

Quality Assurance Framework

Frequently Asked Questions (FAQs)



Contents

Aviation Security Acronyms and Terminology	3
Overview	4
Documentation	4
Registration	5
Framework	7
Questions specific to Independent Instructors	8
Self-Assessment	9
External Quality Assurer visit	10
Standards	12
Charges	14
External Quality Assurers	15
Computer based training/e-learning	16
Complaints and Disclosures	17
After Registration – Amending my details (After Registration - May 2019)	18
After the Visit – What happens next?	19
Annex A – Registering as a Training Provider Common Scenarios	20
Table 1 – Registered Training Provider Scenarios	21
Annex B – Table of Overall Ratings and Re-visits	22

Aviation Security Acronyms and Terminology

Airport Supplies – Airport Supplies Syllabus

ASM – Airport Security Manager Syllabus

AvSec – Aviation Security

CIN – Certificated Instructor – by DfT to deliver AvSec training Syllabuses (Level 1/2/3)

Directed Party – this is the person that a regulated entity has appointed to be legally responsible for security at the entity – this would be the person the CAA would write to in any legal proceedings, but is often also the senior contact point at the entity.

EQA – External Quality Assurer - the term is used throughout the framework to refer to the group of externally appointed quality assurance staff

Expert Advisor (Training) – Role responsible for managing business as usual for the Quality Assurance Framework

GSAT – General Security Awareness Training Syllabus

GSO – Ground Security Operative Syllabus (Level 1)

GSS – Ground Security Supervisor Syllabus (Level 2)

IFS – In-flight Supplies Syllabus

KC - Known Consignors (Cargo) Syllabus

KS - Known Supplier

QA – Quality Assurance

QA Visit - Visit to the training provider by the EQA

QAA – Quality Assurance Administrator

QAF – Quality Assurance Framework

RA - Regulated Agents (cargo) Syllabus

RFX(I) – Recognition of Firearms and Explosives - references the Instructors Syllabus

SAR – Self-Assessment Report – A self-assessment of a training provider under the Quality Assurance Framework and completed on a required form.

Senior Advisor (Training) –Overall responsibility for the Quality Assurance Framework

Stakeholders – Reference to training providers, instructors, CAA colleagues, External Quality Assurers, DfT

Overview

As part of the CAA's objective to professionalise aviation security training in the UK the Quality Assurance Framework will be launching on the 1st April 2019. From 1st April 2019 any instructor training aviation security syllabuses under the UK NASP will be required to be linked to a training provider and work towards implementing quality assurance. The CAA will visit training providers when they indicate they are ready (within 12 months of phase launch date) to conduct external quality assurance. This will create a baseline standard quality of training for aviation security training providers.

The CAA has been carrying out briefing sessions across the UK to brief instructors and industry on the Quality Assurance Framework. This document contains the most frequently asked questions from these briefings along with questions received by email.

If you have any queries or questions regarding the Quality Assurance Framework, you may find the answer within this document. Please refer to this document first before contacting us with your query.

If your question can not be answered through this document please contact the Quality Assurance Framework inbox avsec.qa@avsec.caa.co.uk We will update this document regularly with any additional questions we are asked and as the Quality Assurance Framework develops.

Documentation

All documentation relating to the Quality Assurance Framework is available on our website at: <https://www.caa.co.uk/Commercial-industry/Security/Training/Quality-Assurance-Framework-for-Aviation-Security-Training/> We recommend familiarising yourself with the documents available.

Registration

1.
Q: Can a certificated instructor be linked to multiple providers?
A: Yes, as long as this is reflected in all the providers' records.
2.
Q: Do all training providers have to register during the registration phase regardless of which phase they fall under?
A: Yes, all training providers must register during the registration phase. Once the SCD has been amended, we expect that all aviation security training will need to be provided through a training provider from May 2019.
3.
Q: Is there a limit on how many sites an organisation can have and still be subject to only one visit?
A: No, as long as there is one overarching QA process in place which is the same for every site, there is no limit to the number of sites.
4.
Q: What if an independent instructor has all the documentation and materials for an entity which contracts them in? Will two visits be required?
A: In this case it is worth considering which entity needs to register as a provider. If both the independent instructor and the entity are registered, there will need to be two visits (1 provider = 1 visit). However, the entity which contracts the independent instructor will not need to register if all its training is being provided by the independent instructor and it conducts none of its own training.
5.
Q: Will every instructor with a CIN be quality assured?
A: Not necessarily. There will be a sampling of instructors during the external quality assurance visit as part of the overarching quality assurance strategy the providers have in place.
6.
Q: What happens if I do not register?
A: After the registration period closes, we will check with any instructors who have at this point not been linked to a training provider to see what the cause of this is. If we are unable to make contact with the instructor within a reasonable timeframe, we will assume they have left the industry and remove them from the CIN list.
7.
Q: What about the GSAT, Hold Baggage Reconciliation and Known Consignor Syllabuses and the Aircraft Search Training package?
A: We have not yet set a timetable for reviewing these syllabuses/packages and will carefully consider if/how they fit into the quality assurance framework.

8.

Q: How do I know I need to register as a training provider or link myself to a training provider?

A: Annex A has a table listing different scenarios which may fit your current circumstances and what actions you need to take. If your exacting circumstances cannot be found in the table, contact us to discuss:
Avsec.qa@avsec.caa.co.uk

9.

Q: If I only train safety or customer service elements of an aviation course do I need to register as a training provider or be linked to a training provider who is registered?

A: No. Only aviation security training under UK NASP syllabuses are covered by the quality assurance framework. If you do not train any of the syllabuses covered by this (where a CIN or ROC is required) you do not need to be part of the Quality Assurance Framework.

10.

Q: What happens if I am a CIN instructor and chose not to take part in the quality assurance?

A: All directed parties will be required to use registered training providers and this will be issued shortly as a variation direction to the Single Consolidated Direction (SCD). During May 2018 any certificated instructor who is not linked to a registered training provider will be contacted and may be removed from the list.

Framework

11.

Q: How does this fit in with compliance audit activities?

A: The quality assurance framework is more comparable to SeMS¹ in that it looks at how training providers ensure their own quality assurance standards are met and how continuous improvement is implemented in their training. At this time we have no plans to change how existing compliance audit activities are undertaken with respect to training.

12.

Q: How deep is this assurance going to go? Will you look at actual training?

A: Currently, the focus is to look at the quality assurance processes you have in place, similar to SeMS. However, once the framework is fully implemented we will consider future plans, which may include the observation of training.

13.

Q: How is the CAA going to convey the importance of investing in this process, getting training providers and others to invest the required time and money from a high level?

A: We are briefing stakeholders, including industry leaders, through other avenues such as industry steering groups, face to face meetings and through pursuing the importance of investing in training at formal feedback points in compliance activities.

14.

Q: What are the gradings – and why are there 4 overall gradings but only three listed in the standards document?

A: The 'Quality Standards' document, as well as the 'Self-assessment Report' and 'QA Visit Report' have three boxes to indicate individual standards for the relevant aspect – these are 'requires improvement', 'good' and 'outstanding'. The overall grading system has an additional final grade, 'good with outstanding features', and it is the number of individual graded aspects that decide which overall grade is achieved. The reason there are 4 overall grades is to make transition between grades, particularly at the higher end, more achievable. Refer to Annex B – Table of Overall Grades and Revisit Periods.

15.

Q: Is the framework similar to Ofqual and Ofsted?

A: No. Ofqual regulates national qualifications (which our syllabuses are not) and Ofsted is responsible for inspections of schools and colleges and whilst some of the aspects they review are similar, they apply considerably higher standards than we are implementing.

16.

Q: Will other courses which are not one of the DfT syllabuses be quality assured as part of this quality assurance such as a customer service course?

A: No, we will only be quality assuring aviation security training under UK NASP syllabuses.

¹ For more information about SeMS please see <https://www.caa.co.uk/Commercial-industry/Security/Security-management-systems/Security-management-systems/>