

# → Syllabus - Aviation Auditor Training (AAT)

# Syllabus

## Aviation Auditor Training

<b>1</b>	<b>Day 1</b> .....	<b>3</b>
1.1	Module 1: Quality Management Principles.....	3
1.2	Module 2: Roles/Responsibilities in a Compliance Monitoring System.....	4
1.3	Module 3: Quality Norms .....	4
1.4	Module 4: International Aviation Organizations .....	5
<b>2</b>	<b>Day 2</b> .....	<b>6</b>
2.1	Module 5: EASA OPS Requirements.....	6
2.2	Module 5a: Introduction to IOSA (optional).....	6
2.3	Module 5b: Introduction to ISAGO (optional).....	7
2.4	Module 6: EASA OPS and IOSA Management System.....	7
<b>3</b>	<b>Day 3</b> .....	<b>8</b>
3.1	Module 7: Audit Program .....	8
3.2	Module 8: Audit Process .....	8
3.3	Module 9: Audit Preparation.....	9
3.4	Module 10: Audit Conduct/On-site Audit .....	10
<b>4</b>	<b>Day 4</b> .....	<b>11</b>
4.1	Module 11: Communication.....	11
4.2	Module 12: Interpersonal Skills.....	11
4.3	Module 13: Audit Findings & Reports .....	12
<b>5</b>	<b>Day 5</b> .....	<b>13</b>
5.1	Module 14: Auditor Characteristics.....	13

# Objectives

<b>Objective 1: Be familiar with quality standards and quality management systems .....</b>	<b>3</b>
<b>Objective 2: Be able to relate nonconformance to standards and customer expectations.....</b>	<b>3</b>
<b>Objective 3: Understand who are the main actors within the Compliance Monitoring System.....</b>	<b>4</b>
<b>Objective 4: Be knowledgeable in aviation quality standards.....</b>	<b>4</b>
<b>Objective 5: Be familiar with main international aviation institutions .....</b>	<b>5</b>
<b>Objective 6: Understand EASA OPS requirements for the Compliance Monitoring System.....</b>	<b>6</b>
<b>Objective 7: Be familiar with the IOSA documentation system and practices .....</b>	<b>6</b>
<b>Objective 8: Be familiar with the ISAGO documentation system and practices .....</b>	<b>7</b>
<b>Objective 9: Understand the EASA OPS Compliance Monitoring System .....</b>	<b>7</b>
<b>Objective 10: Understand the IOSA Quality System .....</b>	<b>7</b>
<b>Objective 11: Understand how an Audit Program is built up. ....</b>	<b>8</b>
<b>Objective 12: Understand the entire course of the audit process .....</b>	<b>8</b>
<b>Objective 13: Be able to prepare an audit .....</b>	<b>9</b>
<b>Objective 14: Be able to conduct an audit .....</b>	<b>10</b>
<b>Objective 15: Understand the exchange of information during audit interviews.....</b>	<b>11</b>
<b>Objective 16: Be able to use your social skills to improve the audit interview .....</b>	<b>11</b>
<b>Objective 17: Be knowledgeable in drawing up audit reports and conclusion.....</b>	<b>12</b>
<b>Objective 18: Be able to verify post-audit corrective actions.....</b>	<b>12</b>
<b>Objective 19: Distinguish the necessary characteristic of a typical Auditor .....</b>	<b>13</b>

# 1 Day 1

<b>1.1 Module 1: Quality Management Principles</b>		
<b>Objectives</b>	<b>Contents of module</b>	<b>Practical Training/Discussion</b>
<b>Objective 1: Be familiar with quality standards and quality management systems</b>  <b>Objective 2: Be able to relate nonconformance to standards and customer expectations</b>	<b>1. Definitions</b> <ul style="list-style-type: none"> <li>• ISO 9000</li> <li>• Quality</li> <li>• Quality Management</li> </ul>	
	<b>2. History of Quality Management</b>	
	<b>3. Principles of Quality Management</b> <ul style="list-style-type: none"> <li>• Customer Focus</li> <li>• Leadership</li> <li>• Involvement of People</li> <li>• Process Approach</li> <li>• System Approach to Management</li> <li>• Continuous Improvement</li> <li>• Factual Approach to Decision Making</li> <li>• Mutual Beneficial Supplier Relationships</li> </ul>	
	<b>4. Components of a Quality System</b> <ul style="list-style-type: none"> <li>• Quality Statements</li> <li>• Documentation</li> <li>• Quality Assurance Programme</li> <li>• Reviews/Improvement Programmes</li> <li>• Management Commitments</li> </ul>	
	<b>5. Terminology</b>	
	<b>6. Documentation</b>	

## 1.2 Module 2: Roles/Responsibilities in a Compliance Monitoring System

Objectives	Contents of module	Practical Training/Discussion
<b>Objective 3: Understand who are the main actors within the Compliance Monitoring System</b>	<b>1. Roles in CMS</b> <ul style="list-style-type: none"> <li>• Roles &amp; responsibilities</li> <li>• Senior Management/MD/CEO</li> <li>• Departmental managers</li> <li>• Process owners</li> <li>• Staff</li> <li>• Quality Manager</li> <li>• Quality assurance manager</li> <li>• Auditors</li> </ul>	

## 1.3 Module 3: Quality Norms

Objectives	Contents of module	Practical Training/Discussion
<b>Objective 4: Be knowledgeable in aviation quality standards</b>	<b>1. ISO 9000 Family</b> <ul style="list-style-type: none"> <li>• Definitions</li> <li>• Management System requirements</li> <li>• Auditing</li> <li>• Risk Management</li> </ul>	
	<b>2. EN/AS 9100 Family</b>	
	<b>3. EASA OPS</b> <ul style="list-style-type: none"> <li>• Management System</li> <li>• Organizational Requirements</li> <li>• Quality System</li> </ul>	
	<b>4. IOSA/ISAGO</b>	

<b>1.4 Module 4: International Aviation Organizations</b>		
<b>Objectives</b>	<b>Contents of module</b>	<b>Practical Training/Discussion</b>
<b>Objective 5: Be familiar with main international aviation institutions</b>	<b>1. ICAO</b> <ul style="list-style-type: none"> <li>• Purposes and Objectives</li> <li>• Organization</li> <li>• ICAO Annexes</li> <li>• ICAO Standards/Provisions</li> </ul>	
	<b>2. JAA</b> <ul style="list-style-type: none"> <li>• History</li> <li>• Responsibilities</li> <li>• Facts</li> </ul>	
	<b>3. EASA</b> <ul style="list-style-type: none"> <li>• Facts</li> <li>• Regulatory framework</li> </ul>	
	<b>4. IATA</b> <ul style="list-style-type: none"> <li>• Facts</li> <li>• Activities</li> <li>• Safety Programme</li> </ul>	

## 2 Day 2

<b>2.1 Module 5: EASA OPS Requirements</b>		
<b>Objectives</b>	<b>Contents of module</b>	<b>Practical Training/Discussion</b>
<b>Objective 6: Understand EASA OPS requirements for the Compliance Monitoring System</b>	<b>1. Applicability/General:</b> <ul style="list-style-type: none"> <li>• Applicability</li> <li>• Subparts</li> <li>• Laws &amp; regulations</li> <li>• Language</li> <li>• Quality System</li> <li>• Accident prevention</li> </ul>	
	<b>2. Organizational Structure</b>	
	<b>3. Responsibilities/Competence</b> <ul style="list-style-type: none"> <li>• Management Responsibilities</li> <li>• Accountable Manager</li> <li>• Organizational Chart</li> <li>• Post-holder competence</li> </ul>	
	<b>4. Operations Manual</b>	Group Exercise

<b>2.2 Module 5a: Introduction to IOSA (optional)</b>		
<b>Objectives</b>	<b>Contents of Module</b>	<b>Practical Training/Discussion</b>
<b>Objective 7: Be familiar with the IOSA documentation system and practices</b>	<b>1. Introduction to IOSA</b> <ul style="list-style-type: none"> <li>• IOSA documentation system</li> <li>• IOSA standards manual</li> <li>• Audit scope</li> <li>• IOSA programme Manual</li> <li>• IOSA Audit Handbook</li> <li>• IOSA Standards</li> <li>• IOSA Recommended Practices</li> <li>• ISARP's</li> <li>• IOSA Terminology/Definitions</li> <li>• Findings and Observations</li> </ul>	

<b>2.3 Module 5b: Introduction to ISAGO (optional)</b>		
<b>Objectives</b>	<b>Contents of Module</b>	<b>Practical Training/Discussion</b>
<b>Objective 8: Be familiar with the ISAGO documentation system and practices</b>	<b>1. Introduction to ISAGO</b> <ul style="list-style-type: none"> <li>• ISAGO Standards Manual (GOSM) <ul style="list-style-type: none"> <li>• Management and Control</li> <li>• Load Control</li> <li>• Passenger Handling</li> <li>• Baggage Handling</li> <li>• Aircraft Handling and Loading</li> <li>• Aircraft Ground Movement</li> <li>• Cargo Handling</li> </ul> </li> </ul>	

<b>2.4 Module 6: EASA OPS and IOSA Management System</b>		
<b>Objectives</b>	<b>Contents of module</b>	<b>Practical Training/Discussion</b>
<b>Objective 9: Understand the EASA OPS Compliance Monitoring System</b>	<b>1. EASA OPS Compliance Monitoring System</b> <ul style="list-style-type: none"> <li>• Compliance Monitoring System</li> <li>• Compliance Monitoring Policy</li> <li>• Compliance Monitoring Manager</li> <li>• Scope of the Compliance Monitoring System</li> <li>• Documentation</li> <li>• Compliance Monitoring Assurance Programme</li> <li>• Sub-contracting</li> </ul>	
<b>Objective 10: Understand the IOSA Quality System</b>	<b>2. IOSA Quality System</b> <ul style="list-style-type: none"> <li>• IOSA General</li> <li>• Policies</li> <li>• Communication System</li> <li>• Resources</li> <li>• Documentation System</li> <li>• Records System</li> <li>• Quality Assurance System</li> <li>• Suppliers/Outsourced Functions</li> </ul>	



## 3 Day 3

<b>3.1 Module 7: Audit Program</b>		
<b>Objectives</b>	<b>Contents of module</b>	<b>Practical Training/Discussion</b>
<b>Objective 11: Understand how an Audit Program is built up.</b>	<b>1. Quality Assurance</b>	
	<b>2. Definitions</b>	
	<b>3. Audit types</b> <ul style="list-style-type: none"> <li>• System Audit</li> <li>• Certification Audit</li> <li>• Compliance Audit</li> <li>• Process Audit</li> <li>• Product Audit</li> </ul>	
	<b>4. Audit Programme objectives</b>	

<b>3.2 Module 8: Audit Process</b>		
<b>Objectives</b>	<b>Contents of Module</b>	<b>Practical Training/Discussion</b>
<b>Objective 12: Understand the entire course of the audit process</b>	<b>1. Definitions:</b> <ul style="list-style-type: none"> <li>• Audit</li> <li>• Audit programme</li> <li>• Audit plan</li> <li>• Audit scope</li> <li>• Audit criteria</li> <li>• Audit evidence</li> <li>• Audit findings</li> <li>• Audit conclusion</li> </ul>	
	<b>2. Process Overview:</b> <ul style="list-style-type: none"> <li>• Audit Programme</li> </ul>	

<b>3.3 Module 9: Audit Preparation</b>		
<b>Objectives</b>	<b>Contents of Module</b>	<b>Practical Training/Discussion</b>
<b>Objective 13: Be able to prepare an audit</b>	<b>1. Audit Initiation:</b> <ul style="list-style-type: none"> <li>• Framework</li> <li>• Feasibility</li> </ul>	
	<b>2. Audit Team:</b> <ul style="list-style-type: none"> <li>• Audit team selection</li> <li>• Team selection considerations</li> <li>• Team/Auditor competence</li> <li>• Auditee objections</li> </ul>	
	<b>3. Audit Plan:</b> <ul style="list-style-type: none"> <li>• Initial contact with auditee</li> <li>• Document review</li> <li>• Audit plan</li> </ul>	
	<b>4. Audit Checklist</b> <ul style="list-style-type: none"> <li>• Working documents</li> <li>• Checklists</li> </ul>	Exercise: Audit checklist

<b>3.4 Module 10: Audit Conduct/On-site Audit</b>		
<b>Objectives</b>	<b>Contents of module</b>	<b>Practical Training/Discussion</b>
<b>Objective 14: Be able to conduct an audit</b>	<b>1. Opening Meeting:</b> <ul style="list-style-type: none"> <li>• Opening meeting</li> <li>• Attendance</li> </ul>	
	<b>2. Gathering of Evidence</b> <ul style="list-style-type: none"> <li>• Gathering evidence</li> <li>• Process</li> <li>• Methods to collect information</li> <li>• Sources of information</li> <li>• Conducting interviews</li> <li>• Principles for interviews</li> <li>• Question types</li> <li>• Use of checklist</li> </ul>	
	<b>3. Team Coordination</b> <ul style="list-style-type: none"> <li>• Team coordination</li> <li>• Guides/Observers</li> </ul>	
	<b>4. Closing Meeting</b> <ul style="list-style-type: none"> <li>• Closing meeting</li> <li>• Attendance</li> </ul>	

## 4 Day 4

<b>4.1 Module 11: Communication</b>		
<b>Objectives</b>	<b>Contents of module</b>	<b>Practical Training/Discussion</b>
<b>Objective 15: Understand the exchange of information during audit interviews</b>	<b>1. Definitions:</b> <ul style="list-style-type: none"> <li>• Communication during Audits</li> </ul>	
	<b>2. Messages</b>	
	<b>3. Basic rules:</b> <ul style="list-style-type: none"> <li>• Rules when conducting interviews</li> </ul>	
	<b>4. Conflicts</b> <ul style="list-style-type: none"> <li>• Conflict handling</li> <li>• Possible answers</li> <li>• Conflict prevention</li> </ul>	

<b>4.2 Module 12: Interpersonal Skills</b>		
<b>Objectives</b>	<b>Contents of Module</b>	<b>Practical Training/Discussion</b>
<b>Objective 16: Be able to use your social skills to improve the audit interview</b>	<b>1. Definitions</b> <ul style="list-style-type: none"> <li>• Interpersonal skills</li> </ul>	
	<b>2. Application</b> <ul style="list-style-type: none"> <li>• Application during auditing</li> <li>• Considerations</li> <li>• Listening</li> <li>• Non-verbal communication</li> <li>• Dos and Don'ts</li> </ul>	Exercise: Audit Situation – video recording

<b>4.3 Module 13: Audit Findings &amp; Reports</b>		
<b>Objectives</b>	<b>Contents of module</b>	<b>Practical Training/Discussion</b>
<b>Objective 17: Be knowledgeable in drawing up audit reports and conclusion</b>  <b>Objective 18: Be able to verify post-audit corrective actions</b>	<b>1. Audit Findings</b> <ul style="list-style-type: none"> <li>• Audit finding</li> <li>• Evaluation</li> <li>• Findings</li> <li>• Conclusion</li> </ul>	
	<b>2. Audit Report</b> <ul style="list-style-type: none"> <li>• Audit report</li> <li>• Audit report contents</li> <li>• Audit report issue</li> <li>• Audit report format</li> <li>• Compilation of checklists</li> <li>• List of conclusions and improvements</li> <li>• Narrative report</li> </ul>	
	<b>3. Corrective Actions Record</b> <ul style="list-style-type: none"> <li>• Corrective action</li> <li>• Corrective action record</li> </ul>	
	<b>4. Follow-Up</b>	

## 5 Day 5

<b>5.1 Module 14: Auditor Characteristics</b>		
<b>Objectives</b>	<b>Contents of module</b>	<b>Practical Training/Discussion</b>
<b>Objective 19: Distinguish the necessary characteristic of a typical Auditor</b>	<b>1. Auditor Characteristics</b> <ul style="list-style-type: none"> <li>• Auditor</li> <li>• Auditor personal attributes</li> <li>• Knowledge and skills</li> <li>• Audit principles, procedures and techniques</li> <li>• Management System &amp; Reference Documents</li> <li>• Organizational situations</li> <li>• Applicable Laws, Regulations and other Requirements</li> <li>• Team leader/Lead auditor</li> </ul>	