



## White Paper

Commercial-in-Confidence

### Introduction:

Considerations of undertaking to provide Independent Third Party Certification to individual Aviation Industry personnel supported by Competency Based Training delivered by an Internationally Certified Training Provider.

### Executive Summary:

In recent years the aviation industry world-wide has experienced a vast array of changes which require individuals to be formally trained in both their specific core subjects and a range of closely related disciplines within the aviation industry.

In Australia during 2006 there were approximately 80,000 registered Pilots, Licensed Engineers, Cabin Crew Specialists, ATC etc. and a large number of aviation professionals who had already qualified in their chosen field but were looking to progress their career for future development.

To date a number of further industry related courses such as Human Factors, Safety however, no structured program exists to formulate such learning programs for the individual.

By 2009 the numbers had expanded at an exponential rate that a dedicated program is required not only to help the aviation specialist plan his/her individual career path and maintain a full understanding of what "World's Best Practice" requires but also to have available all relative subjects for careful consideration. As a result, all aviation organizations and regulatory bodies etc. will not only be assured of a maintained standard at all times but safety levels would continue to be constantly monitored.

The result is an increasingly fragmented base of training provider within the industry and without a formal program to cover relevant subjects. The lack of a single entity regulating this training base leaves the individual to make decisions of course subjects based on immediate priorities rather than which training program best suits their long term professional needs and goals.



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This White Paper seeks to make such a program available using Competency Based Training in line with ISO/IEC 17024, endorsed by an Internationally Recognized Certification Body and be fully compliant with the Aviation Regulator.

ACI Global has received feedback from aviation industry representatives to support the need for a dedicated program which would be initiated locally and available internationally. This training package would focus on all aviation related safety subjects, structured to enable independent third party certification and endorsed by the individual's national regulator. The program provides individual tutors by ACI Global for each student which also includes training by the regulator to ensure regulatory compliance when applicable.

It is agreed that this training program should include all levels of disciplines within the airline industry.

When complete, the student is certified by RABQSA International with such approval endorsed by the regulator whereby details are monitored for continued proficiency requirements. This type of program will enable the individual to become further nationally recognized within the aviation industry that will deliver better career prospects. It will also serve to raise the awareness of other disciplines and enhance safety issues within the aviation industry and individual organizations.



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**New Competency Based Aviation Scheme:**



**Background:**

To aid the aviation professional to manage today's constant acknowledgement of safety issues facing the airline industry a substantial number of subject matter courses are available worldwide. Industry feedback has contained information to suggest that these new courses are fragmented in that the aviation professional is undecided on which particular program is required for each discipline. The "Aviation Competency Unit" has been introduced to help coordinate the best available program for a student undertaking this particular level of training requirement. This particular program is aimed at the aviation professional that have completed studies to give industry qualifications such as pilot, engineer, regulator, investigator which requires additional training to complement individual career development.

**Aviation Competency Unit:**

The "Aviation Competency Unit" has been designed using a modular base of course subjects available via internet applications that allows the individual to work at his/her desired speed and time allowance. This modular system has been refined by existing quality based programs which have been presented successfully to a wide industry base. As the individual works through this program the assigned tutor is able to monitor progress and advise the student accordingly. Modules include the current range of interrelated aviation subjects such as Aviation Auditor and Lead Auditor, Safety Management Systems (SMS), Human Factors, AS 9100 (Aerospace Standards) and Professor James Reason's methodologies towards the aviation industry.

As this competency unit matures, module contents will be constantly reviewed to ensure up to date information is available with any new subjects added to the training program as necessary. Regulatory input is to be monitored by the regulator to ensure related modules maintain regulatory compliance.



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## **Training and Certification:**

### **Why ACI Global:**

ACI Global is an internationally recognized and endorsed training organization.

ACI Global has presented many quality related courses using an internet delivery format to a wide client base with individual tutor mentoring. To determine a student's entry level for the Aviation Competency Unit, each assigned tutor would carry out a gap analysis in the form of an RPL to determine an individual's existing qualifications and experience. This will enable the student and assigned tutor to introduce a formal agreement on the required course of learning.

### **Certification of Training:**

At completion of the aviation competency unit, certification of training with recommendation is provided by ACI Global for addition to the RABQSA certification scheme. This recommendation is made in conjunction with the individual's local regulatory body. A plan is then initiated to formalize a continuation training program which ensures each student remains current with aviation best practices and regulatory requirements.

As part of ACI Global commitment to ongoing professional recognition, individuals will also be added to the ACI Global International Business Professionals Register.

### **ACI Global International Business Professional's Register:**

The ACI Global Business Professionals Register is a database for all business professionals allowing them to promote their business credentials to a global audience. The register also demonstrates to Certification Bodies an individual's commitment to ongoing "competency" assessment made with ACI Global as part of their nominated training.

### **RABQSA International Inc.**

RABQSA International Inc. (RABQSA) was formed in January 2005 as a merger of Quality Society Australasia International and Registrar Accreditation Board. RABQSA offers competency and qualification based certification for personnel and training courses to many different industry type groups. RABQSA has held ISO/IEC 17024:2003 accreditation from JAZANZ since 2005. The organization is a registered not-for-profit entity in the United States of America under section 401©.



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RABQSA currently holds 8,300 certified personnel world-wide and provides 283 certified courses from over 70 international training providers. Whilst RABQSA holds most of its certification in qualification-based products, competency-based products are growing at 10% per annum and in 2010 are expected to attain 50% of its total product in an industry developed, competency-based program.

### **Certification of Personnel by RABQSA:**

At completion of the Aviation Competency Unit application is made to RABQSA for certification of an individual's qualification of endorsement. Results are added to the independent third party certification database whereby monitoring is carried out to ensure the student remains current for their particular discipline. This type of monitoring database is currently used by RABQSA for all existing certifications granted to world-wide individuals.

As the requirement for ongoing training is established between the training organization and the student, this will also include any further training by the local regulator therefore RABQSA monitors each individual's specific requirements.

### **Target Audience:**

It is proposed that the following Aviation Professionals will form part of the initial Aviation Competency Unit training program which could introduce an alternate international future career path for a particular individual on completion of this type of scheme:

ATPL – Air Transport Pilot

PPL – Private Pilot

ATC – Air Traffic Control personnel

ATSB – Air Transport Safety Inspectors

Cabin Crew Personnel

Security Personnel

CASA – Civil Aviation Safety Authority Inspectors/Personnel

NZ CAA – New Zealand Civil Aviation Authority Inspectors/Personnel

LAME – Licensed Aircraft Maintenance Engineers

AME – Qualified Maintenance Engineers (not yet licensed)

QA – Aviation Quality Assurance Professionals

QA – Aviation Quality Assurance Personnel

Australian Defence Force Personnel



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#### New Zealand Defence Force Personnel

The above group is considered to be part of the initial start-up group however it is intended to expand to include all categories such as Dangerous Goods, Ground Handling, Freight Forwarders, and Air Cargo specialist (for example).

Due to the Trans-Tasman agreement between Australia and New Zealand it is intended that the Aviation Competency Unit will be offered to all reciprocating disciplines. This will enable all aviation professionals in both countries to take full advantage of this type of career progression.



### **Proposed Outcomes:**

Creation of a program of Professional Leadership Development underpinned by Independent Third Party Personnel Certification will enable aviation professionals to advance their careers within a quality/safety framework encompassing subject matter tailored to aviation standards.

Design of a specific competency based training unit encompassing psychometric World Best Practice “knowledge, skill, attitude and personal attributes” tailored to aviation competencies which would enable the individual to gain personal certification and registration at an international level as part of their career development.

Ongoing professional leadership development outcomes are examined on a regular basis by both the training provider and the independent certification and registration body thereby ensuring “competency” of the individual is maintained at the highest level.

### **Features and Benefits of Aviation Training based on “Competency Outcomes”**

- Ability to have individual tutor/student course progression enabling the individual to acquire constant feedback at all times.
- As the Aviation Competency Unit is modular based the student can progress at his/her desired learning capability. This also considers student differing time allowance due to working times associated to shift rosters.
- Endorsement by local regulatory bodies such as CASA and NZ CAA ensures up to date regulations are presented to individuals.
- Independent Third Party (RABQSA) maintains relationship between individual certification compliance to ISO/IEC 17024:2003 Guidelines.
- Training outcomes will be consistent to world-wide Aviation Industry standards.
- Certification scheme can be measured to provide accurate KPI to maintain industry standards.
- Global transportability of skilled aviation professional for future career opportunities.
- Continued training and certification will provide personal accreditation and continued industry competitiveness in global market.



- Progressive higher standard of safety related aviation best practice methods are constantly reviewed during course program.
- Workforce enhanced safety awareness will raise company safety profile.
- Higher industry investment returns due to appropriately trained staff will enhance core business strategies through awareness of interrelated disciplines.

### **Existing “Qualifications Based” Scheme**

RABQSA International currently certifies specific auditor and general purpose aviation training through an existing qualification based personnel certification scheme against AS 9100/3 which forms part of the proposed program outlined within the Executive Summary of this paper.

### **Conclusion:**

Following the initial discussions it is acknowledged that the development of an Aviation Competency Unit for training and personnel certification will greatly benefit the future of the aviation industry for its staff both locally and internationally.

A Personnel Certification Scheme designed by the Aviation Industry and underpinned by certified training programs, a personnel registration tailored specifically for the aviation professional and endorsed by the regulator would serve to further educate each individual in their chosen field and provide career development and recognition at unprecedented levels. This would further raise the industry bar to ensure safety awareness levels are continually monitored and reviewed making an inherent safety conscious workforce.

The Aviation Competency Unit will allow each individual to progress in a structured direction giving the opportunity to reach a career target in a formulated time period. During progression of this training program gives each student insight to other disciplines which will enhance capabilities not only for an individual but give organizational awareness within a particular organization.