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General Overview

This Temporary Revision ISPM.ED4.TR1 (TR) to the ISSA Program Manual (ISPM) Ed 4 updates provisions related to organizational changes within IATA. It also updates and clarifies currency and qualification requirements related to ISSA Auditors.

This TR only contains changed provisions or sub-provisions. Unchanged provisions have been omitted for brevity. Unless an item is clearly marked as changed or deleted, it remains in effect as published in ISPM Ed 4.

The changes introduced also have an impact on various Figures. These Figures will be updated with the next scheduled revision of the ISPM. Changes to provisions are also applicable to respective Figures.

Effective and Validity Date of This Temporary Revision

This TR shall become effective on 21 March 2022 and shall remain valid until further notice.

Glossary of Symbols

☐ Addition of a new item.
△ Change to an item.
⊗ Deletion of an item.
Introduction

5) Manual Revision - Regular, Temporary & Corrections

(i) unchanged, omitted for brevity.

(ii) (c) a new Edition of the ISPM becomes effective on the first day of the third month following the month of publication (e.g. an Edition published in November 2017 is effective on the first day of February 2018).

(iii) (i) – (iii) unchanged, omitted for brevity.

(iv) the date of the approval by the Head IOSA.

6) Manual Approval Process

(i) – (iv) unchanged, omitted for brevity.

(v) The Head of IOSA is the final approving authority for new editions or temporary revisions for this manual;

Figures

The following Figures have been updated and are contained at the end of this document:

Figure 7.7
Figure 7.8
Figure 9.1

1.1.7 The Head of IOSA reserves the right to allow exemption(s), taking into account all circumstances and escalating specific matters to the Director Safety as required, and is responsible for authorizing any such exemption(s). IATA shall log all exemptions granted by the Head of IOSA in accordance with this provision.

1.2.11 IATA shall have an ISAR quality oversight process for a detailed examination of selected ISARs for integrity and consistency to include but not limited to:

(i) details of the Assessment are accurately described;

(ii) documents comprising the ISAR contain all required information and signatures;

(iii) checklists are completed and all items are appropriately addressed;

(iv) information is documented in the English language, and in a manner understandable to any reader of the report;

(v) checklist items of conformity have documented supporting references from controlled documents;

(vi) checklist items of nonconformity (Findings and Observations) have documented supporting factual evidence;

(vii) checklist items of non-applicability (N/As) have a documented explanation;

(viii) if applicable, the application of Active Implementation (AI) is correctly documented;

(ix) closure of Findings in each Corrective Action Record (CAR) includes an accurate description and justification of the method(s) used by the AO to verify implementation of corrective action, to include, if applicable, interim corrective action.
1.2.12 IATA shall have a process to ensure any discrepancies found in an ISAR as a result of implementation of the quality oversight process in accordance with IPM 1.2.11 are conveyed to the AO that conducted the Assessment for subsequent procedural and performance improvements, as applicable.

1.7.1 IATA shall have a process for the effective management of all standards contained in the ISSA Standards Manual (ISSM) and the ISPM to ensure ISSA is responsive to and meets the needs of the airline industry. Standards management processes shall be managed by IATA to ensure applicable changes and upgrades to the IOSA Standards Manual (ISM) shall be reflected in the ISSM in a timely manner. ISSA standards are published in a timely manner, following IATA approval.

1.9.3 IATA shall evaluate and determine the validity of a claim of extenuating circumstances submitted in accordance with ISPM 7.5.6, to ensure:

   (i) The applicable Operator and AO are consulted when making a final decision as to the validity of a claim of extenuating circumstances.

   (ii) A claim of extenuating circumstances is granted by the Head, IOSA.

6.5.1 Following an Assessment, the declaration of Assessment closure by the AO is not the final step in the registration process. The ISSA Assessment Report (ISAR) must then be:

   (i) quality control checked by the AO;

   (ii) reviewed and then released by IATA.

8.8.2 The Lead Auditor shall ensure the Operator understands that findings and observations presented in a “Summary of Findings and Observations” during the on-site closing meeting:

   (i) shall not be revised or withdrawn, except in accordance with IPM 8.12.5 or ISAR quality control processes in accordance with ISPM 9.2;

   (ii) & (iii) unchanged

8.13.1 The AO shall have a process to:

   (i) unchanged

   (ii) issue an Assessment closure notice to the Operator, that shall include language to inform the Operator that, although the Assessment has been declared closed, the Assessment is not valid for initial registration, registration renewal or registration reinstatement as applicable, until the ISAR has been released by IATA.

9.2.2 The AO shall ensure the ISAR quality control process, as specified in IPM 9.2.1, has been completed prior to:

   (i) unchanged

   (ii) submission of an ISAR to IATA.
9.2.3 The AO shall have a process to address Assessment issues and amend an ISAR as necessary to resolve discrepancies that have been identified during the ISAR quality control processes conducted by the AO. The AO may be required to conduct further assessment of the operations of an Operator in order to resolve discrepancies involving an omission, error or misapplication of an ISSA checklist provision by the Assessment Team during the original on-site Assessment.

11.2.1 Provision unchanged

Note 1: deleted
Figure 7.7 Initial ISSA Registration, Process Flowchart

AO conducts an Assessment of a candidate airline for initial registration as an ISSA Operator

No

Findings?

Yes

AO generates Summary Report from Audit Software as per ISPM 8.7.13;

AO conducts Assessment follow-up; operator must close Findings within 12 months following date of on-site Closing Meeting

Findings Closed?

No

Assessment invalid for ISSA registration

Yes

AO declares Assessment Closure

AO produces final ISAR, AO implements quality control to resolve ISAR discrepancies. (Note 1)

IATA establishes registration; name of operator is entered onto ISSA Registry

AO forwards ISAR to Operator; Operator is 'owner' of ISAR

Registry displays organization as ISSA Operator (Note 2)

IATA assumes custodianship of ISAR for ISAR Sharing

Note 1: See ISPM Section 9, Figure 9.1, ISAR Quality Control, Process Flowchart

Note 2: Initial registration period commences on date of Assessment Closure; expires 24 months from date of on-site Closing Meeting
Figure 7.8 ISSA Registration Renewal, Process Flowchart

AO conducts audit of an existing ISSA operator for ISSA registration renewal (commences no more than 150 days prior to expiry date of current registration)

No

Findings?

Yes

AO generates Summary Report from Audit Software as per IPM 8.7.13; AO implements quality control to resolve ISAR discrepancies (Note 1)

△

AO conducts Assessment follow-up; operator must close findings within a timeframe that permits the ISAR to be submitted to IATA as per IPM 8.13.2.

Explanatory circumstances claimed?

Yes

See Figure 7.5

Note 2: IATA removes Operator from ISSA Registry if Findings not closed on expiry date of current registration.

No

Operator closes Findings (Note 2)

AO declares Audit Closure

△

AO compiles final ISAR, AO implements quality control to resolve any IAR discrepancies prior to its final release (Note 1)

IATA renews ISSA registration; Operator remains on ISSA Registry

AO forwards ISAR to operator, Operator is 'owner' of ISAR

Note 1: See ISPM Section 9, Figure 9.1, ISAR Quality Control Process Flow
Figure 9.1 ISAR Quality Control, Process Flowchart

AO conducts an Assessment, and generates Summary Report from Audit Software for Operator at on-site closing meeting per ISPM 8.7.13.

AO implements quality control process to ensure accuracy of the ISAR, & takes appropriate corrective action to resolve any discrepancies, as applicable.

AO continues assessment process and conducts assessment follow-up activity.

AO closes findings, when completed AO declares assessment closure.

AO produces final ISAR; implements quality control process to ensure accuracy of all documents.

AO takes appropriate corrective action to resolve ISAR discrepancies, as applicable.

AO submits final ISAR to IATA.

△

IATA enters ISAR into ISSA Database, and releases the report to the Operator. (Note 2)