

→ Syllabus - Aviation Auditor Recurrent & Lead Auditor Training

Syllabus

Aviation Auditor Recurrent Training (Day 1-3)

Aviation Lead Auditor Training (Day 4-5)

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1 Day 1

1.1 Module 1: Update on Requirements & Norms		
Objectives	Contents of module	Practical Training/Discussion
Objective 1: Stay familiar with relevant criteria Objective 2: Understand the changes	1. EASA OPS <ul style="list-style-type: none"> • Structure • Reg. (EC) 965/2012 • Reg. (EC) 290/2012 • Acceptable Means of compliance • Alternative Means of compliance • Opt-Out • ORO.GEN.200 & ORA.GEN.200 • Management System • Scope of compliance monitoring 	
	2. IOSA <ul style="list-style-type: none"> • IOSA Scopes • ISM Revision Highlights • Enhanced IOSA • Conformance Report • New ISARPs 	Auditing of Management Systems
	3. ISO 9000 family <ul style="list-style-type: none"> • 19011:2011 • Risk based auditing 	
	4. other <ul style="list-style-type: none"> • ISAGO 	

1.2 Module 2: Audit Preparation		
Objectives	Contents of module	Practical Training/Discussion
Objective 3: Review the overall audit process	1. Audit Methods: <ul style="list-style-type: none"> • Process oriented • Chapter oriented • Department/ Business Unit • Event based • Workshop 	Discussion on “Organisational impact of SMS implementation”
	2. Audit Process Overview: <ul style="list-style-type: none"> • Quality assurance programme • Audit programme 	
	3. Audit Planning <ul style="list-style-type: none"> • Timelines • Roles & responsibilities • Audit Team Management 	Audit Schedule Preparation
	4. Audit Checklist <ul style="list-style-type: none"> • Construction of a checklist • Systems Policies and Procedures 	Audit Checklist preparation

2 Day 2

2.1 Module 3: Evolution QMS - SMS		
Objectives	Contents of module	Practical Training/Discussion
Objective 4: Learn about the evolution of Safety in Aviation business	1. Definitions <ul style="list-style-type: none"> • Concept of safety • SMS 	
	2. Evolution of Safety Thinking <ul style="list-style-type: none"> • Progress of safety in Aviation 	
	3. Standards for SMS <ul style="list-style-type: none"> • EU OPS • IOSA 	Interpretation Issues
	4. ICAO Annexes & SMS <ul style="list-style-type: none"> • ICAO Documentation • Safety Management Manual 	

2.2 Module 4: Auditing a Safety Management System		
Objectives	Contents of Module	Practical Training/Discussion
Objective 5: Understand the concept of hazard/risk Objective 6: Learn about SMS elements	1. Definitions: <ul style="list-style-type: none"> • Hazard/ Consequence • Risk • Safety Performance Measurement 	
Objective 7 : Risk identification/mitigation and change management	2. Safety Data Cycles: <ul style="list-style-type: none"> • Quality Cycle • State Safety programme • Safety Assurance 	Group discussion of triggers of safety risk evaluation by means of example

	3. SMS Components: <ul style="list-style-type: none"> • SMS toolbox • Safety Policies & Objectives • Safety Risk Management • Safety Assurance • Safety Promotion 	QMS-SMS Integration
	4. Acceptable Means of Compliance	Checklist for Auditing SMS Auditing SMS with Cultures

2.3 Module 5: Use of an IOSA Checklist		
Objectives	Contents of Module	Practical Training/Discussion
Objective 8: Be able to create an IOSA Audit Report	1. Checklist structure <ul style="list-style-type: none"> • IOSA Audit Report • Corrective Action Record (CAR) 2. Checklist tables	Exercise

3 Day 3

3.1 Module 6: Interpersonal Skills & Auditor Characteristics		
Objectives	Contents of Module	Practical Training/Discussion
Objective 9: Be able to use your social skills to improve the audit interview Objective 10: Distinguish the necessary characteristic of a typical Auditor	1. Definitions <ul style="list-style-type: none"> • Interpersonal skills 	
	2. Application <ul style="list-style-type: none"> • Application during auditing • Considerations • Listening • Non-verbal communication • Dos and Don'ts 	Exercise: Audit Situation – video recording
	1. Auditor Characteristics <ul style="list-style-type: none"> • Auditor • Auditor personal attributes • Knowledge and skills • Audit principles, procedures and techniques • Management System & Reference Documents • Organizational situations • Applicable Laws, Regulations and other Requirements • Team leader/Lead auditor 	

3.2 Module 7: Ramp Inspection Programmes (SAFA/SACA) (Optional)

Objectives	Contents of Module	Practical Training/Discussion
Objective 11: Raise Awareness for SAFA/SACA Programme	1. EASA SAFA/SACA Programme <ul style="list-style-type: none"> Objectives Processes 	
Objective 12: How the reduce the risk for SAFA/SACA findings	2. Category of SAFA/SACA Findings <ul style="list-style-type: none"> SAFA/SACA Level Identify your Airline's top 5 SAFA/SACA findings 	
Objective 13: How the reduce the risk for a SAFA/SACA inspection	3. Examples <ul style="list-style-type: none"> Real life examples Raise awareness How to minimize the risk for a SAFA/SACA finding 	

3.3 Module 8: Enhanced IOSA (Optional)

Objectives	Contents of Module	Practical Training/Discussion
Objective 14: Be aware of the Enhanced IOSA programme	<ul style="list-style-type: none"> IOSA Background vs Enhanced IOSA Background Pre-IOSA Audit Model IOSA Achievements Basic IOSA Overview Enhanced IOSA Introduction and Overview Four Pillars of Enhanced IOSA Conformance Report 	

4 Day 4

4.1 Module 1: Relation Management		
Objectives	Contents of Module	Practical Training/Discussion
Objective 15: Understanding the generic concept of “culture” Objective 16: Understanding the concept of corporate culture and its impact on the organization Objective 17: How to manage conflict within a multicultural context	1. Establishing Relationships: <ul style="list-style-type: none"> Techniques for setting up relations 	Group discussion on severity and probability
	2. Cultural Aspects: <ul style="list-style-type: none"> Concept of Culture Organizational Culture Intercultural competences 	Practical examples on cultural clashes Auditing SMS in multicultural environment
	3. Conflict Management: <ul style="list-style-type: none"> What is conflict? Fixing common objectives Conflict characteristics Approaches to managing conflicts 	Conflict Handling

4.2 Module 2: Audit Report		
Objectives	Contents of Module	Practical Training/Discussion
Objective 18: Learn about types of non-conformities Objective 19: Develop and deliver the final report	1. Level of Non-Conformities: <ul style="list-style-type: none"> Level 1 -High (Safety Relevance) Level 2 - Medium (Regulatory Relevance) Level 3 - Low (Suggestion) 	
	2. Writing Findings: <ul style="list-style-type: none"> Tips 	
	3. Audit Conclusions <ul style="list-style-type: none"> Structure 	Narrative Audit Report

5 Day 5

5.1 Module 3: Follow Up		
Objectives	Contents of Module	Practical Training/Discussion
Objective 20: Identify events causes and prevent quality deficiency	1. Definitions <ul style="list-style-type: none"> • Pareto Principle • Failure Tree Analysis • Ishikawa-Diagram (Fishbone Diagram) 	
	2. Corrective Action record <ul style="list-style-type: none"> • Audit origin • Auditor Comment • Responsibility • Root Cause • Corrective Actions • Verification 	
	3. Root Cause Analysis <ul style="list-style-type: none"> • The Concept • Root Cause Analysis in Aviation • The 5 Why's • MORT Approach 	Root Cause Analysis
	4. Corrective Actions <ul style="list-style-type: none"> • Root Cause Prevention • Prevention of Recurrence • Resource Management & Allocation 	Corrective Actions (optional: TBD)

5.2 Module 4: Meetings & Presentations		
Objectives	Contents of module	Practical Training/Discussion
Objective 21: Get to know indispensable rules and tips in managing audit meetings and debriefings	1. Meetings: <ul style="list-style-type: none"> • Basic rules for conducting meetings • Team briefings • 10 Commandments for meetings 	
	2. Presentations: <ul style="list-style-type: none"> • Presentation skills • Preparation • Tips for presentation 	
	3. Status Meetings: <ul style="list-style-type: none"> • Team briefing before • Daily team meeting • Daily auditee briefing • Final team meeting • Team de-briefing 	Closing Meeting