



## **BRITISH ACCREDITATION COUNCIL INSPECTION REPORT**

### **INTERIM INSPECTION (Short Course Provider)**

**ORGANISATION:** CAA International Ltd

**ADDRESS:** Aviation House  
Gatwick Airport South  
West Sussex  
RH6 0YR

**HEAD OF ORGANISATION:** Mrs Maria Rueda

**Accreditation status:** Accredited

**Date of inspection:** 19 January 2016

**ACCREDITATION COMMITTEE DECISION AND DATE:** 28 January 2016

## **PART A - INTRODUCTION**

### **1. Background to the organisation**

CAA International (CAAi) was established in April 2007 and is a wholly owned subsidiary of the UK Civil Aviation Authority (UK CAA). CAAi is a leading aviation consultancy with a worldwide reach. Its function is to promote and deliver best practice in aviation governance and education. It provides independent expert advice enabling clients to develop good practice in aviation safety regulations. The advice and training offered is based on International Civil Aviation Organisation (ICAO) and European Aviation Safety Agency (EASA) standards and recommended practices coupled with the additional experience of UK CAA regulation of the UK civil aviation industry.

CAAi has three main arms offering advisory services whereby expert technical assistance is given, examination services for flight crew licensing and aircraft maintenance engineer exams, and professional training. Much of the training is undertaken in the UK through the CAA Aviation House at London Gatwick Airport, although CAAi also has training centres in Kuala Lumpur and Singapore. They are also undertaking considerable training activity in Dubai and Kuwait and looking at an opportunity in Hong Kong.

The inspectors were advised that that over the last twelve months there has been a marked increase in the number of delegates coming forward for training; the trend is for increased volume, which in turn necessitates a greater work load on the existing personnel. This has also been exacerbated by a lack of training coordinators, a matter that has recently been addressed with the appointment of two new officers.

### **2. Brief description of the current provision**

CAAi training offers a comprehensive portfolio of public access courses together with tailored training programme designed to cover all aspects of aviation safety regulations, with the principal objective of providing the highest level of practical training in order to ensure the requisite knowledge and skills. The focus is on obtaining knowledge and more especially being able to apply this in a consistent manner. CAAi courses do not specifically contribute to gaining an award or qualification; however, many international aviation safety standards around the world are based on and are commensurate with those of the UK CAA.

Courses range in duration from one day up to six weeks and are scheduled on a regular pattern being demand related. Delegates are drawn from around the world and across all sectors of the aviation industry including the military and 'trainees' from within CAA. The courses cover such areas as Aerodrome Operations and Safeguarding, Air Traffic, Aviation Law, Flight Operations, Licensing Standards Safety Management Systems and Risk Management and many others. New courses have been developed and delivered with others being considered. The delegates are mature and of a good intellectual level, many of whom are already specialists in their specific field within the aviation industry.

All the trainers are drawn from specialist departments within UK CAA with the exception of one retired CAA officer. The UK CAA technical trainers are experts and currently regulators with day-to-day hands-on experience.

### **3. Inspection process**

The interim inspection was conducted over a half day by one inspector. Almost all of the discussion was with the Business Manager, Training Operations, a fairly new member of the team but who comes with considerable experience having previously undertaken a not dis-similar role for many years at London Gatwick Airport. The inspector was given an overview of the structure of the training arm although this is set to change shortly. Co-operation was excellent.

**4. Inspection history**

**Full Inspection:** 21 and 22 September 2009

**Interim Inspection:** 20 October 2010

**Reaccreditation inspection:** 23 and 24 October 2013

**Interim inspection:** 19 January 2016

## **PART B – JUDGEMENTS AND EVIDENCE**

**The following judgements and comments are based upon evidence seen by the inspector(s) during the inspection and from documentation provided by the provider**

### **1. Significant changes since the last inspection**

1.1 There is now a new Head of CAAi.

1.2 Since the last inspection a number of new courses have been introduced principally in the area of risk management. Alongside there are two further courses, 'Aviation Safety for the Team' and 'Aviation Safety for Responsible Managers'. These two courses are promoted under CAAi's 'Just Culture', their e-learning programme.

1.3 CAAi have also reorganised their external training facilities and now use the Crown Plaza Hotel on an occasional basis and have also made a new training room within the confines of the 'training and operations' department.

1.4 Currently CAAi are fulfilling two major contracts; with Brunei and Kuwait and are running public courses in Dubai. They also continue to expand their training operations in Kula Lumpur and are hopeful that they will soon have a further substantial contract in Hong Kong.

1.5 Development is taking place to establish blended learning packages and CAAi are working with a training company, Leo who have offices in Brighton and other centres. The inspector was shown copies of the training design solutions all of which were highly professional and well documented.

1.6 As alluded to above, the e-learning 'Just Culture' is self-paced and has been developed in line with the new EASA regulations to encourage behavioural change and practical application.

1.7 The inspector was advised that by the end of March 2016 there will be major changes to the whole structure of the training department which for the time being is embargoed. The inspector has advised the Operations Manager that once this information is in the public domain then they must information BAC.

1.8 The training department has enhanced its on-line computer systems that are near seamless from reviewing the available courses, to booking and preparing a data base and other information. Such a system has meant staff rationalisation but has also freed them to undertake further training support roles.

### **2. Response to actions points in last report**

*17.5 and 19.2 - Reference to CAAi's discrimination and complaints policies and the procedure thereof must be conveyed to all delegates.*

This is complete with information both on the website and stated in the terms and conditions as seen by the inspector.

*24.4 - Visitors should be better advised of the health and safety issues and sign to signify that this information has been imparted.*

Since the last inspection the ground floor configuration has been changed, introducing a secure area for visitors to be collected. All delegates are made aware of the Health and Safety requirements when in the classroom. This is a requirement that every Training coordinator has to follow. Visitors are made aware of the basic health and safety requirements on the back of their 'visitors pass'.

### 3. Compliance with BAC accreditation requirements – spot check

#### 3.1 Management, Staffing and Administration

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<b>Comments</b> CAAi continues to be well managed, the new computer systems having added yet further to their efficiency. They continually strive for a high level of training and regularly review the needs from an aviation perspective. The fact that they are about to make major changes to their training department structure is symptomatic of their progressive outlook. Since the last inspection they have added to their staff payroll.				

#### 3.2 Teaching, Learning and Assessment

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<b>Comments</b> CAAi continue with their well tested systems of using their own expertise to deliver the courses which works very well in that delegates have the opportunity of speaking with the regulators / tutors. It is the understanding of the inspector that certain classes are double tutored.				

#### 3.3 Participant Welfare

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<b>Comments</b> As mentioned above all the information required can be found at the time of booking. It was emphasised to the inspector that the class tutors and the operations manager stand ready to help if problems arise. Delegate information is well documented in the terms and conditions that have been enhanced since the last inspection.				

#### 3.4 Premises and Facilities

	Met	Partially met	Not met	NA
The standards are judged to be	✓			
<b>Comments</b> The entrance to the premises has been slightly reconfigured, security is good and facilities', including the catering which is excellent.				

**PART C – SUMMARY OF STRENGTHS AND ACTION POINTS**

**Institution’s strengths**

CAAi has an excellent track record and is a highly regarded aviation regulator and training organisation of world class. Trainers are drawn from the CAA and therefore have hands on experience and are well versed in the current regulatory aviation thinking.

The facilities are good but as demand grows so CAAi has had to expand its own operations, especially into the Far East and the Middle East. This trend looks to be a continuing theme. Following the inspection, I was shown a copy of the most recent BSI assessment report dated, 25 September 2015 and while on this occasion training was not the sole focus the findings for CAA as a whole were excellent.

Actions required	Priority H/M/L
<p><b>Health &amp; Safety</b> Information is provided for visitors, such as inspectors, on the reverse of the ‘visitor pass’ in relation to health and safety matters, this could maybe be strengthened with H&amp;S notices in the visitors waiting area around fire and evacuation procedures. All delegates are made aware of the Health and Safety requirements when in the classroom.</p>	L

**COMPLIANCE WITH STATUTORY REQUIREMENTS**

Declaration of compliance has been signed and dated.	YES
Further comments, if applicable	