This document outlines the key protocols which must be adhered to when administering training using the Portal. These protocols published on iata.org/iftp-adoption may be revised from time to time by IATA in consultation with users.

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I. Theoretical E-learning

1. Course prerequisite hierarchy for Level 2 and Level 3

2. Assessment framework
   a. The online assessments are comprised of multiple-choice questions (10 for prerequisite modules and Aircraft Part A, and 5 for Aircraft Part B), pulled dynamically from a question bank.
   b. The ITP Training Coordinator has a proctoring role to verify the identity of the personnel attempting the assessment.
   c. The time limit is 20 minutes per assessment, except for Aircraft Part B, which is 10 minutes.
   d. The passing mark is 80% with 2 attempts. Further attempts are possible with the Training Coordinator’s intervention.
   e. An online certificate is issued on passing the assessment. The certificate can be viewed and downloaded by the learner and the Training Coordinator.
3. Recurrent training period for Level 2 and Level 3
   a. The recurrent training period is set as follows:
      - Level 2: 3 years
      - Level 3: 2 years
   b. Level 3 recurrent training requires refresh of Level 2 modules at the same time.
   c. When a prerequisite course expires (e.g. Topic 1 and 2), the subsequent modules in this training pathway are no longer valid (e.g. Aircraft Specific Module Part A) until the prerequisite courses are refreshed.

II. Practical Training
1. Alignment of the practical on-the-job training with standardized fueling procedures
   a. Within the IFTP framework, the ITP is responsible for designing and administering the practical on-the-job training (OJT), including the method of delivery, duration and integration (i.e. whether it is delivered before or after the e-learning) but the training must be aligned with the standardized fueling procedures for the aircraft type(s) on which the learner has been trained through the standardized training.
   b. When the learner is certified as proficient in the Portal by the ITP after completing the OJT, this confirms that the learner is competent with the generic Service Levels, and specifically with all the tasks defined in the standard fueling procedures for the aircraft type(s) he has been trained on.

2. On-the-job training overview documentation

   There are two kinds of on-the-job training (OJT) overview documents that each ITP can upload in the Portal for airline viewers to be able to access. These documents must be uploaded in PDF format.
   a. The Global OJT file is mandatory. It is a general presentation on how the practical training is conducted by the ITP across their network of locations.
   b. The Station OJT file is optional. It is a presentation specific to each station.
3. Proficiency Management
   a. Practical proficiency for employees must be recorded by an Administrator or Training Coordinator.
   b. Practical proficiency for an Administrator or a Training Coordinator should be granted by another authorized person.
   c. Level 3 proficiency for an aircraft type can only be granted once Level 2 proficiency has been achieved.
   d. Practical proficiency must be recorded separately for each location where an employee is active in fueling operations.

III. Training Administration Functionalities
1. Employee Record Transfer
   a. If an employee from the ITP with valid e-learning training moves to another ITP employer, the remaining validity period of the e-learning can be transferred with them upon request from the new employer.
   b. The practical proficiency is not transferable and will need to be re-assessed by the new employer.
2. Usage Report
   a. Employees will appear in the usage report from the time entered the system.
   b. Administrators and Training Coordinators will only appear on the usage report if they have taken training courses.