

THE IATA CHARTER OF PROFESSIONAL AUDITORS

JOIN THE TEAM



CHARTER OF PROFESSIONAL AUDITORS

As of January 2018, IATA has implemented the new ISAGO audit program. We took the lessons learned over the last 10 years of ISAGO auditing operations and developed a more sustainable program, one in which all stakeholders will benefit.

There are new features. We have established the IATA Charter of Professional Auditors (CoPA). CoPA is a membership scheme for industry professionals who have demonstrated competence in ground operations auditing and/or operational expertise. Anyone interested in performing ISAGO audits can apply to be a member of CoPA.

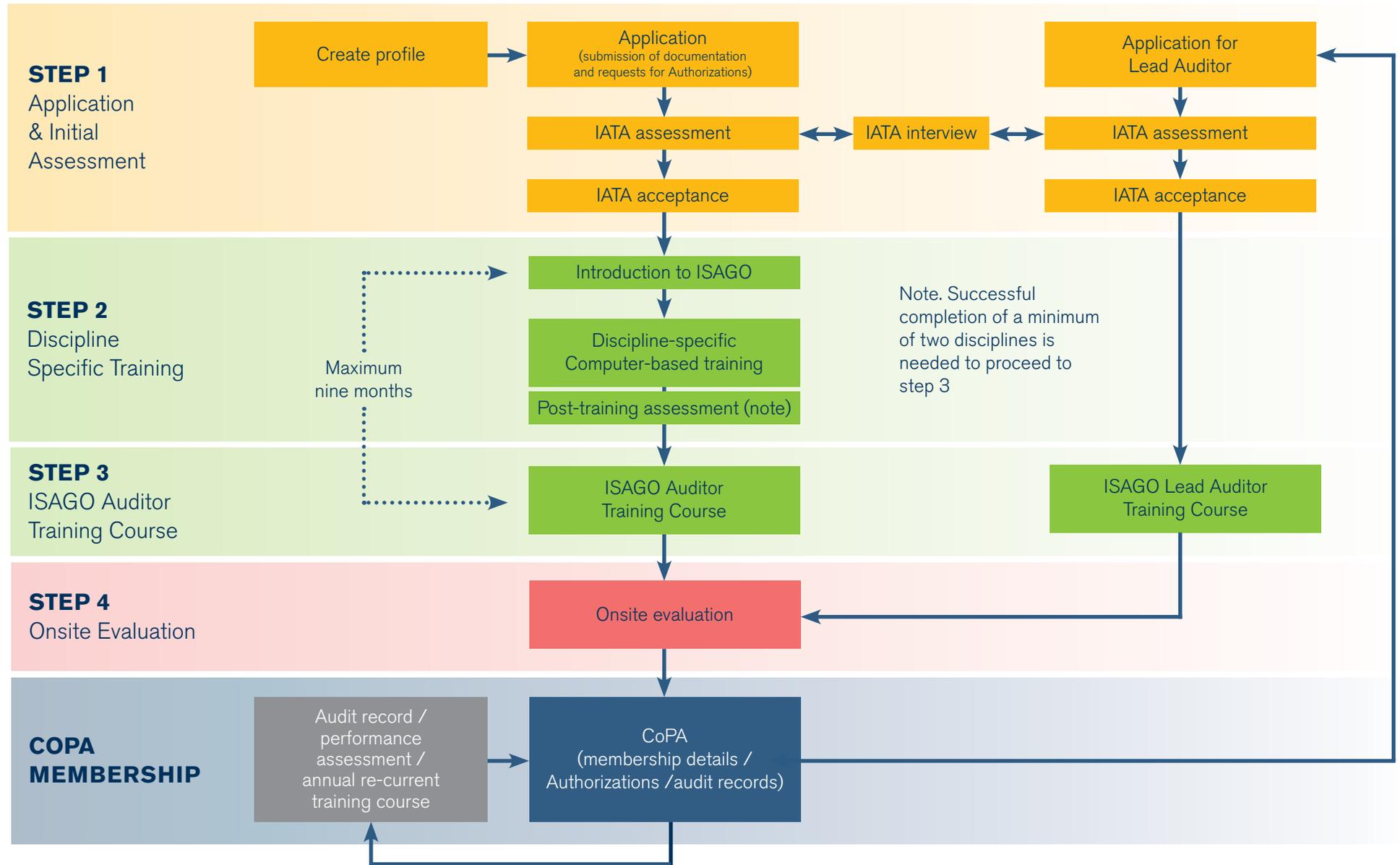
ISAGO auditors are the key element for the success of the ISAGO program therefore IATA will pick the best. Auditors that not only have the technical knowledge but also know how to deal with cultural differences, are able to assess against the standards and understand that there are various ways to conform to a particular requirement.

The Auditors and the audit reports they produce are the essence of ISAGO.

CAN I APPLY FOR CoPA?

CoPA application is open to anyone that meets the prerequisites described in the ISAGO Program Manual (GOPM Ed 1, Section 5) and later in this brochure. If you are interested in applying, review the application criteria to see if you meet the prerequisites.

WHAT DO I NEED TO DO TO GET QUALIFIED?



1. ONLINE APPLICATION AND INITIAL ASSESSMENT

(Pre-screening and IATA Interview)

Once you have completed your review of the qualification pre-requisites and collected all your information, evidence, certificates etc. you can apply online for CoPA membership. IATA will validate your application and invite you for an interview.

During the interview IATA will check your operational knowledge of the disciplines you apply for (minimum two but for proper utilization during audits we strongly recommend at least three). We may not ask questions about ISAGO or quality auditing, we will ask you about safety risks in ground operations, about procedures for aircraft arrival, departure, and building pallets, check in of unruly passengers and many more. So be prepared, read the GOSM, IGOM and ICHM.

If you successfully pass the interview in at least two disciplines you will become a Candidate Auditor and proceed to step 2 of the qualification process. Only after the interview, you will need to make an investment in your CoPA membership. If you don't pass, no regrets, at least you tried.

2. DISCIPLINE-SPECIFIC TRAINING

(Computer-based training/CBT)

The second step after the interview is the discipline focused training.

IATA has developed Discipline-specific training (Computer-based training) that will have to be successfully passed by the Candidate Auditor. The CBT will teach you how to audit each discipline, how to interpret the GOSARPs, what evidence to look for during Headquarters and station audits and much more.

3. ISAGO AUDITOR CLASSROOM TRAINING – 4 DAYS

The third step of the qualification process is the ISAGO Auditor classroom training.

IATA has also re-designed the ISAGO classroom training for all auditors. This course will give you in-depth knowledge of the program requirements, contract obligation, and performance measures for auditors, ISAGO auditing techniques, rules for audit report production, quality check of your assessment etc.

4. EVALUATION AUDIT

(Onsite Evaluation and IATA Assessment)

Last but not least is the on-site evaluation.

The last step in your CoPA qualification process is to perform an ISAGO audit under the evaluation of qualified CoPA member(s). The evaluation will be scheduled by IATA and we will try to find you a suitable audit that will be close to your home base and fitting your busy schedule.

If you succeed in all four steps you will become an official member of the Charter of Professional Auditors and you will be requested to sign the CoPA membership agreement.

HOW MUCH IT IS GOING TO COST ME?

Good and logical question. The investment is not insignificant however it's worthwhile.

Each Candidate Auditor will have to cover the cost of the training and on-site evaluation, the evaluation will be done for free by your fellow future colleague, present ISAGO auditor and CoPA member, however you must take into consideration the costs related to travel, hotel accommodation and subsistence.

Auditor Training Fee:

Discipline Specific (CBT)	ORM	USD 600
Discipline Specific (CBT)	LOD, PAB, HDL, AGM, CGM	USD 300 per discipline
ISAGO Auditor Classroom Training	4 days Calendar of courses is on IATA website	USD 1800

HOW QUICKLY CAN I RECOVER MY INITIAL INVESTMENT IN CoPA?

An ISAGO Auditor will receive a professional fee at a rate of 700 USD per audit-day per discipline audited. Each discipline is assigned a specific number of audit-days. For a full-scope audit split between 2 auditors, each auditor will be paid around 2,500 USD. The more audits you do, the better auditor you become and the faster you balance your budget. However the financial gains are not as important as the knowledge you gain.

ONCE I BECOME A CoPA MEMBER, WHAT IS NEXT?

You will be contacted by the ISAGO Agent (GOA) who will discuss with you your availability for an ISAGO audit. GOAs are responsible of the administration of ISAGO audits, including forming audit teams and providing them with travel and accommodation.

The GOAs and IATA will also work with the auditors to aim for a fair distribution of audits (at least two each year) so auditors can maintain their competency and CoPA membership. However, it is the auditor's responsibility to remain current in their membership status. CoPA members should act proactively, communicate timely with the ISAGO Agent, indicate precisely their availability for audits and be open minded to various proposals GOA will explore and offer. Once the audit teams have been confirmed though you should not change your mind!

WHAT ARE THE CURRENCY REQUIREMENTS AND HOW THOSE WILL AFFECT MY BUDGET?

Simply a minimum of two ISAGO audits per year, maintain your discipline authorization (two disciplines is a minimum), take the recurrent training and have a good performance assessment review.

The recurrent training will be on-line or via a webinar and for now it is free of charge. There is currently no charge for initial CoPA membership either; however, that may change. And we may introduce an annual membership fee that will be used to maintain or improve the training program, including the re-currency of discipline-specific CBT.

WHAT IS A PERFORMANCE REVIEW?

Each CoPA member must understand how critical it is to maintain their competency, focus on consistency in auditing and high quality report delivery. To remain relevant and valuable for our stakeholders, IATA must monitor auditors' performance and drive continuous improvement.

Consequently, IATA has a comprehensive oversight program. Starting with a rigorous selection process, the performance of the auditors will be constantly measured through evaluations, quality control of the reports, performance surveys (from the GSP and GOA) as well as quality assurance activities. The aim of the performance program is to focus not only on the technical knowledge and expertise of the auditors but also on other important skills such as audit management, ability to focus on implementation, consistent high quality audit assessments and report production, on time report delivery, soft skills and communication, intercultural abilities, code of ethics, time management etc.

The auditors' performance matrix and KPIs are being developed in 2018 to ensure we use the initial year data and establish a baseline for 2019 and thereafter. What will be part of the matrix? As mentioned above, we will include the following feedback:

- IATA Quality Control performed on your report delivery
- IATA Quality Assurance when QA team evaluate your performance during an on-site audit
- From Providers and ISAGO Agents
- Peer to peer as submitted after each audit

Of course it is clear that each measure will have different weight and will focus on different areas of performance.

WHAT IF I WISH TO BECOME A LEAD AUDITOR?

Great! Do you have at least two years operational experience in a management role and, as a CoPA member, have you completed, at least four ISAGO audits? Do you possess the ability to plan and make effective use of resources, organizing and directing audit team members; the ability to exercise objective judgment to reach audit conclusions, prevent and resolve problems and conflicts and represent the audit team in communications with the GSP; and the ability to prepare and complete accurate and factual reports? If you do then you can apply.

As a Lead Auditor (LA) you will receive a Supplement. Where the audit scope includes four or more disciplines you will earn an additional four audit man-days, which equal 2800 USD. If the audit scope includes three or less disciplines, you will get an additional two audit man-days, which represents 1400 USD.

This supplement is related to the extra responsibilities and the production of the ISAGO Audit Report.



CAN MY EMPLOYER SPONSOR ME?

Of course! Any company (airline, GSP, airport etc.) may sponsor an application for CoPA. By doing this (covering the cost of the initial training and allowing the auditor to perform the audits as part of their work assignment) your employer can benefit from the knowledge of ISAGO you gain and could recover the investment from the fees that the auditors earn performing ISAGO audits and an airline could offset the cost of the ISAGO subscription.

Sponsorship and participating in ISAGO are two independent activities. Any arrangements between the CoPA member and the employer are the auditor's responsibility.

Furthermore, your potential participation in CoPA does not give your employer access to the reports or any other audit or confidential information. You, as a member of the CoPA, will be bound by strict confidentiality clauses.

IS YOUR EMPLOYER AN AIRLINE THAT WISHES TO JOIN ISAGO

Any airline can participate in the ISAGO program by paying a 20,000 USD subscription fee. This subscription allows the operator to access all ISAGO reports and utilize them and their data within their own oversight system and program.

An airline does also have the option to buy individual audit reports at 1,500 USD each.



We hope you will find this guide useful. We encourage you to visit www.iata.org/isago to read more information about ISAGO and the Charter of Professional Auditors or contact us at isago@iata.org or copa@iata.org

Complete this checklist before making your application.

EDUCATION			
Pre-requisite	Explanation	What do I need to provide for CoPA	Checked
Secondary education	<p>Education level that would usually allow you to enter higher education (college/university).</p> <p>In most jurisdictions, secondary education refers to the last four years of statutory formal education (grade nine through grade twelve). Secondary schools may be called high schools, academies, gymnasiums, lyceums, middle schools, upper schools etc.</p>	Certificate	 Secondary
Formal auditor training	<p>Basic training, teaching auditing techniques, usually ISO based. ISAGO or IOSA Auditor Classroom or Computer-based Training are not sufficient to comply with this requirement.</p>	Certificate	 Secondary
SMS training based on ICAO provisions	<p>A comprehensive course (usually 3 to 5 days) including an examination. One day SMS course or Familiarization courses are not sufficient to comply with this requirement.</p>	Certificate	 Auditor
Other General knowledge and skills	<ul style="list-style-type: none"> - Ability to work in a team, observing ethical and cultural protocols - Ability to communicate effectively in English. Fluency in other languages is an asset. - Ability to produce concise and legible factual reports - Knowledge of ISAGO documentation (including AHM and IGOM, ICHM, DGR, as applicable) - Knowledge of the typical organizational structures of GSPs and their ground operations 	This pre-requisite will be verified through your interview	 Skills

Each candidate must have ground operations and auditing experience in the broader area of ground operations.

If you haven't worked in Ground Operations for the full four years or you can't comply with the 12 months recent ground operations working experience, you can apply using your recent Auditing Experience.

OR

GROUND OPERATIONAL EXPERIENCE				AUDITING EXPERIENCE			
Pre-requisite	Explanation	What do I need to provide for CoPA	Checked	Pre-requisite	Explanation	What do I need to provide for CoPA	Checked
Experience	4 years of Operational experience, working directly in ground operations (e.g. on the ramp, in cargo warehouse, station manager, ramp supervision, baggage handling, check-in etc). Experience in quality management is not acceptable	Job title and description of duties that include details of the work described left	 4 years	Experience (Aviation)	Overall 4 years of experience in an aircraft operational area within the scope of an IATA Operational Safety Audit (IOSA) no time limitation, such as flight operations, maintenance, dispatch, cargo, security etc.	Job title and description of duties that include working in aircraft operations	 4 years
Experience (Recent)	12 months of the above experience has to be taken place in the previous 24 months	Job title and description of duties that include details of the work described left	 12 months	Experience (Auditing Overall and Recent)	10 audits of ground operations disciplines in the 4 four years (at least 4 audits in the last 12 months). Please keep in mind inspections are not audits and participation in an audit as auditee is not acceptable.	Audits of ground operations. They can be internal or 3rd party audits.	 10 audits
Experience (Auditing)	4 audits in a ground operations discipline (at least one audit in the last 12 months). Please keep in mind inspections are not audits and participation in an audit as auditee is not acceptable.	Details of audits of ground operations. They can be internal or 3rd party audits.	 4 audits  1 audit in last 12 months				 4 audits in last 12 months

Finally, to be able to audit an ISAGO discipline you must have either 2 years (at any time) of work experience in the discipline you wish to apply for or 10 audits in the specific discipline (again at any time) as detailed below.

WORK

OR

AUDITS

DISCIPLINE SPECIFIC (OPERATIONAL) PAB, LOD, HDL, AGM and CGM				DISCIPLINE SPECIFIC (AUDITING) PAB, LOD, HDL, AGM and CGM			
Pre-requisite	Explanation	What do I need to provide for CoPA	Checked	Pre-requisite	Explanation	What do I need to provide for CoPA	Checked
Discipline Specific Experience (Operational)	2 years of operational experience	Job title and description of duties that include working in the discipline	 2 years	Discipline Specific Experience (Auditing)	10 audits of the specific discipline. Please keep in mind inspections are not audits and participation in an audit as auditee is not acceptable.	Audits of the specific discipline. They can be internal or 3rd party audits.	 10 audits

Qualification for ORM is different! For ORM you must have work AND audit experience.

DISCIPLINE SPECIFIC ORM			
Pre-requisite	Explanation	What do I need to provide for CoPA	Checked
Discipline Specific Experience for ORM (mandatory Operational)	2 years of experience in a managerial role	Job title and description of duties as a Manager in <ul style="list-style-type: none"> • Safety, Quality or security • Oversight of Ground Operations • Policy and/or procedure setting 	 Manager role
Discipline Specific Experience for ORM (mandatory Auditing)	10 audits of ORM Please keep in mind inspections are not audits and participation in an audit as auditee is not acceptable.	Audits of the specific discipline. They can be internal or 3rd party audits.	 10 Audits