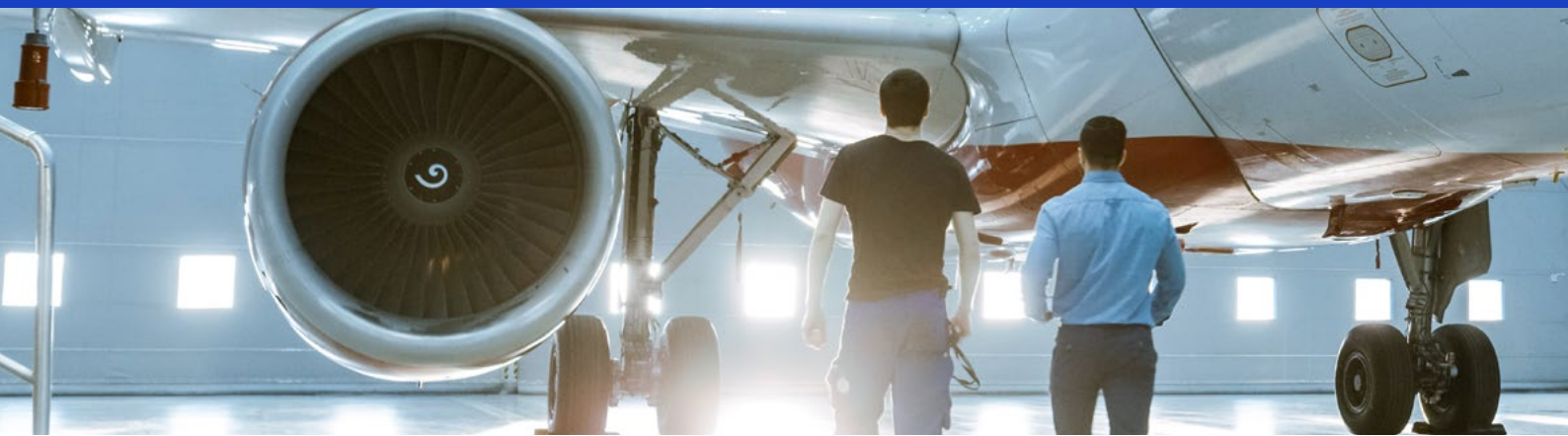




COMPETENCE DEVELOPMENT TRAINING FOR A NATIONAL AVIATION AUTHORITY – ASSI

Design and delivery of specialist training services for Air Safety Support International (ASSI). The client sought customised course content and adaptable training facilitation in refresher audit skills and assessment of quality management systems for regulators.

CLIENT PROFILE

Air Safety Support International (ASSI) is a not-for-profit, wholly-owned, subsidiary company of the UK Civil Aviation Authority, established under Directions from the United Kingdom's Department for Transport. The company's primary objective is to help provide a more cohesive system of civil aviation safety regulation in the United Kingdom Overseas Territories. ASSI is responsible for supporting the UK Overseas Territories (OTs) in the safety regulation of all aspects of civil aviation, including the licensing of personnel and the certification of aircraft, airlines, airports and air traffic control. In territories where the civil aviation regulator does not have the resources to undertake the task themselves, ASSI performs the oversight functions on behalf of the governor.

THE CHALLENGE

Given their depth and breadth of industry experience and knowledge, ASSI wanted to refresh its regulatory staff in the latest audit techniques. Whilst being mindful of cultural differences within the territories, ASSI also needed an holistic view of how three differing regulatory structures from EASA, FAA and the UK OT bring safety management systems to regulation, as well as how to accommodate the implications and conduct audits within this context.



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*I've NOW got the difference between SMS & QMS - although many aspects of them are similar, this course gave me the clear understanding as to how each operates.
Thank you Baines Simmons.*

Delegate feedback



THE SOLUTION

Following an intensive work-up period which included a desktop training needs analysis and meetings with key staff within ASSI, bespoke Audit Refresher and Assessing Quality Management Systems training courses were developed and delivered in Florida to senior regulators from Bermuda DCA, Turks and Caicos CAA, Cayman CAA and ASSI.

THE OUTCOME

The training was very well received by all participants, and summarising the success of the event, ASSI Training Manager, Clare Bury said: "The feedback from the training has been very good with the vast majority of delegates stating that it fully met their objectives for attending."

SUMMARY OF BAINES SIMMONS SERVICES UTILISED

Training courses

+ Audit Refresher and Assessing Quality Management Systems for Regulators

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We have a lot of experienced auditors in ASSI and the overseas territories and we sought courses that would refresh their audit skills and bring together all of the elements that regulators now face in their role including assessing QMS and SMS.

The refresher training that Baines Simmons had been running for EASA contained many of the elements that we were looking for and gave us a good basis upon which to adapt the training to suit the Overseas Territories.

Clare Bury, Training Manager for ASSI