



ICAO

International Civil Aviation Organization
North American, Central American and Caribbean Office

WORKING PAPER

NAM/CAR/CATC/WG/2 — WP/07
01/12/14 Rev.

**Second NAM/CAR Civil Aviation Training Centres Working Group Meeting
(NAM/CAR/CATC/WG/2)**

ICAO NACC Regional Office, Mexico City, Mexico, 2 to 5 December 2014

**Agenda Item 5 Analysis of Courses Offered in Each NAM/CAR Region CATC
5.2 Identification and Analysis of NAM/CAR Region Training Needs**

AVIATION TRAINING NEEDS QUESTIONNAIRE FOR THE NAM/CAR REGIONS

(Presented by the Secretariat)

EXECUTIVE SUMMARY	
This Working Paper presents the progress on the development of the Aviation Training Needs Questionnaire for the NAM/CAR Regions.	
Action:	As indicated in section 4.
<i>Strategic Objectives:</i>	<ul style="list-style-type: none">• Safety• Air Navigation Capacity and Efficiency• Security & Facilitation• Economic Development of Air Transport• Environmental Protection
<i>References:</i>	<ul style="list-style-type: none">• Report of the First Meeting of Civil Aviation Training Centres in the NAM/CAR Regions (NAM/CAR/CATC/1), Mexico City, 27 to 30 August 2013• Fifth Meeting of North American, Central American and Caribbean Directors of Civil Aviation (NACC/DCA/5), Port-of-Spain, Trinidad and Tobago, 28 to 30 April 2014

1. Introduction

1.1 Training is a core element for human development and performance, and a key element for all phases of aeronautical activities planning, implementation, operations and improvements.

1.2 Civil Aviation Training Centres (CATC) are an essential part of this training structure. Considering the needs in the NAM/CAR Regions and the update of the Regional Training Plan, the NAM/CAR Regions CATCs requested ICAO to convene the First NAM/CAR Civil Aviation Training Centres Meeting (NAM/CAR/CATC/1) at the ICAO NACC Regional Office, Mexico City, Mexico, which was held from 27 to 30 August 2013.

1.3 In accordance with ICAO Assembly Resolution A38-12, Appendix D, ICAO shall assist and advise training facility operators and Member States with achieving and maintaining competency of aviation personnel through the ICAO Aviation Training Programme (IATP). The IATP shall be governed by the following principles:

- a) Qualification of aviation professionals is the responsibility of Member States
- b) The highest priority is placed on learning activities that support the implementation of SARPs
- c) Cooperation with Member States and industry is essential to develop and implement learning activities to support the implementation of SARPs
- d) Priority shall be placed on cultivating the next generation of aviation professionals.

2. Discussion

2.1 NAM/CAR/CATC/WG activities dependent upon the participation of its members in order to continue to provide the framework from which regional, and national implementation plans will be developed and implemented in the NAM/CAR Regions.

2.2 At the NACC/DCA/5 Meeting, the Directors of Civil Aviation formulated the following Conclusion:

CONCLUSION NACC/DCA/5/9

ESTABLISHMENT OF THE CIVIL AVIATION TRAINING CENTRES WORKING GROUP (NAM/CAR/CATC/WG)

That, in order to improve and coordinate training to benefit aviation development in the NAM/CAR Regions with participation of users and training service providers:

- a) *the establishment of the NAM/CAR/CATC/WG is hereby approved along with its Terms of Reference (ToRs) and Work Programme as presented in the Appendix to WP/14; and*
- b) *the development of a survey to determine the regional training needs for 2015-2016 is approved.*

2.3 Given the importance of training of personnel involved in the various areas of civil aviation, the dynamic and constantly changing processes and systems to meet growing demands and subsequent technological innovations, the ICAO NACC Office will conduct a survey of needs and training capabilities at the regional level.

2.4 With this information it will be possible to know directly from the States, in which specific issues they need to train aviation personnel, as well as explore the possibilities that can be provided by States through their respective training centres controlled by the aeronautical authorities.

2.5 This inventory of training needs and training centres, will be implemented annually, and will be assessed by the training centres and ICAO NACC Office to determine what kind of courses would need to be implemented to meet the demand based on needs expressed by the States.

3. Conclusion

3.1 According to the training needs expressed by Member States on the one hand, and the training offered by training centres on the other hand, we can infer that the needs are not covered entirely.

3.2 Therefore, it requires that the expectations or the contents of the courses requested by States, may differ or vary from the program and content of the courses offered. So it is important to clarify the scope of the required courses and know in detail the programs that are offered.

4. Action by the Meeting

4.1 The Meeting is invited to:

- a) take note of the efforts presented in this working paper to improve training and competencies of technical aviation personnel;
- b) approve the proposed Aviation Training Questionnaires as presented in **Appendixes A and B** to this working paper;
- b) recommend other appropriate actions.

APPENDIX A



CAR REGION CIVIL AVIATION TRAINING SURVEY
Civil Aviation Training Centres Organizations

Instructions for completion

Please answer the information requested in the questionnaire. It is suggested that you answer in accordance with the infrastructure, methodology, available staff and training offered by your training centre. Separate questionnaires have been sent to customers (i.e. those requiring/receiving training).

Part 1 – Training Centre General Information

INTRODUCTION

1. Name of organization or training centre:

2. Head of the Training Centre:

Title (e.g. Dr, Ms, Mr, Mrs etc.)

Full Name

Job title

Address 1

Address 2

City/Town

Postal code

Country

Phone number

Fax number

E-mail address

3. Please enter your contact details below:

Title (e.g. Dr, Ms, Mr, Mrs etc.)

Full name

Job title

Address 1

Address 2

City/Town

Postal code

Country

Phone number

Fax number

E-mail address

4. What is the role of your organization? *(Please select as many as apply)*

- Regulator
- Aviation Training Centre/Organization
- Air Navigation Service Provider (ANSP)
- Airline
- Airport Operator
- Maintenance Organization
- Other (please specify): _____

5. What is your function within the organization? *(Please select one answer)*

- General Management
- Human Resources /Training
- Operations
- Planning
- Technical
- Maintenance
- Other (please specify): _____

STATUS (SELECT AS MANY AS APPLY)

6. Is your institution:

- National
- Regional
- Public/Private partnership
- Government Owned or Controlled
- Department of a State Ministry
- Incorporated within another institution (e.g. university, college, management school)
- Other (please specify): _____

Part 2 – Training

Languages

1. What is/are the official language(s) of instruction? *(Please select as many as apply)*

- English
- Spanish
- French
- Other (please specify): _____

2. What other language(s) can be offered by your training centre ? *(Please select as many as apply)*

- English
- Spanish
- French
- Other (please specify): _____

BUSINESS PLANNING

3. **Does your organization have a business plan?** *(Please select one answer)*
 Yes No
4. **Do you have an annual human resources plan that identifies your staffing requirements?**
(Please select one answer)
 Yes No
5. **Do you have an annual training plan?** *(Please select one answer)*
 Yes No

ACCREDITATION

6. **Is your organisation accredited by:** *(Please select as many as apply)*
- Any international organizations?
 Please list organizations (e.g. ICAO, IATA, ACI) _____
- TRAINAIR or TRAINAIR Plus _____
- Any regional organizations?
 Please list organizations _____
- Your National Civil Aviation Authority?
- Civil Aviation Authority from other State(s)?
 Please list Civil Aviation Authorities _____
- Other (please specify): _____

QUALITY CONTROL

7. **Do you employ quality control procedures?**
 Yes No
 If your answer is NO, please proceed directly to Q10.
8. **Do you hold any quality management system certification (e.g. ISO 9001 certification)?**
 Yes No
 If yes, please identify _____
9. **If your answer to Q8 is YES, please provide the following details:**
 Certification scope: _____
 Certificate validity period: _____

ORGANIZATION/TRAINING CENTRE STAFF

10. Overall number of employees: _____
 Permanent instructors or trainers: _____
 Associated/contracted instructors or trainers: _____

11. **When outsourcing instructors, where do you get them from?** *(Please select as many as apply)*

- DCA
- ICAO
- IATA
- ACI
- International training institutions
- Individual consultants
- Professional consultant companies
- Other civil aviation organizations
- Other (please specify): _____

12. **Please select below the geographical area(s) from which you have recruited instructional/training staff in the last 12 months and the approximate number of recruited staff.** *(Please select as many as apply)*

- | | Approximate
no. of
recruited
staff: |
|--|--|
| <input type="checkbox"/> Central/South America | _____ |
| <input type="checkbox"/> North America | _____ |
| <input type="checkbox"/> Caribbean | _____ |
| <input type="checkbox"/> Europe | _____ |
| <input type="checkbox"/> Other (please specify): _____ | _____ |

13. **Are all your instructors/trainers professionally qualified (eg: licensed pilots, ATCOs, engineers, management degrees)?**

- Yes Mostly yes Mostly no No

14. **Are your instructors /trainers required to have successfully completed a recognized instructional techniques course?**

- Yes No

Explain _____

15. **If yes, does this course result in the award of an instructional qualification?**

- Yes No

Explain _____

16. **Are your instructors subject to regular proficiency checks?**

- Yes No

17. **If yes, how frequently?**

- Annually Every two years
 Other (please specify): _____

18. **Do you differentiate in the qualifications required of theory and skills trainers?**

(Please select only one answer)

- Yes No Do not know

19. **Are all theory (classroom) instructors qualified in their specialist subject areas?**

(Please select only one answer)

- Yes Mostly yes Mostly no No

TRAINING PROGRAMMES

20. **In the table below, please:**

A – *SELECT* all the courses offered by your institution

B – Indicate level of course (e.g. initial (A), diploma (Di), degree (Dg), refresher (R) etc)

C – Indicate those courses included in the ICAO directory

D – Indicate annual student throughput per course

E – Indicate course duration

	A Select if Offered <i>Select below:</i>	B Level Select B, Di, Dg, R, O: <i>[Basic (B), Diploma (Di), Degree (Dg), Recurring (R), Other (O)]</i>	C Select if included in ICAO Directory <i>Select below:</i>	D Students Per Annum <i>Select from: [0-5, 6-10, 11-20, 21-50, 51-100, >100]</i>	E Duration <i>Select from: [0-1wk, 2-3wks, 4-12 wks, 13-52 wks, 1-2 yrs, 3-4 yrs, 5-7 yrs, 8-10 yrs, >10 yrs]</i>
AIRLINES OPERATIONS					
Multi-crew Pilot Licence (MPL)	<input type="checkbox"/>		<input type="checkbox"/>		
PPL / CPL / IR	<input type="checkbox"/>		<input type="checkbox"/>		
MPL instructor	<input type="checkbox"/>		<input type="checkbox"/>		
Cabin crew	<input type="checkbox"/>		<input type="checkbox"/>		
Cabin Crew instructor	<input type="checkbox"/>		<input type="checkbox"/>		
Airline Safety management	<input type="checkbox"/>		<input type="checkbox"/>		
Airline Security	<input type="checkbox"/>		<input type="checkbox"/>		
Air Operations management	<input type="checkbox"/>		<input type="checkbox"/>		
Transport of Dangerous Goods by Air	<input type="checkbox"/>		<input type="checkbox"/>		
Airline ground services – ALL	<input type="checkbox"/>		<input type="checkbox"/>		
AIRCRAFT MAINTENANCE					
Aircraft maintenance / engineering / airworthiness	<input type="checkbox"/>		<input type="checkbox"/>		
Line maintenance	<input type="checkbox"/>		<input type="checkbox"/>		

	A Select if Offered <i>Select below:</i>	B Level Select B, Di, Dg, R, O: <i>[Basic (B), Diploma (Di), Degree (Dg), Recurring (R), Other (O)]</i>	C Select if included in ICAO Directory <i>Select below:</i>	D Students Per Annum <i>Select from:[0-5, 6-10, 11-20, 21-50, 51-100, >100]</i>	E Duration <i>Select from:[0-1wk, 2-3wks, 4-12 wks, 13-52 wks, 1-2 yrs, 3-4 yrs, 5-7 yrs, 8-10 yrs, >10 yrs]</i>
AIRPORT OPERATIONS					
Airport Safety management	<input type="checkbox"/>		<input type="checkbox"/>		
Airport Accident/Incident investigation and prevention	<input type="checkbox"/>		<input type="checkbox"/>		
Airport management	<input type="checkbox"/>		<input type="checkbox"/>		
Airport engineering and maintenance – ALL	<input type="checkbox"/>		<input type="checkbox"/>		
Airport rescue and firefighting services – ALL	<input type="checkbox"/>		<input type="checkbox"/>		
Airport ground services – ALL	<input type="checkbox"/>		<input type="checkbox"/>		
Airport ground services	<input type="checkbox"/>		<input type="checkbox"/>		
Airport Operations	<input type="checkbox"/>		<input type="checkbox"/>		
Airport Security	<input type="checkbox"/>		<input type="checkbox"/>		
AIR NAVIGATION SERVICES					
Air traffic controller course (basic licence)	<input type="checkbox"/>		<input type="checkbox"/>		
Air traffic controller instructor	<input type="checkbox"/>		<input type="checkbox"/>		
ATC specific training (ENR, APP, radar, SAR etc)	<input type="checkbox"/>		<input type="checkbox"/>		
Radio operator (aeronautical communications ops)	<input type="checkbox"/>		<input type="checkbox"/>		
Airspace planning	<input type="checkbox"/>		<input type="checkbox"/>		
Aeronautical Information – ALL	<input type="checkbox"/>		<input type="checkbox"/>		
Aeronautical Meteorology – ALL	<input type="checkbox"/>		<input type="checkbox"/>		
Air Traffic services Safety management	<input type="checkbox"/>		<input type="checkbox"/>		
Air Traffic services Accident/incident investigation and prevention	<input type="checkbox"/>		<input type="checkbox"/>		
Communications, Navigation and Surveillance	<input type="checkbox"/>		<input type="checkbox"/>		
Flight calibration – ALL	<input type="checkbox"/>		<input type="checkbox"/>		

	A Select if Offered <i>Select below:</i>	B Level Select B, Di, Dg, R, O: <i>[Basic (B), Diploma (Di), Degree (Dg), Recurring (R), Other (O)]</i>	C Select if included in ICAO Directory <i>Select below:</i>	D Students Per Annum <i>Select from:[0-5, 6-10, 11-20, 21-50, 51-100, >100]</i>	E Duration <i>Select from:[0-1wk, 2-3wks, 4-12 wks, 13-52 wks, 1-2 yrs, 3-4 yrs, 5-7 yrs, 8-10 yrs, >10 yrs]</i>
Engineering and maintenance – navigational aids	<input type="checkbox"/>		<input type="checkbox"/>		
REGULATORY					
MPL examiner	<input type="checkbox"/>		<input type="checkbox"/>		
Air traffic controller examiner	<input type="checkbox"/>		<input type="checkbox"/>		
Cabin Crew examiner	<input type="checkbox"/>		<input type="checkbox"/>		
Medical Examiner	<input type="checkbox"/>		<input type="checkbox"/>		
Airspace planning/management	<input type="checkbox"/>		<input type="checkbox"/>		
Aeronautical Information – ALL	<input type="checkbox"/>		<input type="checkbox"/>		
Aeronautical Meteorology – ALL	<input type="checkbox"/>		<input type="checkbox"/>		
Safety management	<input type="checkbox"/>		<input type="checkbox"/>		
Accident investigation and prevention - ALL	<input type="checkbox"/>		<input type="checkbox"/>		
Civil aviation administration and legislation	<input type="checkbox"/>		<input type="checkbox"/>		
Air transport statistics and economics	<input type="checkbox"/>		<input type="checkbox"/>		
Communications, Navigation and Surveillance	<input type="checkbox"/>		<input type="checkbox"/>		
Government Safety Inspectors – Personnel Licensing	<input type="checkbox"/>		<input type="checkbox"/>		
Government Safety Inspectors – Airworthiness	<input type="checkbox"/>		<input type="checkbox"/>		
Government Safety Inspectors – Operations	<input type="checkbox"/>		<input type="checkbox"/>		
Government Safety Inspectors – Aerodromes	<input type="checkbox"/>		<input type="checkbox"/>		
Government Safety Inspectors – Air Traffic Services	<input type="checkbox"/>		<input type="checkbox"/>		
Government Safety Inspectors – Training Organizations	<input type="checkbox"/>		<input type="checkbox"/>		
Other (please specify below)					
	<input type="checkbox"/>		<input type="checkbox"/>		
	<input type="checkbox"/>		<input type="checkbox"/>		
	<input type="checkbox"/>		<input type="checkbox"/>		
	<input type="checkbox"/>		<input type="checkbox"/>		
	<input type="checkbox"/>		<input type="checkbox"/>		

A Select if Offered <i>Select below:</i>	B Level Select B, Di, Dg, R, O: <i>[Basic (B), Diploma (Di), Degree (Dg), Recurring (R), Other (O)]</i>	C Select if included in ICAO Directory <i>Select below:</i>	D Students Per Annum <i>Select from:[0-5, 6-10, 11-20, 21-50, 51-100, >100]</i>	E Duration <i>Select from:[0-1wk, 2-3wks, 4-12 wks, 13-52 wks, 1-2 yrs, 3-4 yrs, 5-7 yrs, 8-10 yrs, >10 yrs]</i>
<input type="checkbox"/>		<input type="checkbox"/>		
<input type="checkbox"/>		<input type="checkbox"/>		
<input type="checkbox"/>		<input type="checkbox"/>		
<input type="checkbox"/>		<input type="checkbox"/>		
<input type="checkbox"/>		<input type="checkbox"/>		

20. In order to better understand the courses on offer, please consider the following questions:

- A – What educational standards are required by your Training Centre to be admitted?
- B – On which courses are the students required to pass an aptitude test prior to entry?
- C – What is the duration of each course?
- D – How much is charged for the full duration of the course (please indicate local currency, or US dollar equivalent)?

	A Educational Standard <i>Select: [High School (H), Diploma (Di), Degree (Dg), Other (O)]</i>	B Select if aptitude test is required <i>Select below</i>	C Course Duration	D Charge (Price) per course (in USD)
AIRLINE OPERATIONS				
Multi-crew Pilot Licence (MPL)		<input type="checkbox"/>		
PPL / CPL / IR		<input type="checkbox"/>		
MPL instructor		<input type="checkbox"/>		
Cabin crew		<input type="checkbox"/>		
Cabin Crew instructor		<input type="checkbox"/>		
Airline Safety management		<input type="checkbox"/>		
Airline Security		<input type="checkbox"/>		
Air Operations management		<input type="checkbox"/>		
Transport of Dangerous Goods by Air		<input type="checkbox"/>		
Airline ground services – ALL		<input type="checkbox"/>		
AIRCRAFT MAINTENANCE				
Aircraft maintenance / engineering / airworthiness		<input type="checkbox"/>		
Line maintenance		<input type="checkbox"/>		

	A Educational Standard <i>Select:</i> <i>[High School (H), Diploma (Di), Degree (Dg), Other (O)]</i>	B Select if aptitude test is required <i>Select below</i>	C Course Duration	D Charge (Price) per course (in USD)
AIRPORT OPERATIONS				
Airport Safety management		<input type="checkbox"/>		
Airport Accident/Incident investigation and prevention		<input type="checkbox"/>		
Airport management		<input type="checkbox"/>		
Airport engineering and maintenance – ALL		<input type="checkbox"/>		
Airport rescue and firefighting services – ALL		<input type="checkbox"/>		
Airport ground services – ALL		<input type="checkbox"/>		
Airport ground services		<input type="checkbox"/>		
Airport Operations		<input type="checkbox"/>		
Airport Security		<input type="checkbox"/>		
AIR NAVIGATION SERVICES				
Air traffic controller course (basic licence)		<input type="checkbox"/>		
Air traffic controller instructor		<input type="checkbox"/>		
ATC specific training (ENR, APP, radar, SAR etc)		<input type="checkbox"/>		
Radio operator (aeronautical communications ops)		<input type="checkbox"/>		
Airspace planning		<input type="checkbox"/>		
Aeronautical Information – ALL		<input type="checkbox"/>		
Aeronautical Meteorology – ALL		<input type="checkbox"/>		
Air Traffic services Safety management		<input type="checkbox"/>		
Air Traffic services Accident/incident investigation and prevention		<input type="checkbox"/>		
Communications, Navigation and Surveillance		<input type="checkbox"/>		
Flight calibration – ALL		<input type="checkbox"/>		
Engineering and maintenance – navigational aids		<input type="checkbox"/>		
REGULATORY				
MPL examiner		<input type="checkbox"/>		
Air traffic controller examiner		<input type="checkbox"/>		

	A Educational Standard <i>Select:</i> <i>[High School (H), Diploma (Di), Degree (Dg), Other (O)]</i>	B Select if aptitude test is required <i>Select below</i>	C Course Duration	D Charge (Price) per course (in USD)
Cabin Crew examiner		<input type="checkbox"/>		
Medical Examiner		<input type="checkbox"/>		
Airspace planning/management		<input type="checkbox"/>		
Aeronautical Information – ALL		<input type="checkbox"/>		
Aeronautical Meteorology – ALL		<input type="checkbox"/>		
Safety management		<input type="checkbox"/>		
Accident investigation and prevention - ALL		<input type="checkbox"/>		
Civil aviation administration and legislation		<input type="checkbox"/>		
Air transport statistics and economics		<input type="checkbox"/>		
Communications, Navigation and Surveillance		<input type="checkbox"/>		
Government Safety Inspectors – Personnel Licensing		<input type="checkbox"/>		
Government Safety Inspectors – Airworthiness		<input type="checkbox"/>		
Government Safety Inspectors – Operations		<input type="checkbox"/>		
Government Safety Inspectors – Aerodromes		<input type="checkbox"/>		
Government Safety Inspectors – Air Traffic Services		<input type="checkbox"/>		
Government Safety Inspectors – Training Organizations		<input type="checkbox"/>		
Other <i>(please specify below)</i>				
		<input type="checkbox"/>		
		<input type="checkbox"/>		
		<input type="checkbox"/>		
		<input type="checkbox"/>		
		<input type="checkbox"/>		
		<input type="checkbox"/>		
		<input type="checkbox"/>		
		<input type="checkbox"/>		
		<input type="checkbox"/>		
		<input type="checkbox"/>		

22. Please indicate how students fund their studies, allocating approximate % proportions to each category:

- Self-funded _____
- Subsidised by your training organisation _____
- Government grant to student _____
- Employer _____
- Other (please specify): _____

COURSE QUALIFICATION STANDARDS

23. For each of the courses given by your organisation, please indicate:

- A – Is there an exam at the end of the course?
- B – Do they lead to a recognised qualification? (e.g. pilot, ATCO, engineer licence, academic qualification etc.)
- C – Is the qualification recognised internationally, regionally or nationally?
- D – Is the course accredited?
- E – If so, by which organisation? (e.g. local CAA, Civil Aviation Authorities from other States, ICAO, TRAINAIR, ACI, International Organizations) (please specify)

	A Exam		B Qualification:		C Remit of Quality		D Accredited		E Who by?
	Select Y or N: [yes (Y), no (N)]		[Select P, A, E, Q or O: [pilot licence (P), ATCO (A), engineer licence (E), academic qualification (Q), other (O)]		Select I, N or R: [international (I), national (N), regional (R)]		Select Y or N: [yes (Y), no (N)]		Select I, T or O: [ICAO (I), TRAINAIR (T), other (O)]
AIRLINES OPERATIONS									
Multi-crew Pilot Licence (MPL)	<input type="checkbox"/> Y <input type="checkbox"/> N						<input type="checkbox"/> Y <input type="checkbox"/> N		
PPL / CPL / IR	<input type="checkbox"/> Y <input type="checkbox"/> N						<input type="checkbox"/> Y <input type="checkbox"/> N		
MPL instructor	<input type="checkbox"/> Y <input type="checkbox"/> N						<input type="checkbox"/> Y <input type="checkbox"/> N		
Cabin crew	<input type="checkbox"/> Y <input type="checkbox"/> N						<input type="checkbox"/> Y <input type="checkbox"/> N		
Cabin Crew instructor	<input type="checkbox"/> Y <input type="checkbox"/> N						<input type="checkbox"/> Y <input type="checkbox"/> N		
Airline Safety management	<input type="checkbox"/> Y <input type="checkbox"/> N						<input type="checkbox"/> Y <input type="checkbox"/> N		
Airline Security	<input type="checkbox"/> Y <input type="checkbox"/> N						<input type="checkbox"/> Y <input type="checkbox"/> N		
Air Operations management	<input type="checkbox"/> Y <input type="checkbox"/> N						<input type="checkbox"/> Y <input type="checkbox"/> N		
Transport of Dangerous Goods by Air	<input type="checkbox"/> Y <input type="checkbox"/> N						<input type="checkbox"/> Y <input type="checkbox"/> N		
Airline ground services – ALL	<input type="checkbox"/> Y <input type="checkbox"/> N						<input type="checkbox"/> Y <input type="checkbox"/> N		
AIRCRAFT MAINTENANCE									
Aircraft maintenance / engineering / airworthiness	<input type="checkbox"/> Y <input type="checkbox"/> N						<input type="checkbox"/> Y <input type="checkbox"/> N		
Line maintenance	<input type="checkbox"/> Y <input type="checkbox"/> N						<input type="checkbox"/> Y <input type="checkbox"/> N		

	A Exam		B Qualification:	C Remit of Quality	D Accredited	E Who by?	
	<i>Select Y or N: [yes (Y), no (N)]</i>		<i>[Select P, A, E, Q or O: [pilot licence (P), ATCO (A), engineer licence (E), academic qualification (Q), other (O)]</i>	<i>Select I, N or R: [international (I), national (N), regional (R)]</i>	<i>Select Y or N: [yes (Y), no (N)]</i>	<i>Select I, T or O: [ICAO (I), TRAINAIR (T), other (O)]</i>	
AIRPORT OPERATIONS							
Airport Safety management	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Airport Accident/Incident investigation and prevention	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Airport management	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Airport engineering and maintenance – ALL	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Airport rescue and firefighting services – ALL	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Airport ground services – ALL	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Airport ground services	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Airport Operations	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Airport Security	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
AIR NAVIGATION SERVICES							
Air traffic controller course (basic licence)	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Air traffic controller instructor	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
ATC specific training (ENR, APP, radar, SAR etc)	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Radio operator (aeronautical communications ops)	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Airspace planning	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Aeronautical Information – ALL	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Aeronautical Meteorology – ALL	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Air Traffic services Safety management	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Air Traffic services Accident/incident investigation and prevention	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Communications, Navigation and Surveillance	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Flight calibration – ALL	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Engineering and maintenance – navigational aids	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
REGULATORY							
MPL examiner	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	

	A Exam		B Qualification:	C Remit of Quality	D Accredited		E Who by?
	<i>Select Y or N: [yes (Y), no (N)]</i>		<i>[Select P, A, E, Q or O: [pilot licence (P), ATCO (A), engineer licence (E), academic qualification (Q), other (O)]</i>	<i>Select I, N or R: [international (I), national (N), regional (R)]</i>	<i>Select Y or N: [yes (Y), no (N)]</i>		<i>Select I, T or O: [ICAO (I), TRAINAIR (T), other (O)]</i>
Air traffic controller examiner	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Cabin Crew examiner	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Medical Examiner	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Airspace planning/management	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Aeronautical Information – ALL	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Aeronautical Meteorology – ALL	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Safety management	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Accident investigation and prevention - ALL	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Civil aviation administration and legislation	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Air transport statistics and economics	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Communications, Navigation and Surveillance	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Government Safety Inspectors – Personnel Licensing	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Government Safety Inspectors – Airworthiness	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Government Safety Inspectors – Operations	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Government Safety Inspectors – Aerodromes	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Government Safety Inspectors – Air Traffic Services	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Government Safety Inspectors – Training Organizations	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
Other (please specify below)							
	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	
	<input type="checkbox"/> Y	<input type="checkbox"/> N			<input type="checkbox"/> Y	<input type="checkbox"/> N	

27. Is your course syllabi based on a training needs analysis (TNA)? *(Please select only one answer)*

- Yes No

28. If yes, who conducts the analysis? *(Please select as many as apply)*

- Local CAA
 Other national CAA (Please specify below)
 ICAO
 Regional/international professional organisation (please specify below)
 Other (please specify): _____

29. Is there a syllabus for every course?

- Yes No

If no, please indicate those courses that do not have a syllabus:

30. Are course syllabi mainly? *(Please select as many as apply)*

- Performance objective based?
 Competency based?
 Outcomes based?
 None of the above

31. Are your practical skills assessment procedures based on: *(Please select as many as apply)*

- Continuous assessment?
 Formal pass/fail examinations at various stages of training?
 Other (please specify): _____

32. Do you permit students who fail at the first attempt to re-take examinations?

- | | | |
|-----------|------------------------------|-----------------------------|
| Theory | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Practical | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

33. Mention those cases in which a participant who failed an examination is allowed to re-take it.

34. What examination format do you use? *(Please select as many as apply)*

- Written
- Multiple choice
- Other (please specify): _____

35. Who is responsible for setting examination questions? (Please select as many as apply)

- Specialist examiner
- Course manager
- Subject specialist
- Nominated instructor
- Other (please specify): _____

36. Is the same person(s) responsible for marking?

- Yes No

If no, who is responsible? _____

37. Do you maintain a question bank?

- Yes No

38. If yes, how often is it reviewed?

Review frequency: _____

39. Who is responsible for reviewing examination questions? (Please select as many as apply)

- Specialist examiner
- Course manager
- Subject specialist
- Nominated instructor
- Other (please specify): _____

40. How do you ensure the security of examination questions/papers? (Please select as many as apply)

- Hard copy
- Kept on single computer disc held by examiner
- Held on password protected central computer
- Held by senior manager
- Other (please specify): _____

TRAINING AIDS

41. Please indicate which of the following training aids you employ: (Please select as many as apply)

- Computer-based training (CBT) (e.g. PC skills trainers, e-learning, classroom aids)
- Distance learning (off-campus)
- Simulators (e.g. basic and full replication, advanced simulators, ATC operations and suites)
- Visual simulators (ATC)

TRAINING FACILITIES

42. Training facilities:

Number of classrooms _____
 Number of auditoriums/lecture theatre (hold >50 people) _____

43. Are the classrooms/auditoriums equipped with:

Video projectors? Yes No
 Air-conditioning? Yes No
 Translation equipment? Yes No

44. Are your training facilities equipped with internet?

Yes No
 If yes, please specify
 LAN Wireless All None

45. Are your training facilities equipped with a back-up for uninterrupted utility supply:

Laboratories Yes No
 Aircraft shops Yes No
 Engine shops Yes No
 Other (please specify): _____

LOGISTICS

46. Accessibility

- What is the distance (in km) between the nearest airport and your training facility? _____
- How many International cities (other than national) are connected with direct flight to the nearest airport? _____
- How many daily flights between the nearest airport and other International cities (other than national)? _____
- How many weekly flights between the nearest airport and other International cities (other than national)? _____
- How many airlines use the nearest airport as their hub? _____

47. Does the institution facilitate Visa acquisition (information, contact with countries embassies abroad, delivery on arrival if no embassy at departure point)?

Yes No
 Other comments: _____

48. Is student accommodation provided on-site?

Yes No

49. If yes, please indicate number of rooms: _____

50. Are the rooms:

Dormitories

- Self-contained
- Hotel
- Other (please specify): _____

51. Is student accommodation provided off-site?

- Yes No

52. If yes, what is the most commonly used type of accommodation?

- Dormitories
- Self-contained
- Hotel
- Other (please specify): _____

53. How would you rate the accommodation overall? (1 – Very poor to 6 – Excellent)

- 1 2 3 4 5 6

54. Do you provide transport between local accommodation and your training facility?

- Yes No

Other comments: _____

55. Please enter any additional comments or information regarding this questionnaire below:

Thank you for your time and participation.

APPENDIX B



CAR REGION CIVIL AVIATION TRAINING SURVEY
CUSTOMER ORGANIZATIONS
(States, Air Navigation Service Providers, Airport Service Providers, etc.)

Instructions for completion

Please answer the questionnaire from your perspective as a customer of training providers.

Separate questionnaires have been sent to the Training Providers (whether organizations or individual departments within larger organizations).

Part 1 – General

INTRODUCTION

1. **Name of organization:** _____

2. **Please enter the contact details of the Head of your organization:**
Title (e.g. Dr, Ms, Mr, Mrs etc.) _____
Full name _____
Job title _____
Address 1 _____
Address 2 _____
City/Town _____
Postal code _____
Country _____
Phone number _____
Fax number _____
E-mail address _____

3. **Please enter your contact details below:**
Title (e.g. Dr, Ms, Mr, Mrs etc.) _____
Full name _____
Job title _____
Address 1 _____
Address 2 _____
City/Town _____
Postal code _____
Country _____
Phone number _____
Fax number _____
E-mail address _____

4. What is the role of your organization? *(Please select as many as apply)*

- Regulator
- Training
- Air Navigation Service Provider (ANSP)
- Airline
- Airport Operator
- Maintenance Organization
- Other (please specify): _____

5. What is your function within the organization? *(Please select one answer)*

- General Management
- Human Resources /Training
- Operations
- Planning
- Technical
- Maintenance
- Other (please specify): _____

STATUS (SELECT AS MANY AS APPLY)

6. Is your institution:

- National
- Regional
- Public/Private partnership
- Government Owned or Controlled
- Department of a State Ministry
- Incorporated within another institution (e.g. university, college, management school)
- Other (please specify): _____

Part 2 – Training

OFFICIAL LANGUAGE

1. What is/are your business language(s)? *(Please select as many as apply)*

- English
- Spanish
- French
- Other (please specify): _____

2. How many people are employed by your Administration?

Total number in operational services _____

Total number in support services _____

BUSINESS PLANNING

3. **Does your organization have a business plan?** *(Please select one answer)*
 Yes No Do not know
4. **Do you have an annual human resources plan that identifies your staffing and training requirements?** *(Please select one answer)*
 Yes No Do not know
5. **Do you have an annual training plan?** *(Please select one answer)*
 Yes No Do not know

RECRUITMENT

6. **On average over the last five years, how many operational services personnel did you recruit per annum?** *(Please select from 0-5, 6-10, 11-20, 21-50, 51-100, >100)*
- | | Newly qualified directly from training centres? | With existing qualifications from other organizations? |
|--------|---|--|
| 0-5 | <input type="checkbox"/> | <input type="checkbox"/> |
| 6-10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 11-20 | <input type="checkbox"/> | <input type="checkbox"/> |
| 21-50 | <input type="checkbox"/> | <input type="checkbox"/> |
| 51-100 | <input type="checkbox"/> | <input type="checkbox"/> |
| >100 | <input type="checkbox"/> | <input type="checkbox"/> |

7. **On average over the last five years, how many support services personnel did you recruit per annum?** *(Please select from 0-5, 6-10, 11-20, 21-50, 51-100, >100)*
- | | Newly qualified directly from training centres? | With existing qualifications from other organizations? |
|--------|---|--|
| 0-5 | <input type="checkbox"/> | <input type="checkbox"/> |
| 6-10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 11-20 | <input type="checkbox"/> | <input type="checkbox"/> |
| 21-50 | <input type="checkbox"/> | <input type="checkbox"/> |
| 51-100 | <input type="checkbox"/> | <input type="checkbox"/> |
| >100 | <input type="checkbox"/> | <input type="checkbox"/> |

8. **Please indicate the geographical area(s) from which you have recruited staff in the last 12 months:** *(Please select as many as apply)*
- North America
- Central or South America
- Caribbean
- Other (please specify): _____

SPECIALIST SKILLS/JOBS/FUNCTIONS

9. Using the list of specialist skills/jobs/functions below, please fill in the corresponding columns as follows:

- A – List the number of employees that you have per function within your organization
- B – Identify any roles which require a licence (L), certificate (C) or other (O) type of regulatory permit
- C – Indicate whether this qualification is national (N), regional (R) or global (G)

	A NUMBER OF EMPLOYEES PER ROLE <i>Select from: [0-5, 6-10, 11-20, 21- 50, 51-100, >100]</i>	B TYPE OF REGULATORY PERMIT <i>Select L, C or O: [Licence (L), Certificate (C), Other (O)]</i>	C QUALIFICATION REMIT <i>Select N, R or G: [National (N), Regional (R), Global (G)]</i>
AIRLINES OPERATIONS			
Technical crew			
Cabin Crew			
Pilot instructor/examiner			
Dispatcher			
Air Operations Officer			
Ground Operations Officer			
Cargo personnel (handling of dangerous goods or live animals)			
Technical training instructor			
Dangerous goods instructor			
Safety manager			
Security manager			
AIRCRAFT MAINTENANCE			
Aircraft Mechanic			
Aircraft Technician			
Aircraft Engineer			
AIRCRAFT OPERATIONS			
Ground Flight Safety Manager			
Ground Flight Safety Officer			
Quality Assurance Officer			
Operations officer			
Apron Controllers			
Firefighting Officer			
Security officer			

A NUMBER OF EMPLOYEES PER ROLE <i>Select from:</i> <i>[0-5, 6-10, 11-20, 21-50, 51-100, >100]</i>	B TYPE OF REGULATORY PERMIT <i>Select L, C or O:</i> <i>[Licence (L),</i> <i>Certificate (C),</i> <i>Other (O)]</i>	C QUALIFICATION REMIT <i>Select N, R or G:</i> <i>[National (N),</i> <i>Regional (R),</i> <i>Global (G)]</i>
AIR NAVIGATION SERVICES		
Engineer – Communications / Navigation / Surveillance		
Aeronautical Information Officer		
Airspace designer/manager		
Air Traffic Control Officer - Aerodrome Control		
Air Traffic Control Officer - Approach (Non-Radar) Control		
Air Traffic Control Officer - Area (Non-Radar) Control		
Air Traffic Control Officer - Approach/Area Radar Control		
Engineer - Electro mechanics		
Engineer – Air Traffic Services		
REGULATORY		
Aviation legal officer		
Air Transport Officer		
Airworthiness inspector		
Flight Operations Inspector		
Inspector Training System		
Ground Operations Inspector		
Aerodromes Inspector		
Air Traffic Services Inspector		
Aviation Security Inspector		
Legislation and Enforcement Officer		
Personnel Licensing Officer		
Aircraft Accident/Incident Investigator		
Safety Manager		
Other (please specify):		

TRAINING REQUIREMENTS

10. For the specialist skills, jobs or functions listed in Q9, a range of courses are available. A general list of aviation courses is shown below.

A – For each course, please estimate how many people may need to attend the course from your organization in 2015/2016.

B – Estimate if this requirement is likely to change (in your opinion) over the next 5 years by indicating change as a percentage.

A NUMBER OF ATTENDEES FROM ORGANIZATION		B PERCENTAGE CHANGE IN NEXT 5 YEARS	
Select from:		Select from:	
0-5 6-10 11-20 21-50 51-100 >100		[Decrease 500%+ Decrease 201-500% Decrease 101-200% Decrease 51-100% Decrease 21-50% Decrease 0-20% No change Increase 0-20% Increase 21-50% Increase 51-100% Increase 101-200% Increase 201-500% Increase 500%+]	
2015	2016	2015	2016

AIRLINES OPERATIONS				
Multi-crew Pilot Licence (MPL)				
PPL / CPL / IR				
MPL instructor				
Cabin crew				
Cabin Crew instructor				
Airline Safety management				
Airline Security				
Air Operations management				
Transport of Dangerous Goods by Air				
Airline ground services – ALL				
AIRLINES OPERATIONS				
Aircraft maintenance / engineering / airworthiness				
Line maintenance				
AIRPORT OPERATIONS				
Airport Safety management				
Airport Accident/Incident investigation and prevention				
Airport management				
Airport engineering and maintenance – ALL				

	A NUMBER OF ATTENDEES FROM ORGANIZATION Select from: 0-5 6-10 11-20 21-50 51-100 >100		B PERCENTAGE CHANGE IN NEXT 5 YEARS Select from: [Decrease 500%+ Decrease 201-500% Decrease 101-200% Decrease 51-100% Decrease 21-50% Decrease 0-20% No change Increase 0-20% Increase 21-50% Increase 51-100% Increase 101-200% Increase 201-500% Increase 500%+]	
	2015	2016	2015	2016
Airport fire service – ALL				
Airport ground services – ALL				
Airport Operations				
Airport Security				
AIR NAVIGATION SERVICES				
Air traffic controller course (basic licence)				
Air traffic controller instructor				
ATC specific training (ENR, APP, radar, SAR etc)				
Radio operator (aeronautical comms ops)				
Airspace planning				
Aeronautical Information – ALL				
Aeronautical Meteorology – ALL				
Air Traffic services Safety management				
Air Traffic services Accident/incident investigation and prevention				
Communications, Navigation and Surveillance				
Flight calibration – ALL				
Engineering and maintenance – navigational aids				
REGULATORY				
MPL examiner				
Air traffic controller examiner				
Cabin Crew examiner				
Medical Examiner				

	A NUMBER OF ATTENDEES FROM ORGANIZATION Select from: 0-5 6-10 11-20 21-50 51-100 >100		B PERCENTAGE CHANGE IN NEXT 5 YEARS Select from: [Decrease 500%+ Decrease 201-500% Decrease 101-200% Decrease 51-100% Decrease 21-50%, Decrease 0-20% No change Increase 0-20% Increase 21-50% Increase 51-100% Increase 101-200% Increase 201-500% Increase 500%+]	
	2015	2016	2015	2016
Airspace planning/management				
Aeronautical Information – ALL				
Aeronautical Meteorology – ALL				
Safety management				
Accident investigation and prevention - ALL				
Civil aviation administration and legislation				
Air transport statistics and economics				
Communications, Navigation and Surveillance				
Government Safety Inspectors – Personnel Licensing				
Government Safety Inspectors – Airworthiness				
Government Safety Inspectors – Operations				
Government Safety Inspectors – Aerodromes				
Government Safety Inspectors – Air Traffic Services				
Government Safety Inspectors – Training Organizations				
Other (please specify):				

SOURCES OF TRAINING – INTERNAL

11. Do you conduct any internal aviation-related training?

- Yes No

If your answer to Q11 is NO, please proceed directly to Q16.

12. If your answer to Q11 is YES, what type of training do you conduct

- On-the-job training (learning new skills while working)
 Refresher training (being re-introduced to skills already learnt)
 Continuation training (ongoing revision of skills)
 New skills training

13. If your answer to Q11 above is YES, how is the internal training organised?

- In-house facilities
 External facilities
 Other (please specify): _____

14. If your answer to Q11 above is YES, by whom is the internal training provided?

- Internal instructors
 Specialists from the regulator
 Consultant / contract
 Other (please specify): _____

15. If your answer to Q11 above is YES, is your organization accredited by:

- Any international organizations?

Please list organizations (e.g. ICAO, IATA, ACI) _____

- Any regional organizations?

Please list organizations _____

- Your National Civil Aviation Authority?

- Civil Aviation Authority from other State(s)?

Please list Civil Aviation Authorities _____

- Other (please specify): _____

QUALITY CONTROL

16. Do you employ quality control procedures?

- Yes No

If your answer to Q16 is NO, please proceed directly to Q19.

17. Do you hold a quality management system certification (e.g. ISO 9001 certification)?

- Yes No

If yes, please identify: _____

18. If your answer to Q17 is YES, please provide the following details:

Certification scope
(organization wide or specific
parts?): _____

Certificate validity period: _____

19. Do you have a relationship with a particular training centre?

Yes No

If your answer to Q19 is NO, please proceed directly to Q22.

20. If your answer to Q19 is YES, please provide the following information (complete for each centre).

Name of Training Centre	Type of Training

21. Why is this relationship with the training establishment maintained?

- Locality/proximity
- Cost-efficiency
- Quality
- Accessibility (ease of travel)
- Other (please specify): _____

22. Please enter any additional comments or information regarding this questionnaire below:

Thank you for your time and participation.