

# Technical Training

## Regulatory Management – Competence Development



## Regulator Competence Development Training to EASA Professionals

Based in Cologne, EASA employs some 500 professionals across Europe and continues to recruit highly qualified specialists and administrators as it consolidates its position as Europe's centre of excellence in aviation safety.

An outsourced training solution was competitively tendered across all European states and after a stringent procurement process Baines Simmons was finally awarded the contract.

### Client Profile

#### Feedback from EASA:

*"Baines Simmons has provided an expert training service which has exceeded the expectations of the delegates and has consistently created excellent feedback. Baines Simmons is a trusted service provider and is always willing to create the best solutions and service."*

*"EASA is very satisfied with the standards of training. These courses are now amongst our most popular EASA provided courses."*

#### Feedback from course delegates includes:

*"Very, very, good."*

*"Very possibly the most proficiently presented aviation course in 25 years of aviation."*

*"This was one of the best auditing courses I have attended."*

*"Much better than other regulators courses I have attended."*

The European Aviation Safety Agency (EASA) promotes the highest common standards of safety and environmental protection in civil aviation in Europe and worldwide. It is the centrepiece of a new regulatory system which provides for a single European market in the aviation industry. Amongst several key areas, EASA provides expert advice to the EU for drafting new legislation and safety analysis and research. EASA's vision is to see European citizens benefit from the safest and most environment-friendly civil aviation system in the world.

### The Challenge

#### EASA required:

- ▶ An outsourced provider to design, build and deliver specialist training courses to its staff (including rulemaking and standardisation teams) and national authorities in auditing, human factors and safety management subjects.
- ▶ Relevant and engaging courses, delivery skills and technical competence to address the subjects from the perspective of regulatory inspectors and EASA standardisation staff.
- ▶ Appropriate course content and course facilitation skills from training consultants that could professionally engage with EASA staff across a wide spectrum of knowledge and experience.

### The Solution

Baines Simmons designed and built specialist, tailored training courses delivered by highly experienced subject matter experts capable of enhancing the competence of very experienced and knowledgeable EASA and NAA staff.

- ▶ The delivery approach met the client's strong wish to avoid situations where the text of the regulations was literally 'taught' in an overly didactic manner, and the meaning behind the words neither explained nor fully understood by the instructors.
- ▶ Consultants were able to bring the regulations to life by using recent and relevant case studies to clearly highlight the intent of the regulations. The wide-ranging case studies clearly illustrated to the specialist audience how and why the regulations were written.
- ▶ Delegates were encouraged to participate in facilitated debates which ran as part of the training courses. The debates generated issues and challenges about current procedures and culture which resulted in actionable issues being passed to EASA or a NAA for resolution or subsequent feedback to the delegates.

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### The Outcome

- ▶ The client confirmed that training sessions were relevant to every-day working and facilitated active organisational learning.
- ▶ Baines Simmons has subsequently been judged to be the 'best provider', constantly scoring high delegate satisfaction ratings.
- ▶ Today, Baines Simmons is one of the largest single training providers to EASA for quality and safety training services. We are selected for our proven track record of training regulatory staff and our ability to demonstrate and communicate the 'intent' of the regulations, as well as to implement highly facilitated and interactive training sessions.

### Summary of Baines Simmons services utilised

#### Training courses - subject areas

Auditing

Human Factors

Safety Management Systems