



TECHNICAL GUIDANCE MATERIAL

for Approval as an Aviation Security Training Organisation and Aviation Security Training Instructor

Subject: TECHNICAL GUIDANCE MATERIAL FOR APPROVAL AS AN AVIATION SECURITY TRAINING ORGANISATION AND AVIATION SECURITY TRAINING INSTRUCTOR

Effective Date: 11 June 2020

APPLICABILITY

This Technical Guidance Material (TGM) is applicable for the use of current and new Aviation Security Training Organisations (ASTO) and Aviation Security Training Instructors (ASTI) to guide and assist in the process for approval and/or renewal of ASTO or ASTI status.

PURPOSE

The purpose of this TGM is to guide and assist new or current ASTO's or ASTI's in the requirements for approval, the process for approval and requirements to maintain currency. Information regarding the updated curriculums for each Part 109 course has been stipulated to assist in the development and updating of Part 109 Aviation Security Training Programmes.

REQUIREMENTS

- i. To be an approved ASTO requirements listed in SA-CARS-109 and SA-CATS-109 need to be adhered to.
- ii. To be an approved ASTI requirement listed in SA-CARS-109 and SA-CATS-109 need to be adhered to.
- iii. The items listed above can be obtained from the Training and Certification Department.

1. REFERENCE:

- i. ICAO Annex 17
- ii. Civil Aviation Regulations 109
- iii. Civil Aviation Technical Standards 109
- iv. NASP

2. ABBREVIATIONS:

ABBREVIATION	DEFINITION
ASTI	Aviation Security Training Instructor
ASTO	Aviation Security Training Organisation
AVSEC	Aviation Security
CARs	Civil Aviation Regulations
CATs	Civil Aviation Technical
DCA	Director of Civil Aviation
M: T	Manager Training
MOP	Manual of Procedures
NASP	Nation Aviation Security Programme
QA	Quality Assurance
QMS	Quality Management Systems
SACAA	South African Civil Aviation Authority
SM: T&C	Senior Manager Training and Certification
TGM	Technical Guidance Material
UIF	Unemployment Insurance Fund
VAT	Value-added Tax

3. APPROVAL OF ASTO

3.1. Definition of Approval

Approval refers to the assumption that the training organisation will be able to comply with the overall quality control system required to ensure quality of training and assessment. It is an up-front check of policies and procedures as well as review mechanisms to ensure that training organisations have the competence and capacity to deliver and assess training required by South African Civil Aviation Authority (SACAA).

3.2. Definition of Approved Programmes

In order for the training organisation to be approved, both the institutional as well as the curriculum and/or training requirements must be met. This means that both the organisation and the programme/curriculum must be approved for effective training and learning to take place.

3.3. Criteria for Approval

The SACAA sets the criteria that each applicant must comply with if such applicant requires approval. SACAA must approve any training organization that meets the prescribed criteria.

SACAA will expect every applicant to measure itself against the prescribed criteria prior to submission of an application to ensure that compliance with these criteria is met.

4. GENERAL CRITERIA

- a. All training should meet an identified need within the Aviation Industry.

- b. All training should result in the learners gaining meaningful skills that can be used to their advantage and personal development.
- c. The applicant must be registered in terms of all applicable legislation. (Registrar of Companies, UIF, Registered as an employer with the Receiver of Revenue, VAT – Receiver of Revenue, Workman’s compensation, etc).
- d. The applicant will develop and maintain a MOP that is updated and kept current on an annual basis in accordance with their approval dates. The contents required for the Manual of Procedures will be found in Section 2 of this TGM.

5. The applicant will:

5.1. Have a quality control system which included but is not limited to (Requirements listed in Section 2 of this TGM) -

- e. **Quality Management Policies** which define that which the training organisation wishes to achieve;
- f. **Quality Management Procedures** which will enable the training organisation to practice its defined quality management policies; or
- g. **Review Mechanisms** which ensure that the quality management policies and procedures defined are applied and remain effective.

5.2. The applicant will be able to develop, deliver and evaluate learning programmes which culminate in specified learning programmes (modules). (Requirements for training material is listed in Section 2 of this TGM)

5.2.1. The applicant will be required to submit proof of the following:

- a. Policies and procedures for learner entry, guidance and support systems;
- b. Policies and procedures for the management of off-site theoretical or practical training
- c. Policies and procedures for the management of assessment;
- d. Reporting procedures;
- e. Management of time frames for training;
- f. Management of computer-based training programmes;
- g. Management of practical training sessions.

5.2.2. Whether training takes place at training centres or on actual work sites, the following additional criteria must be adhered to for approval of training sites (Requirements for training sites is listed in Section)

- a. Adequate training material (consumables), facilities, tools and equipment must be available.
- b. Relevant material for tasks must be available, where applicable.
- c. Safe and accessible conditions for learners.
- d. Learning material/modules must be available and kept in a safe place.
- e. All training records and results of training in progress should be available on site and will be kept after completion of training at the administrative centre of the applicant. Records will be at the disposal of an SACAA representative on request.

5.3. Training schedules are to be submitted at least 1 week before training commences for scheduled training, SACAA must be informed of any ad-hoc training prior to course start.

5.4. All computer-based training programmes are to be approved by the SACAA prior to use by the applicant and require annual updating as per SACATS 109.

5.5. Training curriculums for each course is to be complied with in terms of the training material.

6. **MANUAL OF PROCEDURES / QUALITY MANAGEMENT SYSTEMS (QMS) / TRAINING MATERIAL REQUIREMENTS**

6.1. **Manual of Procedures (MOP)**

6.1.1. General:

- a. name of organisation;
- b. aviation security training organisation approval number (in case of renewal or amendment of approval);
- c. executive manager's name and contact details to whom the accountable manager reports;
- d. Postal address;
- e. physical address of business
- f. telephone numbers.
- g. fax numbers; and
- h. cell phone numbers.

6.2. Compliance Statement signed by the accountable manager on behalf of the applicant's organisation., A confirmation that the manual of procedures and any included manuals define the organisation and demonstrate its means and methods for ensuring on-going compliance with Part 109.

6.3. Amendment page and list of effective pages

- a. summary of amendments made to the MOP;
- b. summary of pages effected by amendments; and
- c. procedures to control, amend and distribute the MOP.

6.4. List of Key Management Personnel and their Positions

6.5. The titles and names of the personnel required by CAR 109.02.4.

6.6. The duties and responsibilities of the personnel specified in CAR 109.02.4 including matters for which the personnel have the responsibility to liaise with the DCA on behalf of the organisation.

6.7. An organisational chart, showing the lines of responsibility of the personnel specified in CAR 109.02.4 and extending to each training location.

6.8. Commitment Statements and Job descriptions of the following individuals

- a. accountable person;
- b. other relevant persons (e.g. Training Manager);
- c. quality assurance manager;

- d. other key personnel;
- e. details of the organisation's procedure for recording which of its members and personnel hold authorizations granted by the organisation or delegation of the DCAs functions or powers, or both, including the extent and scope of those authorizations and delegations.

6.9. Deviation Statement

- a. Written procedure to be used when permission is required to deviate from the requirements of the organisation's MOP
- b. Training Plans and Syllabus for each module.
- c. Review process of the contents of the syllabus, by whom it is done and the frequency of the reviews
- d. Duration of each module should be stipulated.
- e. List of practical drills that would be completed as part of the module if applicable
- f. Assessment policy and procedures.
- g. Assessment Appeals policy and procedures.
- h. Record and document management policy.
- i. QA Policy and Procedure according to this section
- j. Personnel policy and procedures, this shall include, among others the following
 - i. Procedures regarding the requirements for an instructor.
 - ii. Procedures for maintaining currency and competence of Instructors; and
 - iii. Performance management procedure.

6.10. Training Facilities policy & procedures

- a. Layout of training facilities;
- b. List of equipment used in training facilities;
- c. Location of training facilities; and
- d. Memoranda of understanding for the use of facility including service level agreements.

6.11. Learning Aids

ASTO shall ensure that enough training aids are available. These training aids should be available at all training locations used by the ASTO.

6.12. Health and safety policy.

6.13. Customer feedback policy:

- a. Response time for requests for assessments and/or the evaluation of any training;
- b. delivery time of feedback and results;
- c. responses to general queries;
- d. time keeping during course delivery; and
- e. requests for information and support from learners;

6.14. A minimum list of items that shall be included as appendices in the manual procedure:

- a. Curriculum Vitae's of the Instructors
- b. Examples of tests and examinations
- c. Example of competency certificate(s)
- d. Example of instructor evaluation form

- e. Example of learner feedback form
- f. Example of training attendance register
- g. Example of training power point presentation slides
- h. Example of learner workbook
- i. Example of learner hand-out
- j. Example of instructor training guide
- k. Lesson plans for each course presented by the ASTO

6.15. Details of those locations where members or personnel of the organisation are to exercise functions or powers delegated by the DCAs. Summary of the resources at and the scope of training to be conducted at each location seeking approval for.

6.16. Quality Assurance (QA) Systems

The training organization shall establish a quality assurance system, which shall ensure that training and instructional practices comply with the following requirements:

6.17. Quality Policy strategy

- a. the ASTO shall describe how the organization formulates, deploys, and reviews its policy and strategy and turns it into plans and actions applicable to all levels of the organization; and
- b. a formal written quality policy statement should be established and signed by the accountable person; this statement shall articulate the quality assurance systems it is intended to achieve.

6.18. Quality Control system

- a. The quality control system of the ASTO shall ensure compliance with requirements, conformance to standards and adequacy of training activities conducted;
- b. Every process that assists the ASTO to achieve its results should be identified and the activities and procedures documented; and
- c. The ASTO shall specify the basic structure of the quality control system applicable to all training activities conducted.

6.19. The QA system

- a. The QA system shall include a feedback system to ensure that corrective actions are both identified and promptly addressed; and
- b. the feedback system shall also specify who is required to rectify discrepancies and non-conformance in each case,
- c. and the procedure to be followed if corrective action is not completed within an appropriate timescale;

6.20. Documentation

Relevant documentation includes the relevant part(s) of the MOP, which may be included in a separate quality manual; and (b) in addition, relevant documentation shall also include the following:

- a. Quality policy;
- b. terminology;
- c. specified training standards;
- d. a description of the organization;
- e. the allocation of duties and responsibilities; and
- f. training procedures to ensure regulatory compliance.

6.21. The quality control audit programme, reflecting:

- a. schedule of the monitoring process;
- b. audit procedures;
- c. reporting procedures;
- d. follow up and corrective action procedures;
- e. recording systems; and
- f. document control.

6.22. Quality control audit programme

The quality control programme shall include all planned and systematic actions necessary to provide confidence that all training is conducted in accordance with all applicable requirements, standards and procedures.

6.23. Management review and analysis

- a. Management shall accomplish a comprehensive, systematic document review and analysis of the quality assurance system, training policies, and procedures, and should consider:
 - i. the results of the quality inspections and any other indicators;
 - ii. the overall effectiveness of the management organization in achieving stated objectives; and
 - iii. correcting trends, and preventing, where applicable, future nonconformities.

6.24. Internal Review

- a. an internal review shall be conducted on an annual basis to ensure compliance with the procedures stated in the CARs and CATs, along with the Quality Control System as stipulated in the MOP;
- b. the internal review should comprise of a document review and review of the training being provided by each accredited instructor listed on the MOP
- c. evidence of such review shall be recorded and maintained for a period not exceeding five (5) years; and
- d. the above-mentioned documentation shall be made available to the SACAA during inspections/audits or upon request.

6.25. Recording accurate, complete and readily accessible records documenting the results of the quality control programme and internal reviews should be maintained by the ASTO; and

- a. the following records shall be retained at least for a period of five (5) years:

- b. audit schedules;
- c. quality inspections and audit reports; responses to findings
 - i. corrective and preventive action reports;
 - ii. follow up and closure reports; and
 - iii. management and internal review reports.

6.26. Quality of training provided at sites other than the main base of operations:

- a. the ASTO shall undertake to ensure that training completed at other approved training sites as listed in the MOP, other than the main base of operations, shall remain at the same level of quality; and
- b. the approved training programme shall not be deviated from whilst completing training at a satellite training venue.
- c. Measures must be taken to ensure that the system is understood, implemented and complied with at all levels.

7. TRAINING SITES/VENUE REQUIREMENTS

7.1. The applicant will ensure the following basic elements are met for training venue requirements:

- a. Training venue needs to be located in an environment that is comfortable, quiet and conducive learning
- b. Training venue must have adequate lighting and climate controlled
- c. Sufficient number and condition of washrooms for learners
- d. Break areas / kitchen area for learners
- e. Meets Occupational Health and Safety Requirements
- f. Emergency equipment for firefighting and evacuation procedures
- g. Access to first aid equipment
- h. Sufficient number and quality furniture for learners
- i. Operational and satisfactory equipment for learning (if applicable)
- j. Operational audio-visual equipment
- k. Satisfactory storage for training material
- l. If utilising computer-based training programmes, sufficient space for computers is required, with sufficient number of electrical outlets and internet coverage (if required)

7.2. Prior approval is required to be completed by the SACAA before use of a training venue is permitted.

- a. The SACAA requires submission of an amendment to the MOP and supporting application and payment prior to viewing the training venue.
- b. Should the requirements be met, the venue will be approved and amended approval documentation listing the new training venue would be submitted to the ASTO.

8. PHASES OF APPROVAL

The approval process comprises six major phases that follow in sequence and that form a process cycle. The phases in the process cycle are progressive and each phase needs to be completed for the next to be successfully achieved.

The phases are briefly outlined below:

8.1. The application phase:

This phase involves ensuring that you fit within the SACAA AVSEC training spectrum and that the primary focus has met the legislative requirements.

8.2. The self-evaluation phase:

The self-evaluation phase requires you to conduct wide-ranging and thoughtful self-evaluation against CAA criteria using information collected from a variety of sources. The objective of the self-evaluation is to identify areas for further improvement and to determine whether the provider of training is ready to move into the verification phase.

8.3. The verification phase:

This phase involves external verification on your status as a provider in relation to the different core criteria, i.e. learning programmes (modules), practitioners, assessment, etc.

8.4. The approval phase:

During this phase the SACAA – Training & Certification department will approve you as a provider of aviation security training if you meet the criteria.

8.5. The approval monitoring phase:

The phase involves ensuring that you continue to observe the criteria for approval. Monitoring includes the quality assurance of learning achievements whereby SACAA Training & Certification checks that the results you submit to it are an accurate reflection of learner competence against standards; and then CAA can endorse these results for certification.

8.6. The review phase:

Before the expiry of approval, providers of aviation security training are required to seek a review of their approval status.

8.7. ASTO PROCESS OF APPROVAL

- a. Applicants must obtain an application form from the offices of SACAA or download it from SACAA website.
- b. Regulations are available to applicants on the SACAA Website on www.caa.co.za . Applicants may request access to the Technical Standards which are a restricted document obtainable on the SACAA website. A Username and Password will be issued to an applicant after being screened by SACAA personnel.
- c. Documentation proving the institutions compliance with the criteria must be submitted with the application.
- d. The Training and Certification department within SACAA will evaluate the application and make a recommendation once all the requirements are met and all information is checked and confirmed.

- e. The M: T will acknowledge the receipt of such submission to the applicant.
- f. The M: T r will arrange for an audit of the training facilities and programme of the applicant.
- g. The SACAA inspectors will conduct in-depth audits of the Training Organisations to verify all the information supplied and to check compliance and conformance with the CARS 109 and Technical Standards
- h. Once the applicants meet all the set criteria, an approval letter/signed by the delegated Commissioner will be issued to the applicant.
- i. The Training and Certification Department within AVSEC Division will notify the applicant in writing of the outcome of the CAA decision.
- j. If the application is successful, approval documentation will be issued to the applicant.
- k. Applications for renewal must be submitted to the offices of SACAA 60 days prior to expiry – AVSEC Department, Training and Certification. New approval documentation will be issued accordingly.

8.8. AVIATION SECURITY TRAINING INSTRUCTOR REQUIREMENTS AND APPROVAL PROCESS

- a. Extract from SA-CATS-109
- b. Application for instructor certification Part 109.03.4

8.9. Persons applying for certification as instructors shall possess the following qualifications and experience:

- a. NQF Level 5 qualification in training or instructional techniques
- b. NQF Level 5 or above qualification as an assessor
- c. Subject matter expertise in the area they will be training learners in; or
- d. Minimum 2 years aviation experience

8.10. The application for instructor accreditation must be reviewed and recommended to the SACAA by the training organisation. The following information must be forwarded to the SACAA:

- a. Original or certified copy of a trainer qualification
- b. Original or certified copy of assessor training
- c. Original or certified copy of moderator training (if applicable)
- d. Original or certified copy that the applicant has passed the relevant theoretical
- e. knowledge examination of either:
- f. Aviation Security Training
- g. Cargo Security Training
- h. A copy of a detailed curriculum vitae reflecting the applicant' relevant experience and certified copies of relevant qualifications
- i. Proof of having undergone on the job training.
- j. Proof of affiliation with a SACAA approved ASTO

8.11. Issuing of Instructor certification

- a. Instructor's final evaluation and accreditation to be conducted by the SACAA.
- b. Certification of new instructors shall consist of the following elements:
- c. A written or oral examination or any other form of verification approved by the SACAA,
- d. A practical exam, i.e. presentation of a training module.
- e. The written exam shall focus on the candidate's knowledge and understanding of aviation security; international, regional and national regulations.
- f. The practical exam shall evaluate the teaching capability of candidates by requiring them to assume the role of instructor and deliver a specific training module.
- g. The certification exams shall be conducted under the supervision of or on behalf of, the SACAA. The passing grade shall be 80 percent
- h. A candidate should pass each exam, in order to be certified. If one or more certification elements are not completed successfully, the candidate may retake the respective exams subject to conditions as may be set by the SACAA
- i. On successful completion of the certification process, the candidate shall be given an official certificate containing a statement of competence.

8.12. ASTI PROCESS FLOW OF APPROVAL

- a. Applicants submit application with relevant supporting documentation to SACAA
- b. ASTO to submit applicable amendments to MOP
- c. Applicants to have completed on the job training, proof will be required
- d. Applicants to attend an SACAA ASTI Workshop
- e. Applicants to be viewed practically first
- f. If found competent during practical step, theoretical examination to be completed and successfully completed
- g. Upon successful completion of Practical and Theoretical assessments, ASTI approval documentation to be submitted
- h. ASTI certification is valid for 24 months, renewal applications to be submitted 60 days prior to expiry.

8.13. TERMS AND CONDITION OF INSTRUCTOR CERTIFICATION AND PERFORMANCE

- a. All training must be presented in accordance to the time frames and lesson content, as stipulated in part 109 CARs and CATs.
- b. The ASTI may not present any course at another ASTO that is not listed in their approval report.
- c. The ASTI may not present any other Part 109 course other than the scope approved in their approval report.
- d. The ASTI must ensure that learners complete all necessary practical exercises as required by SACAA. The ASTI must ensure that learners are adequately assessed by means of an approved written and practical assessment as per SACATS 109.
- e. The ASTI must ensure that the number of laptops and number of learners' ratio for Computer Based Training (CBT) are as required by the SACAA.
- f. The ASTI must ensure that they comply to the requirements listed in the ASTOs MOP as submitted by the ASTO to the SACAA. Should there be any need to deviate from procedures and policies laid




out in the approved MOP as submitted by the aviation security training organization, SACAA needs to be informed first and permission obtained before any act.

- g. The ASTI must understand that that Instructor certification is approved to the individual and not the training organization and should inconsistencies or non-compliances be found by the SACAA, The SACAA has the right to suspend, revoke or take any other enforcement action as deemed necessary.

9. CONCLUSION

The SACAA is committed to assisting all new and current ASTO's and ASTI's during the process of applying, renewing or updating the ASTO/ASTI status. Any queries are welcomed to be forwarded to any member of the Part 109 Training Department.

No.	NAME	DESIGNATION	OFFICE SITE	E-MAIL ADDRESS
a.	Ms Makhosi Makhoba	SM: TC	Midrand Office	nkabitim@caa.co.za
b.	Ms Petunia Yende	M: T	Midrand Office	yendep@caa.co.za
c.	Mr Bongani Sibiyab	Inspector: TC	Cape Town Office	sibiyab@caa.co.za
d.	Mr Montgomery Koetaan-	Inspector: T	Midrand Office	Koetaanm@caa.co.za
e.	Ms Antonia Damoense-	Inspector: T	Midrand Office	damoensea@caa.co.za
f.	Ms Eleminah Mofzoa	Inspector: T	Midrand Office	mofzoae@caa.co.za
g.	Ms Zanele Zwane	Inspector: T	Midrand Office	zwanez@caa.co.za

DEVELOPED BY:		
	PETUNIA YENDE	11 JUNE 2020
SIGNATURE OF M: T	NAME IN BLOCK LETTERS	DATE
REVIEWED & VALIDATED BY:		
	MAKHOSAZANA NKABITI	11 JUNE 2020
SIGNATURE OF SM:	NAME IN BLOCK LETTERS	DATE
APPROVED BY:		
	LUVUYO GOEKE	11 JUNE 2020
SIGNATURE OF E: AVSEC	NAME IN BLOCK LETTERS	DATE

END