TRAINAIR PLUS

Assessment Guidelines

Global Aviation Training Office

Version 4 - May 2014

TRAINAIR PLUS ASSESSMENT GUIDELINES

1. BACKGROUND

1.1   Competent personnel are essential to establish and manage safe air transportation systems, and training plays a critical role in achieving safety objectives. ICAO is committed to supporting Member States in implementing high-quality standards in civil aviation training and Human Resources Development Strategies. The TRAINAIR PLUS Programme is a key element in ICAO's strategy to achieve this goal.

1.2   The TRAINAIR PLUS Programme was launched in October 2010, and is an updated version of the TRAINAIR Programme, which had been operating in ICAO since the late 1980s. It is therefore the result of ICAO's vast experience in the implementation of competency-based, task-oriented course development techniques.

1.3   A key element of the TRAINAIR PLUS Programme lies in its networking capabilities and exchange mechanism, including the exchange of training packages, training courses, course developers, instructors, etc. This exchange mechanism is only achievable if all members use the same methodology and standards in course development and all members meet the quality criteria set by ICAO.

1.4   The aim of this document is to guide the training organization through the process. The information outlined in this document will provide organizations seeking a TRAINAIR PLUS membership with the necessary information to prepare for and undergo an assessment, as well as provide the criteria and requirements to maintain their membership. These guidelines are in addition to the *TRAINAIR PLUS Operations Manual* (TPOM), which provides more details about the TRAINAIR PLUS Programme's operations and activities.

2. OBJECTIVES OF THE ASSESSMENT AND REASSESSMENT

2.1   The main objective of the assessment of a training organization is to analyze and determine its capability to become a Member of the TRAINAIR PLUS Programme and assess its capability to use Standardized Training Packages (STPs) developed by other Members. It provides a clear and independent evaluation of the operations within a training organization and identifies critical areas requiring improvements.

2.2   The official ICAO report resulting from the assessment also helps training organizations to justify additional funding required to purchase new equipment to improve the quality of training or to acquire additional support.

2.3   The main objective of the reassessment is to ensure that corrective actions resulting from the previous assessment have been correctly implemented and that potential changes in the operations of the training organization since the previous assessment are not impacting the quality of training delivered.

2.4   As indicated in the TPOM, reassessments are mandatory for each TRAINAIR PLUS Member every three years from the date of its initial assessment. This allows ICAO to maintain an oversight on the quality and on the TRAINAIR PLUS activities of each training organization, thus ensuring all Members continue to meet the established requirements.

3.   **ASSESSMENTS OUTSIDE OF THE TRAINAIR PLUS PROGRAMME**

3.1   As indicated in paragraph 2.1 above, the ICAO assessment *"provides a clear and independent evaluation of the operations within a training organization and identifies critical areas requiring improvements"*. ICAO can provide this assessment service to any organization involved in aviation training, which needs or wishes to be benchmarked against ICAO reference documents, without necessarily having the objective of being a member of the TRAINAIR PLUS Programme. This service is offered in the form of a consultancy for all civil aviation authorities, governments, training organizations or manufacturers having training activities.

4.   **ASSESSMENT SCOPE AND CRITERIA**

4.1   The TRAINAIR PLUS Programme strives to achieve standardization and uniformity in the scope, depth and quality of the assessments conducted. In order to ensure that all training organizations are assessed in a consistent and objective manner, standardized assessment criteria and protocols have been developed to guide the assessor and the training organization through the assessment process.

4.2   The TRAINAIR PLUS assessment criteria are based on three ICAO reference documents:

- Appendix 2 of Annex 1 - Personnel Licensing
- Manual on the Approval of Training Organizations (Doc 9841)
- Trainair Plus Training Development Guide - Competency-based Training Methodology (Doc 9941)

4.3   These documents are available via the ICAO online store at http://store1.icao.int/index.php/

4.4   The assessment covers the following eight (8) critical areas of operation of a training organization:

- Organization
- Training and Procedures Manual
- Training Programmes and Training Delivery
- Facilities
- Personnel
- Records
- Quality System
- Safety Management (if applicable)

5.   **ASSESSMENT PROCESS**

5.1   The assessment process covers four distinct phases:

- Pre-assessment
- Self-assessment
- On-site assessment
- Post assessment

5.2   **PRE-ASSESSMENT**

5.2.1   Once the application has been received via the TRAINAIR PLUS Electronic Management System (TPEMS), the Global Aviation Training (GAT) Office will review all information and documentation provided and decide if the organization can be considered as a potential candidate for the TRAINAIR PLUS Programme. If this is the case, the GAT Office will approve the application, and the Training Assessments and Consulting (TAC) Unit will contact the candidate training organization to coordinate a proposed schedule and timing for the on-site assessment. At this stage, an estimate will also be provided of the costs of the on-site assessment mission (travel expenses and daily subsistence allowance in accordance with UN Staff rules) for the ICAO official conducting the on-site assessment. The invoice covering the assessment or reassessment fees will be issued and forwarded to the training organization for payment.

5.3   **SELF-ASSESSMENT**

5.3.1   Once ICAO approves the application of the candidate training organization, the applicant receives a link to complete a self-assessment questionnaire in the TPEMS. The form includes numerous questions reviewing the scope of the assessment as described in paragraph 4.4 above. The system directs the training organization to answer the question while providing the evidence for reference as an attachment. It is mandatory the training organization completes this phase before proceeding to the on-site assessment. This is a key element of the assessment process and has a strong and direct impact on the time that will be necessary to spend on-site.

5.4   **ON-SITE ASSESSMENT**

5.4.1   Once ICAO is notified that the self-assessment phase has been completed, the assigned assessor reviews all material and evidence submitted by the training organization to prepare the on-site phase of the assessment process. In general, this phase consists of a four-day, on-site assessment mission to the training centre conducted by an assessor approved by the GAT Office. During this phase, the assessor will visit the facilities in order to ensure that they match the description received and will observe if the current operations of the training organization are conducted along the same lines as described in the various documents provided during the self-assessment phase.

5.4.2   The on-site assessment phase is conducted via the TPEMS, and it is therefore essential to ensure the assessor has internet access during his/her visit in the training organization. When reviewing and discussing each question of the Assessment Protocol with the training organization, the assessor has the possibility to select four options for each of the questions:

1.   If the question does not apply to the training organization, the assessor will then indicate "Non-Applicable".

2.   If the response provided by the training organization is satisfactory and the evidence supports the response, the assessor will then indicate "Satisfactory".

3.   If the response provided by the training organization is not to the satisfaction of the assessor, the assessor will then indicate "Non-Satisfactory" and this will result in two possibilities:

    a. An observation: the process or service does not meet the requirements of the protocol specifications but is not critical to training development or delivery and does not drastically affect the quality of the training. An observation requires comments be provided by the assessed training center, including acceptance, but does not require an immediate Corrective Action Plan (CAP), and the training organization has until the next on-site assessment (a period of three years) to resolve this matter. If during the next reassessment the assessor issues the same observation, then it will generate a recommendation.

b. A recommendation: the process or service does not meet the requirements of the protocol specifications, is critical to training development or delivery, and does notably affect the quality of the training. The training organization must consequently prepare a CAP and evidence of its implementation becomes a prerequisite to the granting of TRAINAIR PLUS Membership. In case of reassessment, an unresolved recommendation may lead to a suspension of the training organization's privileges.

5.5.3   At the end of this phase, ICAO will generate an invoice covering all assessment costs (travel and living expenses of the assessor) reflecting the actual costs incurred. Immediate payment by the training organization is required in order to proceed to the next phase.

5.5   ON-SITE ASSESSMENT SCHEDULE

5.5.1   The standard time allotted by ICAO for the conduct of the on-site assessment is four (4) days by one (1) ICAO assessor, although this may be modified depending on the size and complexity of the training organization. The following table depicts a standard and average assessment schedule and the time allotted for covering the various critical elements and protocols.

Date	Morning		Afternoon	
Day 1	• Briefing with Management of Training Organization • Briefing with Course Development Unit on current activities (for re-assessments)	Visit of Facilities	Visit of Facilities	Protocol Questionnaire: 1- Organization
Day 2	2- Training & Procedures Manual	2- Training &? Procedures Manual	2- Training & Procedures Manual	3- Training Programmes & Training Delivery
Day 3	4- Facilities	5- Personnel	6- Records	7- Quality System
Day 4	7- Quality System	8- Safety Management (if applicable)	Debriefing with Management of Training Organization	

5.6   POSTASSESSMENT

5.6.1   The post-assessment phase encompasses all activities following the on-site assessment leading to the granting or renewing of TRAINAIR PLUS membership. These mainly address the follow-up of the CAP and its implementation. The CAP and evidence of its implementation must be validated by the assessor, who will work in close cooperation with the training organization to conclude this phase.

5.6.2   The CAP provided by the training organization must specify actions taken and planned, together with a date of implementation. Upon execution of the CAP, the training organization must submit clear evidence of its full implementation to the GAT Office in the form of an implementation report via the TPEMS.

5.6.3   Once the assessor has validated the CAP and confirmed its satisfactory implementation, the ICAO Assessment Report will be generated by the TPEMS. This report becomes the official ICAO report validating the assessment process and completing the last phase of this process. The GAT Office will send an official letter to the training organization providing the status of the report.

5.6.4   At this stage, the training organization is granted TRAINAIR PLUS membership or renewal of its membership and an invoice covering the annual membership fees will be issued by ICAO. Payment of this invoice will be required before ICAO issues the certificate and plaque to the training organization.

6.   **ADDITIONAL INFORMATION**

6.1   All questions related to assessments of training organizations should be directed to:

>   Training Assessments and Consulting Unit
>   Global Aviation Training Office
>   International Civil Aviation Organization
>   999 University Street
>   Suite 12.05.74
>   Montréal, Quebec
>   H3C 5H7, Canada
>   http://www.icao.int/training
>
>   trainairplus@icao.int with a copy to htouron@icao.int +1 (514) 954-8219 ext. 6314
>   or
>   GlobalAviationTraining@icao.int

— END —