



IOSA Airline Auditor Training (IAAT) - Syllabus

Syllabus

IOSA Airline Auditor Training (IAAT)

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1 Day 1

1.1 Module 1: Introduction to IOSA		
Objectives	Contents of module	Practical Training/Discussion
Objective 1: Understand the IOSA Audit Programme & Enhanced IOSA	1. Background <ul style="list-style-type: none"> Safety Performance 2. The IOSA system <ul style="list-style-type: none"> Benefits (Pre-)IOSA Model 3. IOSA Interfaces 4. E-IOSA <ul style="list-style-type: none"> 4 pillars 	Self-evaluation questions

1.2 Module 2: IOSA Documentation		
Objectives	Contents of module	Practical Training/Discussion
Objective 2: Get familiar with the documentation system of IOSA Objective 3: Learn how to identify key words	1. IOSA Documentation <ul style="list-style-type: none"> Documentation System Introduction to ISM, IPM, IAH, IRM and Q5AIMS Manuals (all parts) Terminology, terms and abbreviations, IOSA Standards and Recommended Practices (ISARPs) 2. ISM ORG - Management & Control	Exercise: ISARPs reading – identify the key words

1.3 Module 3: Repeated & Interlinked ISARPs		
Objectives	Contents of module	Practical Training/Discussion
Objective 4: Understand the structure of repeated and	1. Repeated ORG ISARPs <ul style="list-style-type: none"> Disciplines 	Exercise: Read and Interpret the ISARP

interlinked ISARPs	<ul style="list-style-type: none"> • House of ORG • Isolated vs. Systematic Findings 2. Interlinked ISARPs	
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1.4 Module 4.1: Audit Techniques & Methodology (part 1)		
Objectives	Contents of module	Practical Training/Discussion
<p>Objective 5: Get familiar with the IOSA philosophy</p> <p>Objective 6: Understand the process and procedure of documentation and implementation</p> <p>Objective 7: Get to know the difference of finding and observation</p>	<p>1. IOSA Philosophy</p> <ul style="list-style-type: none"> • Definition • IOSA Standards • Recommended Practices • Conformity vs Non-Conformity • Documented vs. Implemented <p>2. Auditor Tasks</p> <p>3. Documentation and Implementation</p> <ul style="list-style-type: none"> • Procedures for assessing documentation and implementation • Linked assessment <p>4. Sampling</p> <p>5. Finding & Observation</p>	<p>Exercise: Assessment of Documentation and Implementation</p>

2 Day 2

2.1 Module 4.2: Audit Techniques & Methodology (part 2)		
Objectives	Contents of module	Practical Training/Discussion
Objective 8: Get familiar with ISARP reading Objective 9: Understand the importance of recording of evidence and document reference	1. Reading the ISARP 2. Recording Evidence <ul style="list-style-type: none"> • Definition • Gathering Evidence • Corroborating Evidence • Source of Evidence 3. Recording document references 4. Auditor Narrative <ul style="list-style-type: none"> • Definition • Description of Non Conformity 	Exercise: ISARPs reading – identify the key words

2.2 Module 5: Auditor Actions		
Objectives	Contents of module	Practical Training/Discussion
Objective 10: Get familiar with Auditor Actions	1. Application <ul style="list-style-type: none"> • The challenge of assessing implementation • Preparation 2. Procedures for Auditor Actions <ul style="list-style-type: none"> • Evidence Descriptions • Disconnection/Harmonization between Non Conformities and Auditor Actions • Examples 	Exercise: Auditor Actions – Discussion of interpretation

2.3 Module 6: Auditing SMS

Objectives	Contents of module	Practical Training/Discussion
Objective 11: Understand the importance of including the SMS	1. SMS Background <ul style="list-style-type: none"> • Definitions • Identification, Evaluation, Mitigation and Promotion • SMS in IOSA 2. Specific Procedures for Auditing SMS <ul style="list-style-type: none"> • Audit Methodology • Specific audit techniques • ORG SMS ISARPs 	

2.4 Module 7: Conformance Report

Objectives	Contents of module	Practical Training/Discussion
Objective 12: Understand the structure of the Conformance Report	1. IOSA Audit renewal process <ul style="list-style-type: none"> • Responsibilities • Time frame 2. Conformance Report Utilisation <ul style="list-style-type: none"> • ORG 3.4.6, ORG 3.4.7, ORG 3.4.8 • Examples – What is wrong? 3. ORG 2 – Documentation and Records 4. ORG 3.5 + ORG 3.6	Exercise: Address the key words and verify documentation and implementation

3 Day 3

3.1 Module 8: Auditing Quality & Outsourced Functions		
Objectives	Contents of Module	Practical Training/Discussion
Objective 13: Learn how to interpret ISARPs	1. Auditing Quality 2. Audit Simulation 3. Auditing Outsourced Functions <ul style="list-style-type: none"> • Oversight of outsourced functions 	Exercise: ISARPs Interpretation Exercise: Video Recording – Quality Exercise

3.2 Module 9: Mandatory Observations		
Objectives	Contents of Module	Practical Training/Discussion
Objective 14: Be familiar with Mandatory Observations	1. Mandatory Observations <ul style="list-style-type: none"> • Definition • Assessing Implementation 2. Checklists <ul style="list-style-type: none"> • FLT, DSP, MNT, CAB, GRH, CGO 	

3.3 Module 10: Not Applicable N/A		
Objectives	Contents of Module	Practical Training/Discussion
Objective 15: Understand the conditions and recording of Not Applicable	1. Conditions & Recording of N/A <ul style="list-style-type: none"> • Conditions • Recording • Recommended phrases • Examples • Interlinked N/A • Conditional ISARPs 2. Examples & exercises for N/A	

4 Day 4

4.1 Module 11: Interpersonal Auditor Skills		
Objectives	Contents of module	Practical Training/Discussion
Objective 16: Be able to use your social skills to improve the audit interview	<ul style="list-style-type: none"> • Definition • IOSA application • Listening, nonverbal communication • Controlling nonverbal(s) • Interpersonal Auditor Skills & Intercultural Awareness 	

4.2 Module 12: Audit Questions		
Objectives	Contents of Module	Practical Training/Discussion
Objective 17: Be aware of different Types Audit Questions	<ol style="list-style-type: none"> 1. Conducting Interviews <ul style="list-style-type: none"> • Principles 2. Types of Questions <ul style="list-style-type: none"> • Open vs. Closed Questions • Inquiring, Alternative, Leading, Multiple Questions 3. Audit Simulation 	Exercise: Video Recording – Safety Exercise

5 Day 5

5.1 Module 13: Findings & Observations		
Objectives	Contents of module	Practical Training/Discussion
Objective 18: Get familiar with Findings & Observations	1. Corrective Action Record (CAR) Description 2. Root Cause <ul style="list-style-type: none"> • Definition • Four basic types of causes 3. Corrective Action Taken	

5.2 Module 14: Auditors Training & Qualification		
Objectives	Contents of module	Practical Training/Discussion
Objective 19: Get familiar with Training and Qualification Process of Auditors	1. Internal Auditor Qualifications <ul style="list-style-type: none"> • Prerequisites 2. Internal Auditor Training & Evaluation	