

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM INSPECTION (Short Course Provider)

PROVIDER: CAA International Limited

ADDRESS: Aviation House
Beehive Ring Road
Gatwick Airport South
West Sussex
RH6 0YR

HEAD OF PROVIDER: Mrs. Maria Rueda

ACCREDITATION STATUS: Accredited

DATE OF INSPECTION: 28 November 2019

ACCREDITATION COMMITTEE DECISION AND DATE: Continued accreditation 20 February 2020

PART A – INTRODUCTION

1. Background to the provider

CAA International (CAAI/the Provider) was established in April 2007. It is a wholly owned subsidiary of the United Kingdom (UK) Civil Aviation Authority (CAA) and provides worldwide aviation consultancy and regulatory training. The Provider aims to promote and deliver best practice in aviation governance and education.

The provision is overseen by the Head of International Operations for the UK and Europe who reports to the Managing Director who in turn reports to the CAA Executive Board. The day to day operational management is undertaken by the Senior Manager for International Operations.

CAAI provides independent expert advice and training to enable its participants to develop good practice in accordance with global 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. The vast majority of trainers are drawn from specialist departments within the CAA and they all have day to day hands on experience.

The training in the UK is undertaken at CAA Aviation House based at London Gatwick Airport.

BAC accreditation is for the Provider's UK provision only.

2. Brief description of the current provision

The Provider offers a wide range of technical courses, which are designed to cover all aspects of aviation safety including engineering, operations, safety regulations and compliance monitoring. The principal objectives of the programmes are to provide a high level of practical training and to promote a safety culture in the aviation industry. Courses and seminars are designed to impart up-to-date information and do not lead to an award although participants receive a certificate of completion.

The current provision includes scheduled courses with external and open enrolment as well as inhouse courses for specific clients, such as EASA, international national civil aviation authorities and the UK Ministry of Defence. The courses vary in duration from one day to two weeks.

All participants are aged over 18 years and are often specialists in operational areas within the aviation industry and attend the courses in order to be updated on current regulatory standards and requirements. All participants are from within the industry or civil aviation authorities including from the UK, Malaysia, Singapore, Sweden and Saudi Arabia.

Acceptance onto courses is based on regulatory or job function requirements. Prospective participants are able to book courses online.

At the time of the inspection, a one-day course in Accountable Manager Aerodrome was being delivered as a face to face seminar to 22 participants. Most participants were male and all were from the UK. The maximum number of participants varies depending on the course theme and content and the current maximum capacity for courses held in Aviation House is 30.

3. Inspection process

The inspection was conducted over one day by one inspector. The inspector held meetings with senior managers, trainers and participants. Electronic records were scrutinised, lessons were observed and the training facilities were inspected. The Provider was highly supportive of the inspection process and made available relevant information to undertake the inspection.

4. Inspection History

Inspection Type	Date
Full Accreditation	21-22 September 2009
Interim	20 October 2010
Spot Check	18 March 2011
Re-accreditation	23-24 October 2013
Interim	19 January 2016
Re-accreditation	4-5 September 2017

PART B – JUDGEMENTS AND EVIDENCE

The following judgments and comments are based upon evidence seen by the inspector during the inspection and from documentation provided by the institution.

1. Significant changes since the last inspection

The courses are continuously updated in accordance with statutory requirements to ensure currency and sector requirements.

The server-based management information system is migrating to a cloud-based service to support greater data security, increase efficiency of access and widen information sharing across teams and departments.

2. Response to actions points in last report

There were no actions from the last inspection.

3. Response to recommended areas for improvement in last report

There were no recommendations from the last inspection.

4. Compliance with BAC accreditation requirements

4.1 Management, Staffing and Administration (spot check)

The standards are judged to be:

Met

Partially Met

Not Met

Comments

The organisational structure is clear and provides for well-defined oversight by senior managers. Managers and delivery staff are well qualified and are highly experienced.

All roles are supported by job descriptions that are regularly reviewed. There is a wide range of corporate policies that are held centrally and are easily accessed by staff, which is further enhanced by a comprehensive internal communication system that provides current sector and organisational policy information. These successful systems provide staff with a solid framework within which to undertake their roles.

There is an established administration team, who are well qualified and supported to undertake their roles effectively. There are robust procedures and managed processes that are monitored and reviewed regularly for effectiveness.

Operational management is effectively undertaken. There are highly organised and responsive reporting and communication methods that provide managers with up to date information and comparative performance data. Departmental and team meetings are held regularly. Minutes from these meetings provide a clear record of discussions which include assigned actions and completion dates.

Online and printed publicity materials are of a high quality and provide an accurate overview of the Provider, the facilities and the courses on offer.

Participants receive excellent levels of information regarding courses, their links to regulatory guidance, and outcomes linked to job functions and statutory requirements. As a result, participants are able to choose the course best suited to their individual needs and job role.

There are established and successful policies, procedures and processes that successfully enable the Provider to monitor and manage the robust quality assurance cycle. As a result, CAAi maintains consistent sector regulatory compliance and the quality of the provision is excellent.

4.2 Teaching, Learning and Assessment (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

The courses are designed based on regulatory frameworks to ensure they meet statutory and compliance requirements. There is a cycle of continuous review of course content and materials. Consequently, the programmes are up to date and provide participants with accurate information and guidance.

All training courses and seminars are scheduled in advance. Training rooms are timetabled and allocated according to the size of the group. Trainers are all employed by CAA. There is a robust resource management system to ensure appropriately qualified and experienced trainers are secured to deliver every training programme.

Course delivery is undertaken by highly experienced and trained specialists and practitioners who respond very well to the individual and collective learning needs of the participants. Pre-course information is collected routinely from delegates prior to commencement of the course and incorporated within the session planning. Subsequently, the lessons are well planned. Sessions are engaging, employ an interesting range of learning activities and result in highly motivated participants. There are very high levels of achievement. All courses are regularly reviewed for the quality of the delivery, achievement and impact of training on attendees and their line managers.

4.3 Participant Welfare (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

All participants receive a comprehensive course induction which includes appropriate levels of information on health and safety including wellbeing and fire safety and evacuation procedures.

There is a highly effective range of policies that successfully support the embedded practice and culture of health and safety. These are regularly updated and are routinely monitored by managers for effectiveness and statutory compliance.

There is a comprehensive booking process that includes an effective pre-course questionnaire sent in advance to UK and international participants to capture and record individual specific training and development needs as well as a self-declaration of individual learning, welfare and physical support needs. This information is collated and used by managers and trainers to ensure the provision meets individual requirements.

There are stringent policies and procedures to monitor, manage and counter non-professional behaviour that includes extremism and bullying in line with the aviation sector guidelines.

The complaints policy, which references the BAC complaints procedure, is included in the course terms and conditions.

4.4 Premises and Facilities (spot check)

The standards are judged to be:

Met Partially Met Not Met

Comments

The entrance to the premises is highly restricted with managed and controlled points of entry and egress. As a result, the training area provides a very safe and secure environment.

The training rooms are excellent. They provide a spacious, clean and attractive learning environment as well as plenty of space for networking and private study. There is a restaurant in close proximity to the training area where participants can relax in comfort with their peers.

The administration office is spacious and well designed. This facilitates effective working practices and successful communication within the administration team and other CAA teams.

There is a sufficient number of meeting areas and bookable rooms available as required.

4.5 Compliance Declaration

Declaration of compliance has been signed and dated.

Yes No

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS

There is excellent oversight. Operational management is highly effective.

The systems and processes for monitoring and managing quality assurance are outstanding.

Trainers are highly qualified and experienced and participants achieve excellent learning outcomes.

Training and office facilities are excellent and provide a safe and comfortable environment.

ACTIONS REQUIRED

None

High Medium Low

RECOMMENDED AREAS FOR IMPROVEMENT *(to be reviewed at the next inspection)*

None

COMPLIANCE WITH STATUTORY REQUIREMENTS - FURTHER COMMENTS, IF APPLICABLE