatory Observations
- Introduction to IOSA/EASA X-reference table

**Afternoon session:**

- Understanding the IOSA / EASA cross-reference table and local regulation comparison on the following areas:
- Management System Overview, Accountability, Authorities and Responsibilities
- Maintenance Program, Provision of Resources
- Communication, Documentation System, Maintenance Management Manual (MMM), Maintenance Records System
- Aircraft Systems/Equipment
- Quality Assurance Program, Quality Control of Outsourced Operations and Products,
- Safety Management

## **Day 2**

### **Morning session:**

Workshop based on other standards and areas:

- Control System, Maintenance Planning, Parts Installation, Deferred Maintenance, Continuing Airworthiness Information, Repairs and Modifications, Defect Recording and Control

### **Afternoon session:**

Interactive session with active participation of trainees covering following areas:

- EDTO (Extended Diversion Time Operations), Aircraft Recorders, Electronic Navigation Data Management, RVSM (Reduced Vertical Separation Minima), Reporting to Authority
- Aircraft Maintenance Records, Aircraft Technical Log (ATL), Airworthiness Directives

## **Day 3**

### **Morning session:**

Focus on provider and control of sub-contracting:

- Approval, Management, Quality Assurance, Personnel and Training Program
- Facilities and Physical Resources, Material Handling, Procedures Manual, Maintenance Release, Tooling and Calibration of Contracted Maintenance Organization

### **Afternoon session:**

- Test / Correction
- Conclusion
- Feedback

## *Duration*

3 days

## EASA Part 145 / Part M Training

This training course addresses the processes of reception and inspection in the specific environment of aircraft maintenance activities. It gives explanations about the role of incoming inspectors in the supply chain and about the physical verification. It also focuses on regulatory documentation checks (EASA, FAA, CoC, PMCF, ATA 106...) and on quarantine management.

### Course objectives

At the end of the training, you will:

- Possess the knowledge on the Reception Control (EASA 145).
- Understand the fundamental principles and the Maintenance Program organization to fulfill EASA regulations requirements on EASA PART M.

### Regulatory References

EASA

### Content

#### **Incoming Inspection (EASA 145 COMPLIANT) (2 days)**

- Logistics & regulation
- Commercial aspects
- Regulatory aspects
- Reception control: inspection (quantity/quality)
- Documentation
- Interchangeables
- Dangerous goods
- Traceability
- Standards & FAA PMA
- AOG
- Glossary

#### **General Presentation of PART M requirements in the maintenance (2 days)**

- Fundamental principles and key points of EASA IR PART M
- PART M structure and associated documents
- Detailed presentation of the EASA IR PART M requirements
- Responsibility regarding maintenance
- Maintenance System management
- Navigability review
- Quality System, operator maintenance
- Manuals and procedures of Maintenance System
- Maintenance Program of the operator
- Technical register of the operator
- Maintenance documents
- Submission and instruction of the PART M Agreement request
- Extension or modification of the Agreement domain
- Survey process post-agreement
- Submission and instruction of the PART M Agreement request
- Extension or modification of the Agreement domain
- Survey process post-agreement

### Duration

4 days.



## Advanced SMS Training

### *Introduction*

**Quali-audit is an Audit Organization accredited by IATA to conduct IOSA audits and provides to its customers expertise in the main drivers of the air transport operations in a view to optimize processes, increase operational efficiency and safety.**

### *Course objectives*

At the end of the training, participants will be able to:

- Establish a base-line SMS or improve the SMS of an Operator
- Develop or enhance the Just & Fair safety culture
- Create or improve a safety risk model
- Perform a risk assessment of significant safety events with a reactive (ERC) And a proactive (SIRA) method
- Define and elaborate Safety Action Plans (reactive, proactive and predictive).
- Get acquainted with the SMS audit method, and be able to make a diagnostic of the standards audited, according to the IOSA method with SMS ISARPs.
- Get control over a Change process
- Implement different kinds of indicators (performance and control)
- Understand the Safety promotion challenges

### *Regulatory References*

ICAO / EASA / IATA

### *Who should attend?*

- Airline operations managers
- Corporate and operational safety managers, analysts, coordinators
- SMS Postholders
- Quality managers

### *Prerequisites*

- Up-to-date knowledge of a Safety Management System.
- Be familiar with the IOSA Program Section SMS.

## Content

Participants experience transfer of knowledge and practical skills training on the following:

### ***Day 1 : Morning session: Introduction – SMS Pilar 1 – WS 1 (Just & Fair Culture)***

- Breaking the ice introduction
- Lesson Plan presentation
- Spontaneous evocations about « SMS » principles

### **SMS Pilar 1 : « Safety policy & objectives »**

Networking a Safety culture through Organization, policies and the right tools

- Understanding the SMS fundamentals and final objectives
- Establishing a Safety Policy, indicators and objectives
- SMS organization & governance boards
- SMS documentation & data management requirements

### **Workshop n°1 « Enable a Just & Fair process »**

#### ***Afternoon session: Pilar 2 - Parts 1&2 – WS 2 (Bow-Tie Experience)***

### **SMS Pilar 2 « Safety Risk Management »**

Get a clear understanding of risk management principles

- Implement a risk model to assess events
- Be able to use and switch from reactive – proactive – predictive assessments
- Develop the right mitigation actions and manage your safety barriers

### **Pilar 2 - Part 1 : Hazard identification and data collection**

- Review of common definitions – practical examples
- Hazard and Top Events identification tips
- Top events Categorization – Accidents mapping

### **Pilar 2 - Part 2 : Risk model principles : from its creation to barriers management**

- Review of additional concepts (Barriers – Escalation factors)
- Existing risk models

### **Workshop n°2 : « The Bow-Tie experience »**

Discover, create yours or improve your risk model using the Bow-Tie principles

***Day 2 : Morning session: Pilar 2 - Parts 3&4 – WS 3 (ERC Experience)***

**SMS Pilar 2 « Safety Risk Management »**

**Pilar 2 – Part 3 : Risk assessment (reactive – proactive – predictive)**

- Explore the 3 kinds of risk assessment process

**Workshop n°3 : « The ERC classification experience »**

- Be able to use the reactive ERC matrix to assess a significant event

**Pilar 2 - Part 4 : Risk control and mitigation**

- Risk acceptability limit
- Risk control processes (avoidance – reduction – barriers management)
- Pillar 2 synthesis

***Afternoon session: Pilar 3 – WS 4 (Change Management)***

**SMS Pilar 3 : « Safety assurance »**

Debate the Safety Assurance principles, benefits and pitfalls.

- Compliance monitoring, including external providers monitoring
- Performance monitoring with different types of indicators
- Management of change processes (reactive & proactive)

**Workshop n°4: « Management of change »**

- Be able to go through a full change risk assessment documented process

***Day 3 Morning session : SMS Pilar 4 – WS 5 (Answering to IOSA SMS standards)***

**SMS Pillar 4 : « Safety promotion »**

Understanding the Safety promotion challenges

- « Safety Training » vs « SMS Training »
- Communication processes (top-down / bottom-up ; internal / external)

***Afternoon session:***

**1) Global SMS Training Key Points recall**

Leave the 3 days training with a synthetic refresher

**2) Test**

**3) Conclusion – Go around the table!**

***Duration***

3 days

## SMS - Just Culture Training

### *Introduction*

This training brings knowledge on the Just Culture and materials to implement it within an airline organizational structure to reinforce its sense of responsibility, information sharing and resilience.

### *Who should attend this course?*

- Airlines Safety Manager.

### *Course objectives*

**At the end of the training, participants will be able to:**

- Know the origin, the definition, and the regulatory requirements of a “Just Culture”
- Apprehend the implications of such “Just Culture”, and its benefits to the Operator’s resilience
- Define the basic elements of a Just & Fair process
- Establish for your Operator a systemic process to assess human performance (from various types of violations up to virtuous actions)

### *Regulatory References*

Best practices

### *Contents*

#### **Day 1**

##### **Morning :**

- Origin, definitions, requirements
- Policy and associated implications - Shared Responsibilities
- Integration of the Just Culture policy towards Operator’s resilience
- Workshop - Part 1 : Establishing the process”

##### **Afternoon:**

- Workshop - Part 2 : Practical application to concrete examples
- Key points for assessing human performance
- Key points for establishing a systemic Just & Fair process
- Wrap-up & Conclusions

### *Duration*

1 day

## Refresh SMS Training

The Refresh SMS training is designed to improve SMS within an Airline operator organization with up to date reminders and knowledge of SMS Culture.

### *Course objectives*

**At the end of the training, you will be able to:**

- Refresh or improve the SMS of an Operator in accordance with the latest developments of aviation industry
- Create or update to the Bow-Tie risk model
- Develop or enhance Just & Fair processes

### *Regulatory References*

ICAO / EASA /IATA

### *Who should attend?*

- Airline Safety Managers

### *Course content*

#### **Day 1 : Introduction – SMS Refresher and new concepts**

- Breaking the ice introduction
- Lesson Plan presentation
- New organizational and operational models
- Extensive outsourcing in aviation industry
- Balance and complementarity of two kinds of indicators (SPIs and KPIs)
- Impacts on auditing methodology
- Workshop "Auditing new organizational models under IOSA methodology"

### *Duration*

- 1 day

## **Fatigue Risk Management System Training (FRMS) for operators**

**Fatigue is considered a leading cause of accidents and absenteeism and thus constitutes a major challenge for Airlines in terms of safety and performance.**

**Quali-audit, accredited by IATA to conduct IOSA audits and provides to its customers with feedback expertise in the main drivers of the air transport in a view to optimize processes, increase operational efficiency and safety and attain sustainability.**

### *Course objectives*

**At the end of the training, you will be able to:**

- Identify the FRMS regulatory framework, its key elements and the recommended practices.
- Understand the scientific approach to fatigue and sleep.
- Design the associated processes to implement FRMS.
- Select the proper level of implementation that takes into account the airline's type of operation.
- Help the operator to set implementation and training plans.

### *Regulatory References*

ICAO / EASA / IATA

### *Course contents*

The training is presented in English over 3 days. Participants experience transfer of knowledge and practical skills training on the following:

- Why implement a FRMS within an airline?
- FRMS in regulatory framework
- Fatigue and sleep: scientific knowledge basic
- FRMS & SMS concepts
- FRMS 4 pillars
- Deployment of a FRMS

4 workshops:

Objectives & Policy: changes needed, evaluation and main policies to be implemented

Events reporting system: fatigue events reporting and analysis

Flight time limitations: regulation, scheduling, crew complement

Communication and Training

### *Duration*

3 days.

## Fatigue Risk Management Training for Auditors

### *Course Objectives*

**At the end of the training, participants will be able to:**

- Check how are documented and implemented the expected FRMS key elements to be identified within an Operator organization according to ICAO or IOSA
- Formulate findings in regards to ICAO or IOSA standards

### *Regulatory References*

ICAO / EASA / IATA

### *Content*

- Why implement a FRMS within an airline?
- Regulatory framework
- Fatigue: Theory and Effects
- Human factors related to Fatigue
- Fatigue Hazards & Risks (Mitigation measures & Models)
- FRMS Training and Promotion
- FRM Data Collection & Analysis
- Integration of FRM in Management System
- FRM Documentation (Implementation & Methodologies)
- Auditing & Assessment

## **FH / CRM Training**

**Human Factors (HF) / Crew Resource Management training is presented to the Airline team to make future instructors able to give and facilitate a CRM training dedicated to Flight Crews, Cabin Crews, or FOO. The main objective of this course is to refresh knowledge on CRM and to place in a practical situation the future instructors in assisting them on the methodology of human factors detection. These concepts are declined from ATPL Human Factors in the culture of the company (initial training).**

### *Course objectives*

**At the end of the training, participants will be able to:**

- Conduct a CRM training during 2 days

### *Regulatory References*

Best practices

### *Who should attend?*

- Instructors, Flight Crews, Cabin Crew, and FOO or personal involved in the operational functions of airline flights.

### *Pre-requisites*

- To be aware on the Human Factors and CRM in an airline company

### *Contents*

#### ***Human Factors Training (2 days)***

- Refresh on human factors knowledge.
- Name key points which will be tackled during training.
- Identify classical snares depending on trainees' profile.
- The individual: intellectual limitations and capabilities, error and human reliability.
- The professional group: decision making, communication.
- Crew Resources.
- Management of Automatic reflexes.
- Factors acting on performance, stress and fatigue

#### ***CRM Workshop (1 day)***

- Workshop on practical situation preparation with future instructors/trainees.
- Simulation instructor/trainee.
- Learn from future instructors which kind of technical support they need to identify FH on typical examples of incidents/accidents.
- Methodology: Facts, diagnostic and codification HF, prescription.
- Conclusions and Test.

### *Duration*

3 days

## **Operations Management Training**



**Operations management is the administration of business practices to create the highest level of efficiency possible within an organization. Quali-audit provides specific training for operational management adapted from IOSA methodology. Such training is conducted by highly experienced instructors, who are as well approved IOSA auditors.**

### *Course objectives*

**At the end of the training, participants will be able to :**

- Have a comprehensive knowledge of the IOSA methodology and terminology, in order to effectively implement Operations Management standards,
- Have a good command of a IOSA cross function approach in order for the managers to reach their goal,
- Prepare their IOSA audit in the most efficient way,
- Develop management skills and techniques pertinent to the IOSA processes.

### *Regulatory References*

Best practices

### *Who should attend?*

- Airline operational Managers
- Quality Manager
- Airline personnel managing Operator's IOSA certification
- Managers who oversee Internal Evaluation Programs (IEP)
- Aviation personnel who supervise operational activities
- Internal auditors who want to have a better understanding of IOSA standards

### *Prerequisites*

- Experience in managing operations or operational processes in one of the IOSA discipline
- Knowledge of the SMS of the Operator

### *Content*

1. Review of key management principles such as continuity, accountability, policy, objectives, communication
2. How to manage and control: management review, monitoring, KPIs
3. Resources management focus: delegation of duty, suitability criteria,
4. Understanding of the three Ps (Policy / Program / Process)
5. Process description and control
6. Effectiveness management

### *Duration*

2 days

## Emergency Response Plan (ERP) Training

### *Introduction*

The Emergency Response Plan is the process to react with an established plan when it comes a major incident or accident within operational activities of an airline, with appropriate means and measures which will be deployed in such events.

Airlines must consider this eventuality and have set in force an adequate system to respond to a major aircraft accident or other operational event that results in fatalities, serious injuries or considerable damage.

### *Course objectives*

**At the end of the training, participants will be able to:**

- Manage an ordered and efficient transition from a normal situation to a crisis situation (emergency).
- Appoint Authority within a crisis situation.
- Allocate roles and responsibilities, and bring approval from key personal to execute the actions stipulated by the crisis plan.
- Coordinate efforts in order to control the crisis situation.
- Continue safety operations and return to normal operations as soon as possible.

### *Regulatory References*

Best practices

### *Who should attend?*

- Airline operations managers
- Corporate and operational safety managers, analysts, coordinators
- SMS Postholders
- Quality managers

### *Prerequisites*

- Have a basic knowledge of Operational activities of an Airline.

## *Content*

### ***Course Syllabus 1 day / Online (1 time 6 hours)***

- The corporate crisis plan and its management
- Policy, allocation and responsibilities
- Details of crisis management, measures taken, implemented means and personal training
- Dedicated ELP to each station
- Documented contents description
- Organizational Chart
- Initial reaction and notifications
- Additional assistance
- Crisis center
- On-site actions
- Communication and the management of media
- Families assistance
- Assistance linked to the post incident stress
- The records
- The Post-event review
- The exercises simulations
- Key points recall
- Conclusion

## *Duration*

1 day

## Station Management Training

**This training provides knowledge and good practices to :**

- Improve the performance of your station.
- Effectively manage your suppliers, support companies (ground plane handling, special operations, handling of goods and freight)
- Analyze the responsibilities of the various stakeholders of the affected aircraft and the processing

### *Course objectives*

**At the end of the training, participants will be able to:**

- Manage ground handling services in accordance with the standards and procedures (Operators, Airport, Authority)
- Identify and address areas for improving the operational efficiency of the station.
- Build a lasting customer-supplier relationship

### *Regulatory References*

Best practices

### *Course contents*

#### **Day 1 : Introduction – International regulatory environment**

##### **Morning session:**

- Breaking the ice introduction
- Lesson Plan presentation

General Introduction to Aviation regulatory environment

TO: Get a understanding of air transport organizations and rules:

- ICAO international standards and national regulations
- FAA attributions
- EASA role around the world
- IATA general standards and procedures
- Airline organization and responsibilities

Workshop n°1 : « how to share the accountable commitment”

- To manage and share the company’s priorities

##### **Afternoon session:**

Ground Operations Domain

TO: Get a clear understanding of station responsibilities

- Ground Operations responsibilities
- Documentation and records system
- Training and Qualification program
- Station Management Manual

**Workshop n°2 : « how to implement the distribution of new bulletins”**

TO : make sure of the implementation of up to date procedures

**Day 2 : Station Management**

To understand the station manager responsibilities

**Morning session: Safety management**

**Station Management**

- Flight Safety Management
- Risk management
- Safety culture
- Audits and Compliance
- Emergency Response Plan

**Workshop n°3 : « How to develop a safety culture at your station”**

TO : promote feedbacks and minimize the level of risk

**Afternoon session: Station management**

**Role of a station manager**

- Quality of service
- Costs and economic objectives
- Security
- Communication and IT
- Management of Change

**Workshop n°4 : « How to prepare a change of a ground handler”**

TO : guarantee the same level of quality through the management of change

**Days 3/4 : Operational Management**

**Daily session:**

TO : conduct the operational management at a station

- Ground Support Equipment
- Airline and Airport Committees
- Dangerous goods
- Staff training and qualification
- Cargo handling
- Airside and ramp
- Third parties
- Line maintenance
- Flight schedule
- OCC
- Flight disruption
- Medical emergencies
- Aircraft crew
- Station quality and Safety

**Workshop n°5 : «how to conduct the measures to be taken after an emergency situation”**

To manage a crisis at the airport with all parties concerned

**Workshop n°6 : «how to ensure effectiveness of the operational management of the station”**

- To manage performance and control of the station

**Global Training debriefing**

**Test - Conclusion – Go around the table !**

*Duration*

4 days

## Train the Trainer Course

This training course delivers tools to bring a pedagogical material to any course to be conducted as a trainer. With common examples and real life situational cases, you will learn fundamentals with a focus approach with tips and recommended practices to optimize pedagogical content and create interactivity with your attendees. A self-evaluation performance of your own training skills is also proposed.

### *Course objective*

**Objectives: after the training course, you will know how to:**

- Apply cultural awareness in your trainings
- Develop appropriate personal methods based on basic principles of learning for professionals
- Use proven techniques to conduct active training and get attention, involvement and recognition from participants
- Evaluate the effectiveness of your own training course and your own skills as a trainer

### *Regulatory References*

Best practices

### *Who should attend*

Targeted participants:

- Any potential instructor or trainer wishing to improve his trainer skills.

### *Content*

- Before the training course, you shall prepare a 10 minutes short training presentation to introduce a subject and get the audience to learn something about it.

#### ***Day 1: Understanding the challenges***

- Adult learning: principles & best practices
- Cultural awareness: how to manage
- Communication skills: interactive, oral presentation, written supports

#### ***Day 2: Methodology***

- Planning - Delivering - Checking - Improving the training course

#### ***Day 3: Effectiveness in learning***

- Tips: time management, success indicators
- Do/Don't
- Best practices
- Test

## *TRAINING GENERAL CONDITIONS*

Each training includes:

- Training date and location to be mutually agreed between Quali-audit and Operator
- Training session performed by one of Quali-audit's experienced instructors.
- The training is presented in English
- Hard-copy or E-copy documents as support of training for each attendee.
- The operator is responsible to print the training material
- Final exam
- A training certificate delivered by Quali-audit.
- Maximum number of participants: 15 persons per session.
- Operator will provide a classroom with a video projector.
- Operator will be responsible to provide air travel, hotel accommodation and meals for the instructor.
- The payment shall be according to the training agreement conditions. Training confirmation upon the signature of a training agreement. The Fees are exclusive of any applicable taxes, charges, levies, fees or duties of any governmental authority applicable to the Fees and Operator shall pay any such taxes, charges, levies, fees or duties provided it is charged by Quali-audit in accordance with all applicable tax laws. Payment of the Fees hereunder shall be made without any set-off or counter claim (and to the full extent permitted by law, the parties renounce to such right of set-off) and free of deduction or withholding (except as required by law) of any taxes or governmental charges. If any deduction or withholding is required by law, Operator shall pay the required amount to the relevant governmental authority, provide Quali-audit with an official receipt or certified copy or other documentation acceptable to Quali-audit evidencing the payment, and pay to Quali-audit in addition to the payment to which Quali-audit is otherwise entitled under this Agreement, such additional amount as is necessary to ensure that the net amount actually received by Quali-audit free and clear of all taxes equals the full amount Quali-audit would have received had no such deduction or withholding been required.
- Invoices are sent upon registration confirmation.
- Payments shall be made at least three weeks prior to the beginning of training. Any delay would lead to the cancellation of the registration forms. Invoices are due totally.



## ***HOW TO BOOK YOUR TRAINING***

- Please contact Quali-audit to get a training proposal:

Mr. Joris DUTHEIL  
Business Development Director  
Tel: +33662158713  
Email: [joris.dutheil@quali-audit.aero](mailto:joris.dutheil@quali-audit.aero)

Or send us your contact details:

### COURSE DETAILS

Training:

Location:

Dates:

### CONTACT DETAILS

Title (Mr/Mrs):

Family Name:

First Name(s):

Position:

Mobile:

Email:



**“WE ARE HERE TO SUPPORT  
AIRLINES IN ACHIEVING**

**A HIGHER LEVEL OF SAFETY”**

