

How often?				
Is there documented proof of such assessment? (CARS 141.02.4)				
(SA-CATS-ATO Part 141.02.3)				
Is there a clear definition of the level of quality the organisation intends to achieve?				
Is there a procedure that sets out the level and frequency of the internal review?				
Is there a procedure to record the findings and communicate them to management?				
Are regular meetings held with management, instructors and designated examiners?				
Is there documented proof/minutes thereof?				
Is there a procedure by which other quality indicators such as facility malfunction reports, incidents, occurrences, feedback, complaints and other defects are brought into the quality control system?				
Is there a procedure for rectifying any deficiencies, which may be found and implementing preventative measures?				
Is there a procedure for documenting the complete review process?				
How does the organisation ensure that the system is understood, implemented and complied with at all levels?				
DOCUMENTATION:				
Is there a procedure to amend documentation i.e. policy, training material, etc.?				
Are there adequate examination papers for each subject?				
Are examination papers marked correctly?				
How often are examination papers reviewed?				
Is there an examination remediation process in place?				
Are examinations moderated?				
By whom?				
Is this process documented?				
Is there a procedure for management review and overview of the quality systems pertaining to training and Instructors? (CARS 141.02.3)				
Is there evidence of management review of quality indicators such as audit reports, instructor assessment forms, student feedback forms? (CATS 141.02.03)				
Can the organisation show evidence of internal audits conducted? (CATS 141.02.3)				
Are all non-compliances corrected and are actions taken to prevent recurrence of such non-compliance? (CATS 141.02.3)				
Are personal files created for each student?				
Do files contain all relevant documentation i.e. exam scripts, copies of licence and DD50 medical certificates, Dangerous Goods certificates etc.?				
Are the training syllabi in line with the SACAA regulations?				
Does the Organisation have an available syllabi for the following (if applicable):				
Safety and Emergency Procedures Training				
• Ditching				
• Security				
• Av-Med				
• Dangerous Goods				
Have lesson plans been created for the various lectures?				
Do the lesson plans provide the instructor / designated examiner with adequate information to ensure consistency of the standard of training and content of training?				
Has the training manual been approved?				

NOTES:

INSPECTION AND AUDIT FUNCTIONS

CAA inspection and audit functions confirm for CAA that an operator is operating in compliance with regulatory requirements.

There will be times when it is not possible or necessary to review or examine 100% of a company's operation. This is when sampling principles apply.

Inspection and audit checklists have been developed to provide a systematic approach to the inspection of an operator's various specialty areas. The checklists are designed to identify specific items within each specialty area and to make reference to applicable regulatory requirements. Where an operator fails to comply with these requirements, they will be considered to be in non-compliance and will be required to undertake corrective action.

AUDIT PLANNING

The following should be considered when scheduling an audit:

The feasibility of the audit dates and time-periods with consideration given to availability of inspectors and the operator.

The allocation of time for pre-audit/inspection activities.

Team member travel requirements.

The compiling of the required documentation.

The contents of the client's file and previous audit reports should be studied for background knowledge and to detect any shortcomings/anomalies.

PRE-AUDIT MEETING

A pre-audit team meeting is important as it informs team members of the expectations of the team leader. It also provides an opportunity for team members to clear up any questions and gain clarity on their specific roles.

ENTRY MEETING

An entry meeting must be held. It is important in that it establishes communications between the Organisation and CAA's audit teams. (See appendix for an agenda).

AUDIT FINDINGS

Audit findings are the foundation of the audit report so it is important that they be completed in accordance with the requirements.

CLOSING MEETING

The closing meeting is conducted to ensure that the Organisation's senior management have been fully debriefed on the results of the audit.

APPENDIX A

1. Entry meeting agenda
2. **Attendance register** (inspector to obtain a copy of attendance register from ISO).
3. Thank the client for their attendance, co-operation and use of their facilities.
4. Introduce the team.
5. Explain the purpose of the inspection/audit.
6. Emphasise confidentiality of the inspection/audit.
7. Define the objective and scope of the audit: to establish the correct implementation of procedures set out in the MOPI and other relevant regulations. Point out, however, that international best practice and good common sense cannot always be covered by legislation and the checklist may, therefore, in the interests of flight safety, contain a few items of this nature.
8. Explain the methodology and that there will be times when it is not possible or necessary to review or examine 100% of a company's operation. This is when sampling principles apply.
9. Explain non-compliance and the associated gradings.
10. State when team and team/operator liaison meetings will take place.
11. Confirm logistical arrangements e.g. available office space, time for meals, etc.
12. Explain the purpose of the closing meeting and confirm the detail and time if possible.
13. Allow time for the client to ask questions.