

Airside Operations Training Framework

SWIFT Conference – Sep 22

Agenda

Introduction

Key Challenges

Overall Approach

Competency Framework

Initial Training

Recurrent Training

Verification and Improvement

Introduction

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- Partner and MD, airportQM by Modalis
- 20+ years experience in Aviation
- 12 years experience at LHR
- Airside Ops, EASA/ICAO, SMS, QMS, ORAT

airportQM by Modalis

- Professional Services company focusing on Airport Operations
- Part of the Modalis Group
- 100+ Associates
- Worldwide experience with key projects in SIN, JFK, HIA – and YQL!



QUALITY MANAGEMENT



SAFETY MANAGEMENT



REGULATORY COMPLIANCE



OPERATIONAL PERFORMANCE
IMPROVEMENT



OPERATIONAL READINESS &
AIRPORT TRANSFER



Key Challenges in Airside Training

- Technical requirements
- Multi-discipline
- Safety driven
- Regulatory requirements
- Need to demonstrate competence
- Need to maintain competence
- Highly practical
- Can be airport specific



Overall Approach to Airside Ops Training

Competency Framework

- Comprehensive Framework
- Aligned to Authorities & Processes

Training Plan

- Define training methods and assessment
- Define Roles and Responsibilities

Initial Training

- Foundation & Classroom Training
- Practical Training and On-The-Job Familiarisation

Recurrent Training

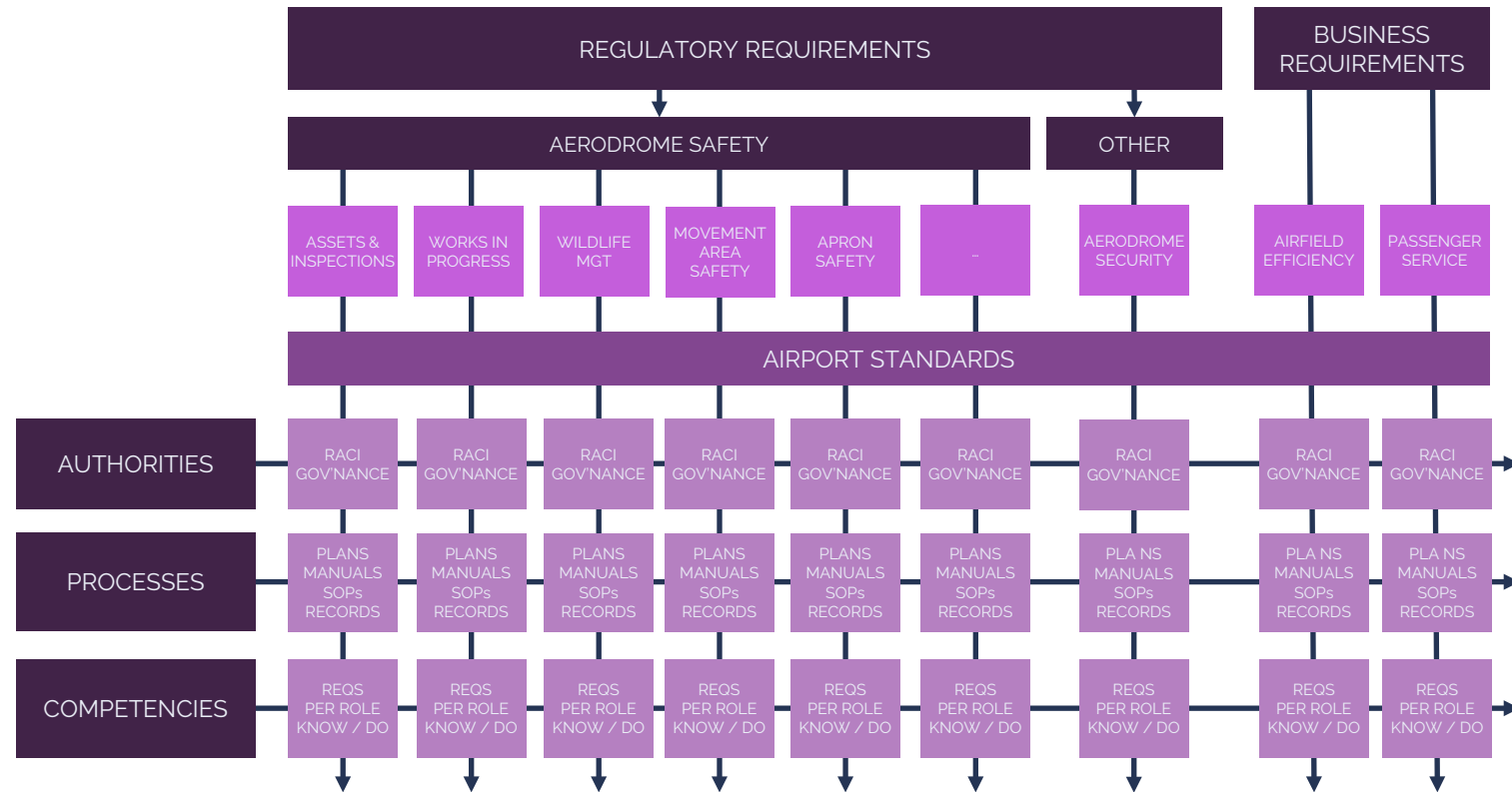
- Focus on change and key competencies

Verification & Improvement

- Learn from feedback and verification assessment
- Continuous Improvement approach

Competency Framework

- A **comprehensive** competency framework is key to **effective** Airside Ops Training
- Based on **Regulatory** and **Business** Requirements
- Best practice alignment to **Authorities** and **Processes**
- Defines, per role, what you **Need to Know**, and **Need to Do**



Initial Training – Gaining Competence

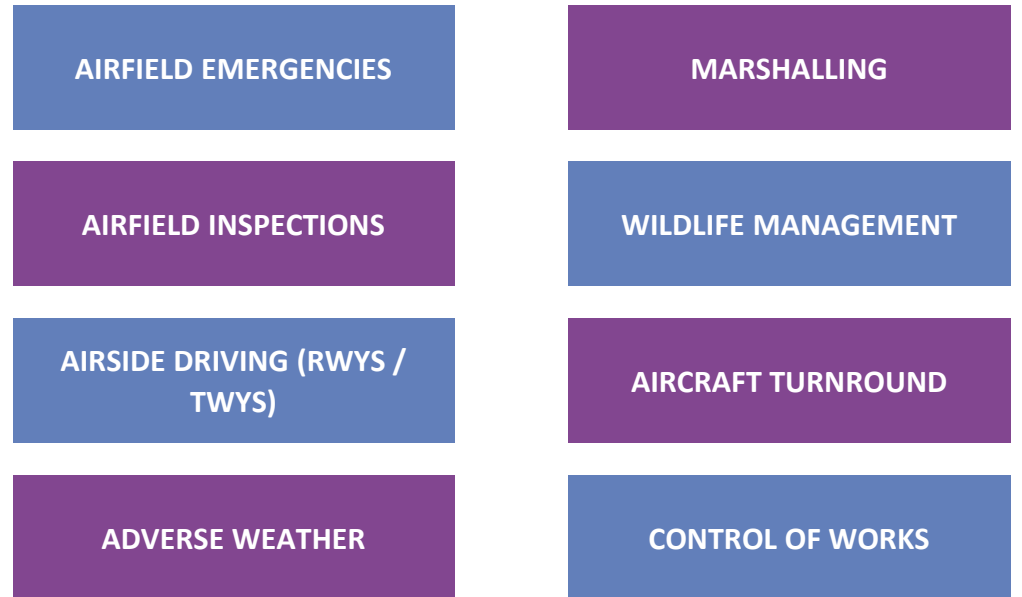
- Step by Step approach to gaining and demonstrating Competence
- Based on **Classroom, Practical** and **On-the-Job Familiarisation**
- Highly practical approach – **40% classroom / 60% Airfield**
- Assessment based on **theory assessments, desktop exercises** and **Competency**

Based assessments



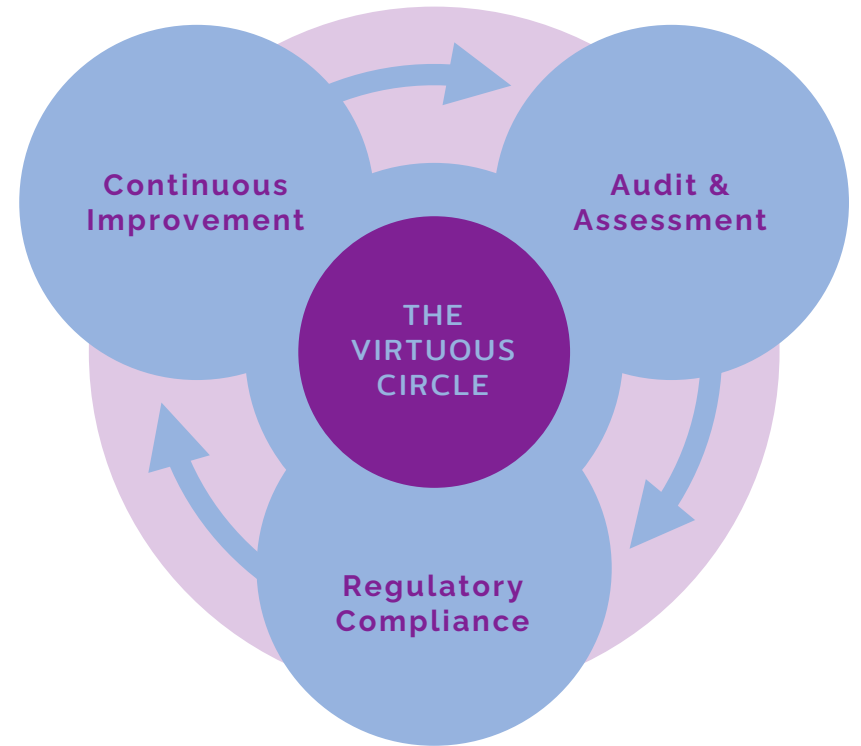
Recurrent Training – Maintaining Competence

- **Regulatory requirements** can vary – 1 to 3 years typically
- Focus on **key competencies** – safety and efficiency
- Best practice to complete a **yearly recurrent training and assessment programme**, rotating through competencies
- Can include **classroom** (focus on **changes**) and **practical training and assessment**



Verification and Improvement

- **Continuous Improvement** is key to maintaining effective training
- Regular **review and update** of training materials
- **Change control process** – keep up to date with regulation and business requirements
- **Trainee feedback**
- External or independent **verification and audit**



Thank you, and Any Questions?

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