

**ETHIOPIAN CIVIL AVIATION AUTHORITY TRAINING CENTER**

**(ECATC)**

**TRAINING POLICY AND PROCEDURE MANAUAL**

Part Three

Quality Manual

Addis Ababa

Ethiopia

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**Acronyms**

Table 1: Acronyms

|  |  |
| --- | --- |
| AIR | Airworthiness |
| AR | Aviation Regulation |
| CATC | Civil Aviation Training Center |
| ECAA | Ethiopian Civil Aviation Authority |
| ECAAAR | Ethiopian Civil Aviation Authority Aviation Regulation |
| GSI | Government Safety Inspector |
| ICAO | International Civil Aviation Organization |
| QA | Quality Assurance |
| QAM | Quality Assurance Manger |

**Introduction**

The Civil Aviation Training Center (CATC) is a large institution situated in the metropolitan area of Addis Ababa. The Training Center operates in the Civil Aviation Authority Compound. Its administrative seat is located in the same training center in the city of Addis Ababa

The Training Center (CATC) was established in 1951 to curb the shortage of manpower in civil aviation-related areas such as Air Traffic Services, Fire Prevention and Rescue, Aeronautical Information Services, Electronics Communication Services, etc., for different target population within Ethiopian Civil Aviation Authority (ECAA) and Ethiopian Airports Enterprise.

The Training Center is now aspiring ICAO TRAINAIR PLUS membership. To meet ICAO requirements and alleviate its status through maintaining the quality of the training center, the Ethiopian Civil Aviation Training Center developed a Quality Manual in order to improve the quality of the teaching-learning practices to better satisfy the requirements and expectations of its end users and improve the overall management responsibility of the training center.

The Quality Manual System of CATC attempts to meet the requirements of the International Standard. Meeting international standards enhances the quality of teaching and learning responsibilities.

The manual is divided into eight sections that correlate to the requirements of internationally accepted standards. The first section begins with scope. The second section contains policy and objective expressing CATC’s obligation to implement the basic requirements of a Quality Manual System. This section is followed by specific information pertaining to the procedures that describe the method used to implement the necessary requirements next to the lexicon of terms.

Section five is about organization that describes the CATC organizational chart, delineates authorities; inter relationships and responsibilities of the personnel responsible for performing within the system. It also covers how the review and revision of the quality manual is performed.

Section six also describes CATC’s Quality Management System. It provides procedures for all activities comprising the Quality Management System to ensure compliance to the necessary requirements of the standard. It covers the audit procedures of the quality assurance department.

Section seven is used internally to guide the training center’s staff and trainees through the various requirements of internationally accepted standards that must be met and maintained in order to ensure satisfaction by the concerned stakeholders of the aviation industry and for continuous improvement. It also covers the facility, equipment and capability of the training center.

The last section is about documentation and control. It familiarizes users with the controls that have been implemented and to assure them the integrity of the Quality Management System is maintained and focused on customer satisfaction and continuous improvement. This section also helps the department to maintain control over the distribution, updating and storage of quality related manuals.

**Vision**

The vision of CATC aims to be a leading, internationally competitive innovative aviation training center.

**Mission**

To be an internationally recognized aviation training center that provide excellent training in a wide spectrum of aviation disciplines and enables trainees to become responsible and productive citizens.

**Section 1: Scope**

**1.1 Scope**

The quality manual outlines the policies, objectives and requirements of the Quality Assurance System. The system attempts to comply with the conditions set forth in the international standard and recommended practices.

**Section 2: Policy and Objectives**

**2.1 Policy and Objectives**

CATC’s quality policy is to alleviate the scarce manpower in the aviation sector both at national and regional level by providing teaching-learning services which consistently satisfy the needs and expectations of the industry.

This level of quality is achieved through adoption of a system of procedures that reflect the competence of the Training Center to existing and potential customers in the aviation industries.

Achievement of this policy involves all staff, who is individually responsible for the quality of their work, resulting in a continually improving working environment for all. This policy is provided and explained to each employee by the Director or Quality Manager of the training center.

To achieve and maintain the required level of assurance the Director retains responsibility for the Quality System with routine operation controlled by the Quality Manager.

The objectives of the Quality Assurance System are:

* To maintain an effective Quality Assurance System that complies with International Standard.
* To achieve and maintain a level of quality which enhances the Training Center's reputation with customers.
* To ensure compliance with relevant statutory and safety requirements.
* To endeavor, at all times, to maximize customer satisfaction with the services provided by Training Center.

**Section 3: Definitions**

**3.1 Definitions**

As used in this manual, the following terms shall have the meanings specified:

**Administrative review**

Is an evaluation of the report and supporting documentation for consistency with training center policies

**Audit**

Is an inspection used to evaluate, confirm, or verify activity related to quality

**Audit checklist**

Is a checklist that allows the user to conduct a specific audit

**Auditor**

Is an individual who conducts the audit to make sure the quality performance interprets data and reaches conclusions or is an individual who monitor performance and identify areas in which improvement may be needed

**CATC**

Is the Civil Aviation Training Center of the Ethiopian Civil Aviation Authority

**Civil Aviation Authority (CAA)**

The competent Authority that provides oversight of the Approved Training Organization ensuring compliance of the regulations.

**Class room**

Is a facility in which audit test is performed.

**Course Equipment**

All equipment required to conduct the courses including overhead projectors, pens, markers, whiteboards, flipcharts etc.

**Course Material**

All material related to the actual course, including PowerPoint projections, handouts etc.

**Edition Number**

The number of a particular data that indicates how many times it has been fully revised.

**External Performance Auditor**

Is an entity or organization external to and independent of the training center which is involved in teaching and learning activities.

**Performance audit**

Is a quality assurance measure used to monitor performance and identify areas in which improvement may be needed. Performance audit may be classified as (1) internal performance audit is one prepared and administered by the CATC; (2) external performance audit is one prepared and administered by the Civil Aviation Authority Regulatory body or ICAO and others.

**Qualifying audit**

Measures proficiency in both technical skills and knowledge of the subject matter.

**Quality**

Is the degree to which a system consistently meets specified requirements, satisfies stated needs, or produces desired outcomes.

**Quality Assurance**

Includes the systematic actions necessary to demonstrate that a service meets specified requirements for quality.

**Quality Assurance Manger**

The manager, acceptable to the Authority, responsible for the management of the quality management system, the monitoring function and quality assurance arrangements.

**Quality Audit**

An audit differs from a quality inspection in that it is a systematic and independent comparison of the way in which an operation is being conducted against the way in which the published operational procedures say it should be conducted.

**Quality Control**

The operational techniques and activities that are used to fulfill requirements for quality.

**Quality Inspection**

The primary purpose of a quality inspection is to observe a particular event/action/document etc, in order to verify whether established operational procedures and requirements are followed during the accomplishment of that event and whether the required standard is achieved. Check Pilots and Maintenance Inspectors are examples of personnel that conduct quality inspections in the performance of their duties. Quality Inspections are referred to as Quality Control.

**Quality Manual**

Is a document stating the quality policy, quality system and quality practices of an organization.

**Quality Policy**

A commitment by the Accountable Manger on behalf of the organization to what the Quality System is intended to achieve. The Quality Policy should reflect achievement and continued compliance with regulations.

**Quality System**

Is the organizational structure, responsibilities, procedures, processes and resources for implementing quality management.

**Reference Material (certified or standard)**

Is a material for which values are certified by a technically valid procedure and accompanied by or traceable to a certificate or other documentation which is issued by a certifying body.

**Review**

Is an evaluation of documentation to check for consistency, accuracy, and completeness.

**Revision Number**

The number of a particular Edition of data that indicates how many times it has been revised.

**Supervisor or expert or equivalent position or title as designated by the CATC**

Is the individual who is accountable for the technical operations of the Training Center.

**Technical review**

Is an evaluation of reports, notes, data, and other documents to ensure an appropriate and sufficient basis for the conclusions. This review is conducted by qualified individual.

**Trainee written submission**

Is the written submission will be a joint effort between the trainee representative body and those trainees actually studying on the relevant programmes.

**Section 4: General Requirements**

* 1. **Introduction**

The Civil Aviation Authority Training Center has established, documented and implemented a Quality Management System (QMS) that meets the requirements of international standards. The system is maintained and continually improved through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive action and management review.

* 1. **Documentation Requirements**

**4.2.1 General**

The Quality Management System documentation includes:

* A documented Quality Policy
* This Quality Manual
* Documented Procedures
* Documents identified as needed for the effective planning, operation and control of processes, and
* Quality Records
  + 1. **Quality Manual**

This Quality Manual has been prepared to describe the Civil Aviation Training Center Quality Management System. Each section of the manual references documents QMS procedures relating to the requirements outlined in that section.

* + 1. **Documents Control and Record of Amendments**

The Quality Assurance Manger shall be responsible for the continued amendment of this manual ensuring it is kept in line with national and international standards and recommended practices.

It is the responsibility of the manual holder to keep this manual up to date at all times. The list of effective pages will be updated at each amendment and shall be used as the primary reference as to the status of this particular manual.

All of the QMS documents are controlled according to the Document Control Procedures which is shown in detail in section eight. This procedure defines the process for:

* Approving documents for adequacy prior to issue
* Reviewing and updating as necessary and re-approving documents
* Ensuring that changes and current revision status of documents are available at point of use.
* Ensuring that documents remain legible and readily identifiable.
  + 1. **Control of Quality Records**

Quality records are maintained to provide evidence of conformity to requirements and of the effective operation of the QMS. The records are maintained according to the control of Quality records which is explained in detail in section Documentation and Records in this manual. This procedure requires that quality records remain legible, readily identifiable and retrievable. The procedures define the controls needed for identification, storage, protection, retrieval, retention time and disposition of quality records. Please see the detail at the end of this manual for each element.

* 1. **Quality Assurance Requirements** 
     1. **The Civil Aviation Training Center -Training Internal Quality Assurance Processes**

The Civil Aviation Training Center - Training standards and quality are:

* The assessment of trainees;
* Procedures for the design, approval, and the monitoring and review of programs.

Civil Aviation Training Center carries out both regular monitoring and periodic review of programs. Monitoring considers how effectively a programme achieves its stated objectives and the success of trainees in attaining the intended learning outcomes. It is usually undertaken by the department providing the programme, and often involves a programme team appraising its own performance at the end of the course. The process may take into account reports from examiners, staff and trainee feedback, reports from CAA Regulatory Directorates or other professional body that may accredit the programme and feedback from former trainees and their employers. It may result in adjustments to the curriculum or to trainee assessment, to ensure continued effectiveness.

Periodic review of trainees is carried out, typically, every module for STP course and in every course delivered and normally involves internal exam’s or individual or group presentations and practical assessment. It looks at whether the objectives and intended learning outcomes set for a programme are still valid and are being achieved. The training center also has in place arrangements for the periodic review of the various services they provide to their trainees.

* + 1. **External Examiners Advice**

The Civil Aviation Training Center may use external examiners who report to the Director of the CATC. External examiners are independent professional experts drawn from other organizations or departments within ECAA, such as any of the regulatory directorates, Air Navigation Services, and other relevant organization. They provide impartial advice on performance in relation to particular programmes. CATC requires their external examiners, in their expert judgment, to report on:

* whether the standards set are appropriate for the awards or award elements, by referring to the frameworks for aviation industry qualifications, organizational programme specifications and other relevant matters;
* the standards of trainee performance and the comparability of the standards with those of trainees following similar programmes;
* the extent to which the processes for assessment, examination and the determination of awards are sound and have been fairly conducted.

* + 1. **Training Achievement**

Each department has highly qualified staff for most of the courses and sub-disciplines. Trainees are required to pass progress, mastery tests for those STP Program and take exam and earn a passing grade (minimum 70%). They are encouraged and regularly instructed to participate in both individual and group discussions.

* + 1. **The work of the Aviation Regulation**

The Aviation Regulation (AR) of the Ethiopian Civil Aviation Authority (ECAA) has statutory responsibility to determine the standards of aviation schools and awards certificate as indicated in the Authority’s Re-establishment Proclamation No. of 273/2002 of Art., 7(15). This responsibility of the AR is also recognized by the International Civil Aviation Organization (ICAO). The Audit of the Civil Aviation Training Center (CATC) is conducted by the AR in terms of its mandate.

The Civil Aviation Regulatory responsibility is to safeguard the aviation interest in sound standards of aviation training center qualifications, and to encourage continuous improvement in the management of the quality of CATC.

This is achieved by reviewing training standards and quality, and providing both internationally and nationally agreed reference points that help to define clear and explicit standards.

* + 1. **Reviewing standards and quality**

It is the responsibility of Civil Aviation Regulation in cooperation with Quality Assurance Manager to offer good quality training and to ensure that appropriate standards are achieved. It is the Civil Aviation Regulation role to provide assurance that standards and quality within training center are being safeguarded and enhanced. It does this mainly through a peer review process of audits and reviews. These are conducted by teams of auditors and reviewers, most of whom are professions from aviation industry.

* + - 1. **Audit**

1. **Purpose**

Audit is subject review and organizational-level review. It aims to ensure that Civil Aviation Training Center is:

* providing aviation training awards and qualifications of an acceptable quality and an appropriate academic standard; and (where relevant)
* exercising their legal powers to award certificates level in a proper manner.

1. **Process**

Civil Aviation Training Center audit combines scrutiny of internal quality assurance systems at organizational-level, with a more detailed investigation at discipline level of whether those systems are operating in the manner intended.

1. **Trainees**

Trainees are central to the process of organizational audit. For each audit, the trainees have the opportunity to participate in the key meetings through their representative and to provide the audit team with a 'trainee written submission'.

**Section 5: Organization**

* 1. **Introduction**

This Approved Training Center Quality Manual lays out the policy required by the Quality Assurance Department of CATC, ECAA Regulatory Body and ICAO for the control of all training courses conducted by CATC.

* 1. **Accountability**

The Accountable Managers such as Director of CATC, Administration and Finance Manager, Aviation Safety Trainings Manger, Air Navigation Trainings Manger, and Airport Operation Manager are ultimately responsible for Quality. The Quality Assurance Manager is directly responsible to the Accountable Manager for the implementation of the Quality Management System. All staff are directly responsible for quality awareness throughout the training center and its operations. The following are the training center nominated post holders and are required to be accepted by the regulatory authority:

1. Director of CATC (Accountable Manager)-
2. Quality Assurance Manager (Accountable Manager)-
3. Administration and Finance Manager (Accountable Manager)-
4. Aviation Safety Trainings Manger (Accountable Manager)-
5. Air Navigation Trainings Manger (Accountable Manager)-
6. Airport Operation Manager (Accountable Manager)-
   * 1. **Quality Policy**

The following Quality Policy is a commitment by the Accountable Manager on behalf of the organization to what the training center intends to achieve. This Quality Policy must be distributed throughout the organization so staff and clients are aware of this commitment.

**OUR MISSION** is to understand the needs and expectation of our customers and to provide with the best most up to date training courses in the aviation industry, at the highest degree of quality achievable.

**OUR QUALITY COMMITMENT** is that every CATC training course is made with our deliberate understanding that a life could depend upon the integrity of our product. Highly trained innovative instructors and the most comprehensive background research will be utilized in the production of each and every training course. Continuous course critique, auditing and revision will ensure that our courses have the integrity that we say they have.

**OUR RESPONSIBILITY** as a training center is to take seriously the business that we are in, to be the best at what we do, and to serve our customers with a strong sense of diligence.

* 1. **Organization Chart**

The following organization chart shows the current structure within CATC. It is imperative that the Quality Expert and Quality Assurance Manager have unrestricted access to the Accountable Managers at all times. However, the Quality Expert is responsible to the Quality Assurance Manager for general duties and responsibilities.

**Organization Chart**

Director

Ethiopian Civil Aviation Authority Training Center

Director General

Ethiopian Civil Aviation Authority

Manager,

Administration & Finance

Manager Course Development

Manager Quality Assurance

**Organizational Structure of Ethiopian Civil Aviation Training Center**

Fire Fighting & Rescue Instructor

Manager

Airport Operations Trainings

Instructor Personnel Licensing

Instructor Aircraft Operations

Instructor Airworthiness

Manager

Aviation Safety Trainings

Simulation System

Communication Navigation Service Instructor

Air Traffic Management Instructor

Manager

Air Navigation Trainings

* 1. **Authority, Responsibility and Minimum Qualification** 
     1. **Authority**
* All staffs are allocated with authority to perform their allocated responsibilities. The following provides a summary of the principal responsibilities of each job role, and these are clarified in greater detail within the Training Policy of the CATC.
* All staffs share the authority and responsibility of identifying noncompliance or possible improvements, and recording these instances such that corrective action can be taken, both to rectify the immediate situation and to prevent recurrence.
* The Director of CATC continually reviews the company's resources to ensure that adequate staff, equipment and materials are available to meet customer requirements.
  + 1. **Responsibilities and Minimum Qualifications** 
       1. **Director of CATC (Accountable Manager)**

**Qualifications**

1. A background in the management of training organizations;
2. Knowledge of the Civil Aviation (Approved Training Organization) Regulations and the regulations and other materials published by the Authority that are applicable to the courses taught by the approved training organization;
3. A thorough understanding of the organization and training program of the approved training organization.

**Duties and Responsibilities**

In addition to the general responsibilities and duties as a director/manager:

1. Responsible for the appointment of post holders;
2. Ensure that the facilities and working environment are appropriate for the tasks to be performed;
3. Ensure that the training center has the necessary technical data, equipment, training devices and material to conduct the courses for which it is approved;
4. To ensure through his corporate responsibilities that the training center activities can be financed and carried out to the standard required by the ECAA;
5. To ensure that all training is conducted by competent personnel in accordance with the provisions of the Approved Training Policy and Procedure;
6. May delegate in writing to another person within the organization, the day-to-day management responsibility;
7. To ensure that the quality system is evaluated and reports acted upon to maintain the published standards;
8. To be directly accessible to the Quality Assurance Manager and Quality Expert (Auditor).

**Deputy**

Manager, Administration and Finance

**Training**

Nil

* + - 1. **Aviation Safety Trainings Manager**

**Qualifications**

1. A technically qualified person in at least one field of training to be conducted;
2. At least three years experience in the training to be conducted;
3. A background in the management of training organizations;
4. Knowledge of the Civil Aviation Regulations and the regulations and other materials published by the Authority that are applicable to the courses taught by the approved training organization;
5. A thorough understanding of the organization and training program of the approved training organization;
6. Hold an Instructor's certificate in the field he is to give instructions;
7. Must have good interpersonal and communication skills, be technically competent and a person of integrity, be impartial in carrying out tasks, be tactful, have good understanding of human nature and posses the ability to get along with other people;

**Duties and Responsibilities**

In addition to the general responsibilities and duties as a manager:

1. Be responsible for the supervision of instructors and associate instructors for the standardization of all instruction.
2. To deputize the Accountable Managers, however, in this role he/she cannot change rules and regulations or job functions/employment of the training center.
3. Ensure that the facilities and working environment are appropriate for the tasks to be performed;
4. Ensure that the training center has the necessary technical data, equipment, training devices and material to conduct the courses for which it is approved;
5. To ensure that all training is conducted by competent personnel in accordance with the provisions of the Approved Training Policy and Procedure;
6. May delegate in writing to instructor within the organization, the day-to-day management responsibility;

**Deputy**

Instructor AIR/Aircraft Ops/ PEL

**Training**

1. On first joining the training center he/she must complete the training center indoctrination training;
2. Initial training in the following subjects:
3. Organization Quality Management System;
4. Organization procedures training;
5. A thorough understanding of the organization and training program of the approved training organization.
   * + 1. **Air Navigation Trainings Manager**

**Qualifications**

1. A technically qualified person in at least one field of training to be conducted;
2. At least three years experience in the training to be conducted;
3. A background in the management of training organizations;
4. Knowledge of the Civil Aviation Regulations and the regulations and other materials published by the Authority that are applicable to the courses taught by the approved training organization;
5. A thorough understanding of the organization and training program of the approved training organization;
6. Hold an Instructor's certificate in the field he is to give instructions;
7. Must have good interpersonal and communication skills, be technically competent and a person of integrity, be impartial in carrying out tasks, be tactful, have good understanding of human nature and posses the ability to get along with other people;

**Duties and Responsibilities**

In addition to the general responsibilities and duties as a manager:

1. Be responsible for the supervision of instructors and associate instructors for the standardization of all instruction.
2. To deputize the Accountable Managers, however, in this role he/she cannot change rules and regulations or job functions/employment of the training center.
3. Ensure that the facilities and working environment are appropriate for the tasks to be performed;
4. Ensure that the training center has the necessary technical data, equipment, training devices and material to conduct the courses for which it is approved;
5. To ensure that all training is conducted by competent personnel in accordance with the provisions of the Approved Training Policy and Procedure;
6. May delegate in writing to instructor within the organization, the day-to-day management responsibility;

**Deputy**

Instructor

**Training**

1. On first joining the training center he/she must complete the training center indoctrination training;
2. Initial training in the following subjects:
   1. Organization Quality Management System;
   2. Organization procedures training;
3. Every 24 months he/she shall be subject to a proficiency check and standards evaluation.
   * + 1. **Airport Operation Trainings Manager**

**Qualifications**

1. A technically qualified person in at least one field of training to be conducted;
2. At least three years experience in the training to be conducted;
3. A background in the management of training organizations;
4. Knowledge of the Civil Aviation Regulations and the regulations and other materials published by the Authority that are applicable to the courses taught by the approved training organization;
5. A thorough understanding of the organization and training program of the approved training organization;
6. Hold an Instructor's certificate in the field he is to give instructions;
7. Must have good interpersonal and communication skills, be technically competent and a person of integrity, be impartial in carrying out tasks, be tactful, have good understanding of human nature and posses the ability to get along with other people;

**Duties and Responsibilities**

In addition to the general responsibilities and duties as a manager:

1. Be responsible for the supervision of instructors and associate instructors for the standardization of all instruction.
2. To deputize the Accountable Managers, however, in this role he/she cannot change rules and regulations or job functions/employment of the training center.
3. Ensure that the facilities and working environment are appropriate for the tasks to be performed;
4. Ensure that the training center has the necessary technical data, equipment, training devices and material to conduct the courses for which it is approved;
5. To ensure that all training is conducted by competent personnel in accordance with the provisions of the Approved Training Policy and Procedure;
6. May delegate in writing to instructor within the organization, the day-to-day management responsibility;

**Deputy**

Instructor

**Training**

1. On first joining the training center he/she must complete the training center indoctrination training;
2. Initial training in the following subjects:
   1. Organization Quality Management System;
   2. Organization procedures training;
3. Every 24 months he/she shall be subject to a proficiency check and standards evaluation.
   * + 1. **Instructor PEL/AIR/OPS/CNS/**

**Qualifications**

1. Hold an Instructor's certificate in the field he is to give instructions;
2. Must have good interpersonal and communication skills, be technically competent and a person of integrity, be impartial in carrying out tasks, be tactful, have good understanding of human nature and posses the ability to get along with other people;
3. Has received training in teaching and instructional techniques.

**Duties and Responsibilities**

In addition to the general responsibilities and duties as an instructor:

1. Be responsible for carrying out instruction of trainees in line with the training center procedures.
2. To deputize the Accountable Managers, however, in this role he/she cannot change rules and regulations or job functions/employment of the training center.

**Deputy**

Associate Instructor

**Training**

1. On first joining the training center he/she must complete the organization indoctrination training;
2. Initial and refresher training every twelve months in the following subjects:
3. The training center procedures training;
4. Instructional Techniques training;
5. Specific course training.
6. Every 12 months he/she shall be subject to a proficiency check and standards evaluation.
   * + 1. **Associate Instructor PEL/AIR/OPS/CNS/**

**Qualifications**

1. Hold an Instructor's certificate in the field he is to give instructions;
2. Must have good interpersonal and communication skills, be technically competent and a person of integrity, be impartial in carrying out tasks, be tactful, have good understanding of human nature and posses the ability to get along with other people;
3. Has received training in teaching and instructional techniques.

**Duties and Responsibilities**

In addition to the general responsibilities and duties as an associate instructor:

1. Be responsible for assisting the instructor who is carrying out instruction of students in line with the training center procedures.

**Deputy**

Not applicable.

**Training**

1. On first joining the training center he/she must complete the organization indoctrination training;
2. Initial and refresher training every twelve months in the following subjects:
3. The training center procedures training;
4. Instructional Techniques training;
5. Specific course training. .
6. Every 12 months he/she shall be subject to a proficiency check and standards evaluation.
7. If an instructor is to teach a new course in addition with complying with the above he/she shall first observe the entire course and be briefed by the training instructor on course layout and delivery and then deliver the course under supervision of the training instructor.
   * + 1. **Administration and Finance Manager**

**Qualifications**

1. A background in the management/ accounting of training organizations;
2. Knowledge of the Civil Aviation (Approved Training Organization) Regulations and the regulations and other materials published by the Authority that are applicable to the courses taught by the approved training organization;
3. A thorough understanding of the organization and training program.

**Duties and Responsibilities**

In addition to the general responsibilities and duties as a manager:

1. Responsible for the recruitment of post holders;
2. Ensure that the facilities and working environment are appropriate for the tasks to be performed;
3. Ensure that the training center has the necessary technical data, equipment, training devices and material to conduct the courses for which it is approved;
4. To ensure that all training is conducted by competent personnel in accordance with the provisions of the Approved Training Policy and Procedure;
5. May delegate in writing to another person within the organization, the day-to-day management responsibility;
6. To be directly accessible to the Quality Assurance Manager and Quality Expert (Auditor).

**Deputy**

Other Manager

**Training**

Nil

* + - 1. **Quality Assurance Manager**

**Qualifications**

1. A technically qualified person in at least one field of training to be conducted;
2. At least seven years experience in the training to be conducted;
3. Must have successfully completed training in quality management.

**Duties and Responsibilities**

In addition to the general responsibilities and duties as a manager:

1. Have direct access to all Managers;
2. Have access to all parts of the training center;
3. Have the primary role to verify, by monitoring activities in the field of training, that the standards required by the ECAA and ICAO, and any additional requirements as established by the approved training policy and procedure are being carried out properly;
4. Be responsible for ensuring that the Quality Assurance Programme is properly implemented, maintained and continuously reviewed and improved;
5. Shall maintain an audit schedule;
6. Following the audit procedures prepare a report on the forms provided and dispatch to the departmental manager the report and discuss what follow up action will be required by the training center to any faults found during the audit;
7. File reports once closed and ensure it is kept, together with all forms and correspondence in connection with the quality audit, for inspection for 5 years following the audit. Additionally the following documents must be kept for a period of 5 years:
8. Audit schedules;
9. Quality Inspection and audit reports;
10. Response to findings;
11. Corrective action reports;
12. Follow -up and closure reports, and;
13. Audit reports

**Deputy**

Quality Expert

**Training**

1. On first joining the company he/she must complete company indoctrination training;
2. Initial training in the following subjects:
   1. Company Quality Management System;
   2. Company Procedures training;
   3. Auditor training.
      * 1. **Quality Expert/ Auditor**

**Qualifications**

1. Must have completed an approved auditor course;
2. Have experience in the area to be audited.

**Duties and Responsibilities**

The Quality Expert/ auditor is responsible to the Quality Assurance Manager (QAM) for:

1. Completing quality audits as directed by the Quality Assurance Manager and by the agreed audit schedule;
2. Completing the audits to the standard and depth required by the QAM;
3. Planning and preparation preceding any audit;
4. Briefing the head of department prior to an audit taking place;
5. De-briefing the head of department/responsible manager following an audit;
6. His/her conduct during the audit;
7. Completing the report form and dispatching to the QAM following an audit.

**Deputy**

Not applicable.

**Training**

1. On first joining the training center he/she must complete the organization indoctrination training;
2. Initial and refresher training every twelve months in the following subjects:

1) Organization Quality Management System;

2) Organization Procedures training;

1. Every 12 months he/she shall be subject to proficiency check and standards evaluation.
   * + 1. **Course Development Manager**

**Qualifications**

1. A technically qualified person in at least one field of training to be conducted;
2. Must have successfully completed training in Instructor Development Course;
3. Must have successfully completed training in quality management or related.

**Duties and Responsibilities**

In addition to the general responsibilities and duties as a manager:

1. Have direct access to all Managers;
2. Have a knowledge in designing a curriculum and production of STP;
3. Have the primary role to develop, design, by conducting analysis in the field of training, that the standards required by Quality Assurance Department of CATC, the ECAA and ICAO;
4. Be responsible for achieving requirements set in the Quality Assurance Programme.
5. Shall evaluate training material;
6. Following the audit procedures, play major roles in contributing to remedies any faults found during the audit;
7. Keeps documents and reports that are in relation to courses development prepared as per the quality audit for a period of 5 years;

**Deputy**

Course Developer

**Training**

1. On first joining the company he/she must complete company indoctrination training;
2. Initial training in the following subjects:
3. The training center Indoctrination;
4. The training center quality management system;
   * + 1. **Course Developer**

**Qualifications**

1. A technically qualified person in at least one field of training to be conducted;
2. Must have successfully completed training in Instructor Development Course;
3. Must have successfully completed training in quality management or related.

**Duties and Responsibilities**

In addition to the general responsibilities and duties as a course developer:

1. Have a knowledge in designing a curriculum and production of STP;
2. Have the primary role to develop, design, by conducting analysis in the field of training, that the standards required by Quality Assurance Department of CATC, the ECAA and ICAO;
3. Be responsible for achieving requirements set in the Quality Assurance Programme.
4. Shall evaluate and maintain the existing training material ;
5. Following the audit procedures, play major roles in contributing to remedies any faults found during the audit;
6. Keeps documents and reports that are in relation to courses development prepared as per the quality audit for a period of 5 years;

**Deputy**

Nil

**Training**

1. On first joining the company he/she must complete company indoctrination training;
2. Initial training in the following subjects:
   1. The training center Indoctrination;
   2. The training center quality management system;
      1. **Review and Revision of Quality Manual**

The Quality Manual produced by the training center will be published and controlled centrally and conform to the CATC standard of format which will ensure consistency in documentation philosophy and content presentation. All the training center documents including forms will have a form of document control such as revision number and date of revision. All the training center published manuals will be reviewed at least once a year.

* + 1. **Notification and Inspection**

The CATC shall notify ECAA Regulatory Body within 30 (thirty) days of any of the following changes to:

1. All Managers including Quality Assurance Manager;
2. Instructional Staff;
3. The housing, training facilities and equipment, procedures, training programs, and work scope that could affect the approval.

The CATC shall notify the ECAA and ICAO of a change in the physical and mailing address at least 10 (ten) days in advance of the change. The CATC shall present its approved training center certificate for inspection upon a request from the ECAA and /or ICAO or any other person authorized by ECAA and /or ICAO or any national or local law enforcement officer.

**Section 6: Quality Management System**

* 1. **Introduction**

The Quality Management System is a planned and systematic method to provide confidence that all procedures are conducted in accordance with all applicable requirements and standards.

All sub-contractors must deliver services and products to the agreed contractual specification. The CATC's Quality System will monitor compliance to ensure the training center's responsibilities and requirements are met, safety standards upheld and authorizations/approvals are complied with. It will remain the responsibility of the training center to assure quality of the product or service.

* 1. **Auditor (Quality Expert)** 
     1. **Qualifications**

Auditor that carry out audits must be trained on the training center audit procedures. This training will be carried out by the Quality Assurance Manager or his designate. An auditor must not conduct an audit on his own immediate work area but should be familiar with the area being audited. The CATC may use either internal or external auditors to conduct the scheduled audits.

* + 1. **Code of Conduct**

The following should be of prime importance when carrying out a professional audit:

1. Always act in a confident and professional manner;
2. Be fully prepared for each audit;
3. Arrive on time;
4. Be familiar with all aspects of the Quality System and Audit Checklists in use by the training center;
5. Always be as diplomatic as possible towards the auditee;
6. Be patient but diligent in collecting evidence and objective and analytical when evaluating results;
7. Culture two way communication, while listening and not preaching;
8. Should never be argmentative, opinionated or jump to conclusions;
9. Never be afraid of reporting what has been found throughout the audit.
   * 1. **Independence**

To be effective in providing management with confidence, the audit team or individuals will be free to act independently of routine management. All auditors should not have any day-to-day involvement in the area of activity that is to be audited. The essential aspects of this independence are:

1. Direct line reporting by the Quality Assurance Manager to the Accountable Managers;
2. Independent Authority -the freedom of the auditor to choose his own areas and lines of enquiry for the scheduled audit;
3. Independent access -the freedom of auditor to visit or enquire into any part of the organization.
   1. **Audits**

Audits should at all times be scheduled and structured in a way as to be of benefit to the auditee and the training center as a whole. The Quality Assurance Department of CATC has published and attached as an appendix the audit schedule and will only be changed with the Managers authorization. Most areas of the operation will be audited at least twice every 12 months. Primarily, depending on which check is to be completed, the responsible manager will be notified at least 14 days prior to the audit taking place.

The Quality Assurance Manager will prepare all checklists and paperwork for the auditor in advance of the audit. The previous audit will be consulted and a note of the non-conformities and areas will be notified to the auditor, therefore those areas may be looked at again if necessary. Additionally, the Quality Assurance Manager will note any actions required by the last audit evaluation meeting, and these requirements will also be notified to the auditor concerned.

The Quality Assurance Manager is responsible to ensure the systems and procedures within the company consistently meet specified requirements, satisfy stated needs, or produce desired outcomes. In order to achieve this he shall ensure all those internal audits as indicated on the Audit Schedule along with any other audits required to uphold the quality of the training center are completed.

* + 1. **Audit Structure**

All audits should include the following:

1. The type of audit (e.g. facility audit, teaching audit, documentation audit, …)
2. Date of audit and completion.
3. Initial contact with auditee to confirm audit dates and times;
4. Planning of audit checklists by the auditor;
5. Opening meeting that defines the scope of the audit and the signing of an attendance list;
6. Reviewing of documents to be used;
7. Interviewing of auditee and collection of required information;
8. Evaluation of results by the auditor;
9. Closing meeting that defines any non-conformity that have been found and the audit process to use to correct the non-conformity. Most importantly the agreement between the auditor and auditee of the non- conformities and the signing of an attendance list confirming such.
10. Presentation of the formal audit report by Quality Assurance Manager.
11. Copies of all data and notes supporting the conclusions.
12. Any discrepancies noted.
13. Corrective actions taken.

The quality assurance managers who are actively engaged in quality audit shall undergo at regular intervals of not to exceed 15 days. The CATC quality assurance establishes and follows procedures for corrective action whenever performance audit discrepancies are detected. The quality assurances maintain documentation for the corrective action. Such documentation shall be retained in accordance with CATC procedures.

* + 1. **Audit and Non-Conformity Follow-up**

The Quality Assurance Manager is responsible for follow-up and closure of all Audits and Non-conformities. This will be achieved by compiling and updating a list of all Audits and Non-conformities. These will be reviewed monthly and reminders sent to those responsible for the corrective action indicating the time frame in which the non-conformities need to be completed as indicated hear under (priority level). Audits shall remain open until all non-conformities have been assigned a corrective action plan that has been accepted by the Quality Assurance Manager.

* + - 1. **Priority Level**

|  |  |  |
| --- | --- | --- |
| Priority Level | Days | Meaning |
| 1 | Immediate | Imminent threat to the teaching-learning processes. |
| 2 | 14 | Could affect the teaching-learning processes. |
| 3 | 30 | Procedure not being followed and outcome not occurring |
| 4 | 90 | Procedure not being followed but outcome occurring |

The priority level indicates the severity of the finding and the subsequent time by which the finding should be addressed. Below are the levels of priority.

Table 2: Priority Level

Management review of the suitability and effectiveness of the Quality System takes place at least twice per year. During the management meetings actions are allocated and minuted to record the development of the CATC's management system.

The objectives of Management Review are:

* To establish that the Quality (Management) System is achieving the expected results and meeting the Training Center's requirements, continuing to conform to the Standard, continuing to satisfy the customers’ needs and expectations, and functioning in accordance with the established Training Policy of the center.
* To expose irregularities or defects in the System, identify weaknesses and evaluate possible improvements.
* To review the effectiveness of previous corrective actions, and to review the adequacy and suitability of the management system for current and future operations of the Training Center.
* To review any complaints received, identify the cause and recommend corrective action if required.
* To review the finding of internal/ external audits and identify any areas of recurring problems or potential improvements.
* To review the reports of nonconforming items and trend information to identify possible improvements.
* Internal audits of the Quality System are undertaken at least once per annum for each activity to confirm that the function concerned is adhering to the Training Center's Policy /Procedures.
* Audits are undertaken by auditors who are trained in auditing and not directly responsible for the functions being audited within that Training Center. Nonconformance observed is brought to the attention of the person responsible, and is recorded, documented and is subject to timely corrective action to ensure full rectification.
  1. **Audit Reporting**

There are three forms to be completed when conducting an audit:

1. Audit Checklist;
2. Non-conformity Report Form;
3. Audit Report Form.
   * 1. **Audit Checklist**

An auditor should prepare an audit checklist of questions that will assure the auditor that all required areas have been thoroughly assessed. There are two types of checklist questions:

1. High Level- Consist of policy type questions with “yes” or "no" answers;
2. Low Level- Consists of detailed answers showing actual practices taking place.

When producing a checklist the auditor should start by producing the High Level questions and then the Low Level questions. By their nature there will be many times more Low Level questions than High Level questions.

* + 1. **Non-conformity Report Form**

All non-conformities should be recorded separately on these report forms and be based on factual information. It should always be linked to an instruction, policy or procedure.

The non-conformity shall also be assessed a Risk Level and associated time frame to carry out the required corrective action by the responsible manager. It is the responsibility of the Quality Assurance Manager to hand all audit reports to the applicable responsible manager who will indicate the immediate corrective action carried out, the finding of the root cause analysis and subsequent corrective action.

* + 1. **Audit Report Form**

This form should be completed by the Quality Assurance Manager once an auditor has returned the Audit checklist and Non-conformity report forms. The details to be entered at the top of the report are detailed below under the title Audit References. The Introduction/Scope should describe why the audit has taken place and any special instructions or procedures that have taken place in the audit. All documents that the auditee has referenced throughout the audit should be entered in the space provided. The space for General Observations should be used by the Auditor and the space for General Comments used by the Quality Assurance Manager and/or the Accountable Manager.

* + 1. **Audit References**

When completing forms it is important to follow company standard references for ease of identification at a later date. The following is a description of identification standards that should be followed at all times.

* + - 1. **Date**

The standard date format should be written as dd/mm/yyyy. For example 01 January 2000.

* + - 1. **Audit Reference Number**

This will normally be given by the Quality Assurance Manager and consists of two, 2 or more letter or combination figure codes followed by the month and year of the audit. For example (AIS-TC-JAN10). The first code is the organization or area being audited for example AIS indicates the AIS training course. The second code is the organization conducting the audit in this example it is CATC (TC). Finally the date will be shown by the first 3 letters in the month followed by the last 2 digits of the year.

* + - 1. **Finding Number**

Again, this will normally be given by the Quality Assurance Manager and consists of one 2 or more letter or combination figure code followed by the finding number and year of finding. For example, AIS-01-10. The first code will indicate the department or course, the second the finding number for that year (01) and finally the year abbreviated to 2 digits (2010 = 10).

* + - 1. **Closure Date**

The “Audit Closure Date” on the Audit Report form is the date when all Non-conformity report forms have been completed and returned by the responsible manager and the corrective action and root causes have been accepted by the Quality Assurance Manager. The “Closed Date” on the Non-conformity report form is the date when the final corrective action has taken place for that particular non-conformity.

* + - 1. **Responsible Manager**

The “Responsible Manager” on the Non-conformity report form is the person that is responsible for implementing the corrective action for the applicable non-conformity.

* 1. **Audit Schedule**

The audit schedule can be found in the following Appendices. This schedule can only be changed with the approval of the Director of CATC. The minimum audits and meetings that shall form the audit schedule are:

a) Quality Management System;

b) Individual Instructors;

c) Course Equipment;

d) Course Documentation;

e) Course Venue;

f) Audit Evaluation Meeting.

* 1. **Audit Evaluation Meetings**

Every six months an Audit Evaluation meeting will take place with the following managers:

1. Director of CATC;
2. Quality Assurance Manager;
3. Any further applicable responsible manager(s).

The meeting will be a comprehensive, systematic, documented review of all non-conformities that have occurred since the last meeting and will conclude:

1. Have the corrective actions have been effective?
2. Is there continued Improvement In the operation?
3. Is the Quality Management System working effectively?

**Section 7: Resources Management**

* 1. **Provision of Resources**

CATC has implemented a Quality Management System that attempted to meet international standards. This implementation was achieved with management commitment and with sufficient resources for the implementation. To effectively maintain and continually improve the system, management determines and provides necessary resources.

* 1. **Human Resources**

To ensure competence of our personnel, job descriptions have been prepared identifying the qualifications required for each position that affects the teaching-learning service quality. Qualifications include requirements for education, skills and experience. Appropriate qualifications, along with required training, provide the competence required for each position.

* + 1. **Competence, Awareness and Training**

Qualifications are reviewed upon hire, when an employee changes positions or the requirements for a position change. Human Resources maintain records of employee qualifications. If any differences between the employee’s qualifications and the requirements for the job are found, training or other action is taken to provide the employee with the necessary competence for the job. The results are all employees are trained on the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.

* 1. **Physical Facilities, Equipment and its Capability**

The CATC have facilities that are designed to assist the teaching and learning activities. The following includes lists of facilities, equipment and its capability which are used in the training center.

* + 1. **Minimum Facility Capability**

The Civil Aviation Training Center shall maintain the following minimum requirements for its facility at all times (Standard for all facilities and equipment will be developed):

1. A classroom capable of accommodating up to 24 students;
2. Suitable demonstration equipment for each approved course;
3. A library with a reading area for instructors, staff and trainees, with tables and chairs;
4. An office for instructors.
5. Language proficiency equipment.
6. VHF and HF equipment for communication and maintenance training purpose
7. Each classroom shall be fitted with a revolving board, white board, screen (overhead and multimedia projectors)
8. Syndicate rooms shall:
9. have individual thermostatic controls;
10. standardized electrical installations for the use of computer equipment and projection equipment;
11. Comfortable accommodate minimum of five people and minimum sixty square meters area;
12. furnished with a meeting table that can accommodate up to five people;
13. equipped with a white-board and large bulletin board.
14. Each classroom shall be fitted with individual desks equal to the number of trainees.
15. The assembly hall shall accommodate all trainees and staff.
16. Instructor may be provided with individual private office or double or even limited number multi-occupation, rooms but shall be with an average floor space of 6m2.
17. There shall be an administration office block with rooms or space for secretaries and office assistants.
18. Demonstration equipment and simulators shall be similar in technology and operation to the equipment in the real job area.
19. Canteen and recreational facilities shall be available within the CATC premises.
20. The training center syndicate rooms are fully equipped with real working heating and air conditioning, furniture.

The training center shall not make any substantial changes to the facility, equipment or materials that have been approved without prior approval by the Ethiopian Civil Aviation Regulatory body and the concerned approval authority of ICAO.

* + 1. **Location and Capability**

The ECATC is registered in Ethiopia. The training center's Management, Administration and Training Facilities are located at:

Ethiopian Civil Aviation Authority Headquarter

Addis Ababa, Bole Road

P. O. Box 978, Addis Ababa

7.3.3 **Training Courses offered in ECATC**

CATC conducts the following training courses in accordance with current training center policy and ICAO endorsed guidelines.

Table 4: Training Courses offered in ECATC

|  |  |
| --- | --- |
| **Type of Courses** | **Code** |
| Government Safety Inspector Course- Operations | CAA OPS INSP= OPS |
| Government Safety Inspector Course -personnel licensing | CAA PEL INSP=PEL |
| Government Safety Inspector Course -Airworthiness | CAA AIR INSP=AIR |
| Junior Aeronautical Information Services | AIS |
| Assistant Air Traffic Control Service | ATS-01 |
| Aerodrome Air Traffic Control Service | ATS-02 |
| Approach Air Traffic Control Service (Radar/Non-Radar) | ATS-03 |
| Area/Airways Air Traffic Control Service (Radar/Non-Radar) | ATS-04 |
| Basic Airport Firefighting and Rescue | BFF-01 |
| Basic Aviation Security | SEC-01 |
| Aviation Security Supervisor | SEC-02 |
| Aviation Security for Cabin Crew | SEC-03 |
| Aviation Security for Flight Deck Crew | SEC-04 |
| Solid State Devices/Digital Techniques and Application | ARC-02-A |
| HF/VHF Communication Equipment Maintenance | ARC-03-A |
| Air Traffic Message Switching System Maintenance | ARC-23-D |
| Instructional Techniques | GEN-01 |
| ILS Theory & Maintenance |  |
| AMSS Maintenance |  |
| Compliance and Enforcement Human Factors |  |

All courses and manuals shall be written in the English language and all staff and trainees must be able to communicate and understand the English Language.

* + 1. **Approved Training Organization Certification**

The training center shall not conduct training, testing, or checking that is not approved by the Ethiopian Civil Aviation Authority Regulatory body and/or ICAO if that training is designed to satisfy any requirement of the regulations. In addition, CATC shall not make any statement relating to its approved training organization certification and training specifications that is false or designed to mislead any person.

If any time the certificate has been suspended, revoked, or terminated the CATC shall promptly surrender it to the ECAA Regulatory body or ICAO within 30 (thirty) days from the date of suspension or variation.

* + 1. **Training Aids and Facilities Maintenance**

The purpose of this procedure is to regulate the planning and inspecting maintenance of equipments and facilities which are related with teaching and learning processes. The maintenance is to minimize and prevent from unexpected incidents caused by facilities, influencing the plan and schedule of the training service. This procedure includes steps as follows:

1. **Need of equipment and facility maintenance**

Due to the fact that maintenance of facilities and job aids is very important to the implementation of training center, so the need of facilities and job aids maintenance is set up to eliminate and prevent from unexpected incidents by facilities and equipments that may affect the plan and progress of the activities of the training center.

1. **Making list of equipments and facilities**

All facilities and equipments that are working are conforming to requirements of the CATC. The maintenance section will coordinate with other head of departments to make a list of each job aids for checking, replacement, or repairing.

1. **Making a schedule of investigation**

The quality assurance department makes a schedule of investigation in order to identify the facilities and equipments that best serve the training center and also check the schedule of maintenance periodically.

1. **Implementation of Investigation**

Based on plan of investigation, the Quality Assurance Department will investigate facilities and equipment and record clearly:

* The duration of time used
* The duration of time maintained previously
* Status of facilities and equipments.
* Need repairing, replacing or maintenance.

1. **Making schedule of maintenance**

The Quality Assurance Department reviews the frequency of using of each facility so as to make a schedule of specific maintenance for each kind of facility and equipment.

**Section 8: Documentation, Control and Reports**

* 1. **Documentation**

All documentation utilized within the CATC related to the teaching processes, management system itself, or to the execution of individual customer contracts is controlled to ensure that it is issued to the appropriate personnel, under the correct level of authority, is revised and reissued as necessary, and all obsolete versions are removed from the point of use.

The Training Center store documents to ensure the integrity of the physical evidence. These documents include trainee periodical evaluation form, trainees’ exam result, trainees’ on-job training evaluation and performance report, facilities checklists, quality assurance manual, training policy, National/ International Standards and Codes of Practice, evaluation of organizational and management audit. The center follows documented procedures that minimize loss, and deleterious change of evidence.

The Quality Assurance Manual, Procedures and Quality Plans are maintained by the Quality Assurance Manager who ensures that the appropriate items, at the correct revision levels, are issued to all who need them within the Training Center.

National/ International Standards, Codes of Practice are maintained by the QAM who ensure that appropriate documents are available within the CATC, and are issued at the correct revision levels. External suppliers of documentation such as from ICAO, Regional ICAO Offices, and other international organization are contacted regularly to ascertain that the documents held remain current.

The distribution of standard documents is controlled and recorded on Distribution Lists, which also show the current issue status. The Distribution Lists are reviewed and updated as changes occur. All changes to documents are reviewed and approved by the person responsible for the original issue and, where appropriate, the nature of the change is indicated on the document. Master copies of the revised documents are retained as records of the changes and renewed as necessary to ensure clarity.

Each contract has a File which contains all relevant information. Information is also held on the CATC's computer system for ease of access and manipulation.

* 1. **Document Control** 
     1. **Organizational and Compliance Commitment**

It is the policy of CATC to provide teaching–learning services to its customers and to maintain its products to the highest standards possible. To achieve the required level of customer satisfaction we must maintain the quality of our products and services by continuous improvement.

The Director of CATC who is the accountable manager is responsible for the training center operating procedures and shall ensure they are in accordance with the Ethiopian Civil Aviation Authority (ECAA) and ICAO. The Director of CATC shall authorize all amendments to this manual made by the Quality Assurance Manger before seeking approval from the ECAA and ICAO.

The Director of CATC is the authority for ensuring all training commitments are financed and carried out to the standard required by the ECAA and ICAO and any additional requirements defined by the CATC.

* + 1. **Document Control and Record of Amendments**

The Quality Assurance Manger shall be responsible for the continued amendment of this manual ensuring it is kept in line with national and international standards and recommended practices. See section 4 number (4.2.3) for detail.

* + 1. **Quality Manual Distribution**

**The Quality Manual shall be distributed to the following:**

**Table 5: Quality Manual Distribution**

|  |  |  |
| --- | --- | --- |
| **Copy**  **No.** | **Holder** | **Form of**  **Distribution** |
| 1 | CATC Library | Hard copy |
| 2 | Ethiopian Civil Aviation Authority | Hard copy |
| 3 | Director General of ECTC | CD ROM |
| 4 | Manager, Administration and Finance | Hard copy |
| 5 | Manager, Quality Assurance | CD ROM |
| 6 | Manager, Aviation Safety Trainings | Hard copy |
| 7 | Manager, Air navigation Trainings | Hard copy |
| 8 | Manager, Airport Operation Trainings | Hard copy |
| 9 | International Civil Aviation Organization | Hard copy |

* + 1. **Record of Amendments**

**Table 6: Record of Amendments**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Edition**  **No.** | **Revision**  **No.** | **Effective date of**  **Amendment** | **Date**  **Entered** | **Signed** |
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* 1. **Reports**

The CATC makes continuous assessment to support the conclusions drawn about the center. The training center maintains record, all documentation generated by the quality assurance department for the necessary corrective measures.

* 1. **Records**

Storage facilities which are available in the CATC ensure that all stored records are identifiable and retrievable, and the storage areas are free from damp and other agents which could cause premature deterioration.

Where records are maintained on computer magnetic media, and these are subject to "back-up" at regular intervals, with the "back-up" information being stored in a protected location to ensure security from loss/ damage of active data.

All records are retained for a minimum of 2 years.

**Appendices**

**Audit Schedule**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Audit Area** | **Aug** | **Sep** | **Oct** | **Nov** | **Dec** | **Jan** | **Feb** | **Mar** | **Apr** | **May** | **Jun** |
| **Records** |  |  |  |  |  |  |  |  |  |  |  |
| **Facilities** |  |  |  |  |  |  |  |  |  |  |  |
| **Equipment** |  |  |  |  |  |  |  |  |  |  |  |
| **Instructors** |  |  |  |  |  |  |  |  |  |  |  |
| **Policy Manual** |  |  |  |  |  |  |  |  |  |  |  |
| **Standard and Procedures** |  |  |  |  |  |  |  |  |  |  |  |
| **GSI Course- Operations** |  |  |  |  |  |  |  |  |  |  |  |
| **GSI Course -Personnel Licensing** |  |  |  |  |  |  |  |  |  |  |  |
| **GSI Course -Airworthiness** |  |  |  |  |  |  |  |  |  |  |  |
| **Jr. Aeronautical Information Services** |  |  |  |  |  |  |  |  |  |  |  |
| **Assistant Air Traffic Control Service** |  |  |  |  |  |  |  |  |  |  |  |
| **Aerodrome Air Traffic Control Service** |  |  |  |  |  |  |  |  |  |  |  |
| **Approach Air Traffic Control Service** |  |  |  |  |  |  |  |  |  |  |  |
| **Area Air Traffic Control Service** |  |  |  |  |  |  |  |  |  |  |  |
| **Basic Airport Firefighting and Rescue** |  |  |  |  |  |  |  |  |  |  |  |
| **Basic Aviation Security** |  |  |  |  |  |  |  |  |  |  |  |
| **Aviation Security Supervisor** |  |  |  |  |  |  |  |  |  |  |  |
| **Aviation Security for Cabin Crew** |  |  |  |  |  |  |  |  |  |  |  |
| **Aviation Security for Flight Deck Crew** |  |  |  |  |  |  |  |  |  |  |  |
| **Solid State Devices/Digital Tech. and Application** |  |  |  |  |  |  |  |  |  |  |  |
| **HF/VHF Communication Equip. Main.** |  |  |  |  |  |  |  |  |  |  |  |
| **Air Traffic Message Switching Sys. Main.** |  |  |  |  |  |  |  |  |  |  |  |
| **Instructional Techniques** |  |  |  |  |  |  |  |  |  |  |  |
| **ILS Theory & Maintenance** |  |  |  |  |  |  |  |  |  |  |  |
| **AMSS Maintenance** |  |  |  |  |  |  |  |  |  |  |  |
| **Compliance and Enfor. Human Factors** |  |  |  |  |  |  |  |  |  |  |  |
| **Audit Evaluation Meeting** |  |  |  |  |  |  |  |  |  |  |  |

**Audit Report Form**

|  |  |  |  |
| --- | --- | --- | --- |
| **Audit Date** | **Audit Reference Number** | | **Audit** |
|  |  | |  |
| **Department/Organization/Area** | **Location** | | **Auditee** |
|  |  | |  |
| **Number of Findings** | **Number of Observations** | | **Audit Closure Date** |
|  |  | |  |
| **Introduction** | | | |
|  | | | |
| **Documents Used in Audit** | | | |
|  | | | |
| **General Observations** | | | |
|  | | | |
| **Audit Signature/Date** | | **Auditee Signature / Date** | |
|  | |  | |
| **Quality Manager Signature / Date** | | **Accountable Manger / Date** | |
|  | |  | |
| General Comments | | | |
|  | | | |

**Course Critique Form**

An integral part of our Quality Assurance Program is the monitoring of all training conducted by the CATC. All ratings and comments are registered in this program without exception, therefore we are able to maintain open and ongoing communication with our customers, which in turn helps us provide a continually evolving professionals product.

Course:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name (Optional):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Instructor Rating** | **Excellent** | **Very Good** | **Good** | **Fair** | **Poor** |
|  | | | | | |
| **Instructor’s ability to simulate my interest** |  |  |  |  |  |
| **Instructor’s ability to provide clear instruction** |  |  |  |  |  |
| **Instructor’s ability to provide alternative explanations** |  |  |  |  |  |
| **Instructor’s use of examples and illustrations** |  |  |  |  |  |
| **Instructor’s enthusiasm** |  |  |  |  |  |
|  |  |  |  |  |  |
| **Course Rating** | **Excellent** | **Very Good** | **Good** | **Fair** | **Poor** |
| **Course organization as a whole** |  |  |  |  |  |
| **Quality of manuals / handout** |  |  |  |  |  |
| **Quality of presentation** |  |  |  |  |  |
| **Amount of knowledge gained from the course** |  |  |  |  |  |
|  |  |  |  |  |  |
| **Comments** | | | | | |

**Attendance Record**

|  |  |  |  |
| --- | --- | --- | --- |
| **Course** | | **Venue** | |
|  | |  | |
| **First Name** | **Last Name** | **Company** | **Signature** |
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| **Instructor** | | **Signature / Date** | |
|  | |  | |

**Instructor Training Form**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Employee Name** | **Area of Training/ Evaluation** | | **Date** | |
|  |  | |  | |
| **Company Indoctrination** | | | | **Sign** |
| Company Overview (Courses, Company Office and Training Facilities) | | | |  |
| Corporate Structure (Organization Diagram, Key Personnel, Lines of Communication) | | | |  |
| Training Policy, Procedure & Template and CAA Regulations | | | |  |
| Employment Contract (Terms and Conditions, Benefits, Job description) | | | |  |
| **Company Procedures** | | | | **Sign** |
| Training Policy and Procedure | | | |  |
| Meetings, Key personnel, Lines of Communication | | | |  |
| Duties and responsibilities | | | |  |
| Training requirement and records | | | |  |
| Company Quality Management System | | | |  |
| Disciplinary action and filing of issues | | | |  |
| **Auditor Training** | | | | **Sign** |
| Qualifications, Attributes | | | |  |
| Code of Conduct, Independence and Conflict of Interest | | | |  |
| Audit Types, Areas, Schedule | | | |  |
| Audit Layout, Checklists, Report Forms | | | |  |
| Auditee relationship including dispute resolution | | | |  |
| **Instructor Proficiency** | | | | **Sign** |
| Course preparation | | | |  |
| Instructors Course layout plan | | | |  |
| Course delivery | | | |  |
| Keeping students attention | | | |  |
| Time keeping | | | |  |
| Environmental Control | | | |  |
| Company Documentation | | | |  |
| **Comments and Recommendations** | | | | |
|  | | | | |
| Instructor /Evaluator | | Employee | Chief Instructor | |
|  | |  |  | |

Note: Instructor to sign off each applicable area of training under “Sign”, entering “N/A” if training not required. Chief Instructor to quality control form and file in employees training file.