

2 ACCREDITED AUDITORS

2.1 Auditor Accreditation

- 2.1.1 IBAC will issue auditor accreditation and appropriate credentials to individuals that apply for such accreditation and who meet the requirements established in this Manual. A current list of accredited auditors, the scope of their accreditation and their organizational affiliation is maintained on the respective IS-BA programme pages of the IBAC website. The scope of an auditor accreditation is awarded based on their aviation experience and areas of expertise.
- 2.1.2 The auditor or audit team must possess all the applicable credentials to conduct an audit, considering the operational characteristics of the operator to be audited, the Stage (1, 2 or 3) of the audit and whether the organization uses the IS-BA for regulatory purposes. The prerequisites for granting of each credential are described in Appendix F (IS-BAO™) or G (IS-BAH™) of this manual.
- Auditors holding a valid accreditation may request the addition of credentials at any time within their accreditation period, by indicating the credential(s) the applicant wishes to have added to his/her accreditation and providing documentation and evidence to support this request;
 - Upon acceptance of the auditor's request, the Auditor Accreditation Manager (AAM) will issue an updated accreditation letter indicating the approved additional auditor credentials. The auditor's Validity Period will remain unchanged;
 - In extreme cases, the Audit Manager may authorize a pre-approved Subject Matter Expert (SME) to conduct the part of the audit for which the audit team does not hold the required credentials under the supervision of an accredited auditor. However, although SMEs are allowed to assist under the supervision of an accredited auditor, they may not sign for a Finding Form or Audit Report.

Note: Some countries or regions recognize the IS-BA programmes as part of their regulatory framework. For those cases, specific credentials, referred to as Special Regulatory Qualifications (SRQ), may be established and required for auditors to conduct audits at organizations using the IS-BA for regulatory purposes. The specific requirements for each Special Regulatory Qualification are determined in cooperation between IBAC and the affected State CAAs to ensure that audits conducted for this purpose meet the quality requirements of both organizations and are described in Appendix F (IS-BAO™) or Appendix G (IS-BAH™) of this manual. In order to audit organizations using the IS-BA for the purpose of complying with the regulatory requirements of such States, all auditors in the audit team must possess the corresponding Special Regulatory Qualification.

- 2.1.3 In order to be initially accredited or to renew his/her accreditation, the candidate shall demonstrate compliance with the qualification and experience prerequisites detailed in Appendix F (IS-BAO™) or G (IS-BAH™) of this manual.
- Auditors who hold a valid accreditation as of the publication date of this manual are not subject to the qualification pre-requisites established in Appendix F (IS-BAO™) or G (IS-BAH™). As such, their accreditation and corresponding credentials shall be maintained in the future renewals of their accreditation, unless withdrawn in accordance with item 2.4.1 of this manual. However, this exemption will no longer apply if the auditor lets his/her accreditation/validity expire for more than 6 months, in which case the auditor will be processed as an initial applicant under the rules of this manual.
- 2.1.4 The AAM reserves the right to request auditors to provide additional information and evidence as well as to complete specific tests in validation of performance and expertise. IBAC has the discretion to refuse an initial or renewal accreditation application if:

- a. Having considered the application and any other information or documents in its possession relating to them, IBAC considers that they are unsuitable to be included in the accredited auditor list;
 - b. The references are deemed unsatisfactory; or
 - c. There are any grounds for considering that renewing the accreditation would be prejudicial to the effectiveness of the IS-BA Programme.
- 2.1.5 Unless otherwise authorized by IBAC, in order to perform an audit as a lead auditor, the auditor must have a valid accreditation and be considered current. Auditor Accreditation Validity is discussed in item 2.2 of this manual. Auditor currency requirements are detailed in Appendix F (IS-BAO™) or G (IS-BAH™).
- 2.1.6 By accepting the IBAC auditor accreditation, the auditor shall undertake to ensure that they are current and qualified in conducting an IS-BA audit and will only audit the scope of operations for which they are approved.

2.2 Accreditation Validity

- 2.2.1 Accreditation validity is determined during the initial accreditation and the renewal process.
- 2.2.2 Initial auditors will receive an accreditation valid for a period of 24 months. The auditor's Validity Date will be determined as the last calendar day of the month, 24 months after initial Accreditation Date.
- 2.2.3 An auditor whose accreditation/validity has expired is not permitted to perform IS-BA registration audits until his/her accreditation is renewed, unless otherwise authorized by IBAC.
- a. Auditors whose accreditation/validity has expired for more than 6 months must apply as an initial candidate if they wish to regain accreditation;
 - b. Auditor validity periods will not normally be extended. However, in exceptional circumstances (e.g. due to unavailability of suitable workshops in the auditor's country/continent), the AAM may, at his/her discretion, grant an extension to an auditor accreditation validity until the date of the next suitable auditor accreditation workshop, limited to a 3-month period from auditor's current validity. Such an extension does not affect the new validity period after renewal is complete, which will be based on the previous validity period as determined in item 2.2.4.
- 2.2.4 Renewing auditors will receive an accreditation valid for a period of up to 30 months. The actual Validity Date will be determined by the AAM as follows:
- a. If an auditor completes the required training for renewal more than 6 months before his/her Validity Date, the new Validity Date of the renewed accreditation will be determined as 24 months from the completion of training;
 - b. If an auditor completes the renewal training up to six months prior to or up to six months after his/her Validity Date, the new Validity Date will be determined as 24 months from the auditor's previous Validity Date. For example, if the auditor's current Validity Date is July 31, 2016 and he/she completes the renewal training in February 2016 or in December 2016, his/her new Validity Date will be July 31, 2018.

2.3 IBAC Auditor Code of Conduct

2.3.1 Auditors are required, as a minimum, to adhere to the following:

- a. To conduct the audit professionally, accurately and in an unbiased manner;
- b. Not to act in any way prejudicial to the reputation, interests or credibility of IBAC;
- c. To exercise reasonable skill, care and diligence and apply the highest professional standards;
- d. To maintain high standards of conduct relating to health and safety, harassment, ethics, discrimination and data protection;
- e. To do nothing which is likely to bring the IBAC into disrepute or which is materially contrary to the interests of the IBAC;
- f. Not to undertake any assignments that they are not competent or IBAC approved to perform;
- g. Not to represent conflicting or competing interests and will disclose to IBAC any relationships that may influence the auditor's judgment;
- h. Not to discuss or disclose any information relating to any audit unless required by law or authorized in writing by the client;
- i. In the event of any alleged breach of this code, to co-operate fully in any formal inquiry procedure; and
- j. To correct any errors at the auditor's own expense.

2.4 Auditor Performance Review

2.4.1 IBAC continually monitors auditor performance via a number of sources including organization feedback, audit reviews, and auditor monitoring. To protect the integrity of the programme, IBAC reserves the right to withdraw accreditation or specific credentials of an auditor, via an Auditor Review Board, for any of the following reasons:

- a. Failure to renew auditor accreditation within the specified timeframe;
- b. Failure to complete an audit within the timelines specified in section 3.7.2 without acceptable reason;
- c. Inappropriate or unacceptable conduct;
- d. Consistent unsatisfactory performance as determined by IBAC at their sole discretion;
- e. Failure to comply with IBAC standards and requirements; or
- f. At the sole discretion of IBAC for any other reason.

2.4.2 States or other regulatory agencies which accord a degree of recognition to the IS-BA programmes within their regulatory system may choose to monitor audits conducted in their region as they see fit. If the regulatory agency is not satisfied with the quality of the audit conducted, they may, at their discretion, provide remedial training to the auditor, or ask IBAC to revoke the auditor's corresponding Special Regulatory Qualification (SRQ) credential (when applicable) due to unsatisfactory performance.

2.5 Auditor Review Board (ARB)

2.5.1 Whenever IBAC deems appropriate, it may convene an Auditor Review Board in order to discuss issues arising as a result of Auditor performance or conduct.

- a. The IS-BA ARB will consist of the IBAC leadership;
 - i. A minimum of three are required for a quorum;
 - ii. The ARB may meet in person or via video conference;
- b. The Auditor will be informed of the issue to be discussed before the Board and scheduled via email;
- c. The Board meeting will be documented and may have the following outcomes to close an ARB:
 - i. Feedback and Clarity;
 - ii. Counselling of Auditor;
 - iii. Suspension of Auditor Privileges;
 - iv. Revocation of Auditor Privileges;
- d. The Auditor may appeal an ARB to the IBAC Director General (DG);
 - i. The DG has the authority to uphold or overrule the ARB's decision;
 - ii. The DG will reply with a decision affirming or overruling the ARB decision within 30 calendar days of receiving a formal request via email from the Auditor.

APPENDIX G – IS-BAH™ AUDITOR QUALIFICATION AND CURRENCY REQUIREMENTS

This appendix details the auditor qualifications, credentials and currency requirements applicable to auditors of the IS-BAH™ programme.

In order to be initially accredited or to renew his/her accreditation, the candidate shall demonstrate compliance with the qualification and experience prerequisites detailed in this manual, and:

- a. Complete the online application on the IBAC Website;
- b. Be proficient in the English language;
- c. Hold a copy of the IS-BAH™, purchased from IBAC in his or her name; and
- d. Have attended both the Fundamentals of IS-BAH™ and IS-BAH™ Auditing Workshops, within the previous 6 months.

In order to ensure that the programme's more experienced auditors are conducting the higher stage evaluations, the IS-BAH™ programme has established the Stage 3 (S) credential. This credential allows the auditor to function as the lead auditor in Stage 3 audits. Auditors who do not possess this credential may function as the lead auditor in Stage 1 and 2 audits and may participate as an audit team member in Stage 3 audits with a lead auditor that possesses the Stage 3 credential.

1. Auditor Qualification Prerequisites

1.1 Operational Experience Prerequisites

1.1.1 A candidate for IS-BAH™ Auditor shall have documented:

- a. Working knowledge of the operational and maintenance provisions of civil air regulations and International Civil Aviation Organization standards and recommended practices; and
- b. Working knowledge of business aviation handling management;

1.1.2 A minimum of five years' working experience in aircraft ground handling including, GHSP activities; or a period of two years as an active I3SA providing implementation support to companies successfully achieving IS-BAH™ at Stage 1 or above.

1.2 Safety Management Systems (SMS) Experience Prerequisites

1.2.1 A candidate for IS-BAH™ Auditor shall have expertise and training in Safety Management Systems (SMS). In order to satisfy these prerequisites, the candidate shall:

- a. Furnish documented and verifiable evidence of completion of a SMS training course acceptable to IBAC within the 24 months preceding his/her initial accreditation. Acceptable evidence of training shall consist of a certificate of completion, confirming that the candidate has successfully completed all aspects of the course, including an examination and/or demonstration of proficiency; and
- b. Demonstrate expertise in auditing Safety Management Systems through the successful completion of the "Auditing SMS Proficiency Test" administered by the Auditor Accreditation Manager (AAM).

1.3 Auditing Experience Prerequisites

- 1.3.1 A candidate for IS-BAH™ Auditor shall have expertise and training in auditing International Organization for Standardization (ISO)-based Quality Management Systems (QMS).
- 1.3.2 In order to satisfy the prerequisites as specified in 1.3.1, the candidate shall furnish documented and verifiable evidence of completion of a quality auditor or lead auditor training course acceptable to IBAC. Acceptable evidence of training shall consist of a certificate of completion, confirming that the candidate has successfully completed all aspects of the course, including an examination and/or demonstration of proficiency.

1.4 Special Prerequisites for Stage 3 (S) Auditors

- 1.4.1 A candidate for Stage 3 (S) Auditor shall meet all prerequisites contained in 1.1, 1.2 and 1.3. Additionally, the candidate should ideally have performed a minimum of 4 (four) IS-BAH™ registration audits, either as a lead auditor or an audit team member.

2. Auditor Currency

2.1 Auditor Currency Requirements

- 2.1.1 An auditor is considered current if, within the previous 12 months, he/she has accomplished one of the following:
- a. Conducted at least one IS-BAH™ registration audit, either as a lead auditor or an audit team member; or
 - b. Attended the IS-BAH™ Fundamentals and Auditing workshops; or
 - c. Provided a substantive level of implementation support for a client preparing for an ISBAH™ audit and successful completion of an ISBAH™ auditor requalification examination.