



Audit for a Safer Future: Join the IOSA Auditor Team

Information Sheet



If you are interested in join us, Please join the "IOSA General Discussion Group" on IATA Connect to find the application details.

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Introduction

The IATA Operational Safety Audit (IOSA) Program is an internationally recognized and accepted evaluation system designed to assess the operational management and control systems of airlines.

IOSA Auditors play a critical role in ensuring the success of this program. They are highly experienced professionals with extensive and diverse backgrounds across various domains of airline operations and aviation organizations.

Joining the IOSA Auditor team means collaborating with industry-leading experts, gaining insights from their vast experience, and contributing to the continuous improvement of global aviation safety alongside IATA.

To understand the detailed requirements for IOSA Auditor qualifications and training, please review Sections 2 and 3 of the IOSA Program Manual. Additionally, we have provided an Information Sheet to help you gain a clearer understanding of the selection process, qualification requirements, and the level of commitment involved in becoming an IOSA Auditor.

We appreciate your interest in joining us and look forward to connecting with aviation professionals who are ready to make an impact and help shape a safer future





Below, you will find additional information on key areas that may assist you in gaining a clearer understanding of the processes involved and the level of commitment required to become an IOSA Auditor.

● Qualification Prerequisites

● Compensation

● Application Process

● Training and Development

● Selection Process

● Auditor Engagement

● Qualification Process

● Performance Review

Qualification Prerequisites

What are the prerequisites of being an IOSA Auditor?

The qualification prerequisites for becoming an IOSA Auditor encompass comprehensive criteria to ensure candidates are highly competent and capable of conducting thorough and reliable IOSA audits. Applicants must possess an appropriate level of educational background and operational experience, and successfully complete specific auditor training as well as aviation-based Safety Management System (SMS) training at a minimum.

Candidates are required to review the general qualification prerequisites and discipline-specific experience requirements outlined in Section 2 of the IOSA Program Manual (IPM).

Should I apply if I cannot meet all the qualification prerequisites?

Applying to become an IOSA Auditor is open to all aviation professionals. Before submitting your application, we strongly recommend ensuring that you meet all qualification prerequisites for the discipline(s) in which you seek initial qualification.

Please note that only applicants who meet the established requirements will be shortlisted and invited to proceed to the next steps of the initial qualification process



Application Process

How can I apply for an IOSA Auditor position?

IOSA Auditor recruitment is initiated when there is a need to expand the auditor cadre, taking into account factors such as geographic location, operational discipline, auditor status, and other considerations that may necessitate increasing the size of this professional group. Recruitment announcements are typically published on the IOSA website and IATA Connect to attract top experts from the aviation industry. If you are interested in applying, please monitor these channels regularly for the latest updates

What documents do I need to submit with my application?

You are required to complete all applicable fields in the IOSA Auditor Application Form. If you are shortlisted, we will initiate a verification process of the information provided. During this process, you will be asked to submit electronic copies of supporting documents, including educational certificates, proof of employment, training certificates, professional licenses (e.g., ATPL), and your most recent CV, among others, to validate your background and experience.

Selection Process

What is the selection process?

All applications will be reviewed and shortlisted by the IOSA team. Candidates who are shortlisted will be invited to participate in an interview and a written assessment. These evaluations are designed to assess knowledge of the IOSA Program, operational experience, auditing skills and techniques, auditor attributes, Safety Management System (SMS) knowledge and experience, as well as other essential qualifications.

What is the next step if I passed the interview and written assessment?

Successful candidates who complete the interview and, if applicable, written assessment will be invited to proceed to the subsequent steps of the initial qualification process. Upon confirmation, the IOSA team will provide all necessary information and guidance to support you through each stage of the process.

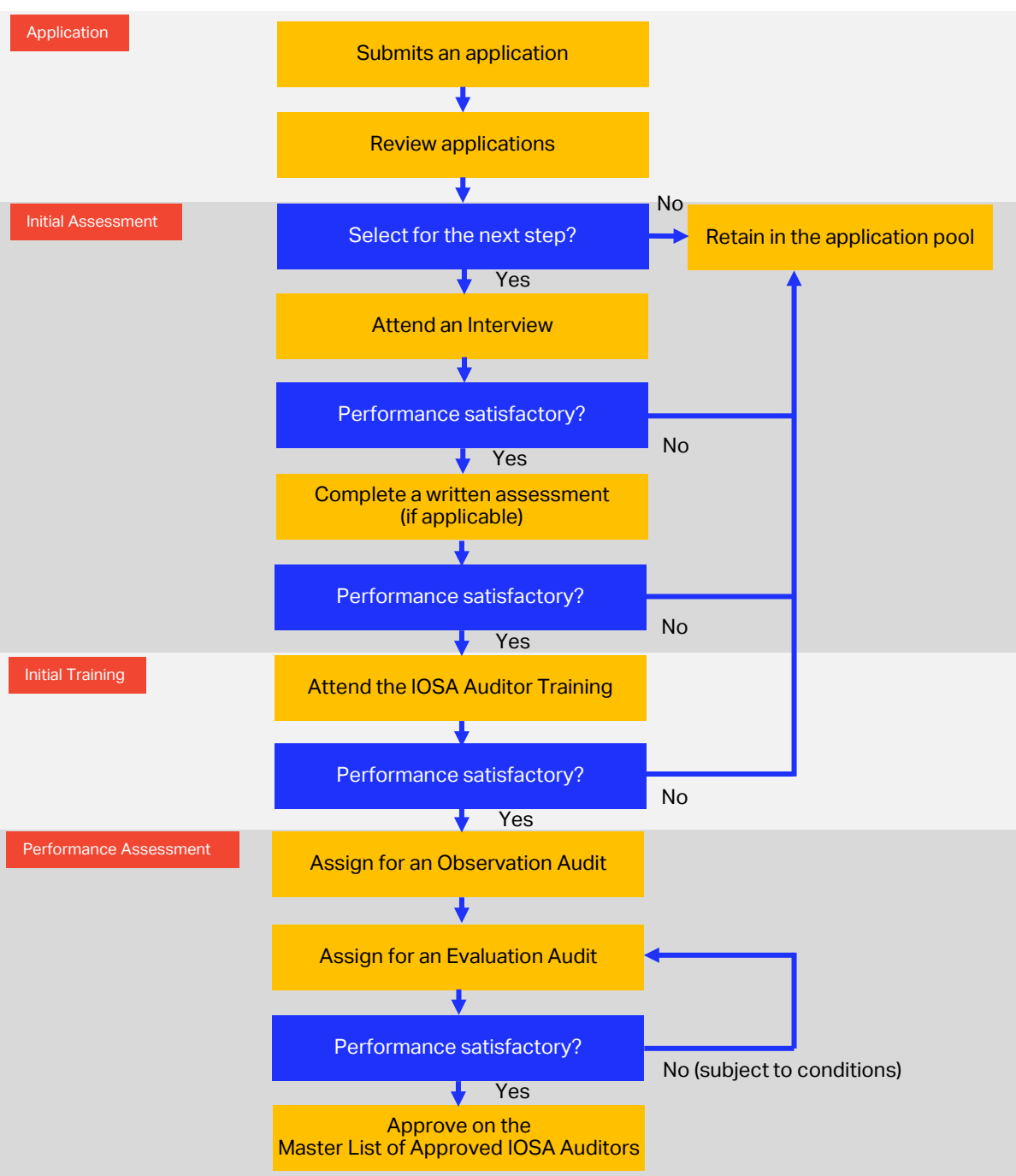
Will I be notified for the results of selection? How long does it take for me to receive the notification?

You will receive a response from the IOSA team regarding the outcome of your application no later than six months from the date of submission.

What if I failed the selection and/or evaluation process? Can I re-apply it in the future?

Applicants who are not selected or who do not successfully pass the interview and/or written assessment will not advance to the initial qualification process. All applications and personal information will be retained, managed, and controlled in accordance with the IATA Data Privacy and Protection Policy.

Candidates are welcome to reapply during future recruitment cycles, provided they have obtained additional qualifications, competencies, or experience relevant to the eligibility criteria.



Qualification Process

What will be the steps of completing initial qualification after passing an interview and evaluation?

Successful candidates who complete the assessment (if applicable) will be invited to attend the in-person IOSA Auditor Training for further evaluation. The IOSA team will select candidates who demonstrate strong performance during the training and propose them for the next stage of qualification to become an IOSA Auditor. Candidates will also be required to complete applicable online training modules within a specified timeframe.

Following this, successful candidates will participate in an Observation Audit, shadowing a discipline-qualified auditor to observe IOSA audit processes. They will then proceed to an Evaluation Audit, conducting an IOSA audit under the supervision and assessment of an Assessor for the discipline(s) in which they seek initial qualification.

Candidates who achieve satisfactory performance results will be approved and added to the Master List of Approved IOSA Auditors.





What discipline(s) can I select for the initial qualification to become an IOSA Auditor?

Candidates may seek initial qualification in one of the following combinations of IOSA operational disciplines:

- Flight Operations (FLT), Operational Control and Flight Dispatch (DSP), Cabin Operations (CAB)
- Aircraft Engineering and Maintenance (MNT)
- Ground Handling Operations (GRH), Cargo Operations (CGO), and Security Management (SEC)

You must ensure that you meet all qualification prerequisites for every discipline within the selected combination.

For example:

If you are qualified for DSP and CAB only, you are not eligible.

Likewise, if you are qualified for GRH and CGO only, you are not eligible.

Can I select to qualify “Organization and Management System (ORG)” as my initial qualification?

Only IOSA Lead Auditors are authorized to conduct audits of the Organization and Management System (ORG). However, you will still be required to provide information related to ORG eligibility as part of your application.



What should I do to maintain the IOSA Auditor qualification after being approved on the "Master List of Approved IOSA Auditors?"

It is essential for IOSA Auditors to maintain their auditor currency to avoid being classified as a "non-current IOSA Auditor." To simplify, all IOSA Auditors are required to:

- Successfully complete in-person recurrent training at IATA-designated locations each calendar year.
- Complete all assigned compulsory training within the specified timelines.
- Undergo a performance evaluation at least once every two calendar years while performing regular auditor activities.
- Conduct a minimum of three audits each calendar year.

Failure to meet any of these requirements will result in the auditor being designated as "non-current," requiring completion of the qualification re-establishment process to regain currency. Detailed requirements are outlined in IPM Sections 2.15 to 2.18.

How can I become an IOSA Lead Auditor?

The IOSA team periodically assesses the need for additional IOSA Lead Auditors. When required, the team will identify current IOSA Auditors who meet the prerequisites for Lead Auditor and ORG discipline and invite them to proceed with the Lead Auditor qualification process, as outlined in Section 2.11 of the IOSA Program Manual (IPM). This process includes attending the IOSA Lead Auditor Training and completing a combined observation and evaluation audit to qualify for conducting the ORG discipline and leading an Audit Team.

How much does it cost me to seek initial qualification for becoming an IOSA Auditor?

While the cost for candidates seeking initial qualification may be significant, it represents a worthwhile investment in long-term career development within the aviation industry.

Shortlisted candidates will be responsible for covering the costs associated with completing the IOSA Auditor Training and conducting the Observation Audit and Evaluation Audit. These costs include training fees, travel expenses, hotel accommodations, and other related expenses such as visa application fees. To help minimize costs, candidates will be provided with multiple options for conducting the Observation Audit and Evaluation Audit, allowing them to select their preferred location.

Once candidates are added to the Master List of Approved IOSA Auditors and begin participating as active members of audit teams, they will receive a professional auditor fee per auditor day.

Do I need to pay for any costs to maintain the IOSA Auditor qualification?

The only cost you will need to cover personally is travel and accommodation expenses for attending the in-person IOSA Auditor recurrent training each calendar year. The recurrent training course itself is free of charge.

This training provides an excellent opportunity to meet the IOSA team, share feedback on the IOSA Program, and exchange best practices with a network of professional IOSA Auditors from various regions.





Compensation

What is the compensation package for an IOSA auditor?

We have a competitive compensation scheme for IOSA Auditors. You will receive the information when you are offered the role.

Training and Development

Is there a coaching program for new IOSA Auditors?

Currently, there is no official “Coaching Program” for new IOSA Auditors, as we believe in fostering collaboration among auditors to share best practices and experiences in addressing challenges through various channels. During the Observation Audit and Evaluation Audit phases, each candidate will be assigned a highly experienced IOSA Auditor who will provide coaching and support. This guidance is intended to help candidates develop the skills and confidence required to perform effectively as professional IOSA Auditors before conducting their first audit independently

Apart from attending the IOSA Auditor recurrent training once a year, what would be the compulsory trainings I need to complete?

IOSA Auditors must remain fully informed of all IOSA Program updates to ensure audits are conducted efficiently and effectively. To support this, the IOSA team offers various online continuing training sessions throughout the year.

Training topics include:

- Updates introduced in each IOSA Standards Manual (ISM) edition
- Auditing skills and techniques
- Human factors
- Internal processes relevant to IOSA Auditors

Auditors have the flexibility to complete these sessions either by attending live webinars or by viewing recorded sessions at their convenience.



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How can I provide feedback to IATA if I identify some areas for improving the auditing process and other requirements from an IOSA Auditor's perspective?

IATA values the feedback provided by IOSA Auditors as an essential component in continuously improving IOSA audit processes and requirements. We encourage open communication, constructive feedback, and discussion of any concerns, suggestions, or issues auditors may have.

We foster a transparent and inclusive culture where every voice is heard and valued. Auditors are welcome to share their thoughts during in-person or online meetings, via email, or by requesting a call. Additionally, we periodically organize themed focus groups, known as "Water Cooler Talks," to collaborate with IOSA Auditors and drive continuous improvement across various areas.

Is there any platform/channel that the IOSA Auditor can share amongst the auditors' community?

We have a dedicated "IOSA Auditor Group" on IATA Connect, accessible exclusively to IOSA Auditors for information exchange and collaboration.

Through this platform, auditors can:

- Connect and network with fellow IOSA Auditors
- Receive updates and announcements related to IOSA matters
- Post questions and engage in discussions
- Interact directly with the IOSA team.
- Access documents and resources specifically designed for IOSA Auditors

Auditor Engagement



Performance Review

Will IATA remove and/or suspend my IOSA Auditor qualification if my performance does not meet the standards?

To uphold the integrity of the IOSA Program and maintain the highest standards of professionalism, IATA reserves the right to suspend or remove an auditor who fails to adhere to personal attributes, ethical standards, or demonstrate the required knowledge, skills, and qualities.

Detailed information regarding these requirements and conditions can be found in Section 2.19 of the IOSA Program Manual (IPM).

Does IATA review and monitor my performance as an IOSA Auditor?

IATA, regulators, operators, and all relevant industry stakeholders recognize the critical importance of the safety oversight provided by the IOSA Program. IOSA Auditors play a vital role in ensuring the quality, effectiveness, and integrity of this program. To uphold these standards, IATA invests significant effort in monitoring auditor performance and driving continuous improvement, ensuring that all IOSA audits are conducted by highly competent and experienced professionals.

Performance monitoring begins at the application shortlisting stage and continues throughout an auditor's engagement.

Evaluation methods include:

- Performance during the selection and qualification process
- Coordination and communication with the IOSA team and peers
- Quality control of auditing activities
- Feedback from post-audit stakeholder surveys
- Regular performance evaluations
- Internal quality assurance activities

IATA focuses on assessing technical knowledge, non-technical (soft) skills, auditing techniques, and adherence to the code of ethics. Additionally, we monitor the entire auditing process—from preparation to reporting—while emphasizing professional attributes and customer service, as we value the audit experience for all stakeholders.

Join Us.

We hope this information has provided you with a clear understanding of the selection and qualification process for becoming an IOSA Auditor, as well as the training and engagement activities required to maintain your qualification.

We look forward to reviewing your application.

