



TRAINING COURSE DETAILS

## AOC COMPLIANCE MONITORING SYSTEM TRAINING COURSE – 3 Days

### INTRODUCTION

The introduction of Regulation (EU) 965/2012 saw the requirements of Compliance Monitoring introduced in lieu of Quality Systems for AOCs. It also saw the introduction of Compliance Monitoring for the Operators for whom it may have previously not been required.

A fully integrated (Into the management system) Compliance Monitoring program within an EASA approved organisation is able to deliver far more than simple identification of non-compliances.

It should ideally provide significant benefits to support the business by underpinning the Safety Management System (SMS).

This course was developed to be equally relevant for those Operators for whom Compliance Monitoring and Quality Systems are new concepts and those for whom the new requirements are simply a transition from their existing systems. This course was also designed to give delegates sufficient theoretical auditor training for them to then continue on to an in-company auditor training programme.

The course looks in detail at maximising the effectiveness of the EASA Management System Approach and to ensure the strongest possible Compliance Monitoring and reporting function.

The course also deals with effective auditing of the AOC Part M Continuing Airworthiness Management Organisation (CAMO) and the Approved Training Organisation (ATO).

The Course is specifically focused to meet the needs of Compliance Auditing staff from both the AOC and CAMO business areas.

### Detailed Content / Topics - The following Subjects will be addressed

#### Day 1

- Introduction
- Abbreviations and Terms
- Airworthiness Principles & Continuing Airworthiness
- EASA Regulatory Background & Framework
- Introduction to EASA Compliant Aviation Auditing - Best Behaviour
- QMS & SMS Relationship Challenges and Misconceptions

#### Date

On Demand

#### Venue

#### Category

Personal Development

#### Price

On Demand

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## Detailed Content / Topics - The following Subjects will be addressed

### Day 1

- The role of the Quality Auditor – What are the challenges we face?
- Regulatory responsibilities of the Compliance Manager
- Requirements of Compliance Monitoring Systems in Annex IV to Regulation (EC) 216/2008
- Requirements of Compliance Monitoring Systems in ORO.GEN 200
- Related Acceptable Means of Compliance and Guidance Materials ORO.GEN.200
- Accountable Manager and Post Holder Responsibilities and Relationships
- The Challenges of Effective Compliance Auditing
- Auditor Competency and Development Issues
- Types and Relationship of Audits
- Where to use System and Process Audits?

### Day 2

- Developing a Quality System for AOC – CAMO - Workshop
- How to Physically Perform an Audit – Where are the Challenges?
- The role of Surveillance Audits, Observation & Witnessing of related activities
- Developing your interview skills – Best Practice
- Interview Practice 1
- Understanding the Psychology of an Aviation Auditee
- Delivering an Audit – Interview Techniques – Practice –Using Psychology
- Corrective Action (CA) Preventative Action (PA)
- Developing an Audit Plan – Objectives, Criteria, Capacity Planning, Delivery.
- Audit Checklists Management, Development and Validation – Use of Checklists during the Audit
- Maintaining Documentation and Records within the QMS
- Audit Plan Exercise 1

### Day 3

- Cabin Crew Training review processes how to establish Conformity
- Delivering an EASA Ops Audit – Best Practice
- ATO Compliance Monitoring
- Dealing with Situations arising during the Audit / Communication
- Managing Meetings to Open and Close the Audit
- Audit Practice 1
- The Role of Root Cause Analysis Related to Compliance Audits
- Measuring the Effectiveness of the Quality Assurance System &
- Improving audit performance
- Management Evaluation – How to Ensure Effectiveness
- Audit Practice 2
- Debrief & Close

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## Target groups

This course is intended for anyone who is involved in the implementation, running or ongoing management of a Compliance Monitoring System within an AOC or other Operator.

This course is also intended for anyone wishing to undertake the role of an auditor within such an Operator organisation. It may also be suitable for any other individuals connected with air operations who wish to expand their knowledge of the functioning of aviation systems (the Compliance Monitoring System basic requirements are similar in most spheres of European Aviation).

## Pre-requisites

It is beneficial for participants to have at least a basic understanding of the principles behind Operator management systems although this is not essential.

## Learning Objectives

Upon completion of this course, it is anticipated that participants with average aptitude will be competent to undertake a role in the management and/or audit function of a Compliance Monitoring System within an air Operator (as specific to their role within that organisation).

### Date

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## Duration

### Venue

This course runs for 3 days as a stand-alone course. Course commences at 09:00 and ends 17:00 with lunch break of 1 hour and coffee breaks in the morning and afternoon.

### Category

Personal Development

Timings may be adjusted as agreed on the day, between instructor and participants.

### Price

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