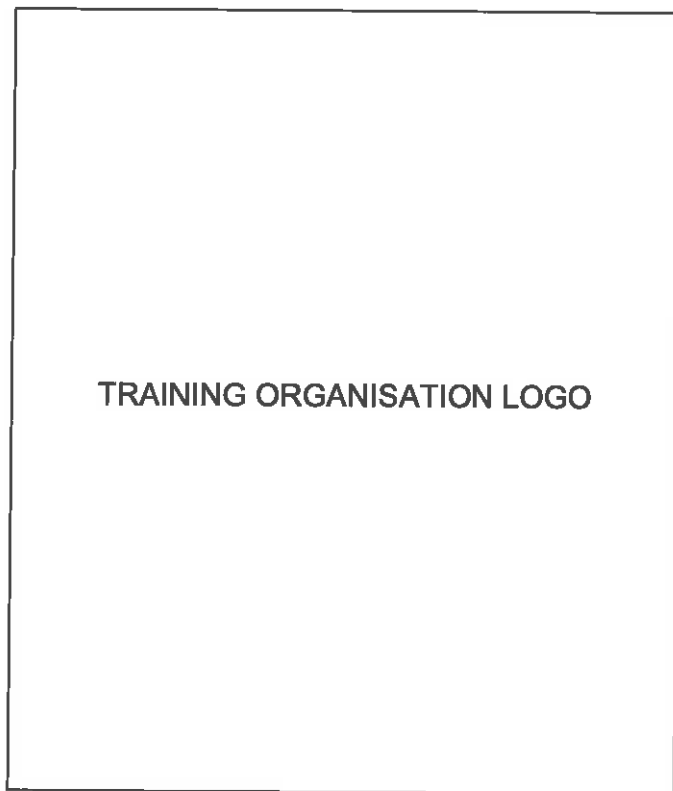


MANUAL OF PROCEDURES

“NAME OF AVIATION SECURITY TRAINING
ORGANISATION”



AVIATION SECURITY TRAINING ORGANISATION APPROVAL NUMBER:

CAA/109_/_/ASTO

COMPANY DOCUMENTATION

PROOF OF TAX CLEARANCE / REGISTRATION

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SECTION ONE: APPROVED AVIATION SECURITY TRAINING ORGANISATION DETAILS

Reference (109.02.2 (1))

Name of Organisation	"AVIATION SECURITY TRAINING ORGANISATION"
Aviation Security Training Organisation Approval Number	CAA/110_/_ASSO
CEO Details	Joe Smith
Accountable Manager	Training Manager Jane Jones
Postal Address	P.O. Box 0000 Halfway house 1000
Physical Address	Building 1 Smith Business Park 1 Smith Road Midrand
Telephone Numbers	011 100 1000
Fax Contact Number	086 111 1111
Cell Contact Numbers	072 111 1111 (Training Manager) 072 222 2222 (QA Manager)

SECTION TWO: COMPLIANCE STATEMENT

Reference (109.02.2 (2))

AVIATION SECURITY TRAINING ORGANISATION undertakes and commits to presenting and facilitating Aviation Security Training in accordance to the requirements stipulated in CAR Part 109 and SA-CATS-ASTO. Within this document the outlines and framework of how this training organization, employees and management will undertake to ensure compliance with CAR Part 109 and SA-CATS-ASTO will be discussed. AVIATION SECURITY TRAINING ORGANISATION will ensure that at all times the highest possible level of training is presented, by qualified and accredited personnel, whilst ensuring that all quality standards and compliance requirements are met.

Signed by Responsible Person: _____ Date: _____

SECTION THREE: AMENDMENT POLICY

Reference (109.02.2 (3) (a))

AVIATION SECURITY TRAINING ORGANISATION undertakes to ensure that should an amendment be required for the following Manual of Procedures the following actions will be taken:

- The South African Civil Aviation Authority will be informed in writing of the need for amendment to the Manual of Procedures
- The applicable fee as prescribed in Part 187 will be paid, and the applicable Part 109 form stating the required amendment will be completed.
- Proof of payment along with the completed form will be submitted to the South African Civil Aviation Authority.
- Two copies of the amended content will be submitted to the South African Civil Aviation Authority. The list of effective pages, footer information, version and date will be updated and submitted for approval.
- Following approval, the approved content will be placed into the Manual of Procedures.

AVIATION SECURITY TRAINING ORGANISATION will ensure that no amendments will be completed within the Manual of Procedures without prior approval from the South African Civil Aviation Authority. Any deviation from the contents listed in this Manual of Procedures, will be discussed under the deviation section.

REVISIONS			
No.	Date Effective	Date Entered	Entered by
Orig	14/05/2018	14/05/2018	CAA

REVISIONS			
No.	Date Effective	Date Entered	Entered by

SECTION FIVE: MANUAL OF PROCEDURES CONTROL AND DISTRIBUTION

Reference (109.02.2 (3) (c))

This Manual of Procedures defines the training organization policies and procedures. These will be complied with at all times. The distribution of this document will be controlled and given to those entities listed below. No amendment of the manual of procedures will be completed without prior approval from the (responsible person) permission and necessary amendment procedures as laid out in the Part 109 Civil Regulations have been complied with.

The manual of procedures will be a controlled document, that is distributed to the following entities:

- South African Civil Aviation Authority
- Responsible Person AVIATION SECURITY TRAINING ORGANISATION

No other copies of the manual of procedures will be distributed unless otherwise amended above.

SECTION SIX: LIST OF KEY MANAGEMENT PERSONNEL

Reference (109.02.2 (4))

1. Responsible Person / Responsible Manager / Training Manager / Etc

(NAME) is the accountable manager and compliance officer for this organisation.

(Name) has the authority to ensure that all activities under the organization are carried out in accordance with the applicable requirements as prescribed in Part 109 of the Civil Aviation Regulations and Technical Standards

2. Quality Assurance Manager / Compliance Manager / Etc

(Description of person's responsibilities)

3. Senior Instructor / Chief Instructor / Etc

(Description of person's responsibilities)

4. Instructor / Facilitator / Etc

(Description of person's responsibilities)

SECTION SEVEN: NAMES AND POSITION OF KEY PERSONNEL

Reference (109.02.2 (5))

1. TRAINING MANAGER:
2. COMPLIANCE MANAGER:
3. SECURITY MANAGER:
4. SENIOR INSTRUCTOR:
5. INSTRUCTOR:

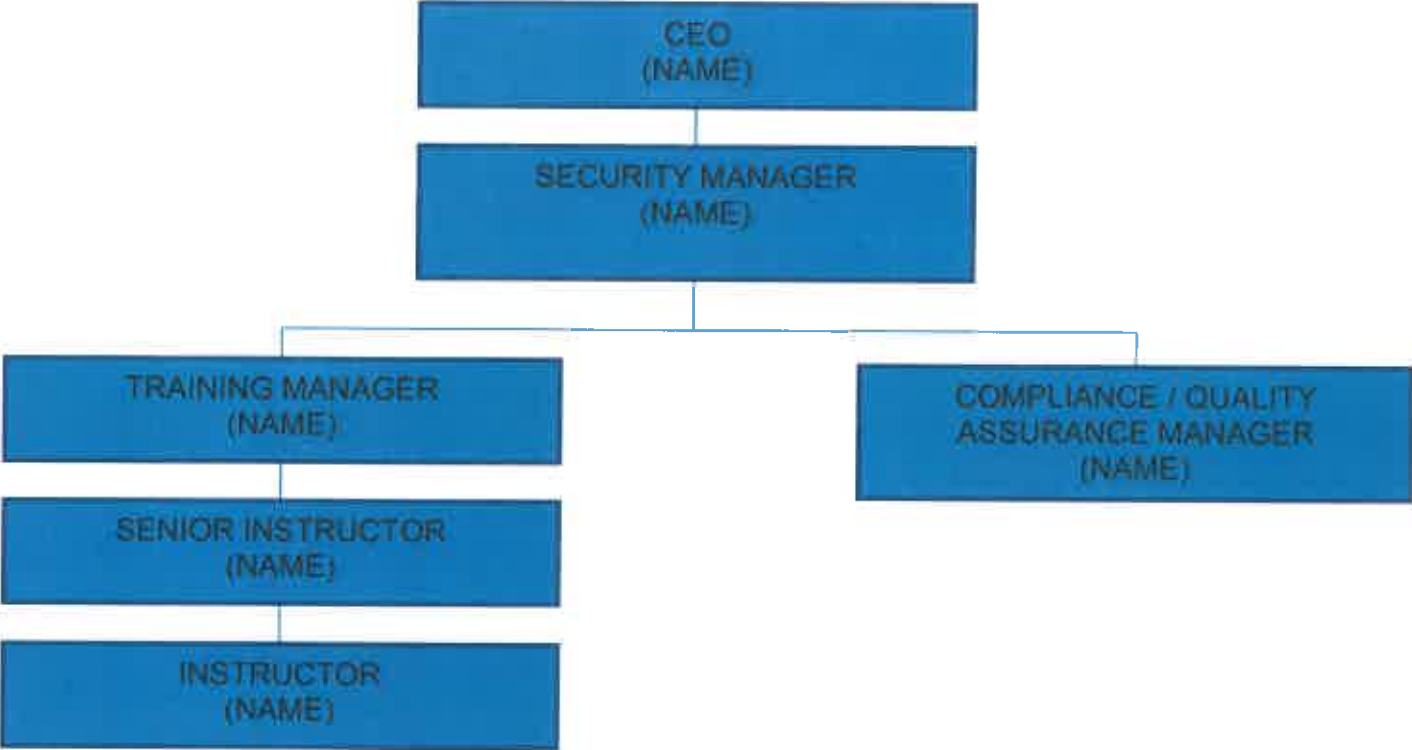
SECTION EIGHT: DUTIES AND RESPONSIBILITIES OF KEY PERSONNEL

Reference (109.02.2 (6))

1. TRAINING MANAGER DUTIES:
2. COMPLIANCE MANAGER DUTIES:
3. SECURITY MANAGER DUTIES:
4. SENIOR INSTRUCTOR DUTIES:
5. INSTRUCTOR DUTIES:

SECTION NINE: ORGANISATION CHART

Reference (109.02.2 (7))



SECTION TEN: JOB DESCRIPTIONS

Reference (109.02.2 (8))

NAME	<i>Individuals Name</i>
POSITION	TRAINING MANAGER
ROLES AND RESPONSIBILITIES	<i>Description of individuals activities, roles and responsibilities to manage ASTO.</i>

NAME	<i>Individuals Name</i>
POSITION	COMPLIANCE MANAGER
ROLES AND RESPONSIBILITIES	<i>Description of individuals QA activities, roles and responsibilities to maintain compliance / QA within the ASTO.</i>

NAME	<i>Individuals Name</i>
POSITION	Etc
ROLES AND RESPONSIBILITIES	<i>Etc</i>

SECTION ELEVEN: DEVIATION STATEMENT

Reference (109.02.2 (9))

No part of this manual of procedures may be deviated from without prior approval from the SACAA. Deviations from this manual of procedures will only be considered once written permission has been sent to the approval authority for review. Following written approval from the South African Civil Aviation Authority shall the deviation occur.....

SECTION TWELVE: TRAINING PLANS AND SYLLABUS

Reference (109.02.2 (10))

COURSE NAME	Aviation Security Awareness
COURSE DURATION	Initial 4 hours / Refresher 3 hours
TARGET GROUP	<i>Etc</i>
TRAINING FRAMEWORK	
Module 1	
Objective:	
Module Framework:	
Module 2	
Objective:	
Module Framework:	

SECTION THIRTEEN: SYLLABUS REVIEW PROCEDURE

Reference (109.02.2 (11))

- a) Learning Material will be reviewed annually by the responsible manager.
- b) Any significant changes within the field of aviation security as set out by ICAO, SACAA or any other related organization will be implemented immediately.
- c) No training shall be conducted with material containing the appropriate changes until authorization has been received from the SACAA in writing
- d)etc

SECTION FOURTEEN: MODULE DURATIONS

Reference (109.02.2 (12))

Lesson Plan Template

Lesson Plan

Unit/Topic: _____	Lesson # _____
Strand(s): _____	Level: _____

Lesson Objectives:

(Key Knowledge and Skills students should achieve in the lesson)

Lesson Structure:

Time	Introduction of Topic	Teaching Approaches

SECTION FIFTEEN: LIST OF PRACTICAL DRILLS

Reference: (109.02.2 (13))

COURSE NAME	Level 1 Security Screener Course
PRACTICAL DRILLS	<ul style="list-style-type: none">- Baggage Search- Vehicle Search- Etc.....

SECTION SIXTEEN: ASSESSMENT POLICY AND PROCEDURES

Reference (109.02.2 (14))

AVIATION SECURITY TRAINING ORGANISATION will conduct assessments for all courses offered. The assessments will be in the form of:

- Written formative assessments
- Written summative assessments
- Practical assessments

Procedures that will be followed:

- a) Throughout the course presentation, all learners must undergo a summative assessment in accordance with best practice methods against the appropriate training programme.
- b) The learner will be given feedback on his or her performance and the learner will in turn complete a satisfaction survey on the assessment and course facilitation
- c) The assessments will be conducted by an accredited assessor, etc

SECTION SEVENTEEN: ASSESSMENT APPEALS POLICY AND PROCEDURES

Reference (109.02.2 (15))

AVIATION SECURITY TRAINING ORGANISATION will ensure that all training is conducted without discrimination of any nature.

All learners upon completion of the required assessments will be considered, competent or not yet competent.

If not yet competent, a improvement plan will be devised for the learner.

Should the learner feel that the result of the assessment is not fair, the SACAA Assessment Appeals procedure will be the following:

- A written appeal will be required from the learner to be submitted to the responsible person
- Etc

SECTION EIGHTEEN: RECORD AND DOCUMENT MANAGEMENT POLICY

Reference (109.02.2 (16))

Completion and retention of training records:

- a) AVIATION SECURITY TRAINING ORGANISATION retains detailed learner records to show that all requirements of all the training presented under the training organisation approval have been met.
- b) All documents are reviewed and authorized by the appropriate personnel before the issuing thereof.
- c) Current issues of relevant documents are available to those personnel involved in planning, conducting or supervising the specified aviation training undertaken by the holder of the approval
- d) All obsolete documents are promptly removed from all points of issue or use, and changes to documents are reviewed and authorized by the responsible manager
- e) A record is kept of each person who conducts the specified aviation training, including particulars of the competence assessment and experience of each person
- f) All record are kept for a period of at least five years
- g) Records will be kept at AVIATION SECURITY TRAINING ORGANISATION head office located
- h) Etc....

SECTION NINETEEN: PERSONNEL POLICY AND PROCEDURES

Reference (109.02.2 (18))

- ☐ Instructor requirements
- ☐ Procedure for maintaining instructor competence
- ☐ Performance management procedures for instructors

SECTION TWENTY: TRAINING FACILITIES AND EQUIPMENT POLICIES AND PROCEDURES

Reference (109.02.2 (19))

TRAINING FACILITIES:	
JOHANNESBURG	
ADDRESS	123 ROAD OR TAMBO INT AIRPORT
LIST OF EQUIPMENT AT VENUE	<ul style="list-style-type: none"> - Laptop - Projector - Posters - HHMD - etc
FACILITIES	<ul style="list-style-type: none"> - lecture rooms descriptions describe in detail (for all below) - cafeteria - rest area - offices - ablution facilities - parking area
CAPE TOWN	
ADDRESS	BOARDROOM CAPE TOWN INT AIRPORT
LIST OF EQUIPMENT AT VENUE	<ul style="list-style-type: none"> - Etc
FACILITIES	<ul style="list-style-type: none"> - lecture rooms descriptions describe in detail (for all below) - cafeteria - rest area - offices - ablution facilities - parking area

A memorandum of understanding for each training venue is required, if the venue is not owned by the ASTO.

SECTION TWENTY ONE: LEARNING AIDS

Reference: (109.02.2 (20))

Each learner will receive a course learner handbook and workbook for each appropriate training programme offered at the AVIATION SECURITY TRAINING ORGANISATION. The facilitator will deliver the tuition by means of a PowerPoint presentation, flip charts, video material, learner handouts, etc.....

COURSE NAME:		Level 1 Security Screener Course	
LEARNING AIDS UTILISED:	AIDS	VIDEOS	- Hitting the target DVD (15 minutes) - Etc
		HANDOUTS	- Learner Handbook - Example equipment test form - Etc
		EQUIPMENT	- HHMD - AMD - Etc
		ASSESSMENTS	- Learner workbooks - Examinations

COURSE NAME:		Level 2 Screener Supervisor Course	
LEARNING AIDS UTILISED:	AIDS	VIDEOS	- Hitting the target DVD (15 minutes) - Etc
		HANDOUTS	- Learner Handbook - Example equipment test form - Etc
		EQUIPMENT	- HHMD - AMD - Etc
		ASSESSMENTS	- Learner workbooks - Examinations

SECTION TWENTY TWO: HEALTH AND SAFETY POLICY

Reference: (109.02.2 (21))

AVIATION SECURITY TRAINING ORGANISATION will conform with the Occupational Health and Safety Act requirements for training facilities.

SACAA is located in venues that are in accordance with OHSA requirements.

Sufficient fire fighting, first aid and evacuation equipment will be on site at all training venues.....etc

SECTION TWENTY THREE: CUSTOMER FEEDBACK POLICY

Reference: (109.02.2 (21))

- Response time for requests for assessments and/or the evaluation of any training;
- Delivery time of feedback and results;
- Responses to general queries;
- Time Keeping during course delivery;
- Requests for information and support from learners;

SECTION TWENTY FOUR: QUALITY ASSURANCE SYSTEM

Reference: (109.02.3)

24.1 QUALITY STATEMENT

- The primary focus of AVIATION SECURITY TRAINING ORGANISATION is to provide accredited, ongoing and practical tuition of the highest possible standard having positive outcomes that will contribute significantly to promoting security in air transport. The emphasis of the training programmes is to develop the necessary skills and competencies that will also support productivity, quality of services and competitiveness in the industry.....etc

24.2 QUALITY CONTROL SYSTEM

- how will the ASTO ensure compliance and conformity with regulations
- procedures in place to ensure quality control

24.3 FEEDBACK SYSTEM

- Feedback system will indicate who will be informed should there be issues of non-conformance or failure in quality control system
- Will also indicate how corrective action will be compiled and submitted, timeframes, etc.....

24.4 QUALITY CONTROL AUDIT PROGRAMME

- The quality control programme shall include all planned and systematic actions necessary to provide confidence that all training is conducted in accordance with all applicable requirements, standards and procedures.
- Describe the audit process that will be completed

24.5 MANAGEMENT REVIEW AND ANALYSIS

- Management shall accomplish a comprehensive, systematic document review and analysis of the quality assurance system, training policies, and procedures, and should consider:
- The results of the quality inspections and any other indicators.
- The overall effectiveness of the management organization in achieving stated objectives.
- Correcting trends, and preventing, where applicable, future non conformities.

24.6 INTERNAL REVIEW

- An internal review shall be conducted on an annual basis to ensure compliance with the procedures stated in the Regulations and Technical Standards, along with the Quality Control System as stipulated in the Manual of Procedures.
- The internal review should comprise of a document review and review of the training being provided by each accredited instructor listed on the Manual of procedures.
- Evidence of such review shall be recorded and maintained for a period not exceeding five (5) years.
- The above mentioned documentation shall be made available to the SACAA during inspections/audits or upon request.

24.7 RECORDING

- Accurate, complete and readily accessible records documenting the results of the quality control programme and internal reviews should be maintained by the ASTO.
- The following records shall be retained at least for a period of five (5) years:
- Audit schedules
- Quality inspections and audit reports
- Responses to findings
- Corrective and preventive action reports
- Follow up and closure reports
- Management and internal review reports

24.8 QUALITY OF TRAINING PROVIDED AT SITES OTHER THAN THE MAIN BASE OF OPERATIONS

- The ASTO shall undertake to ensure that training completed at other approved training sites as listed in the Manual of Procedures, other than the main base of operations, will remain at the same level of quality.
- The approved training programme shall not be deviated from whilst completing training at a satellite training venue.

23.9 MEASURES UNDERTAKEN TO ENSURE THAT THE SYSTEM IS UNDERSTOOD, IMPLEMENTED AND COMPLIED WITH ALL LEVELS

- Indicate how quality assurance procedures are communicated to all individuals
- Discuss how will ensure consistency through-out employees

LIST OF APPENDICES

Reference (109.02.2 (23))

APPENDIX A	CURRICULUM VITAE / PROOF OF TRAINING / PROOF OF ASTO REGISTRATION OF <ul style="list-style-type: none">- INSTRUCTOR 1- INSTRUCTOR 2- ETC
APPENDIX B	<ul style="list-style-type: none">- FORMATIVE TEST- SUMMATIVE EXAMINATION
APPENDIX C	EXAMPLE OF COMPETENCY CERTIFICATE FOR TRAINING PROGRAMME ASTO WISHES TO PRESENT
APPENDIX D	EXAMPLE OF INSTRUCTOR EVALUATION FORM
APPENDIX E	EXAMPLE OF LEARNER FEEDBACK FORM
APPENDIX F	EXAMPLE OF TRAINING ATTENDANCE REGISTER
APPENDIX G	EXAMPLE OF POWERPOINT PRESENTATION SLIDES FOR EACH COURSE
APPENDIX H	EXAMPLE OF LEARNER HAND BOOK FOR EACH COURSE
APPENDIX I	EXAMPLE OF LEARNER WORK BOOK FOR EACH COURSE
APPENDIX J	EXAMPLE OF INSTRUCTOR GUIDE FOR EACH COURSE
APPENDIX K	EXAMPLE OF LESSON PLANS BOOK FOR EACH COURSE
APPENDIX L	EXAMPLE OF PRACTICAL CHECKLISTS FOR EITHER LEVEL 1 OR 2 COURSE