International Civil Aviation Organization

MIDANPIRG/21 & RASG-MID/11

(Abu Dhabi, United Arab Emirates, 4-8 March 2024)

Agenda Item 4.2:   **Outcomes of the ASPIG**

THE CERTIFICATION OF HELIPORT, HELIDECK, AND VERTIPORT TRAINING PROVIDERS

(Presented by United Arab Emirates)

SUMMARY

The regulatory framework for the certification of Heliport, Helideck, and Vertiport Training Providers was introduced late 2022 and implemented in 2023 through the new and bespoke Civil Aviation Regulation (CAR), Heliports, Vertiports, and Helidecks (HVD). This is a proactive approach to enhance safety and improve the management of quality standards for operating these facilities.

Action by the Meeting

- *Note the content of the paper.*
- *Refer to the UAE Civil Aviation Regulation on Heliport and Vertiport Training Provider Certification (CAR-HVD).*
- *The UAE General Civil Aviation Authority offers its support in providing guidance to member states on the certification of Heliport and Vertiport Training Providers.*
- *The UAE General Civil Aviation Authority invites members states interested in benchmarking visits for a familiarization tour to the certified training centres.*

1.   INTRODUCTION

1.1   The establishment of a regulatory framework for Heliport, Helideck and Vertiport training providers aims to enhance safety, efficiency, and quality in infrastructure and the skills of operational personnel training for helicopter and VTOL operations.

1.2   Certifying such training facilities not only facilitates smoother operations but also encourages growth in this sector by attracting investments on both national and international level.

1.3   The new framework, and within less than one year resulted in the certification of two Heliport Operations training providers in the UAE, Emirates Technical and Safety Development Centre (ETSDC), and Gulf Technical and Safety Training Centre (GTSC). These centres offer comprehensive training programs aimed at equipping heliport and vertiport personnel with the skills and knowledge necessary to work in this dynamic industry.

1.4   The success of our certification process has attracted additional applications for Heliport, Helideck, and Vertiport Training Provider Certification. By embracing this initiative, we aim to stimulate growth within the industry further while maintaining high safety standards.

2.   DISCUSSION

2.1   Heliport, Helideck, and Vertiport Operators are required to have a Structured Learning Program (SLP) designed to equip their staff with the necessary knowledge, skills, and understanding required to perform their duties effectively, safely, and competently based on their roles within the organization. All Heliport, Helideck and Vertiport personnel are expected to begin the process of acquiring initial competence through the SLP and maintain their competence through a Maintenance of Competence plan (MOC).

2.2   Organizations that provide competency-based training and assessment for Heliport, Helideck, and Vertiport operations in support of the operator SLP and MOC, must obtain a Training Provider certification from the UAE GCAA.

2.3   The GCAA has developed an electronic platform, GCAA e-services, for the certification process of such Training providers. The applicant will undergo the following certification process:

> **Step 1 - Registration:** An organization is required to be registered through the GCAA e-services.
>
> **Step 2 – Training Provider Application:** Submit a formal application for the certification of Heliport/Helideck/Vertiport operations training provider.
>
> **Step 3 – Initial Meeting:** The GCAA will initiate a meeting to thoroughly explain all requirements as per CAR-HVD.
>
> **Step 4 – Assessment and Audit:** The GCAA will perform a comprehensive review of all submission details, including personnel, training documentation, and facilities.
>
> **Step 5 – Final Assessment and Audit:** The GCAA will assess the delivery and evaluation of all training and assessments for personnel involved in heliport/helideck/vertiport operations.
>
> **Step 6 – Training Provider Certificate:** Upon successful verification, the GCAA will certify the training provider.

2.4   The following organizational and operational requirements have been developed through CAR-HVD ensuring the availability of clear standards and guidance for applicants:

- Facility size and structure, including training aids

- Appointment of an Accountable Manager, including the availability of resources, such as sufficient personnel to organize and carry out both theoretical and practical training, as well as to administer exams and evaluations that meet these standards.

- Management of training delivery

- Course material, including a syllabus with a full training program, lesson plan, instructor guide, student notes, assessment, and presentation materials.

- The retention and management of records

- Determining the appropriate physical fitness requirements

2.5 The applicant must also establish a management system which at least contains:

- Safety and Quality management procedures

- Implementation of a management of change of the full training process

- An independent audit function to monitor training standards, the integrity of knowledge examinations and practical assessments, compliance with and adequacy of the procedures

- Evaluation of training effectiveness e.g. course evaluation, customer engagement, industry visit, etc

- A feedback system of audit findings to the person(s) and ultimately to the accountable manager to ensure, as necessary, corrective and preventative actions

3. ACTION BY THE MEETING

3.1 The meeting is invited to:

a) note the content of the paper;
b) refer to the UAE Civil Aviation Regulation on Heliport, Helideck and Vertiport Training Provider Certification (CAR-HVD);
c) note that the UAE General Civil Aviation Authority offers its support in providing guidance to member states on the certification of Heliport, Helideck and Vertiport Training Providers; and
d) note that the UAE General Civil Aviation Authority invites members states interested in benchmarking visits for a familiarization tour to the certified training centres.

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