

AOC Compliance Monitoring System Training Course – 4 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.

Who is the course for?

The course is intended for aviation professionals in roles such as airline operations managers, compliance managers, safety managers, quality assurance personnel, regulatory affairs professionals, aviation auditors, and AOC holders. The course equips participants with the knowledge and skills needed to effectively manage regulatory compliance within airline operations.

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What is the Benefit of this Training – What will I learn?

- a) Understand the various techniques for effective oversight across the business.
- b) Understand the management of quality standards and how they may be developed within the organization.
- c) Understand how the EASA Management System functions.
- d) An essential element of benefiting from this training is to focus on the issues, how they relate in our workplace, and what we need to do to address them.
- e) How to identify areas which need special attention and how to focus our efforts on making sure our training delivers in all relevant 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
- 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
- Requirement of AOC CAMO Quality System Part M
- Accountable Manager and Post Holder Responsibilities and Relationships

Day 2

- The Challenges of Effective Compliance Auditing
- Auditor Competency and Development Issues
- Types and Relationship of Audits
- Where to use System and Process Audits?
- 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)

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Day 3

- 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
- 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

Day 4

- Audit Practice 1
- The Role of Root Cause Analysis Related to Compliance Audits
- Developing Root Cause Analysis Techniques
- Measuring the Effectiveness of the Quality Assurance System &
- Improving audit performance
- Management Evaluation – How to Ensure Effectiveness
- Audit Practice 2
- Examination
- 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).

What do People Say about Sofema Aviation Services Training?

"The instructor used the right words to explain the material."
"The discussions among the group were very beneficial."
"The instructor showed very resourceful background and experience."
"All sections of the course were related to my field."
"Adequate answers were given to specific questions."

Duration

4 days – Start at 09.00 and finish at 17.00, with appropriate refreshment breaks.

To register for this training, please email team@sassofia.com or Call +359 28210806

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