



IATA Charter of Professional Auditors - CoPA

Edition 1

Effective: March 2024



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Change/Revision History

This revised version of the IATA Charter of Professional Auditors, which was part of the GOPM Ed. 3 section 5, is now a separate document from GOPM Ed 4.

The changes have been subjected to the “change/revision” process and the subsequent approval procedure.

Step	Name	Date
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Abbreviations

Abbreviations, acronyms, and definitions are outlined in full in the IATA Reference Manual for Audit Programs (IRM); however, relevant ones have been included here for ease of use.

AHM	IATA Airport Handling Manual
CoPA	IATA Charter of Professional Auditors
GOA	ISAGO Agent
GOGUIDE	Document with guidelines for ISAGO Auditors
GOPM	ISAGO Program Manual
GOSARPs	ISAGO Standards and Recommended Practices
GHSP	Ground Handling Service Provider
IATA	International Air Transport Association
IGOM	IATA Ground Operations Manual
ISAGO	IATA Safety Audit for Ground Operations
ISAGO Disciplines	Ground operations covered within the scope of ISAGO
AGM	Aircraft Ground Movement
CGM	Cargo and Mail Handling
HDL	Aircraft Handling and Loading
LOD	Load Control
ORM	Organization and Management
PAB	Passenger and Baggage Handling
NoToCM	Notice to CoPA Members



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IATA Charter of Professional Auditors – CoPA

1. Purpose & Scope

- 1.1. The IATA Charter of Professional Auditors (CoPA) is a membership scheme administered by IATA for all the approved ISAGO Auditors that have demonstrated a standardized level of competence in auditing and operational expertise for the purpose of ISAGO.
- 1.2. Only CoPA members may perform the ISAGO Audits. The application process to become a member of the CoPA is open to any ground operations professional that meets the application criteria.
- 1.3. This Section outlines the process for the selection, qualification of an ISAGO Auditor and for CoPA membership which represents achieving and continuously maintaining the required level of competence.
- 1.4. The management of the ISAGO Auditor selection and qualification process is the responsibility of IATA. IATA reserves the right to override or amend the content of this Section as necessary to maintain the integrity and credibility of the ISAGO Auditor qualification process and the CoPA.

2. ISAGO Auditor Categories

- 2.1. There are two categories of ISAGO Auditor, each based on experience, knowledge and demonstrated skills.
- 2.2. Auditor – an experienced aviation ground operations professional who has satisfactorily completed the ISAGO Auditor qualification process.
- 2.3. Lead Auditor – an experienced qualified ISAGO Auditor who has demonstrated the competence to successfully perform specified duties for the purpose of conducting and closing an ISAGO Audit in a leading role.
- 2.4. While in the ISAGO Auditor qualification process the titles Candidate Auditor, and Candidate Lead Auditor are used.

3. ISAGO Auditor Qualification Process

- 3.1. The candidate auditor qualification process involves completing a training and assessment program that comprises three steps, as shown in [Figure 1.1](#).

- 3.2. IATA has an online secure portal (CoPA website) to manage and administer the CoPA qualification process and records. The Candidate Auditor is responsible for updating his/her profile and training progress, including significant dates and uploading applicable certificates.
- 3.3. All ISAGO Auditor training is provided by IATA. Certificates are issued for all successfully completed training courses.
- 3.4. All costs incurred during the ISAGO Auditor training and qualification process, including travel expenses, are the responsibility of the Candidate Auditor.
- 3.5. All ISAGO training activities are conducted and use documentation in English; therefore, the ability to communicate effectively in the English language is a requirement.
- 3.6. An ISAGO Auditor will need to access airside and other secure areas on an airport to conduct an ISAGO Audit. To complete the ISAGO Auditor qualification process, the Candidate Auditor also needs access to airside for the onsite evaluation and onsite audit in general. It is therefore important for the Candidate Auditor to be able to obtain airside clearances.
- 3.7. ISAGO Auditors are responsible for all contractual or (secondary) employment matters that may affect their ability to take part in an ISAGO Audit.
- 3.8. The ISAGO Auditor training will cover all disciplines within the scope of ISAGO (ORM, LOD, PAB, HDL, AGM, CGM) A Candidate Auditor must complete and achieve the required standard in all disciplines to qualify for CoPA membership.

Step 1 – Application and Initial Assessment

- 3.9. An application to be a Candidate Auditor can be made at any time. The applicant must first register and set up a Candidate Auditor profile on the CoPA online system that includes required information (e.g. certificates) about the applicant
- 3.10. The applicant must prove that he/she meets each applicable criterion, as specified in [Table 1.1](#), by the submission of verifiable details and documents outlining the individual's education, operational work and auditing experience. The details and documentation submitted must therefore clearly show how and/or why the criteria are met, including an indication of the roles and responsibilities, periods and dates that relate directly to the required criteria.

Figure 1.1 Auditor qualification process

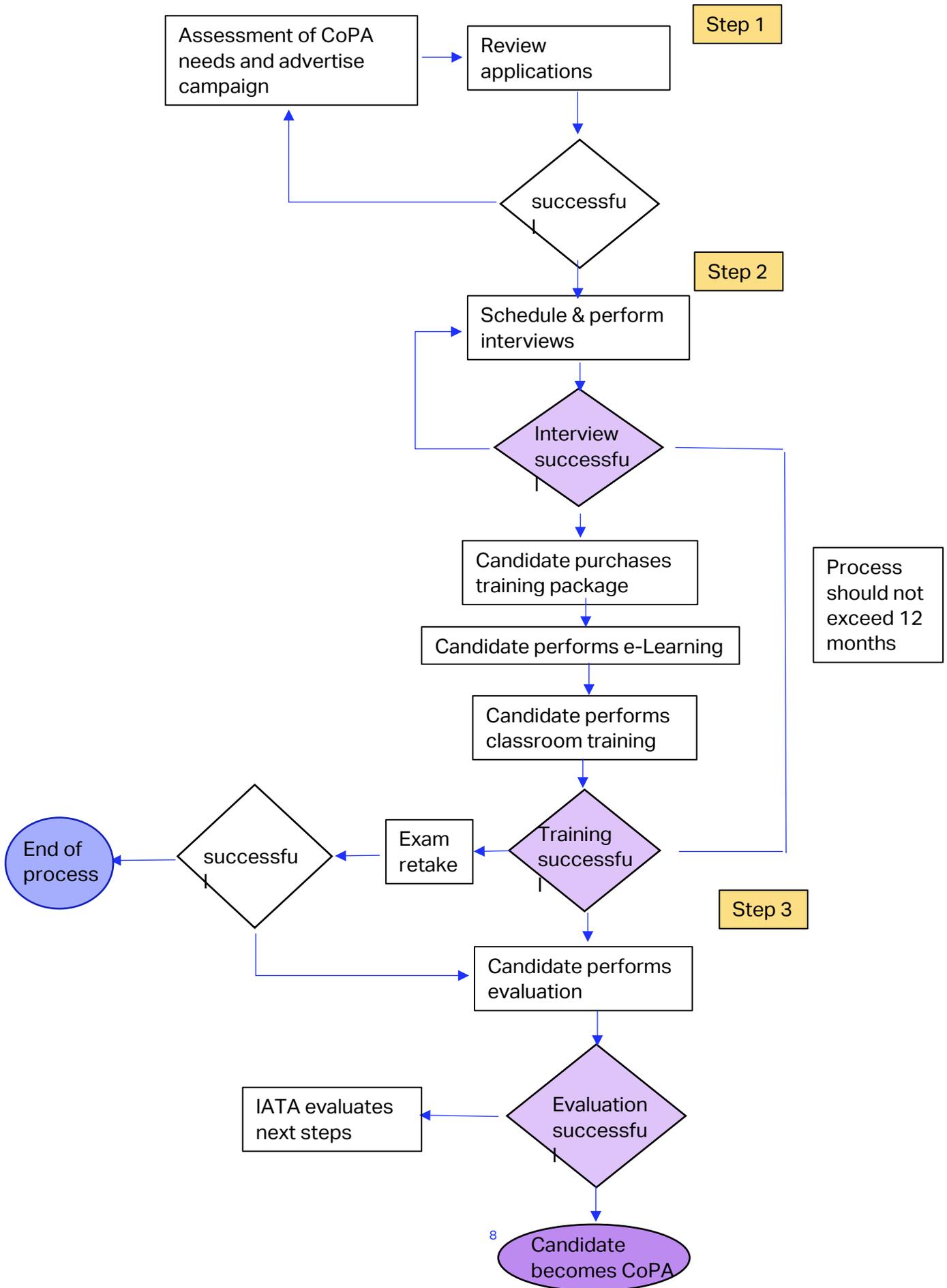


Table 1.1 – Candidate Auditor Application Criteria

Education	Satisfactory completion of secondary education (which in many cases is the obligatory national educational system or prior to higher education) and Formal auditor training in auditing techniques ^{note1} and SMS training based on International Civil Aviation Organization (ICAO) provisions
General Experience (at the time of application)	More than 12 months in the previous 48 months and a minimum of five years' overall operational experience in a ground operations discipline ^{note2} and conducted as an Auditor at least four audits (at least one audit in the previous 24 months) in a ground operations discipline ^{note2} or More than 12 months in the previous 48 months and a minimum of five years' overall auditing experience in a ground operations discipline ^{note2}
Discipline-specific Experience	At least two years operational or auditing experience ^{note3} in each of the ISAGO ground operations discipline (LOD, PAB, HDL, AGM, CGM) For the Organization and Management (ORM) discipline the applicant will have completed as an Auditor at least 10 audits ^{note2} in an ORM field and at least two years' experience ^{note2} gained in a relevant management role and function, such as a position held and responsibilities related to one or more of the following: safety, quality or security management oversight of ground operations or ground operational systems and equipment policy and/or procedure setting or review
Knowledge & Skills	Ability to work in a team, observing ethical and cultural protocols Ability to communicate effectively in English Ability to produce concise and legible factual reports Knowledge of ISAGO documentation (including AHM and IGOM) Knowledge of the typical organizational structures of GHSPs and their ground operations

Note 1. ISAGO or IOSA Auditor (Classroom or Computer-based) Training do not apply.

Note 2. Although no time limitation is specified, the applicant will have to demonstrate adequate knowledge of recent operational requirements, procedures and practices of the ground operations discipline.

Note 3 An applicant must have knowledge and experience in **all** ISAGO operational disciplines and ORM to be eligible to start the CoPA qualification process.

- 3.11. Training received will not be accepted in lieu of experience. However, delivering training as an instructor in a ground operations discipline may be considered as operational experience if the training/instruction is or was delivered on a frequent regular basis and verifiable details can be provided. Being in a supporting role, such as quality control or management, or being the subject of an audit does not qualify as operational or auditing experience. It must be experience in the operational role or as the auditor.
- 3.12. The submitted application will be assessed by IATA. If deemed appropriate, IATA will also interview the applicant as a means of verifying the information provided in the application.
- 3.13. The applicant will be notified by IATA of the acceptance of the application and authorization requests. If accepted, the notification will include the details of the next qualification step. The applicant will now be referred to as a Candidate Auditor in the qualification process.

Step 2 – ISAGO Auditor Training

- 3.14. The ISAGO Auditor Training comprises a combination of e-Learning and live or virtual classroom sessions that provides the Candidate Auditor with induction training on the ISAGO program, auditing techniques and tools, and discipline-specific training. Training is provided in each discipline and includes, amongst others, the meaning and intent of the GOSARPs, the typical content of documentation and expected means of implementation, and the optimum method of auditing to determine conformity or otherwise. Details of the training schedule are posted in the IATA Training website.
- 3.15. The e-learning contains assessments at regular intervals and at the end of each component. The live or virtual classroom training contains a final assessment test. A mark of 80% is needed to successfully pass the training. An assessment may be retaken after 30 days if a mark of 80% is not achieved.
- 3.16. A Candidate Auditor is expected to complete the ISAGO Auditor training within 12 months from the date of the interview with IATA. This period allows for one retake of the virtual classroom assessments, if needed.

Step3 – Onsite Evaluation

- 3.17. In step 3, the Candidate Auditor will undertake at least one onsite evaluation during an ISAGO onsite audit at a Station. The Candidate Auditor will take part in all onsite audit activities but will not be considered a member of the audit team. The audit will therefore not count towards maintaining CoPA membership.
- 3.18. The onsite evaluation will be conducted in English and follow a prescribed plan and evaluation criteria developed by IATA, covering at least 50% of the GOSARPs in each discipline as far as practicable during the audit. The onsite evaluation will include, among other topics, the assessment of the Candidate Auditor's:
 - interpretation of the GOSARPs
 - auditing technique (including compliance with auditing procedures) and skills



- interpersonal and communication skills
- cultural awareness
- analytical skills (objectivity and results achieved)
- application of operational and ISAGO program knowledge
- fair judgment (the ability to assess thoroughly and consistently the presented evidence).

3.19. An ISAGO Auditor assigned by IATA will perform the onsite evaluation of the Candidate Auditor. The Lead Auditor, if not the assigned evaluator, will also evaluate the Candidate Auditor's overall performance, including performance during the onsite opening and closing meetings.

3.20. Note: Being asked to evaluate a Candidate Auditor does not imply a different ISAGO Auditor status.

3.21. The assigned ISAGO Auditor that conducts the onsite evaluation of the Candidate Auditor is responsible for the ISAGO Audit assessment of conformity of the discipline with the applicable GOSARPs. The responsibility for the development of Findings and Observations must always be that of the qualified ISAGO Auditor.

3.22. The ISAGO Auditor conducting the onsite evaluation of the Candidate Auditor is to document the outcome of their evaluation in a report to IATA using the GOR.F39 form.

3.23. In the event that the onsite evaluation is not satisfactory, IATA, in consultation with the Candidate Auditor, will review the Candidate Auditor's performance and the previous assessment results, and determine the action to be taken (possible further training, audit observation, other evaluation or termination of the qualification process).

4. CoPA Membership

4.1. Upon successful completion of all 3 steps, the Candidate Auditor is eligible for membership of the CoPA and will become a member upon execution of an Auditor Agreement and agreeing to the CoPA membership terms and conditions and a non-disclosure agreement. The Auditor Agreement and membership terms and conditions include the prevention of a conflict of interest and the confidentiality of all information and documents accessed during the ISAGO Audit, abiding with applicable IATA policies, the working relationship with a GOA and the use of personal and professional data. An approved ISAGO Auditor becomes a CoPA member selectable for an ISAGO audit as per approved competence.

4.2. Membership of the CoPA is determined and is solely at the discretion of IATA, and is granted for the calendar year, renewed annually. The time remaining in the calendar year from the time of becoming a member will be considered an initial grace period. Membership would thereafter continue, on a calendar year basis, subject to an annual review by IATA and the need to meet the requirements of [5.3](#)

- 4.3. The CoPA member is responsible for maintaining his/her profile details on the CoPA website. The records include the details listed in [9.1](#)

5. CoPA Membership Requirements

- 5.1. Membership of CoPA is mandatory for an ISAGO Auditor to perform an ISAGO Audit.
- 5.2. To be a CoPA member, the ISAGO Auditor has to participate in a minimum number of audits every year, undertake specified tasks and meet performance criteria intended to maintain the auditor's currency and competence. ISAGO Auditors are always responsible for maintaining their membership status.
- 5.3. To maintain membership of CoPA, an ISAGO Auditor will:
- a) complete at least two ISAGO Audits in each calendar year;
 - b) satisfactorily complete re-current ISAGO training every year as per [5.5](#); and
 - c) pass the end-of-year performance review by IATA, which is outlined in [5.6](#).
- 5.4. The ISAGO Auditor is expected to conduct an audit of each ISAGO disciplines at least once per calendar year. IATA will monitor the disciplines audited by each ISAGO Auditor and decide on the action considered necessary to maintain the ISAGO Auditor's competence to audit a discipline.
- 5.5. Annual re-current ISAGO training will be provided by IATA and must be taken during each year, except for the year that the ISAGO Auditor first becomes a CoPA member.
- 5.6. A review of each ISAGO Auditor's performance during the calendar year is initiated by IATA on 1 November. The review will cover all the criteria specified in [5.3](#), and include feedback received on their performance during each audit completed, from the IATA quality control assessments and any feedback received at any time from a GHSP, GOA and other sources. Results from a knowledge test based on ISAGO documentation might be part of this review. IATA will assess all submitted feedback and will, if necessary, review the ISAGO Auditor's CoPA membership.
- 5.7. Membership of the CoPA would not normally be affected by a change in employment circumstances (e.g. the change of employer). However, in accordance with the CoPA membership terms and conditions the ISAGO Auditor must notify the GOA and IATA of any change in employer or where employment, including consultancy, could create a potential conflict of interest. The relevant details must also be updated in the CoPA website.
- 5.8. The ISAGO Auditor shall abide by the Ethics and Business Conduct described in GOPM Ed, 4, Annex C. As a member of CoPA, the ISAGO Auditor is at all times representing IATA and as such shall maintain the highest level of business ethical behavior. The ISAGO Auditor is also bound by the [IATA Audit Program Privacy Policy](#) describing the use of the data.

6. Suspension of CoPA Membership

- 6.1. CoPA membership may be suspended by IATA if the ISAGO Auditor is unable to meet the criteria in 5.3 or as a result of action taken as outlined in the GOPM Ed. 4, section 1.15.7. During a period of suspension, the ISAGO Auditor will not be permitted to participate in an ISAGO Audit.
- 6.2. A suspended ISAGO Auditor may take the corrective action outlined in Table 1.2 to restore full CoPA membership. CoPA membership may be cancelled if the ISAGO Auditor decides not to take or does not complete the corrective action.

7. CoPA Membership Re-Qualification

- 7.1. A CoPA member who has a suspended membership may re-qualify for CoPA membership by completing the corrective action outlined in Table 1.2. All expenses incurred will be the responsibility of the person and no remuneration will be paid.
- 7.2. IATA will assist the suspended ISAGO Auditor in arranging a suitable onsite evaluation and the audit will count towards maintaining CoPA membership.

Table 1.2 – CoPA Membership Re-Qualification

Reason for membership suspension	Less than one year has passed since suspension	More than one year has passed since suspension
You received notice of suspension by IATA (auditor performance is satisfactory as per IATA monitoring process)	You will address in full the reasons given by IATA QA for the suspension	You will complete in full any remedial action specified by IATA
You did not complete the two required ISAGO Audits in the calendar year	You must complete an onsite evaluation (step 3)	You will undergo an interview and complete in full any action(s) specified by IATA
You did not pass the annual performance review or did not receive a satisfactory performance review as per IATA monitoring process		
You did not complete the annual re-current training in the calendar year	You must complete the annual re-current training	

8. Lead Auditor Qualification

- 8.1. An existing CoPA member who meets the criteria specified in [Table 1.3](#) may apply online to upgrade to Lead Auditor status.

Table 1.3 – Lead Auditor Application Criteria

Training requirement	Has successfully completed a formal Lead Auditor Training course by a recognized organization
Auditing Experience	Be a CoPA member and have completed, as an Auditor, at least 10 ISAGO Audits since January 2018 Satisfactory feedback from the 10 ISAGO Audits A satisfactory report from IATA
Operational Experience	At least two years ^{note} in a management role (managing a team of people)
Skills	Ability to plan and make effective use of resources, organizing and directing audit team members Ability to exercise objective judgment to reach audit conclusions, prevent and resolve problems and conflicts and represent the audit team in communications with the GSP Ability to prepare and complete accurate and factual reports

Note: Although no time limitation is specified, the applicant will have to demonstrate adequate experience by interview.

- 8.2. IATA will consider the application and conduct an interview with the applicant if the application is successful.

Note: While no limit is placed on the number of Auditors that can qualify for CoPA membership, the number of qualified Lead Auditors at any time would be based on demand and as decided by IATA based on the program needs. This policy is not intended to discriminate against potential Lead Auditors but to maintain the resources available to form an audit team and ensure their utilization and currency.

- 8.3. There is no requirement for the Lead Auditor to always audit ORM but holding an authorization to audit ORM assists in understanding the GHSP's management functions and how they relate to the ground operations and in compiling the ISAGO Audit Report executive summary.



- 8.4. IATA will assign the candidate Lead Auditor two onsite evaluations. The onsite evaluation, conducted by a Lead Auditor assigned by IATA, would focus on amongst others, the planning, progress and completion of an audit (organizing, time management, contingency), leadership of the audit team (decision-making, conflict prevention and resolution, delivering results), communication with the GHSP and IATA, and production and quality control of the ISAGO Audit Report. A final IATA assessment will determine if you become a Lead Auditor.
- 8.5. An ISAGO Auditor's Lead Auditor status is reviewed annually by IATA as part of the CoPA membership requirements. To maintain Lead Auditor status the requirement is to complete at least one audit in each calendar year as the nominated Lead Auditor.
- 8.6. The performance of a Lead Auditor may also be reviewed by IATA at any time. Failing to maintain Lead Auditor status will result in the ISAGO Auditor reverting back to Auditor status. If still a member of the CoPA, Lead Auditor status may be regained by completing an onsite evaluation as a Lead Auditor or as directed by IATA.

9. The Charter of Professional Auditors

- 9.1. The CoPA site contains details of the ISAGO Auditors and includes:
 - a) a photograph of the ISAGO Auditor
 - b) contact information and location
 - c) employer or, in the case of self-employed, any association that may be considered a conflict of interest
 - d) currency of discipline Authorizations
 - e) Auditor or Lead Auditor status
 - f) language skills
- 9.2. Only an accredited GOA will have access to the details of all CoPA members. Limited details, in accordance with data publication laws and specified in the CoPA membership terms and conditions, will be made available to the public, via the iata.org website.
- 9.3. Details of a cancelled membership will be removed from display in the CoPA site.
- 9.4. The CoPA site also contains the CoPA Documentations library that contains the relevant documentation that the auditors will use for the ISAGO audit (opening and closing meeting presentations, audit plan template and GOGUIDES).

10. Fees & Charges

- 10.1. The CoPA membership fee is calculated annually and published in a NoToCM. The fee includes:
 - IATA Manuals IGOM & AHM



- Ticket for IGHC
- Annual recurrent training
- Liability Insurance
- CoPA ID card
- License for auditing software access
- Member discount for IATA Training

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