

# Competency-Based Training and Assessment (CBTA) Center Program Manual

Edition 2



## DISCLAIMER

The content, data and information (the "Content") contained in this publication ("Publication"), is provided for information purposes only and is made available to you on an "AS IS" and "AS AVAILABLE" basis.

IATA has used reasonable efforts to ensure the Content of this Publication is accurate and reliable. We, however, do not warrant, validate, or express any opinions whatsoever as to the accuracy, genuineness, origin, tracing, suitability, availability or reliability of the sources, completeness, or timeliness of such Content. IATA makes no representations, warranties, or other assurances, express or implied, about the accuracy, sufficiency, relevance, and validity of the Content. IATA's observations are made on a best efforts and non-binding basis, and shall not be deemed to replace, interpret, or amend, in whole or in part, your own assessment and evaluation or independent expert advice. Nothing contained in this Publication constitutes a recommendation, endorsement, opinion, or preference by IATA.

IATA has no obligation or responsibility for updating information previously furnished or for assuring that the most up-to-date Content is furnished. IATA reserves the right to remove, add or change any Content at any time. Links to third-party websites or information directories are offered as a courtesy. IATA expresses no opinion on the content of the websites of third parties and does not accept any responsibility for third-party information. Opinions expressed in advertisements appearing in this publication are the advertiser's opinions and do not necessarily reflect those of IATA. The mention of specific companies or products in advertisements does not imply that they are endorsed or recommended by IATA in preference to others of a similar nature which are not mentioned or advertised.

This Publication is not intended to serve as the sole and exclusive basis for assessment and decision making and is only one of many means of information gathering at your disposal. You are informed to make your own determination and make your own inquiries as you may deem necessary and suitable. You shall independently and without solely relying on the information reported in this Publication, perform your own analysis and evaluation regarding the nature and level of information you may require, based upon such information, analyses, and expert advice as you may deem appropriate and sufficient, and make your own determination and decisions pertaining to the subject matter under consideration.

This Publication is the property of IATA and is protected under copyright. The Content of this Publication is either owned by or reproduced with consent or under license to IATA. This Publication and its Content are made available to you by permission by IATA, and may not be copied, published, shared, disassembled, reassembled, used in whole or in part, or quoted without the prior written consent of IATA. You shall not without the prior written permission of IATA: re-sell or otherwise commercialize, make mass, automated or systematic extractions from, or otherwise transfer to any other person or organization, any part of this Publication and its Content in whole or in part; store any part of this Publication, or any Content, in such a manner that enables such stored Content to be retrieved, manually, mechanically, electronically or systematically by any subscriber, user or third-party; or include it within, or merge it with, or permit such inclusion in or merge with, another archival or searchable system.

TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, IATA DISCLAIMS ANY REPRESENTATION OR WARRANTY (I) AS TO THE CONDITION, QUALITY, PERFORMANCE, SECURITY, NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OF THIS PUBLICATION AND CONTENT; OR (II) THAT THE ACCESS TO OR USE OF THIS PUBLICATION (INCLUDING ANY AUTOMATED FEEDS OR OTHER DELIVERY MODES) OR ANY CONTENT SUPPLIED OR CONTRIBUTED TO THIS PUBLICATION BY THIRD PARTIES, WILL BE UNINTERRUPTED, ACCURATE, THE MOST UP TO DATE, COMPLETE OR ERROR-FREE. IATA EXCLUDES ALL LIABILITY (TO THE EXTENT PERMITTED BY APPLICABLE LAW) FOR ANY COSTS, LOSSES, CLAIMS, DAMAGES, EXPENSES OR PROCEEDINGS OF WHATEVER NATURE INCURRED OR SUFFERED BY YOU OR ANY OTHER PARTY ARISING DIRECTLY OR INDIRECTLY IN CONNECTION WITH THE USE OF THIS PUBLICATION OR ANY CONTENT CONTAINED OR ACCESSED THEREFROM, OR DUE TO ANY UNAVAILABILITY OF THIS PUBLICATION IN WHOLE OR IN PART.

# Table of Contents

<b>Preface</b> .....	iii
<b>Record of Editions</b> .....	iv
<b>Abbreviations</b> .....	v
<b>1 - Introduction</b> .....	1
1.1 International Air Transport Association (IATA).....	1
1.2 IATA Dangerous Goods Regulations (DGR).....	2
<b>2 - CBTA Center Program</b> .....	4
2.1 Program description.....	4
2.2 Certification types.....	5
2.3 CBTA Center Conference .....	7
2.4 CBTA Center Recognition Awards.....	8
<b>3 - Accreditation Policies</b> .....	11
3.1 Accreditation .....	11
3.2 Training unit.....	11
3.3 Accreditation of courses .....	12
3.4 Authorization of instructors/designers .....	14
3.5 Certificate of Accreditation .....	15
3.6 CBTA Center logo .....	16
3.7 Co-branded IATA Secured Digital Award (SDA) Certificate .....	16
3.8 Maintaining an accreditation .....	16
3.9 Audit and quality assurance .....	16
3.10 Government approval.....	17
3.11 Change of situation .....	17
3.12 Training and assessment records .....	17
<b>4 - Accreditation Process</b> .....	18
4.1 Assessment principles .....	18
4.2 Assessment standards.....	18
4.3 Assessment approach.....	19
4.4 Language of Communication.....	19
4.5 Assessment process .....	19
4.6 Re-assessment (re-accreditation).....	22



<b>5 - Certification Requirements</b> .....	23
<b>6 - Project Management</b> .....	24
Level 1: Steering committee .....	24
Level 2: Project Management Office (PMO) .....	24
Level 3: Project team.....	24
6.1 Change management.....	24
6.2 Project monitoring and status reporting.....	24
6.3 Project staffing .....	25
6.4 Project timeline.....	25
<b>7 - Financial Information</b> .....	26
<b>8 - Next steps</b> .....	27
<b>Appendix A - Sample of Co-Branded IATA Secured Digital Award (SDA) Certificate</b> .....	28
<b>Appendix B - Sample of IATA CBTA Center Certificate</b> .....	29
<b>Appendix C - Description of Changes</b> .....	30

---

# Preface

The International Air Transport Association (IATA) has initiated a thorough review of the Accredited Training School (ATS) program to include the provisions on Competency-based Training and Assessment (CBTA) as agreed by the International Civil Aviation Organization (ICAO) Dangerous Goods Panel in DGP/27 (September 2019) and in accordance with the IATA Dangerous Goods Regulations.

IATA recognizes the challenges faced by many organizations to transform traditional educational systems into a Competency-based Training and Assessment (CBTA) approach while keeping up with industry requirements and regulations. In response, IATA established the Competency-based Training and Assessment Center program (the "CBTA Center program").

The CBTA Center program aims to support organizations across the aviation industry, including Operators, Civil Aviation Authorities, and Training Organizations, to develop capacity and resources for aviation related training programs based on a competency-based training and assessment approach and in compliance with international and industry standards.

This Manual (the "Manual") describes the policies, procedures, and requirements to get accredited as a CBTA Center and how to maintain this accreditation. This Manual forms an integral part of the IATA CBTA Center Agreement (the "Agreement") between the organization and IATA. Unless otherwise defined herein, all capitalized terms used in this Manual shall have the meaning ascribed to such terms in the Agreement.

Please feel free to contact us with any questions or for any additional information about the purpose of this program and the process to obtain CBTA Center accreditation.

We look forward to working with you to help you achieve your goals, and our mutual objectives to improve the safety and efficiency of the air transport industry.

---

# Record of Editions

No	Edition No	Issue Date	Effective Date	Section	Summary of Changes	Approved By
1	1.0	01/Sep/23	01/Jan/24	All	First edition	Y. Sorany
2						
3						
4						
5						
6						

# Abbreviations

Abbreviations, acronyms, and definitions have been included here for ease of use.

ASA	Airport Services Association
ATS	IATA Accredited Training Schools
CBTA	Competency-based training and assessment
COMAT	Company Material
CSC	IATA Cargo Services Conference
DGB	IATA Dangerous Goods Board
DGR	IATA Dangerous Goods Regulations
DGTWG	IATA Dangerous Goods Training Working Group
FIATA	International Federation of Freight Forwarders
GHA	Ground Handling Agents
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
IFALPA	The International Federation of Air Line Pilots' Associations
IGHC	IATA Ground Handling Council
IV	Independent Validator
SME	Subject Matter Expert

# 1 - Introduction

## 1.1 International Air Transport Association (IATA)

The International Air Transport Association (IATA) is the trade association for the world's airlines, representing some 290 airlines or 83% of total air traffic. We support many areas of aviation activity and help formulate industry policy on critical aviation issues.

IATA's head office is in Montreal (Quebec, Canada) and its executive office is in Geneva (Switzerland). IATA also has regional offices around the world.

### **IATA vision**

Working together to shape the future growth of a safe, secure, and sustainable air transport industry that connects and enriches our world.

### **IATA mission**

IATA's mission is to represent, lead, and serve the airline industry.

### **Representing the airline industry**

We improve the understanding of the air transport industry among decision-makers and increase awareness of the benefits that aviation brings to national and global economies. Advocating for the interests of airlines across the globe, we challenge unreasonable rules and charges, hold regulators and governments to account, and strive for sensible regulation.

### **Leading the airline industry**

For over 70 years, we have developed global commercial standards upon which the air transport industry is built. Our aim is to assist airlines by simplifying processes and increasing passenger convenience while reducing costs and improving efficiency.

### **Serving the airline industry**

We help airlines to operate safely, securely, efficiently, and economically under clearly defined rules. Professional support is provided to all industry stakeholders with a wide range of products and expert services.

### **Brand values**

Our Brand Values define what we value and how we behave to help us deliver the IATA mission and vision. We all have different personalities, styles, and areas of expertise, are at different levels of the organization, and play different roles.

But you will recognize us by the consistent way in which we act and behave. We live our values and embody the supporting behaviors to make IATA a great place to work:

- We build standards through expertise
- We champion the global big picture
- We partner for mutual benefit
- We act with a simple human touch



## **1.2 IATA Dangerous Goods Regulations (DGR)**

### **Setting the standards leads to safety**

Some items may endanger the safety of an aircraft or persons on board. The air transportation of these dangerous materials can either be forbidden or restricted. IATA leads industry efforts to ensure the safe handling of dangerous goods in air shipping. We provide a great variety of technical knowledge, products, services, and training solutions, tailored to satisfy industry needs.

IATA works closely with local governments and ICAO in the development of regulations and guidelines. This way, we ensure that the rules and guidelines on dangerous goods transportation are effective and efficient.

The IATA Dangerous Goods Regulations (DGR) manual is the global reference for shipping dangerous goods by air and the only standard recognized by airlines.

Airlines, freight forwarders, ground handlers and shippers rely on the IATA Dangerous Goods Regulations (DGR) manual every day to make sure dangerous goods are transported safely and efficiently.

### **Dangerous Goods Board (DGB)**

The DGB reviews and determines standards and procedures necessary for the safe carriage of dangerous goods by air, and promotes the worldwide recognition, adoption of and adherence to those standards and procedures.

The DGB consists of 12 Board members, elected by the Cargo Services Conference (CSC), each being an expert in the dangerous goods field and serving on the Board for a period of four years. IATA member airlines and other associations, such as IFALPA and aircraft manufacturers may send observers to the DGB meetings.

Objectives:

- Participating in the development of recommendations for amendments to the ICAO Technical Instructions Document and ensuring their implementation into the Dangerous Goods Regulations (DGR).
- To develop and approve documentary requirements and procedures for the handling and processing of dangerous goods.
- Providing for a forum allowing member airlines to exchange and develop information specific to the transport of dangerous goods contained in company material (COMAT).
- Implementing a strategy for effective dangerous goods training standards worldwide for operators, ground handling agents (GHA) and freight forwarders.
- Promoting an open dialogue with civil aviation authorities and the shipping industry throughout the world to ensure safe and compliant operations.
- Developing checklists and other tools to be used in establishing "proof of compliance" checks for dangerous goods safety standards.

### **Dangerous Goods Training Working Group (DGTWG)**

The Dangerous Goods Training Working Group (DGTWG) reviews, amends and updates all matters pertaining to dangerous goods training, and focuses on training standards harmonization across the industry.

The DGTWG consists of 12 members nominated by the Cargo Services Conference (CSC) and other groups representing the members, such as IATA Ground Handling Council (IGHC), Airport Services Association (ASA) and other Industry Trade Associations, and appointed by the Dangerous Goods Board (DGB), each being an expert in the dangerous goods training. IATA member airlines and other associations, such as the International Federation of Freight Forwarders (FIATA) may send observers to the DGTWG meetings.

The primary objectives of the DGTWG include:

- Developing dangerous goods training standards to support member airlines in maintaining the highest safety standards.
- Developing and reviewing the [IATA Dangerous Goods Training Program](#) to ensure that the program is current and fully aligned to the [IATA Dangerous Goods Regulations \(DGR\)](#).
- Maintaining the content of the IATA Guidelines for Instructors of Dangerous Goods Courses and other training aids to assist instructors in the development and implementation of professional training standards.
- Reviewing and updating qualification standards for instructors conducting dangerous goods training.
- Exploring, evaluating, and promoting the use of new training technologies.

## 2 - CBTA Center Program

### 2.1 Program description

#### Background

The International Air Transport Association (IATA) has initiated a thorough review of the Accredited Training School (ATS) program to include the provisions on Competency-based Training and Assessment (CBTA) as agreed by the International Civil Aviation Organization (ICAO) Dangerous Goods Panel in DGP/27 (September 2019) and in accordance with the IATA Dangerous Goods Regulations.

IATA recognizes the challenges faced by many organizations to transform traditional educational systems into a Competency-based Training and Assessment approach while keeping up with industry requirements and regulations. In response, IATA established the Competency-based Training and Assessment Center program (the "CBTA Center program").

The CBTA Center program:

- Draws on IATA's expertise in the development of standards, manuals, guidance, and professional support with a wide range of products and services.
- Brings to bear the wealth of experience and knowledge accumulated by IATA while developing and facilitating training in the aviation industry worldwide.
- Benefits from more than 20 years of experience and expertise from its predecessor program, the Accredited Training School (ATS).
- Provides the expertise to equip organizations with the capability and resources to analyse, design, develop and implement competency-based, up-to-date training programs and other quality learning activities, that fully meet international standards.
- Assures that trainees have achieved the knowledge and skills that the training course was intended to provide and validates that the entire training system is designed and developed correctly.

#### What is the CBTA Center program?

The Competency-Based Training and Assessment Center Program (CBTA Center) is the global certification program on certifying organizations for compliance with the training provisions in accordance with competency-based training and assessment approach.

The CBTA Center aims to support organizations across the aviation industry, including operators, civil aviation authorities, and training providers, to develop capacity and resources for aviation related training programs that meet the requirements of competency-based training and assessment approach in accordance with the applicable regulations.

The CBTA Center provides organizations the opportunity to acquire accreditation from IATA, attesting that their training is validated against the IATA CBTA Center program's policy, standards, and requirements. This accreditation is granted after the organization's training system, standards, procedures, quality management, material, and content have been validated by IATA and found to meet the program's criteria.

Accredited organizations can offer competency-based training solutions to companies and provide internationally recognized qualifications with a co-branded IATA certificate to students that have successfully completed their training course.

#### Why CBTA Center?

The objectives of the CBTA Center program are to:

- Establish, maintain, and monitor a globally recognized accreditation program for competency-based training and assessment on a worldwide basis and in a cost-effective manner.

- Support the industry to develop capacity and resources to transition to a competency-based training and assessment approach.
- Enable operators and civil aviation authorities to assess and approve organizations for a training program under a competency-based training and assessment approach.
- Address industry concerns and requirements for safe, secure, efficient, and sustainable air transport.
- Support the industry to develop high-quality and effective training that meets international standards.
- Improve the workforce competency and performance.
- Raise the bar in the industry and give visibility to accredited organizations.

### Who can join the CBTA Center program?

The CBTA Center Program is suitable for, but not limited to the following entities:

- Training organizations, institutes, and schools that offer training and solutions to clients.
- Airlines, airports, ground service providers, freight forwarders, and shippers that provide in-house training to their employees.

### How does the CBTA Center program accomplish its objectives?

The CBTA Center program recognizes an organization through an assessment process. Applicants must successfully pass a CBTA Center assessment, conducted by an IATA independent validator (IV) to determine the compliance of the organization with the criteria set forth in the CBTA Center Assessment Checklist.

The process to achieve the Certificate of Accreditation consists of four distinct phases.

---

**Self-Assessment:** Organizations complete a self-assessment of their training system, program, material, and content against the CBTA Center Assessment Checklist.

---

**Assessment:** Organizations are assessed through detailed assessment of their training system, program, material, and content against the CBTA Center Assessment Checklist by an IATA Independent Validator.

---

**Validation:** Organizations are validated for their training program and methodology and scored by an IATA Independent Validator.

---

**Certification:** If validation is successful, organizations are recognized by the CBTA Center program to provide accredited competency-based training and assessment within a specific territory or jurisdiction.

---

More information related to assessment process can be found under 4.5. Assessment Process.

## 2.2 Certification types

The CBTA Center Program consists of three accreditations: CBTA Corporate, CBTA Provider, and CBTA Excellence.

The table below summarizes the high-level scope of each accreditation based on the organization's profile.



<b>CBTA Center</b>	<b>Corporate</b>	<b>Provider</b>	<b>Excellence</b>
<b>Specific territory limitation</b>	No	Yes	Yes
<b>Provide training to employees</b>	Yes	No	No
<b>Sell training to clients</b>	No	Yes	Yes
<b>Sell training solutions to clients</b>	No	No	Yes

## CBTA Corporate

“CBTA Corporate” accreditation is given to organizations that provide internal training to employees, such as airports, airlines, freight forwarders, ground handling agents, and shippers. This certification attests that their training program is benchmarked against and meets the training provisions under the applicable regulations.

The benefits of the CBTA Corporate accreditation:

- Receive international recognition for meeting applicable training standards
- Accredited courses in a variety of delivery methods (eLearning, Classroom, LIVE virtual classroom, blended, etc.)
- Provide high-quality and internationally recognized training to employees
- Provision for issuance of co-branded IATA certificates to employees who successfully complete an accredited internal training
- Permission to use the ‘CBTA Corporate’ logo for specified promotions associated with the accredited course
- Receive the Annual Workshop for CBTA Center Instructors (1 day) for authorized and active instructors
- Increased workforce knowledge and capability to improve performance of operations
- Reduced operational risk and avoidance of accidents in the workplace
- Reduced cost overruns caused by poor performance

CBTA Corporate accreditation allows organizations to provide accredited internal training in the countries where they operate.

## CBTA Provider

“CBTA Provider” accreditation is given to organizations that offer training to clients within a specific territory or jurisdiction and for specific courses. This certification attests that their training course is benchmarked against and meets the applicable regulations for specific courses.

The benefits of the CBTA Provider accreditation:

- Receive international recognition to offer training within a specific territory or jurisdiction and for specific courses
- Generate revenues through the selling of standardized training courses
- Accredited courses in a variety of delivery methods (eLearning, Classroom, LIVE virtual classroom, blended, etc.)
- Provide high-quality and internationally recognized training to clients and students
- Issuance of co-branded IATA certificates to students who successfully complete the accredited training course
- Permission to use the ‘CBTA Provider’ logo for specified promotions associated with the accredited training course
- Receive the Annual Workshop for CBTA Center Instructors (1 day) for authorized and active instructors

## **CBTA Excellence**

“CBTA Excellence” accreditation is given to organizations that offer solutions and services to the industry for the development of competency-based training and assessment. This certification attests that their training design and development methodology and best practices are benchmarked against and meet the applicable regulations for the development of competency-based training and assessment.

In addition to the CBTA Provider benefits, organizations with CBTA Excellence accreditation will:

- Permission to use the ‘CBTA Excellence’ logo for specified promotions associated with the accredited training course
- Receive recognition for meeting international standards for design and development methodology in Competency-based Training and Assessment.
- Have the opportunity to expand their revenues through selling of solutions and services for the development of a training program.

## **CBTA Corporate along with CBTA Provider or CBTA Excellence**

Organizations that give internal in-house training to employees as well as offer training to clients within a specific territory or jurisdiction and for specific courses have the possibility to achieve dual accreditation consisting of CBTA Corporate along with CBTA Provider or CBTA Excellence.

## **CBTA Center Accreditation advantages**

The advantages of the CBTA Center accreditations:

- Receive international recognition for meeting training standards
- Provide high-quality and internationally recognized training
- Issuance of co-branded IATA Secured Digital Award (SDA) student certificates
- Permission to use the appropriate CBTA Center logo for specified promotions
- Web listing on the IATA registry
- Publication listing in the IATA Manual
- Enhanced customer satisfaction and increased competitiveness
- Participate in the Annual Workshop for CBTA Center Instructors to receive early information on regulatory and training issues, along with upcoming changes to the Regulations
- CBTA Center Instructors receive a complimentary digital copy of the latest edition of the applicable IATA Manual – English version after successful completion of the Annual Workshop for CBTA Center Instructors
- Ongoing support from IATA SMEs, responding to technical and training questions emanating from our industry
- Member pricing on IATA courses
- Discount on the IATA Dangerous Goods Regulation (DGR) Manual to be used by students registered in Dangerous Goods Regulations Initial and Recurrent courses only (not for resale).

## **2.3 CBTA Center Conference**

IATA organizes the CBTA Center Conference for all CBTA Centers on a yearly basis in conjunction with an IATA event.

The purpose of the CBTA Center Conference is to bring representatives together from various CBTA Centers to discuss and share best practices, challenges, and opportunities in the field of competency-based training and assessment approach. CBTA Center Conference is a closed event that accepts participation with invitation only for CBTA Centers.

The CBTA Center Conference's main objectives are to:

- inform CBTA Centers on the latest trends, techniques, and tools currently available in the competency-based training and assessment approach worldwide
- provide an international forum to exchange best practices, ideas, and experiences in the training under competency-based training and assessment approach in general, and more specifically on the CBTA Center Certification Program
- explore new technologies and methodologies for improving training effectiveness and
- establish and promote an effective communication network at an international level in the field of training between IATA, CBTA Centers, local CAAs, and other stakeholders.

The CBTA Center Conference will be a one-day event and will consist of keynote speeches and panel discussions around the following topics:

- An opening ceremony along with the key speeches from IATA's representatives
- Presentations about the worldwide and regional initiatives in the field of competency-based training and assessment approach
- Presentation about the CBTA Center Certification Program achievements and updates
- Panels divided into specific subjects around the applicable training programs
- Key speeches from civil aviation authorities, stakeholders
- An award ceremony to recognize the best performer CBTA Centers and present their awards

IATA will manage the content of the CBTA Center Conference programme, mainly the selection of the speakers/panellists and moderators, and the coordination of the schedule in conjunction with the IATA event.

For more information, refer to Terms of Reference for CBTA Center Conference.

## 2.4 CBTA Center Recognition Awards

CBTA Center Recognition Awards is a program of rewards and incentives put in place to acknowledge and celebrate the achievements and contributions of CBTA Centers. The recognition award program is designed to recognize and reward CBTA Centers for their performance, attitude, and efforts.

The goal of the recognition award program is to motivate and inspire CBTA Centers to strive for excellence and to create a positive and productive learning environment. CBTA Center Recognition Awards aims to promote innovation and encourage the development of new concepts and ideas that contributes to the digitalization, and sustainability as well as the effective delivery of the training programs.

The recognition award program will be regularly evaluated to ensure that it is meeting its intended goals and is positively impacting the CBTA Center network.

The recognition award program has two separate categories:

- **Best Innovation,**
- **Best Performance.**

Participation in the recognition award program is voluntary and free of charge for both categories.

Application procedure and evaluation criteria for the CBTA Center Recognition Awards will be announced on the IATA CBTA Center web page. For more information, kindly refer to CBTA Center Recognition Awards terms and conditions.

Some categories may have more awards than others based on the evaluation criteria. On the other hand, some categories may not have any award winners if there is no application, or the applications don't earn enough points.

Award winners will be honoured by presenting one (1) complimentary plaque at a ceremony during the CBTA Center Conference and will be able to have the privilege of using the CBTA Center Award Winner badge. Award winners will have the visibility in IATA's communication channels. Award-winning CBTA



Centers may be selected to participate on speaking panels at the CBTA Center Conference, as appropriate and when in alignment with the conference program.

CBTA Centers demonstrating that they are excellent in the below-listed aspects of competency-based training and assessment approach will be recognized with the award.

### **2.4.1 Best Innovation:**

This award recognizes and celebrates the training program under competency-based training approach that has demonstrated exceptional creativity, originality, and effectiveness in all aspects of training activities such as training needs analysis, design, development, delivery, assessment, and evaluation.

The award aims to recognize the most innovative training solution that has been implemented by the CBTA Center, and to encourage other CBTA Centers to adopt similar strategies to improve the quality of their training solutions.

The innovative solution should be designed to meet the specific needs of the learners and should incorporate new and innovative techniques to enhance the learning experience. The solution should also have measurable outcomes that demonstrate its effectiveness in achieving the desired results. The solution should be easy to replicate and should be able to be adapted to different contexts.

There will be two Best Innovator Award. The submissions for the Best Innovator Award will be evaluated by the jury based on the concept, its innovativeness, contribution to industry priorities, and the likelihood of achieving success. The independent jury includes industry SMEs, independent validators, and IATA representatives.

CBTA Centers can submit more than one application.

Examples of innovative training solutions include but not limited to:

- A training program that uses adaptive learning techniques to personalize the training experience for each learner
- A training program that incorporates social learning to allow learners to connect and collaborate with each other
- A training program that uses real-world scenarios to make the training more relevant and practical.
- An assessment plan that utilizes spaced repetition and spot-checks to test learners on key concepts at regular intervals after the training session
- An assessment plan that incorporates online quizzes and assessments to evaluate the learner's retention of knowledge over time
- An assessment plan that utilizes adaptive testing to adjust the difficulty of the questions based on the learner's performance and progress
- An assessment plan that incorporates real-world scenarios to measure the learner's ability to apply the knowledge in real-world situations and retention of knowledge over time.
- A learning management system that incorporates gamification to make the training more engaging and interactive
- A virtual reality program that immerses learners in real-world scenarios to make the training more relevant and practical
- A mobile application that makes the training more accessible and convenient
- A program that uses artificial intelligence and machine learning to provide immediate feedback and personalized learning plans

### **2.4.2 Best Performance:**

This award recognizes and celebrates the CBTA Centers that has demonstrated exceptional effectiveness in achieving high levels of student satisfaction and desired results connected to the employee competencies and improved business outcomes.



There will be 1 Global Best Performer and 5 Regional Best Performers Award. The award will be recognized based on the high student satisfaction ratings on survey provided by IATA. CBTA Centers must obtain feedback from at least 20% of their reported students in order to be eligible for this award.

The CBTA Center Performance Survey will cover below aspects:

- Instructor/Trainer performance
- Course content/materials
- Students' experience

All responses to CBTA Center Performance Survey will be kept confidential and anonymous. IATA will comply with all applicable legal requirements related to data privacy and protection, including the General Data Protection Regulation (GDPR).

## 3 - Accreditation Policies

### 3.1 Accreditation

Accreditation is a formal recognition of competence to perform specific tasks. In this case, the tasks involve leveraging learning to improve human performance in the aviation industry.

Accreditations are associated with specific criteria; they are unique and non-transferable. An accreditation obtained for one country and one learning activity, therefore, applies only to that activity and cannot be transferred, applied, or otherwise linked to another activity.

By accrediting a course and/or learning activity, IATA confirms having reviewed the documentation submitted related to that activity and determined that it meets established standards for a competency-based training and assessment approach. IATA, therefore, accredits individual courses or learning activities that demonstrate sound instructional qualities and content expertise.

Accreditation is not a guarantee of success. While it confirms that the elements for success are in place, the training unit remains responsible for competently achieving its objectives. IATA shall not be responsible for any problem with a course or learning activity or claim against it, beyond its role in the accreditation process.

Accreditation is specific to both a learning activity and a version of that activity. Courses that are updated, improved, or otherwise modified must therefore be reviewed and re-accredited by IATA. Making changes that are not approved may result in losing that accreditation. A training unit cannot represent itself as the certifying authority for a course or learning activity instead of IATA. A training unit therefore cannot accredit other courses on behalf of IATA, nor can it represent another training unit to obtain accreditation.

### 3.2 Training unit

A training unit in any part of an organization; a department, section, or other part is specifically tasked with leveraging training for human performance improvements.

As a minimum, a training unit must meet the following criteria to be eligible for accreditation:

- Demonstrate it is operating a recognized training unit, i.e., that training constitutes one of the organization's primary businesses.
- Hold all necessary government licenses and approvals as required in the country where they are located.
- A formally structured and independent unit with a clear mandate, objectives, and resources to achieve them with a reporting structure.
- Capable of identifying organizational human performance improvement needs and identifying relevant ways of meeting them.
- Staffed with competent and fully trained personnel to work in their field.
- Demonstrate capability to design, develop, facilitate, and evaluate the effectiveness of various learning activities.
- Have access to training facilities suitably accessible to handicapped people as per local regulation and access to technology for training delivery in any selected format.
- Have its own Information Technology (IT) registered domain name that is recognizable and easily associated with the training unit.
- Have a training unit website or a dedicated webpage for student registration and an established email system to support their regular and ongoing communications.

IATA therefore only accredits learning activities created specifically by training units that belong to an organization that is in good standing, to meet the needs in the areas of aviation.

In addition to meeting the criteria in this section, a training unit will sign the IATA CBTA Center Agreement setting their terms and conditions including the following:

- Agree in writing to abide by the requirements of that program as described herein.
- Undergo the CBTA Center accreditation and follow-up re-accreditation every two years.
- Conduct training to a minimum of twenty-five (25) participants per accredited course per year to maintain active status (applicable for 'Provider' and 'Excellence' level of accreditation).
- Provide co-branded IATA certificates to all course participants. For clarity, students that attended and completed an accredited course must receive an IATA co-branded certificate.
- Student certificate records must be submitted within 30 days from the course completion date through IATA's portal.
- Conduct IATA CBTA Center Performance Survey to get student feedback regarding their experience in the accredited courses.
- Ensure that the most up-to-date edition of the respective IATA Regulations, manuals, and guidelines are available to each student registered in an accredited course for that student's individual use, whether lent to the student by the training unit or sold to the student as part of the cost of the accredited course.
- Designate an accountable coordinator to liaise with IATA for all CBTA Center matters.
- May use the specific CBTA Center logo in its promotional materials after it has sought and obtained confirmation from IATA that such use conforms to IATA's corporate policy on the use of logos and trademarks. The above shall be solely in respect to the accredited training only.
- Pay IATA all the fees (assessment fee, the respective annual fees, and co-branded IATA certificate fee) in the amounts and within the time frame prescribed in the Financial Provisions of this Manual, plus any applicable taxes.
- Ensure that their instructors receive updates to the Regulations at least on an annual basis with the issuance of each edition of the applicable regulation or more frequently if required. They must make sure their instructors comply with the rest of the requirements of the regulations.
- Submit an annual declaration letter by 1 December of each year. All the course documentation shall reflect the latest edition of the IATA Manuals including the addendums (if any).
- Submit proof of CAA approval, where applicable.
- Submit all active instructors' resumes, certificates, and competent authority's instructor's approval where applicable.
- Participate in the Annual Workshop for CBTA Center Instructors to receive information in advance on regulatory and training issues, along with upcoming changes to the Regulations.

### 3.3 Accreditation of courses

IATA has established a network of CBTA Center around the world for the delivery of training services related to dangerous goods or any other aviation-related training activity using a recognized course development methodology. IATA accredits training courses that meet CBTA Center program requirements.

The following training courses are available for accreditation (the "Accredited Courses"), including the course duration and the acceptable delivery method.

**Table 3.3.1:  
Acceptable Delivery Method for Accreditation of Training Courses**

<b>Dangerous Goods Regulations training course</b>		<b>Acceptable delivery method</b>	
Dangerous Goods Regulations training course for well-defined job functions in accordance <b>with IATA Dangerous Goods Training Guidance:</b>		Self-study	Instructor-Led
<b>7.1.A</b>	Personnel responsible for classifying dangerous goods	No	Yes

<b>Dangerous Goods Regulations training course</b>		<b>Acceptable delivery method</b>	
<b>7.1.B</b>	Personnel responsible for preparing dangerous goods shipment	No	Yes
<b>7.2</b>	Personnel responsible for processing and accepting goods presented as general cargo	Yes	Yes
<b>7.3</b>	Personnel responsible for processing or accepting dangerous goods	No	Yes
<b>7.4</b>	Personnel responsible for handling cargo in a warehouse, loading and unloading ULD and loading and unloading aircraft cargo compartments	Yes	Yes
<b>7.5</b>	Personnel responsible for accepting passenger and crew baggage, managing aircraft boarding areas and other functions involving direct passenger contact at an airport	Yes	Yes
<b>7.6</b>	Personnel responsible for planning of aircraft loading	Yes	Yes
<b>7.7</b>	Flight crew	Yes	Yes
<b>7.8</b>	Flight operations officers and flight dispatchers	Yes	Yes
<b>7.9</b>	Cabin crew	Yes	Yes
<b>7.10</b>	Personnel responsible for the screening passengers and crew and their baggage, cargo, and mail	Yes	Yes

- Instructor-led delivery can be conducted in classroom or in virtual platforms.

Below are the eight common tasks that are performed by the well-defined functions in accordance with IATA Dangerous Goods Training Guidance:

**Table 3.3.2:  
Dangerous Goods Task List**

<b>Dangerous Goods Task List</b>	
<b>0</b>	Understanding the basics of dangerous goods
<b>1</b>	Classifying dangerous goods
<b>2</b>	Preparing a dangerous goods shipment
<b>3</b>	Processing/accepting cargo
<b>4</b>	Managing cargo pre-loading
<b>5</b>	Accepting passenger and crew baggage
<b>6</b>	Transporting cargo/baggage
<b>7</b>	Collecting safety data

Below are the minimum recommended durations for accreditation of training courses for well-defined functions:

**Table 3.3.3:  
Minimum Recommended Durations for Accreditation of Training Courses (in Hours)**

<b>Function</b>	<b>Task</b>	<b>0&amp;7</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>Total</b>
<b>7.1 A</b>	<b>I</b>	3	15						<b>18</b>
	<b>R</b>	1.5	10.5						<b>12</b>
<b>7.1 B</b>	<b>I</b>	3	9	18					<b>30</b>
	<b>R</b>	1.5	3	13.5					<b>18</b>
<b>7.2</b>	<b>I</b>	3			3				<b>6</b>
	<b>R</b>	1.5			1.5				<b>3</b>
<b>7.3</b>	<b>I</b>	3			27				<b>30</b>
	<b>R</b>	1.5			16.5				<b>18</b>
<b>7.4</b>	<b>I</b>	3				1.5		1.5	<b>6</b>
	<b>R</b>	1.5				0.75		0.75	<b>3</b>

Function	Task	O&7	1	2	3	4	5	6	Total
7.5	I	1.5					1.5		3
	R	1.5					1.5		3
7.6	I	1.5				1.5			3
	R	1.5				1.5			3
7.7	I	1.5						1.5	3
	R	1.5						1.5	3
7.8	I	1.5						1.5	3
	R	1.5						1.5	3
7.9	I	1.5					0.75	0.75	3
	R	1.5					0.75	0.75	3
7.10	I	1.5			0.75		0.75		3
	R	1.5			0.75		0.75		3

\* I=Initial course; R= Recurrent course

- The durations include only the learning hours dedicated to training and assessment, excluding breaks.
- CBTA Centers can adjust the recommended durations for each task according to their training needs analysis and training design.
- Based on the need analysis carried out for specific operations, customers etc. it is possible to combine the well-defined functions. In such cases, the duration should be appropriately extended to align with the CBTA Center program requirements. For instance, in case of combined course for Function 7.1B Initial and 7.3 Initial, the total duration should involve roughly 57 learning hours.

### 3.4 Authorization of instructors/designers

Organization shall develop instructor and designer capacity to facilitate implementation of training provisions under a competency-based training and assessment approach.

Organization shall document and implement the minimum requirements to become an instructor and/or designer and afterwards to maintain the continuing qualification.

Organization shall fulfill the below requirements in order to get their instructors and/or designers authorized under their CBTA Center Certification.

**Table 3.4.1**

Requirement	Explanation	Corporate	Provider	Excellence
<b>CAA Approval</b>	Provide the local CAA approval letter/certificate, if applicable.	Yes	Yes	Yes
<b>Course Certificate</b>	Personnel shall have strong knowledge and operational experience for the functions that they will instruct, assess, or design.	Yes	Yes	Yes
<b>Instructor Certificate</b>	Organization shall establish and maintain a training unit with active instructors that successfully completed the IATA Competency-based Training for Dangerous Goods Instructors (5 days) (Classroom or LIVE virtual classroom) course	Yes	Yes	Yes

<b>Requirement</b>	<b>Explanation</b>	<b>Corporate</b>	<b>Provider</b>	<b>Excellence</b>
<b>Designer Certificate</b>	Organization shall establish and maintain a training unit with at least one active designer that successfully completed the IATA Competency-based Training for Dangerous Goods Instructional Designers (5 days) (Classroom or LIVE virtual classroom) course	No	No	Yes
<b>Annual Workshop for CBTA Center Instructors Certificate</b>	Organization shall ensure all the authorized instructors and designers to participate in the Annual Workshop for CBTA Center Instructors (1 day) annually organized by IATA to remain qualification.	Yes	Yes	Yes

### 3.5 Certificate of Accreditation

Certificate of Accreditation is valid only within the Territory as defined in the CBTA Center Agreement. For clarity, a training unit must successfully complete the accreditation process for each territory in which it wishes to be accredited by IATA and intends to represent itself as such. Each country office will be treated as a separate application. Certificate of the Accreditation will mention the country of accreditation.

Certificate of Accreditation shall attest that the training unit and specific accredited course(s) meet the program criteria and the training standards requirements as set in the applicable regulation. Certificate of Accreditation is valid only within the Territory defined in the Agreement.

Upon meeting the criteria for accreditation, with respect to one or more specific courses, the training unit will be recognized by the CBTA Center program upon the issuance of a 'Certificate of Accreditation' and become a "CBTA Center". The accreditation is valid for twenty-four (24) months.

IATA may withdraw the accreditation from a training unit that fails to meet any of the program requirements set out herein or in the CBTA Center Agreement. The accreditation is strictly personal to the training unit and for the specific territory or jurisdiction. The accreditation cannot be delegated and is not transferable to any third party.

CBTA Centers can provide physical classroom training only within the Territory defined in the Agreement. In case there is no limitation from local authorities, participants from other countries may choose to attend the accredited courses within the Territory defined in the Agreement or via virtual classroom methods. CBTA Center remain responsible to ensure that students are aware that its accreditation is only for the Territory defined.

The CBTA Center program enables certified organizations to accept customers from any location to their e-learning courses or virtual instructor-led courses to customers.

The certified organization has to:

- conduct the e-learning and/or virtual instructor-led training from the accredited location as specified in the agreement with IATA
- add a clear statement on their website to highlight to customers that their IATA Certification of Accreditation approved to conduct training in the specific country/territory as specified in the certificate.
- make the IATA Certificate of Accreditation, as well as the approval from the CAA visible to customers. Such information should be available to customers on the course registration web page, the course opening presentation/slide, the instructor presentation, and any marketing materials and advertisements.
- make a sample of the IATA Secured Digital Award (SDA) student certificate available and add a link to the online registry
- add recommendations to customers to check with their local CAA and/or customers if such a certificate is recognized and accepted by local legislation.

### **3.6 CBTA Center logo**

The training unit may use the specified CBTA Center logo in its promotional and course materials after it has sought and obtained confirmation from IATA that such use conforms to IATA's corporate policy on the use of logos and trademarks.

The above shall be solely in respect to the training unit's accredited training courses only that presented to students that take such a course towards a co-branded IATA certificate only.

### **3.7 Co-branded IATA Secured Digital Award (SDA) Certificate**

IATA has turned the paper certificates into printable secured digital award (SDA) Certificates, secured by blockchain technology, which guarantees the integrity of course student certificates.

Co-branded IATA Secured Digital Award (SDA) Certificate allows CBTA Center to include two (2) authorized signatures along with the company logo. CBTA Center will be onboarded for the SDA tool and guidelines will be provided to generate the certificates.

Course student certificates can be authenticated by simply scanning the QR codes. A sample Co-Branded IATA Secured Digital Award (SDA) Certificates can be found in the Appendix A.

The training unit shall report to IATA on monthly basis on all course students registered for and attending the training delivered in person or at a distance by virtual means.

The IATA Secured Digital Award (SDA) Certificates will be issued by IATA and sent to the training unit to distribute to course students that have attended the course.

For clarity, IATA is the sole party authorized to issue said certificates, and the training unit is not authorized to issue IATA co-branded certificates to students or otherwise use the CBTA logo and branding in connection to any other form of acknowledgment or certification.

### **3.8 Maintaining an accreditation**

A training unit shall maintain at least one (1) accredited course in good standing at all times while accredited.

To remain accredited, a course or learning activity must be delivered every year with a minimum of twenty-five (25) participants per accredited course (applicable for 'Provider' and 'Excellence' level of accreditation). Failure to meet this minimum requirement for two (2) consecutive years may result in suspending or revoking the accreditation.

To remain in good standing, a training unit must demonstrate continual review and improvement of an accredited course. The training unit must annually report to IATA on any updates, revisions, and/or modifications to the accredited course and ensure that all course documentation is up-to-date and reflective of current practices.

The training unit shall only offer those accredited courses at the territory(s) listed within the agreement unless it has written authorization from IATA to offer these courses at another location.

The training unit shall only use those instructors approved by IATA for the specific accredited courses at the territory(s) listed within the agreement.

A training unit must pay IATA, within the established timelines, all fees and expenses outlined in the CBTA Center Agreement and in this Manual, plus any applicable taxes.

### **3.9 Audit and quality assurance**

The main purpose of the audit is to ensure that the training unit maintains the standards of the accredited course(s) and it continues to meet the program's requirements.

IATA (or its representatives) may conduct an audit of the training unit by an onsite visit to the training unit location and/or an offsite audit in the form of a “desktop review” to assess the continuing quality of the training unit and accredited course(s).

Any audit undertaken by IATA shall be at IATA's sole cost and expense, except if such audit demonstrates that the training unit is in material breach of its obligations as per the signed Agreement and this Manual. In such cases, the training unit will be liable for all audit costs and for any damage this breach may have caused. IATA reserves the right to take all necessary action to maintain the quality of its program, including terminating an Agreement and seeking injunctive relief.

A training unit is responsible to establish a quality assurance framework for their accredited courses. Quality assurance refers to the criteria and processes that are employed in reviews of the accredited training programs to determine whether standards set for the accredited training unit and courses, outcomes, and input are being met and maintained and whether they encourage continuous improvement in the overall quality of the final course delivered.

### **3.10 Government approval**

Without limiting the provisions of the IATA CBTA Center Agreement, a training unit shall obtain all applicable government approvals, before delivering an accredited course:

- It will seek the official company registration of the local competent authority in which it intends to conduct an accredited course, where such approval is a legal requirement
- It will seek the approval of the local civil aviation authority in which it intends to conduct an accredited course, where such approval is a legal requirement
- It will seek approvals for the training program and instructors where it intends to conduct an accredited course, where such approval is a legal requirement
- It will not conduct courses in countries where such approval is required until that approval has been obtained
- In countries where legislation or regulations requiring such approvals have not yet come into force, it will monitor the status of such draft legislation or regulations and seek approvals immediately upon such approval becoming a legal requirement
- It will provide IATA with copies of any documents conferring such approvals immediately upon such approval being conferred, and thereafter on an ongoing basis.

### **3.11 Change of situation**

The training unit shall inform IATA of any change of situation by sending IATA a written notice within thirty (30) days of such change. The training unit is required to advise of any change in the following:

- Official name of the organization
- Official address of the organization
- Change of ownership
- Change of the Contact Person in the Agreement
- Termination of training instructors/designers
- Application of new instructors/designers
- Renewals of government approval for the training unit, training program, and instructors/designers, as applicable.

### **3.12 Training and assessment records**

The training unit shall keep independent training and assessment records of all students for a minimum of thirty-six months (or as applicable per local regulations and requirements) for audit purposes. A training and assessment record must be maintained in line with the respective regulations.



## 4 - Accreditation Process

This section describes the approach and methodology IATA uses. This methodology brings to bear the wealth of experience and knowledge accumulated by team members while delivering certification and accreditation projects in the aviation industry worldwide.

### 4.1 Assessment principles

Training units seeking CBTA Center accreditation are subject to an IATA assessment per specific territory or jurisdiction.

The CBTA Center program recognizes training units through an assessment process. Training units must successfully pass an IATA assessment conducted by an IATA Independent Validator, to determine compliance of the training unit with the criteria set forth in the CBTA Center Assessment Checklist.

The main objective of the assessment of the training unit is to analyse and determine its capability and resources be recognized as a 'CBTA Center' and its compliance with the applicable training provisions. It provides a clear and independent vision of the training unit standards of operations and highlights critical areas requiring improvements.

The assessment process has been implemented in the program with the objective of supporting Operators, Civil Aviation Authorities, and Training units to improve their capacity and resources. The official report resulting from the assessment usually helps to identify additional investments to cover critical non-conformances that are required to improve the quality and effectiveness of the training, any parts of the course or learning activity that must be modified, or improved to meet all stated standards, as assessed by IATA, and presented in the report.

The successful completion of an IATA assessment may include but is not limited to, the review of the training unit's management system, policies, standards and procedures, training program, training plan, quality assurance program, training methods, training materials, training records, training personnel, facilities and technology for training, eLearning capability and systems, simulators, etc. All documentation must be submitted electronically and in English. IATA will neither consider nor return printed documents.

The main objective of the re-assessment is to ensure that the corrective actions resulting from the previous assessment have been correctly implemented and that potential changes in the operations of the training unit since the previous assessment are not impacting the quality and effectiveness of training.

The re-assessment is mandatory every two (2) years from the date of the accreditation. This allows IATA to maintain oversight on the quality and on activities of the training unit and the training, thus ensuring that it continues to improve and meet the established requirements.

The CBTA Center accreditation is linked to a specific location. If a training unit operates in more than one location, the assessment will be randomly selected by IATA, provided that the additional locations are directly operated by the training unit seeking CBTA Center accreditation. In the event that these additional locations are operated by a third-party, then CBTA Center accreditation cannot be granted for these locations.

### 4.2 Assessment standards

IATA strives to achieve standardization and uniformity in the scope, depth, and quality of the assessments conducted. To ensure that all training units are assessed in a consistent and objective manner, standardized assessment checklists and criteria have been developed to guide the independent validator and the training unit through the assessment process.

The assessment criteria are based on four reference documents, including best practices for course design, development, facilitation, and evaluation:

- IATA Airport Handling Manual (AHM)

- IATA Dangerous Goods Regulations (DGR) Manual
- IATA Dangerous Goods Training Guidance–Competency-Based Training and Assessment Approach; and
- CBTA Center Assessment Checklist.

The assessment covers the following critical areas.

<b>Criteria</b>	<b>Corporate</b>	<b>Provider</b>	<b>Excellence</b>
<b>1. Training Governance</b>	X	X	X
<b>2. Training Management</b>	X	X	X
<b>3. Personnel</b>	X	X	X
<b>4. Training Analysis</b>	X		X
<b>5. Training Design</b>	X		X
<b>6. Training Development</b>	X	X	X
<b>7. Training Delivery</b>	X	X	X
<b>8. Training Effectiveness</b>	X	X	X
<b>9. Training Content</b>	X	X	X

### 4.3 Assessment approach

IATA will apply the following approach, which is an integral element of the assessment process:

- Raising awareness of the requirements through a preparation workshop
- Interviewing key training staff and management
- Observing established procedures
- Examining supporting documentation and evidential materials
- Documenting organizational control activities
- Performing onsite reviews of the operations
- Analysing observations and compiling our own supporting work papers
- Preparing the Assessment report and recommendations for improvements
- Holding a closing meeting to discuss the Assessment and obtain responses
- Issuing the final Assessment report
- Preparing for the subsequent validation exercise
- Conveying 'lessons learnt' and recommending 'best practices' to assist in achieving certification
- Performing spot-checks and follow-up assessments

### 4.4 Language of Communication

Communication between IATA and CBTA Centers should be in English.

This requirement applies to any official document requested by IATA or Independent Validator during the assessment process, which must be translated if it is not available in English.

Assessments will be conducted in English. During the assessment, it is essential that the CBTA Center identifies a focal point able to communicate effectively in English. IATA will try to accommodate the request for the use of other languages (Spanish, French, Russian, Chinese, etc.) at its best, however, it should be noted that the use of one of these languages may result in additional delays due to availability of the independent validators.

### 4.5 Assessment process

The assessment process consists of three (3) distinct phases:

Phase:	Timeline	Corporate	Provider	Excellence
1. Self-assessment	2 weeks	Remote	Remote	Remote
2. Assessment	2-4 weeks	On-site	On-site	On-site
3. Validation*	4-12 weeks	Remote	Remote	Remote

\*Depends on the outcome of the assessment

## Phase 1: Self-assessment

IATA will provide training unit the Assessment Checklist. The training unit will answer the checklist questions and provide all the relevant documents as attachment and evidence for reference including course materials. All documentation must be submitted electronically and in English. It is mandatory that the training unit complete this phase before proceeding to the assessment. It is a key element of the assessment process and has a strong and direct impact on the time that will be necessary for the assessment.

A training unit wishing to offer a course or learning activity in another language than English may do so provided that:

- The course documentation is first submitted in English for the assessment.
- The training unit assumes full responsibility for ensuring the quality of the language in which the course is offered.
- The training unit provides IATA with a copy of the translated course.

The training unit is responsible for ensuring that the documentation submitted is complete and accurate. IATA is not responsible for any errors or omissions in the documentation that may affect the outcome of the assessment. The training unit must also provide all necessary documentation at the same time. IATA is not required to accept any additional information submitted after the assessment has started. However, IATA may request additional information or clarification of the information received, although the training unit remains fully responsible for the quality of the documents submitted.

## Phase 2: Assessment

This phase consists of a two (2) to five (5) day assessment conducted by an IATA Independent Validator.

Once the self-assessment phase has been completed, IATA will review all material and evidence submitted by the training unit to prepare the assessment process. During this phase, the independent validator will review the materials in order to ensure that they match the description received and will observe that the current operations of the training unit are conducted along the same lines as described in the various documents provided during the self-assessment phase.

Comprehensive feedback will be provided, including a gap analysis and a detailed list of the specific areas of improvement. When reviewing and discussing each question with the training unit, the independent validator has the possibility to select one (1) of the three (3) options for each of the questions:

---

### Non-applicable

- The question does not apply to the training unit

---

### Conformity

- The response provided by the training unit is satisfactory, the process is implemented and documented, and records exist to verify this.

---

### Opportunities for Improvements (OFI)

- The process or service meets the requirements but may be cumbersome, overly complex, or solely presents an opportunity to improve current practice. Unresolved OFIs may degrade over time to become non-conformance. The training unit has to continue to monitor trends/indicators to improve current practices.
-

**Non-conformity**

The response provided by the training unit is not to the satisfaction of the independent validator. The independent validator will indicate one (1) of the following two (2) options:

- Minor non-conformance
  - the process or service does not meet the program requirements but is not a critical safety-related matter and does not affect majorly the quality of the service. A "Minor Non-Conformance" does not require a Corrective Action Plan (CAP) and the training unit has a period of a maximum of one (1) year to resolve this matter. Only comments to the observation are required. If during a re-assessment the independent validator issues the same finding, then it will generate a "Major Non-Conformance".
- Major non-conformance
  - the process or service does not meet the requirements and it is critical to the program itself and/or the quality of the training. The organization must consequently prepare a Corrective Action Plan (CAP) for implementation within 12 weeks. The implementation and its evidence become a prerequisite to the granting of the certification.

**Phase 3: Validation**

This validation phase lasts one (1) day.

The validation phase encompasses all activities following the assessment, leading to the granting of accreditation. Those are mainly covering the follow-up of the Corrective Action Plan (CAP), if any, and its implementation. The CAP and evidence of its implementation must be validated by the independent validator, who will work in close cooperation with the training unit to conclude this phase.

Once the independent validator has validated the CAP and satisfactory implementation of the findings from the assessment phase, an updated IATA assessment report will be issued. This report becomes the official IATA report validating the assessment process and completing the last phase of this process. At this stage, a Certificate of Accreditation shall be issued with respect to the CBTA Center type that has successfully accredited course(s).

The accreditation shall remain in effect for a period of twenty-four (24) months from the date it is rendered.

**Failing an Assessment**

Through this accreditation process, IATA wishes to develop and grow a network of training units worldwide that are dedicated to excellence in training provisions under a competency-based training and assessment approach. IATA therefore reserves the right to reject any training unit, course or learning activity that does not meet stated requirements. IATA may also withdraw an accreditation if a training unit fails to keep a course or learning activity in good standing or if a training unit does not otherwise meet the obligations of the accreditation.

Failing an assessment means that the documentation submitted for a course is either incomplete or else fails to demonstrate that the course or learning activity meets all stated criteria. A training unit that fails to obtain an accreditation can resubmit the course or learning activity later to be re-assessed, upon paying a new assessment fee.

Failing to have one course accredited does not prevent a training unit from submitting other courses for assessment. Assessments are carried out individually based on the merits of each course.

A training unit that strongly disagrees with the results of an assessment may appeal the decision. IATA, however, is under no obligation to review an assessment and may reject the appeal when there is clearly no opportunity to change a decision.

## **4.6 Re-assessment (re-accreditation)**

Re-assessment will take place every twenty-four (24) months.

IATA will contact the training unit three (3) months before the expiry of the accreditation to schedule the assessment and to check continuing improvements and compliance with the program requirements.

If the training unit continues to meet the requirements, IATA will issue a new Certificate of Accreditation for another twenty-four (24) months.

Unless otherwise notified, IATA will issue an invoice after 12 months of the initial accreditation for the annual accreditation fee. Accreditations will be renewed when the invoice is paid (30-day payment terms) and upon confirming that the course remains valid.

Renewal of the accreditation of a training course will be approved only if the training unit continues to meet the obligations and criteria of the program as set out in the CBTA Center Agreement and Manual.

## 5 - Certification Requirements

This section is under development.

This section will include the high-level requirements while the details are listed in the assessment checklist which is primarily based on the IATA Manuals.

## 6 - Project Management

IATA will leverage its partnership with the senior management team to jointly deliver the services. The following section outlines the proposed engagement structure for this assignment.

IATA to propose a governance team with representatives from the organization and IATA. In this partnership-driven model, the organization will have full visibility and control of the progress of the engagement and IATA will assist with the execution.

### Level 1: Steering committee

IATA will form a core team that will take complete ownership and responsibility for customer relationships and execution. This team will be available throughout the duration of the engagement and interaction with the executive sponsor from the organization, as and when required. The core team from IATA includes an executive sponsor. This assures top management's commitment to the engagement.

### Level 2: Project Management Office (PMO)

IATA proposes the formation of a PMO which consists of an account management team and a Project Manager from IATA. These individuals will work in coordination with members of the organization and share responsibility for the development, execution, and implementation of various processes, tasks, standards, and deliverables.

PMO will be responsible for the overall delivery of the project, handling key issues such as project prioritization, significant changes to engagement scope, and tracking the project metrics. Senior members of the PMO will participate in Steering Committee discussions and ensure that the committee is kept informed about the engagement progress and outstanding issues.

### Level 3: Project team

This level will manage the day-to-day execution of projects, execute, and enhance management processes, establish effective communication mechanisms, promote shared learning, and reuse and feed the project delivery office with relevant information and updates. The project team will be responsible for the day-to-day execution of the project. The team will consist of the project managers, project leads, IATA team members, and SMEs from the organization team.

## 6.1 Change management

Change Management process applies to any change that potentially affects the project scope, baseline, objectives, budget, implementation, deployment strategy, staffing plan, or content of key deliverables. There could be changes in the business requirements as well as technical and/or organizational changes. IATA has a well-defined change management methodology, which we will follow for this engagement and will be tailored to meet the specific requirements and practices of the organization.

## 6.2 Project monitoring and status reporting

IATA follows process-oriented project monitoring, leveraging several proprietary tools for continuous tracking and reporting. Regular project monitoring and status reporting will be done through:

- Project plan tracking and updates
- Periodic status reports
- Periodic team meetings, and
- Steering committee meetings.

The standard status reporting procedures include bi-weekly status reports and monthly program checkpoint reports. These reports are validated by the Project Managers to ensure minimal variance for key metrics. The following table below elaborates a typical status reporting mechanism:

<b>Description</b>	<b>Delivery mechanism</b>	<b>Delivery cycle</b>
Monthly status report. Key items of the report are: <ul style="list-style-type: none"> <li>– progress and status updates</li> <li>– schedule variation</li> <li>– staffing updates</li> <li>– issues and concerns and</li> <li>– plans for the subsequent month.</li> </ul>	MS Word document through email. IATA can follow the Organization templates and guidelines for reporting.	Monthly
Project progress review and update of project plan Assessment of performance metrics Discussion on key issues, such as resource management, status reporting, risk management, organization satisfaction, overall quality processes, business user satisfaction, etc.	Tele-conference IATA to document and distribute action items Documentation of issues along with action plan and recommended resolution mechanism Report on any variances or risks that might affect the project's schedule or costs.	Periodically - mutual agreement between the organization and IATA.
Phase end review	MS word document through email	Milestone based

### 6.3 Project staffing

IATA will supply highly qualified resources with at least ten years of experience in their respective field. All our independent validators have undergone rigorous assessment and training to ensure they have the skills and expertise to deliver professional service with results.

### 6.4 Project timeline

After the preparatory part, we will complete the Self-assessment (Phase 1) and the Assessment (Phase 2) within four (4) to six (8) weeks. The length of the Validation (Phase 3) might vary, depending on the outcome of the assessment phase. IATA will prepare a more detailed project plan once the final scope of work and timeline has been agreed on.

<b>Phase:</b>	<b>Corporate</b>	<b>Provider</b>	<b>Excellence</b>
<b>1. Self-assessment</b>	Remote (3-4 weeks)	Remote (3-4 weeks)	Remote (3-4 weeks)
<b>2. Assessment</b>	On-site (2-4 weeks)	On-site (2-4 weeks)	On-site (2-4 weeks)
<b>3. Validation</b>	Remote (4-12 weeks)	Remote (4-12 weeks)	Remote (4-12 weeks)



## 7 - Financial Information

The CBTA Center program goal states that the program should be managed in a cost-effective manner. Therefore, fees will apply to make it sustainable.

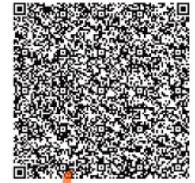
Feel free to reach out to IATA Certifications team at [cbta.center@iata.org](mailto:cbta.center@iata.org) at your convenience, as IATA is committed to providing you with all the information to make informed decisions about the financial considerations.

## 8 - Next steps

An organization interested in becoming CBTA Center accredited shall contact the IATA Certifications team at [cbta.center@iata.org](mailto:cbta.center@iata.org)

IATA will be happy to discuss any aspect of this document in more detail and, if requested, will promptly send a proposal to govern the terms of any engagement. IATA is prepared to mobilize staff quickly and begin the engagement in a timely manner.

# Appendix A - Sample of Co-Branded IATA Secured Digital Award (SDA) Certificate



This is a secured QR-code  
To verify it, please refer to  
[www.iata.org/training-authenticate](http://www.iata.org/training-authenticate)

## Certificate

This is to certify that

**Onur Unat**

born on 12-Nov, has passed with distinction the classroom course (17 hours)

**Transport of Dangerous Goods by Air - Recurrent as per the IATA Dangerous Goods Training Guidance 7.9 (supervised assessment)**

For Cabin Crew - No Carry Cargo

15-Mar-23

Switzerland

given by instructor(s) Trainer Name Surname

Expiry date: 31-Mar-25

**Signature**

Name Surname 1  
Title 1

**Signature**

Name Surname 2  
Title 2

QBO CBTA3

**PARTNER LOGO**

# Appendix B - Sample of IATA CBTA Center Certificate



## Certificate of Accreditation

The International Air Transport Association (IATA)  
hereby certifies that

**Company Test Name**

**Country Test**

is accredited as **CBTA Corporate**.

The dangerous goods training program given to employees has been reviewed and meets the training provision of the IATA Dangerous Goods Regulations (DGR) – Section 1.5 and in accordance with competency-based training and assessment approach (CBTA).

Functions: H.6.1 - H.6.10

Valid from: 01 January 2022      Valid until: 01 January 2024

Certificate #: CBTA-PR-22-XXXX



Willie Walsh  
Director General, IATA

# CBTA CORPORATE

Note: This certificate does not accredit the holder to sell for profit dangerous goods training to third parties. This certificate is not a proof of CBTA Center Accreditation by itself – official Accreditation is only shown on the CBTA Center Registry – [www.iata.org/cbta-center](http://www.iata.org/cbta-center)



# Appendix C - Description of Changes

The following table provides a brief description of the main changes (in addition to updating and editorial changes) contained in the new edition.

<b>Section</b>	<b>Description of Change</b>

**Competency-Based Training and Assessment (CBTA) Center Program Manual**

ISBN 978-92-9272-044-5

International Air Transport Association

Customer service: [www.iata.org/cs](http://www.iata.org/cs)

+1 800 716 6326

[iata.org/certification](http://iata.org/certification)

