



ISSA Process Overview

Purpose

This summary provides an overview of the activities and responsibilities related to the planning and conduct of an ISSA Initial Registration, and Registration Renewal Assessment conducted by IATA.

Initial Registration Assessment

For Initial Registration Assessments, the Operator is required to complete the [initial assessment application form](#) and submit it to issa@iata.org.

Registration Renewal Assessment

For Registration Renewal Assessments, the operator is required to contact issa@iata.org as early as possible in order to commence the agreement and planning activities.

Based on ISSA Program Manual (ISPM) rules, the closing meeting of the on-site portion of the renewal assessment process shall not take place more than 180 calendar days prior to the expiry date of the operator's current registration, in order to maintain the same registration expiry date.

Agreement

The assessment agreement will be signed between the operator undergoing the assessment and IATA.

To initiate the agreement process, the operator is required to complete the following form, as soon as possible. Without the form completed, the process cannot be initiated.

[ISSA Agreement - Airline Information Form](#)

In addition to the above form, the following documents need to be submitted by the operator via email before the agreement can be prepared:

1. The AOC / Air Operator Certificate, including Ops Specifications
2. The Insurance Certificate and Reinsurance Certificate, as applicable

All above documents should be sent to the following address: issa@iata.org.

IATA will review all documents and request necessary corrections, before the agreement preparation can begin.

Communication

IATA will assign an "Assessment Manager" for each assessment. The Assessment Manager will serve as the primary point of contact and oversee all preparation activities related to the assessment. After the agreement



process has concluded, every operator will receive notification containing the name and contact information of the assigned Assessment Manager.

Certain steps within the process are centrally managed, while others fall under the purview of the designated Assessment Manager. As a result, operators may interact with more than one IATA representative throughout the process. All communication should include the Assessment Manager as a recipient.

Assessment Date

The preferred assessment dates should be communicated at the time of agreement signature. If the preferred assessment dates have not yet been communicated, the Assessment Manager should be informed as soon as possible. Any updates to the preferred dates can be sent to issa@iata.org at any time.

Assessment Team

A proposed assessment team will be shared with the operator for review in advance. The team will be assembled to optimize travel costs as much as possible. This means IATA will attempt to select both auditors as close to an operator's location as possible. In addition, language, knowledge of regulatory environments, etc. will also be considered. All of considerations are subject to the auditors' individual availabilities.

Travel, Logistics, and Accommodation

The 'Travel Rules Applicable to IOSA Audits' also apply to ISSA Assessments conducted by IATA and are an integral part of the Assessment Agreement. Based on those, the arrangement and booking of travel, accommodation, and local transport for the auditors is the responsibility of the operator. Details can be found in the travel rules that are provided with the agreement.

It is important that all proposed arrangements are shared with the Assessment Manager as they become available before they are finalized or before any confirmed bookings are made.

If visa and invitation letters are needed to enter the country, all support from the operator is greatly appreciated for this. Detailed requirements will be communicated based on the planned assessment team.

Assessment Conduct

The assessment will be conducted in two phases:

1. Offsite document review – will start 2 weeks prior to the onsite assessment

All manuals and documentary references, including a complete and accurate cross reference list need to be provided to IATA at least 3 weeks prior to the onsite phase of the assessment. The auditors will then review all manuals and record all document references before coming onsite.

An incomplete or inaccurate cross reference list or missing documents could lead to a delay of the onsite phase of the assessment.

The documentation review shall be conducted within three (3) auditor days, within a duration of two weeks before the onsite assessment.

2. Onsite assessment





The onsite part of the assessment will focus on Mandatory Observations and implementation verification. Only limited time will be designated to clear up any open issues stemming from the offsite documentation review.

The onsite assessment shall be conducted by two auditors over a period of two days.

Mandatory Observations

All required Mandatory Observations (MOs) that will be conducted by the auditors are listed below:

- Flight Operations
 - Flight Crew Scheduling Operations
- Operational Control and Flight Dispatch Operations
 - Operational Control Administration
 - Flight Coordination/Monitoring
 - Flight Coordination/Monitoring
 - Flight Planning
- Aircraft Engineering and Maintenance
 - Line Maintenance Operations
 - Aircraft Part/Component Installation/Replacement
 - AD/SB Management
- Ground Handling Operations
 - Load Control Operations
 - Aircraft Loading Operations
 - Aircraft Ground Handling Operations
 - Aircraft Ground Movement Operations
 - Aircraft Fueling Operations
- Cargo Operations
 - General Cargo Acceptance
 - Acceptance of Dangerous Goods Cargo
- Security Management
 - Passenger/Baggage Security

The operator is required to plan, facilitate and support the auditors' access necessary facilities, areas and personnel, enabling them to effectively carry out the implementation of MOs.

Follow-up

The follow-up for the assessment will be coordinated and completed by a designated IATA team. Relevant information will be provided onsite during the assessment.

Timeline & Main steps

Time before the onsite part of the Assessment	Step / Task
As soon as possible	<p>For an ISSA Initial Registration Assessment, the operator needs to complete Initial ISSA Application Form and send it to issa@iata.org.</p> <p>Payment for the Application Fee Invoice must be received by IATA before the ISSA Agreement preparation can begin.</p> <p>For ISSA Registration Renewal Assessment this step is not applicable.</p>
As soon as possible	<p>Operator needs to fill out the ISSA Agreement - Airline Information Form and send a copy of the AOC and Insurance Certificate to issa@iata.org.</p> <p>The review of the Air Operator Certificate (AOC) and the acceptance of the Insurance Certificate may require some time. Furthermore, the preparation of the agreement by IATA commences only after the acceptance of the Insurance Certificate.</p>
Min 6 months	The agreement is prepared and sent for signature.
After signing the agreement	The operator has to pay the ISSA fixed fee as stipulated within the agreement.
4-6 months	An Assessment Manager will establish initial contact with the operator. Assessment dates previously communicated during agreement signature will be confirmed at this stage.
3-6 months	The proposed assessment team will be shared with the operator. Changes may happen during planning.
2-3 months	<p>Initial logistical proposal (travel, accommodations) needs to be prepared by the operator and shared with Assessment Manager.</p> <p>Pre-assessment questionnaire needs to be completed by the operator, if not already provided during agreement process.</p>
4-6 weeks	An initial draft assessment plan will be prepared and shared with the operator.
4 weeks	All logistical planning needs to be completed. The Assessment Team is confirmed.
3 weeks	All pertinent manuals/documentation and a cross-reference list must be uploaded to the designated site. The operator may utilize the Documentation References template form to



finalize its cross-references. Detailed instructions will be provided by the Assessment Manager.

In case the operator has an online documentation system, it is alternatively possible to give the auditors access to this system.

2 weeks

A stakeholder meeting will be organized between operator, IATA, and the Lead auditors to start the remote part / documentation review of the assessment.

**Onsite
Assessment**

The auditors will travel to the assessment location and perform the onsite assessment.

Please send all inquiries related to the planning and conduct of the assessment to issa@iata.org.