

Safety Regulation Group



CAP 483

Training in the Safe Transport of Dangerous Goods by Air

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August 2007

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List of Effective Pages

| Part | Chapter | Page | Date | Part | Chapter | Page | Date |
|--------|--------------|------|-------------|--------|------------|------|-------------|
| | | iii | August 2007 | Part B | Appendix 1 | 7 | August 2007 |
| | Contents | 1 | August 2007 | Part B | Appendix 1 | 8 | August 2007 |
| | Contents | 2 | August 2007 | Part B | Appendix 1 | 9 | August 2007 |
| | Contents | 3 | August 2007 | Part B | Appendix 1 | 10 | August 2007 |
| | Contents | 4 | August 2007 | Part B | Appendix 1 | 11 | August 2007 |
| | Introduction | 1 | August 2007 | Part B | Appendix 1 | 12 | August 2007 |
| | Introduction | 2 | August 2007 | Part B | Appendix 1 | 13 | August 2007 |
| | Introduction | 3 | August 2007 | Part B | Appendix 1 | 14 | August 2007 |
| | Introduction | 4 | August 2007 | Part B | Appendix 1 | 15 | August 2007 |
| | Introduction | 5 | August 2007 | Part B | Appendix 1 | 16 | August 2007 |
| Part A | Chapter 1 | 1 | August 2007 | Part B | Appendix 1 | 17 | August 2007 |
| Part A | Chapter 1 | 2 | August 2007 | Part B | Appendix 1 | 18 | August 2007 |
| Part A | Chapter 1 | 3 | August 2007 | Part B | Appendix 1 | 19 | August 2007 |
| Part A | Chapter 1 | 4 | August 2007 | Part B | Appendix 1 | 20 | August 2007 |
| Part A | Chapter 1 | 5 | August 2007 | Part B | Appendix 1 | 21 | August 2007 |
| Part A | Chapter 2 | 1 | August 2007 | Part B | Appendix 1 | 22 | August 2007 |
| Part A | Chapter 3 | 1 | August 2007 | Part B | Appendix 1 | 23 | August 2007 |
| Part A | Chapter 3 | 2 | August 2007 | Part B | Appendix 1 | 24 | August 2007 |
| Part A | Chapter 4 | 1 | August 2007 | Part B | Appendix 2 | 1 | August 2007 |
| Part A | Chapter 5 | 1 | August 2007 | Part B | Appendix 3 | 1 | August 2007 |
| Part A | Chapter 5 | 2 | August 2007 | Part B | Appendix 4 | 1 | August 2007 |
| Part A | Chapter 5 | 3 | August 2007 | Part B | Appendix 4 | 2 | August 2007 |
| Part A | Chapter 6 | 1 | August 2007 | Part B | Appendix 4 | 3 | August 2007 |
| Part A | Chapter 7 | 1 | August 2007 | Part B | Appendix 4 | 4 | August 2007 |
| Part B | Chapter 1 | 1 | August 2007 | Part B | Appendix 4 | 5 | August 2007 |
| Part B | Chapter 1 | 2 | August 2007 | Part B | Appendix 4 | 6 | August 2007 |
| Part B | Chapter 2 | 1 | August 2007 | Part B | Appendix 4 | 7 | August 2007 |
| Part B | Chapter 2 | 2 | August 2007 | Part B | Appendix 4 | 8 | August 2007 |
| Part B | Chapter 2 | 3 | August 2007 | Part B | Appendix 5 | 1 | August 2007 |
| Part B | Chapter 2 | 4 | August 2007 | Part B | Appendix 5 | 2 | August 2007 |
| Part B | Chapter 2 | 5 | August 2007 | Part B | Appendix 5 | 3 | August 2007 |
| Part B | Chapter 2 | 6 | August 2007 | Part B | Appendix 5 | 4 | August 2007 |
| Part B | Chapter 3 | 1 | August 2007 | Part B | Appendix 5 | 5 | August 2007 |
| Part B | Chapter 3 | 2 | August 2007 | Part B | Appendix 5 | 6 | August 2007 |
| Part B | Chapter 3 | 3 | August 2007 | Part B | Appendix 5 | 7 | August 2007 |
| Part B | Chapter 3 | 4 | August 2007 | Part B | Appendix 5 | 8 | August 2007 |
| Part B | Chapter 4 | 1 | August 2007 | Part B | Appendix 6 | 1 | August 2007 |
| Part B | Chapter 4 | 2 | August 2007 | Part B | Appendix 6 | 2 | August 2007 |
| Part B | Chapter 4 | 3 | August 2007 | | | | |
| Part B | Chapter 5 | 1 | August 2007 | | | | |
| Part B | Appendix 1 | 1 | August 2007 | | | | |
| Part B | Appendix 1 | 2 | August 2007 | | | | |
| Part B | Appendix 1 | 3 | August 2007 | | | | |
| Part B | Appendix 1 | 4 | August 2007 | | | | |
| Part B | Appendix 1 | 5 | August 2007 | | | | |
| Part B | Appendix 1 | 6 | August 2007 | | | | |

Contents

| | | |
|------------------|--|-----|
| | List of Effective Pages | iii |
| | Introduction | 1 |
| | Need for Training | 1 |
| | Purpose of CAP 483 | 1 |
| | Code of Practice | 1 |
| | Enforcing Agency | 2 |
| | Training Approval Scheme | 2 |
| | Approval of Training Programmes | 2 |
| | Explanation of Terms | 4 |
| | Questions, Enquiries and Application Forms | 5 |
| Part A | Guidelines on Training for the Safe Transport of Dangerous Goods by Air | |
| Chapter 1 | International and National Requirements and Responsibilities | |
| | International Requirements | 1 |
| | UK Legislation and the Responsibilities of Persons Under It | 4 |
| | Training Requirements of the Air Navigation (Dangerous Goods) Regulations | 4 |
| | JAR-OPS Requirements | 5 |
| Chapter 2 | Approval of Training Programmes | |
| | Training Programmes to be Approved by the CAA | 1 |
| | Training of Staff when Approval of a Training Programme is NOT Required | 1 |
| Chapter 3 | Development of Training Programmes | |
| | Content of Training Programmes | 1 |
| | Areas of Training | 1 |
| | Objectives of Training Programmes | 1 |
| | Examination Papers | 2 |

| | | |
|------------------|--|---|
| Chapter 4 | Instructors | |
| | The Abilities of an Instructor | 1 |
| | Approval of Instructors | 1 |
| Chapter 5 | Training of Students | |
| | Identifying the Training Need | 1 |
| | Number to be Trained | 1 |
| | Level of Training | 2 |
| | Length of Training Courses | 2 |
| | Recurrent Training | 2 |
| | Student Examinations | 2 |
| Chapter 6 | Keeping of Training Records | |
| | The Requirements | 1 |
| Chapter 7 | Reference Documents and Training Material | |
| | IATA Dangerous Goods Regulations | 1 |
| | Availability of Training Programmes from External Sources | 1 |
| Part B | Guidance Notes on the Training Approval Scheme for the Safe Transport of Dangerous Goods by Air | |
| Chapter 1 | Introduction | |
| | Training Approval Scheme | 1 |
| | Applicability of the Training Approval Scheme | 2 |
| | Purpose of the Guidance Notes | 2 |
| | Obtaining Copies of Application Forms | 2 |
| Chapter 2 | Approval of Training Programmes | |
| | Introduction | 1 |
| | Training Programmes | 1 |
| | Areas of Training and Objectives of a Training Programme | 2 |
| | Instructors' Notes | 2 |
| | Examination Paper | 3 |
| | Instructors | 4 |
| | Application for Approval | 4 |
| | Application for Reapproval of a Training Programme | 6 |
| | Unsatisfactory Training Programmes | 6 |

| | | |
|-------------------|---|---|
| Chapter 3 | Approval of Instructors | |
| | Introduction | 1 |
| | Instructor Approval | 1 |
| | Technical Knowledge | 1 |
| | Training Competence | 2 |
| | Instructors Who Become Unsatisfactory | 3 |
| | Verifier Actions | 4 |
| | List of Approved Instructors | 4 |
| | List of Available Instructors | 4 |
| Chapter 4 | Training of Students | |
| | Introduction | 1 |
| | Initial and Recurrent Training | 1 |
| | Student Examinations | 1 |
| | Student Certificates | 2 |
| | Student Registration Numbers | 2 |
| | Records of Training | 3 |
| | Verifier Actions | 3 |
| Chapter 5 | Appeals Procedure | |
| | Introduction | 1 |
| | Appeal Against a Decision by the Consultants | 1 |
| | Appeal Against a Decision by the CAA | 1 |
| Appendix 1 | Areas of Training and Objectives for Training Programmes | |
| Appendix 2 | Example of a Partly Completed Training Objectives Comparison Form | |
| Appendix 3 | Example of a Partly Completed Student Examination Question Comparison Form | |
| Appendix 4 | Competence Standards for Instructors | |
| | Competence in Implementing a Training Programme | 1 |
| | Units of Competence | 1 |
| | Criteria for the Units of Competence | 1 |

| | | |
|-------------------|--|---|
| Appendix 5 | Examination Procedures | |
| | Preparation of Question Papers | 3 |
| | Use of Calculators in Exams | 3 |
| | Accommodation | 3 |
| | Supervisor Arrangements | 4 |
| | Persons Present | 4 |
| | Question Papers, Stationery, Materials and Other Equipment | 4 |
| | Starting the Exam | 5 |
| | Supervision of the Students | 5 |
| | Leaving the Exam Room | 5 |
| | Late Arrival of Students | 6 |
| | Irregular Conduct | 6 |
| | Finishing the Exam | 6 |
| | Marking of Papers | 7 |
| Appendix 6 | Overview of What/Who Needs Training Approval | |

Introduction

1 Need for Training

- 1.1 Dangerous goods, which are frequently carried by air, have inherent hazards that need to be taken into account when they are prepared for transport. Everyone who may come into contact with them needs to be aware of the nature of such goods, their potential for causing incidents and accidents and how they should be dealt with. Properly planned and maintained training programmes are an essential means of ensuring that those concerned receive an initial and continuing appreciation of the risks involved in carrying dangerous goods by air, the relevant requirements that have to be met and the need for complying strictly with them at all times.
- 1.2 In the United Kingdom, the legislation on the transport of dangerous goods by air is contained in the Air Navigation (Dangerous Goods) Regulations. These Regulations provide that dangerous goods may only be carried in accordance with the Technical Instructions. The Regulations and the Technical Instructions require that everyone involved in the transport of dangerous goods by air receives training and that some of the training programmes be approved. Both the Regulations and the Technical Instructions also require all relevant staff involved with the carriage of cargo or passengers to receive dangerous goods training.

2 Purpose of CAP 483

- 2.1 CAP 483 contains information and guidance about how dangerous goods training can be managed in order to accomplish the training of staff involved in the safe transport of dangerous goods by air and those staff involved in the carriage of passengers or cargo. It is divided into two parts comprising:
- Part A** Guidelines on Training for the Safe Transport of Dangerous Goods by Air
- Part B** Guidance Notes on the Training Approval Scheme for the Safe Transport of Dangerous Goods by Air.
- 2.2 Part A applies to training programmes and/or instructors that are not subject to CAA approval under the training approval scheme and contains information and guidance on the requirements of the Technical Instructions and the Air Navigation (Dangerous Goods) Regulations, the legal obligations under those Instructions and Regulations, the development of effective training programmes, the delivery of training and the maintenance of a training system.
- 2.3 Part B contains the information and guidance applicable to those training providers and/or instructors whose training is subject to CAA approval under the training approval scheme.

3 Code of Practice

- 3.1 CAP 483 forms a Code of Practice for the management of the dangerous goods training required for those involved in the safe transport of dangerous goods by air and for those involved with the carriage of passengers or cargo by air.
- 3.2 Currently, the Air Navigation (Dangerous Goods) Regulations provide that some (but not all) training programmes and instructors require an approval issued by the CAA. For the training providers, operators and handling agents who produce these training

programmes and the instructors who are evaluated and approved under the training approval scheme, compliance with all relevant material in both Parts A and B is required.

- 3.3 For companies and instructors who, under the Regulations, do not need an approval from the CAA, the CAA recommends that they base their training systems on the procedures in this CAP or develop systems that are equivalent to them. To this end, the Guidelines in Part A and Guidance Notes in Part B together provide a Code of Practice for all training providers and instructors to follow. In particular, training programmes should cover the areas and topics identified in Part B, Appendix 1, and instructors should be able to meet the standards laid down in Part B, Chapter 3. Guidance as to the coverage of subjects for other training programmes that do not require approval (such as general familiarisation training) is found in the Appendices.

4 Enforcing Agency

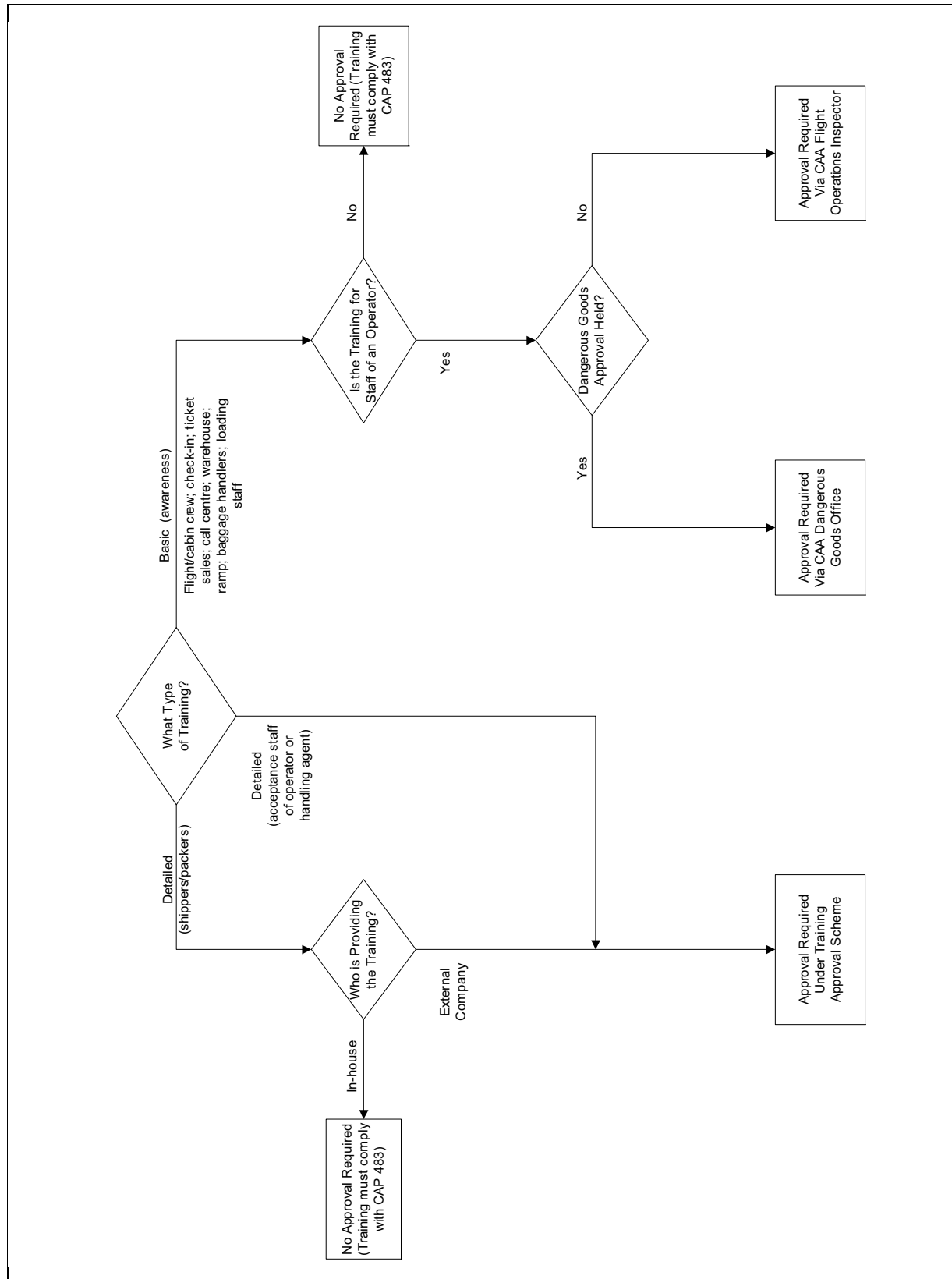
- 4.1 In the United Kingdom, the CAA is the agency designated to carry out the enforcement of the provisions of the Air Navigation (Dangerous Goods) Regulations and to ensure compliance with the detailed requirements of the Technical Instructions. This function is carried out by the Dangerous Goods Office of the CAA.
- 4.2 Companies that do not ensure that their staff receive the required training may be in breach of the Air Navigation (Dangerous Goods) Regulations, which can result in prosecution. It should also be borne in mind that where staff require dangerous goods training but either have not received it, or have not received recurrent training within 24 months of previous training, they are not considered appropriately qualified to carry out any function connected with the carriage of dangerous goods, other cargo or passengers.

5 Training Approval Scheme

The CAA believes that, as far as possible, approved training programmes in the UK need to offer training that is of a consistent quality and standard. To this end it operates a training approval scheme for the evaluation and approval of certain instructors and training programmes which require to be approved under the Air Navigation (Dangerous Goods) Regulations. The scheme focuses on those training programmes which are produced by companies who offer or provide training as a commercial venture (i.e. training providers) and also on training programmes for dangerous goods acceptance staff of aircraft operators and ground handling agents. The scheme includes evaluation and verification procedures to provide the necessary checks to ensure that quality and standards are maintained and provides examination papers to be used by students following attendance at courses. The scheme also provides for the approval of certain instructors. The scheme is self-financing and charges are levied by the CAA.

6 Approval of Training Programmes

The following flow chart shows which types of training programmes require approval under the training approval scheme. Additional information is contained in Appendix 6.



Approval of Dangerous Goods Training

7 Explanation of Terms

Many of the terms used in CAP 483 are defined in either the Air Navigation (Dangerous Goods) Regulations or the Technical Instructions. However, there are some which are not explained elsewhere and, in relation to CAP 483, they have the following meanings:

Agencies which perform, on behalf of the operator, the act of accepting, handling, loading, unloading, transferring or other processing of cargo. Handling agents dealing with cargo irrespective of whether or not their premises are at an airport, an off-shore installation or elsewhere.

Agencies located at an airport which perform, on behalf of the operator, the act of processing passengers. Handling agents dealing with passengers at an airport or an off-shore installation.

Agencies not located at an airport which perform, on behalf of the operator, the act of checking in passengers. Companies located in rail terminals, hotels, etc., that check in passengers and their baggage prior to them arriving at an airport.

Agencies other than operators involved in processing cargo. Freight agents, cargo agents, freight forwarders, consolidators, etc.

Agencies engaged in the security screening of passengers and their baggage. Companies (including airport operators and aircraft operators or their handling agents, if relevant) who employ staff to carry out the checking of passengers, for aviation security purposes, prior to them boarding an aircraft.

Function specific training. Training that is aimed at providing a detailed study of the requirements of the Technical Instructions applicable to the function for which the person is responsible.

General familiarisation training. Training that is aimed at providing familiarity with the general requirements of the Technical Instructions.

Recurrent training (also called refresher training). Training given at intervals of not more than two years to ensure a person's knowledge remains at the required level so they can continue to carry out their responsibilities fully.

Safety training. Training that covers the hazards presented by dangerous goods, safe handling and emergency response procedures.

Technical Instructions. The current edition of the document published by the International Civil Aviation Organization and entitled the "Technical Instructions for the Safe Transport of Dangerous Goods by Air" (reference number: Doc 9284-AN/905).

Training approval scheme. See paragraph 5.

Training programme. A method that has been developed for providing training, which consists of a tutored or self-study course, associated material (such as handouts, overheads, videos, exercises, etc.), an examination paper and, where there is an instructor, the instructor's notes.

Training provider. Any person, organisation or enterprise that offers or provides training to other than its own employees.

Verifier. The person employed by the Consultants managing the training approval scheme to carry out the evaluation and inspection of training programmes and instructors.

8 Questions, Enquiries and Application Forms

The CAA's website contains several pages containing information about dangerous goods and, in particular, dangerous goods training. The website contains application forms and various other training related documents that can be downloaded. The website address is:

www.caa.co.uk/dangerousgoods

Any other queries concerning this publication or any other questions on the transport of dangerous goods by air or dangerous goods training should be addressed to the address below.

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Part A Guidelines on Training for the Safe Transport of Dangerous Goods by Air

Chapter 1 International and National Requirements and Responsibilities

1 International Requirements

- 1.1 The International Civil Aviation Organization has produced detailed requirements for the international air transport of dangerous goods and these are in the Technical Instructions. They contain all the requirements that are applicable to consigning dangerous goods by air. For training, there are specific responsibilities placed on both shippers and operators; and there are general requirements for the training of everyone who is involved in the transport of dangerous goods by air, irrespective of where they are in the transport chain and no matter whether they are dealing with cargo, mail, aircraft stores or passengers. All of the provisions of the Air Navigation (Dangerous Goods) Regulations stem from the requirements of the Technical Instructions.
- 1.2 For the training of those who consign dangerous goods, Part 5, paragraph 1.4 of the Technical Instructions contains this shipper's responsibility:
- 'Before a consignment of dangerous goods is offered for air transport, all relevant persons involved in its preparation must have received training to enable them to carry out their responsibilities, as detailed in Part 1 [of the Technical Instructions]. Where a shipper does not have trained staff, the "relevant persons" may be interpreted as applying to those employed to act on the shipper's behalf and to undertake the shipper's responsibilities in the preparation of the consignment. However, such persons must be trained as required by Part 1, Chapter 4 [of the Technical Instructions].'
- 1.3 For the training of those who are employed by or act on behalf of operators, Part 7, paragraph 4.9 of the Technical Instructions contains this operator's responsibility:
- 'An operator must ensure training is provided in accordance with the detailed requirements of Part 1, Chapter 4 [of the Technical Instructions] to all relevant employees, including those of agencies employed to act on the operator's behalf, to enable them to carry out their responsibilities with regard to the transport of dangerous goods.'
- 1.4 The training requirements of the Technical Instructions in Part 1, Chapter 4, are that:
- 'Initial and recurrent dangerous goods training programmes must be established and maintained by or on behalf of:
- shippers of dangerous goods, including packers and persons or organizations undertaking the responsibilities of the shipper;
 - operators;
 - ground handling agencies which perform, on behalf of the operator, the act of accepting, handling, loading, unloading, transferring or other processing of cargo, mail or stores;

- d) ground handling agencies located at an airport which perform, on behalf of the operator, the act of processing passengers;
 - e) agencies, not located at an airport, which perform, on behalf of the operator, the act of checking in passengers;
 - f) freight forwarders; and
 - g) agencies engaged in the security screening of passengers and their baggage and/or cargo, mail or stores.'
- 1.5 Personnel must receive training in the requirements commensurate with their responsibilities. Such training must include:
- a) general familiarisation training - which must be aimed at providing familiarity with the general provisions;
 - b) function specific training - which must provide detailed training in the requirements applicable to the function for which that person is responsible;
 - c) safety training - which must cover the hazards presented by dangerous goods, safe handling and emergency procedures.
- 1.6 Training must be provided, or verified, upon the employment of a person in a position involving the transport of dangerous goods by air or the processing of cargo or passengers.
- 1.7 Recurrent training must take place within 24 months of previous training to ensure knowledge is current.
- 1.8 A test to verify understanding must be undertaken following training. Confirmation that the test has been completed satisfactorily is required.
- 1.9 A record of training must be maintained which must include:
- a) the individual's name;
 - b) the most recent training completion date;
 - c) a description of, copy of or reference to training materials used to meet the training requirements;
 - d) the name and address of the organisation providing the training; and
 - e) evidence which shows that a test has been completed satisfactorily.
- The record of training must be made available upon request to the CAA.
- 1.10 The subject matter relating to dangerous goods transport with which various categories of personnel should be familiar is indicated in Table 1.
- 1.11 Instructors of initial and recurrent dangerous goods training programmes must have adequate instructional skills and have successfully completed a dangerous goods training programme in the applicable category [in Table 1] or category 6, prior to delivering such a dangerous goods training programme.
- 1.12 Instructors delivering initial and recurrent dangerous goods training programmes must at least every 24 months deliver such a course or, in the absence of this, attend recurrent training.

Table 1 Content of Training Courses

| Aspects of transport of dangerous goods by air with which they should be familiar, as a minimum | Shippers and Packers | | Freight Forwarders | | | Operators and Ground Handling Agents | | | | | | Security Screeners |
|---|----------------------|---|--------------------|---|---|--------------------------------------|---|---|---|----|----|--------------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| General philosophy | X | X | X | X | X | X | X | X | X | X | X | X |
| Limitations | X | | X | X | | X | X | | X | X | X | X |
| General requirements for shippers | X | | X | | | X | | | | | | |
| Classification | X | X | X | | | X | | | | | | |
| List of dangerous goods | X | X | X | | | X | | | | X | | |
| General packing requirements | X | X | X | | | X | | | | | | |
| Packing Instructions | X | X | X | | | X | | | | | | |
| Labelling and marking | X | X | X | X | X | X | X | X | X | X | X | X |
| Shipper's Declaration and other relevant documentation | X | | X | X | | X | X | | | | | |
| Acceptance procedures | | | | | | X | | | | | | |
| Recognition of undeclared dangerous goods | X | X | X | X | X | X | X | X | X | X | X | X |
| Storage and loading procedures | | | | | X | X | | X | | X | | |
| Pilots' notification | | | | | | X | | X | | X | | |
| Provisions for passengers and crew | X | X | X | X | X | X | X | X | X | X | X | X |
| Emergency procedures | X | X | X | X | X | X | X | X | X | X | X | X |

KEY

- 1 Shippers and persons undertaking the responsibilities of shippers, including operator's staff acting as shippers, operator's staff preparing dangerous goods as Company Materials (COMAT).
- 2 Packers.
- 3 Staff of freight forwarders involved in processing dangerous goods.
- 4 Staff of freight forwarders involved in processing cargo, mail or stores (other than dangerous goods).
- 5 Staff of freight forwarders involved in the handling, storage and loading of cargo, mail or stores.
- 6 Operator's and ground handling agent's staff accepting dangerous goods.
- 7 Operator's and ground handling agent's staff accepting cargo, mail or stores (other than dangerous goods).
- 8 Operator's and ground handling agent's staff responsible for the handling, storage and loading of cargo, mail or stores and baggage.

- 9 Passenger handling staff.
- 10 Flight crew members and load planners.
- 11 Crew members (other than flight crew members).
- 12 Security staff who deal with the screening of passengers and their baggage and cargo, mail or stores.

NOTES:

- 1 Depending on the responsibilities of the person, the aspects of training to be covered may vary from those shown in the table.
- 2 The categories of personnel identified in the table are not all encompassing. Personnel employed by or interacting with the aviation industry in areas such as passenger and cargo reservation centres, and engineering and maintenance, except when acting in a capacity identified in the table, should be provided with dangerous goods training in accordance with paragraph 1.5.

2 UK Legislation and the Responsibilities of Persons Under It

- 2.1 The legislation in the UK is contained in the Air Navigation (Dangerous Goods) Regulations. These place a number of responsibilities on all those involved in consigning and carrying dangerous goods by air. In particular Regulation 5(1) states:
'A person shall not:
a) deliver or cause to be delivered for carriage in, or
b) take or cause to be taken on board;
an aircraft any dangerous goods, which he knows or ought to know or suspect to be goods capable of posing a risk to health, safety, property or the environment when carried by air, unless the Technical Instructions have been complied with and the package of those goods is in a fit condition for carriage by air.'
- 2.2 This provision places a responsibility on any person who may come into contact with, have, offer or otherwise handle dangerous goods for transport by air, whether it be as a passenger, shipper, freight forwarder, handling agent, operator, courier company, etc. In order to ensure that all relevant responsibilities are met, there is a need for everyone to be aware of the various regulations and requirements surrounding the subject. It is for this reason that training is prescribed in the Technical Instructions.

3 Training Requirements of the Air Navigation (Dangerous Goods) Regulations

- 3.1 The Air Navigation (Dangerous Goods) Regulations contain comprehensive requirements for training; they are contained in Regulation 13 and can be summarised as follows:
 - The content of training programmes must be as specified in the Technical Instructions.
 - Initial and recurrent training programmes must be established and maintained as required by the Technical Instructions.
 - Recurrent training must take place not less than every two years.
 - Records of training must be maintained as required by the Technical Instructions.

- CAA approval is required for the training programmes of training providers, handling agents (dangerous goods acceptance staff only) and operators of UK registered aircraft (all categories of staff).
 - CAA approval is required for instructors other than those who are employees of shippers, cargo agents, handling agents or operators providing they are training only staff of their parent company.
 - CAA approval may be required for instructors who are employees of handling agents and operators of aircraft registered in the UK - see paragraph 3.2.
- 3.2 The CAA has decided that, although there is no specific provision in Regulation 13 for the approval of instructors who are employees of handling agents or operators of aircraft registered in the UK, it will implement Regulation 13(8)(c) by requiring that such instructors who train that agent's or operator's dangerous goods acceptance staff take and pass Part 1 (technical knowledge) and Part 2 (training competence) of the instructor approval, as described in Part B, Chapter 3.
- 3.3 The training requirements of the Regulations do not apply to operators of aircraft not registered in the UK who undertake the training of their own UK based staff. However, they do apply to the UK based handling agents of those operators.

4 JAR-OPS Requirements

For operators, the requirements of the Technical Instructions are fully reflected in JAR-OPS; and the provisions of the Air Navigation (Dangerous Goods) Regulations encompass JAR-OPS. Therefore, training programmes based on the Parts A and B of CAP 483 will meet the training requirements of JAR-OPS.

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Chapter 2 Approval of Training Programmes

1 Training Programmes to be Approved by the CAA

1.1 The Technical Instructions require that the training programmes for UK operators be approved by the CAA and recommend the approval of all other training programmes. As identified in Chapter 1, paragraph 3, the CAA has decided that the training programmes which will be subject to approval are those produced by:

- operators of UK registered aircraft;
- handling agents (dangerous goods acceptance staff only); and
- training providers.

1.2 Currently, training programmes produced by training providers on behalf of shippers and dangerous goods acceptance staff, together with training programmes produced by operators and handling agents for the training of dangerous goods acceptance staff, are subject to evaluation and approval under the training approval scheme. The evaluation and approval of training programmes of UK operators, with the exception of dangerous goods acceptance staff, where the training is given by employees of that operator, is currently carried out by the CAA. See chart under paragraph 6 of the Introduction and Appendix 6 for an overview of the courses that require approval.

2 Training of Staff when Approval of a Training Programme is NOT Required

It is stressed that even if a training programme is not subject to CAA approval, it does not absolve a company from establishing and maintaining training programmes for its staff as required by the Technical Instructions. The Air Navigation (Dangerous Goods) Regulations place a responsibility on all companies or organisations to have training programmes for their relevant staff.

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Chapter 3 Development of Training Programmes

1 Content of Training Programmes

- 1.1 The safe transport of dangerous goods by air is a complex subject. A training programme is the means by which a student is taught about his/her responsibilities in the subject, so they can deal with dangerous goods in a competent and confident manner. A training programme should be developed with the aim of giving the students such a level of knowledge and be structured so that it achieves this aim.
- 1.2 A training programme should be more than a training course. As a minimum, it should consist of a tutored or self-study course, associated material (such as handouts, overhead slides, videos, exercises, etc.) and an examination paper. Whilst self-study courses are acceptable, they must be no less effective than a tutored course and experience has shown that this is difficult to achieve successfully. When there is an instructor, there should also be instructor's notes to ensure the training course covers all the required areas and meets its aims and objectives.
- 1.3 Training programmes should be developed using the principles identified in Part B.

2 Areas of Training

- 2.1 Failure to structure a training programme may result in essential areas being omitted or dealt with only briefly, whilst others are covered in too great a depth or when they are not relevant to the students being trained. Successful training will depend on training programmes that have identified the areas which are essential for all staff, together with those that are important to the students being trained. It will also rely on a particular aspect being covered fully and to the required depth in relation to the student's responsibilities. Areas which may be of interest but which are not directly related to the responsibilities of the students may or may not be covered depending on the wishes of the employer of the students and/or the time available for training, but their inclusion should not be to the detriment of adequate coverage of those areas which are of direct responsibility.
- 2.2 The areas of training are those shown in the extract from the Technical Instructions in Chapter 1, paragraph 1.4 (and the left-hand column in Table 1 headed 'Content of Training Courses'). These areas are also shown in Part B, Appendix 1, together with what are considered to be the appropriate topics for each area.
- 2.3 Where particular staff carry out more than one role within a company, such as frequently occurs on off-shore installations, all applicable areas of training relevant to each role must be included in the training.

3 Objectives of Training Programmes

For training to be effective, training programmes should be developed with objectives in mind. Part B, Appendix 1 gives detailed guidance on the areas and topics of training and the objectives of training programmes for:

- a) shippers and freight forwarders; and
- b) acceptance staff of operators and handling agents.

4 Examination Papers

- 4.1 The Technical Instructions require that a test be given following training to verify understanding. To meet this requirement, an examination paper should be developed as part of the training programme and given to the student to complete under controlled conditions. The examination paper will be the means by which an instructor will establish whether or not a student has gained sufficient knowledge and it should test all the areas of training. Questions need to be clear and unambiguous. Under the Training Approval Scheme (see Part B) the CAA issues student examination papers. These papers are available for instructors to use in-house on courses for shippers and freight forwarders if desired. There are strict procedures for the use of these examinations (see Appendix 5). Companies should contact the CAA Dangerous Goods Office for more details should they wish to use these pre-prepared examinations for their staff.
- 4.2 Where the training is recurrent training, the examination paper should be of the standard and duration appropriate for a full training course, since the aim is to confirm the ability of the student to continue to carry out his/her full range of responsibilities.
- 4.3 Where staff carry out more than one role in relation to dangerous goods, the examination papers used must cover all areas of each role, or separate examination papers should be provided for each role.

Chapter 4 Instructors

1 The Abilities of an Instructor

- 1.1 The abilities of an instructor determine whether or not a training programme will achieve its objectives and train students to a successful conclusion. Instructors need to have knowledge not only of training techniques (training competency) but also of the transport of dangerous goods by air (technical knowledge), so that the subject is covered fully and questions answered correctly and adequately. Instructors who make obvious basic errors, such that students point them out, or who cannot answer simple questions, may lose credibility or the confidence of their students. Technical knowledge comes from understanding completely all the requirements for the transport of dangerous goods by air and many instructors have gained this by working in the field for many years. At one time, instructors learnt such training techniques whilst giving training and there may still be some who learn their techniques by trial and error whilst in the classroom. Increasingly, training competency is now seen as part of the profession of being an instructor; there are National Standards for training and development and National/Scottish Vocational Qualifications can be gained.
- 1.2 Although an instructor may not require an approval, he/she should still be capable of meeting the competency standards in Part B, Chapter 3, paragraph 4 and Appendix 4, and have a sufficient technical knowledge of the subject.
- 1.3 In order to ensure that instructors retain sufficient knowledge themselves so that training programmes can continue to be effective, the Technical Instructions require that instructors who deliver initial or recurrent dangerous goods training programmes must deliver such a course at least once every 24 months or, in the absence of this, attend recurrent training themselves (see Part A, Chapter 1, paragraphs 1.11 and 1.12).

2 Approval of Instructors

Instructors who require to be approved under the training approval scheme are generally those who work for, or intend to work for, training providers, or those who work for operators or handling agents and are involved in training dangerous goods acceptance staff; however, there may be other instructors who also require an approval under the Scheme. Part B, Chapter 3 gives further details.

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Chapter 5 Training of Students

1 Identifying the Training Need

- 1.1 It is important that students receive training that is commensurate with their responsibilities. The success of a training programme can be gauged from the ability of the student thereafter to implement in their daily duties what has been learnt during training; but this depends mainly on them receiving the correct training. Failure to establish the correct level of training for staff can mean they do not pass the final examination or cannot implement fully what they have been taught. Recurrent training is intended to bring students who retain familiarity with the requirements back up to date. For students whose training is no longer current (i.e. it was given outside the 24 month period before recurrent training is required) a full course may need to be attended but this may depend upon the experience of the student concerned. It should be noted that during the period that training is not current, employees are not permitted to carry out any functions with respect to dangerous goods, cargo or passengers.
- 1.2 Unless there has been a specific arrangement for the content of a training course or it is known that the course will deal with a particular area, it is likely that the course will cover all the relevant areas of training in a general way and will not concentrate on a specific aspect, such as a particular proper shipping name or class. In some instances, a training course may offer training only in a particular class (e.g. radioactive materials), or it may have been tailored to suit the needs of a particular group of students (e.g. packing of dangerous goods).
- 1.3 The Technical Instructions provide that function specific training be given; it may be that in order to accomplish this totally, additional training is required if there are products or procedures that are peculiar to a company and staff need to know about them in order to carry out their responsibilities fully. For example, there are detailed requirements in the Technical Instructions for airbags, but a general training course may not look at them specifically; if a company has particular procedures that apply to airbags, additional training may need to be given.

2 Number to be Trained

The Technical Instructions give no guidance on the numbers of staff who should be trained in any company or organisation; the assumption is that everyone should be trained, but in some circumstances this may be impracticable. It is for each company or organisation to decide, given the circumstances, what is the number of staff who should receive training. There may be staff in a company or organisation who come into contact with dangerous goods only indirectly; their training should give them an awareness of dangerous goods, how to identify them and what to do if they see them. For staff more likely to come into contact with them, a decision can be made as to their involvement; the staff to be trained need to be those dealing with the transport of dangerous goods by air, taking into account anyone else who takes over in the event of absences for holidays, sickness, etc. If it has been decided that only a certain number of staff will be trained to undertake a particular activity, it is for the company or organisation to then ensure that these are the only ones who carry it out.

3 Level of Training

The level of training given to staff depends on their duties, since training is commensurate with their responsibilities. Those taking major decisions, such as staff working on their own initiative in preparing or checking dangerous goods for air transport, need to receive training that can equip them to take those decisions.

4 Length of Training Courses

The length of a training course should be gauged so that students have sufficient time to assimilate information without feeling pressurised, but are not left with periods when little is happening so they become bored. Rather than establishing a precise period within which a training course should always be held, it is more important to assess the expertise and background knowledge of the students and any other factors that might affect timing and ensure that the course covers all the areas and objectives and is of the required level.

5 Recurrent Training

- 5.1 Whilst it is important for an individual to receive training when they are first appointed to a job involving the transport of dangerous goods by air, it is equally important to ensure they receive further training after a period of time. Recurrent training, which is also called refresher training, is required for those individuals who have previously undertaken training in this area; it should aim to update knowledge in the light of changes to the requirements and act as a means of reminding the student of those areas which may have been forgotten. Students who are required to undertake recurrent/refresher training may have little residual knowledge of the subject or may be well versed in the requirements; therefore it may be more difficult to produce a suitable training course which will fulfil the needs of all the students. Consequently, before recurrent training commences, a means may be used to confirm the state of knowledge of the intended students, in order to facilitate the giving of the necessary training. The results of this may suggest that the student's recurrent training should consist of a full course, such that all the areas of training are covered and to the level used for initial training. This type of training may be more suitable for a student who does not have regular contact with dangerous goods. Alternatively, it may be decided to concentrate on those areas where the student shows weaknesses. This type of training may be suitable for a student who is reasonably familiar with the requirements for the transport of dangerous goods by air. However, there is still the need to ensure that the students gain or retain sufficient knowledge of the relevant areas/topics and objectives in Part B, Appendix 1 and subsequently demonstrate this by passing the end examination. ALL recurrent training should cover changes that affect the responsibilities of the students that have occurred since they last received training.
- 5.2 The Technical Instructions require that recurrent training be given at intervals of not longer than 24 months from previous training.

6 Student Examinations

6.1 Setting Student Examinations

Guidance as to the **minimum** areas that must be covered in the student examination is set out in Part B, Appendix 1. All Students who undertake initial or recurrent/

refresher training must sit an examination at the end of training. Under the Training Approval Scheme (see Part B) the CAA issues student examination papers. These papers are available from the CAA's Dangerous Goods Office for instructors to use in-house if desired.

6.2 **Taking the Examination**

The examination should not be a test of memory; the purpose of training is to teach the students how to find and use information. The examination should be taken in a quiet room, away from all distractions; mobile phones, pagers, etc. should be switched off or, preferably, left outside the room to prevent their use. Since the objectives of training are to teach students to use the Technical Instructions, IATA Dangerous Goods Regulations or any other document that contains the requirements, the examination should be 'open book': the students should have easy and unrestricted access to the required document(s). The examination is a test for the students and the instructor should not permit conferring between students, nor assist them with the answers, although clarification can be provided where a student is uncertain about a question. The instructor should provide invigilation if conferring is possible. If there is a time limit it needs to be realistic; but it should be realised that time limits can put students under unnecessary pressure. Appendix 5 contains procedures that apply to companies using the CAA examination papers. Other examinations should follow similar principles.

6.3 **Evidence of Successful Completion**

The Technical Instructions require there to be evidence to show that the examination has been completed satisfactorily. This can be by means of a certificate or in some other appropriate manner. The evidence or certificate needs to identify what training the student undertook and successfully completed and the date.

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Chapter 6 Keeping of Training Records

1 The Requirements

1.1 The Technical Instructions require that records of training be kept. The Air Navigation (Dangerous Goods) Regulations state that records of training shall be maintained as specified in the Technical Instructions.

1.2 Content of a Training Record

The Technical Instructions identify what information needs to be kept in a training record. The record must include:

- the student's name;
- date of the training;
- description of, copy of or reference to training materials used to meet the training requirements;
- the name and address of the organisation giving the training; and
- evidence which shows that a test has been completed satisfactorily.

1.3 Period of Retention

The period that records should be retained is not specified in the Technical Instructions. However, for operators using JAR-OPS, the period of retention is as specified in those requirements (Subpart P). For operators not using JAR-OPS, since training is needed every 24 months, training records, as a minimum, should be retained until after recurrent training has been given and a new record has been produced. Ideally, training records should show when the previous training was carried out so that it can be demonstrated that recurrent training was provided within the required period.

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Chapter 7 Reference Documents and Training Material

1 IATA Dangerous Goods Regulations

Other companies or organisations produce their own versions of the Technical Instructions. In particular, the International Air Transport Association (IATA) produce the Dangerous Goods Regulations and Labelmaster produce the Air International Regulations for Shippers of Dangerous Goods. Neither of these documents is referred to in the Air Navigation (Dangerous Goods) Regulations and they have no direct legal force in the UK. Whilst they are reasonably compatible, there are a number of differences between the IATA Dangerous Goods Regulations, the Labelmaster Air International Regulations and the Technical Instructions. Most operators use the IATA Dangerous Goods Regulations in their day-to-day handling of dangerous goods, which results in handling agents and freight forwarders also using them. This being so, training programmes may be based on the requirements of the IATA Dangerous Goods Regulations or the Labelmaster Air International Regulations, but they should acknowledge that the "sole authentic legal source material in the air transport of dangerous goods is the ICAO Technical Instructions".

2 Availability of Training Programmes from External Sources

A number of training providers have approved training programmes and can offer training in the responsibilities of shippers and freight forwarders or in the acceptance of dangerous goods for air transport. A list of training providers can be obtained from the CAA's Dangerous Goods Office. Other companies may also provide suitable training material for other staff, such as loading staff, passenger handling staff and warehouse staff. In all circumstances, it is the responsibility of the company whose staff are to be trained to satisfy themselves that when they use training material from other companies it meets the applicable requirements and covers the appropriate areas.

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Part B Guidance Notes on the Training Approval Scheme for the Safe Transport of Dangerous Goods by Air

Chapter 1 Introduction

1 Training Approval Scheme

- 1.1 The quality of dangerous goods training programmes and their delivery is the subject of the training approval scheme. The scheme is managed by Consultants on behalf of the CAA. The Consultants are responsible for all dealings with the training providers and instructors covered by the scheme.
- 1.2 The training programmes produced by training providers require approval; each programme is evaluated by the Consultants and once they are satisfied that it meets an acceptable standard, they make a recommendation for the grant of a training approval. The approval is granted by the Dangerous Goods Office. There are regular inspections made of the programmes to ascertain that they continue to meet the standard.
- 1.3 Many instructors are required to be approved; the approval is in two Parts. Part 1 (technical knowledge) is an examination paper, set and marked by the Dangerous Goods Office; it is necessary for an instructor to pass this before proceeding to Part 2. Part 2 (training competence) is the responsibility of the Consultants and consists of the instructor demonstrating his/her ability to teach an approved training programme and his/her competence across the standards outlined in Appendix 4. Once the Consultants are satisfied that the instructor has met the required standard, they make a recommendation that an instructor approval be granted; this is granted by the Dangerous Goods Office. During inspections of courses the standard of the instructor is also assessed.
- 1.4 A training provider or instructor can appeal against a decision made by the Consultants; the appeals procedure has several stages. Initially the verifier reconsiders a decision; the final stage, if necessary, is for the CAA to convene a Panel to hear the appeal. A training provider or instructor can also appeal against a decision made by the CAA and there will be an independent internal review.
- 1.5 The training approval granted to training providers requires them to allocate a student registration number to students who satisfactorily complete a training course and pass the examination. The student registration numbers are issued by the Dangerous Goods Office.
- 1.6 Financial control of the scheme rests with the Dangerous Goods Office; it is self-financing but is not required to make a profit. The charges payable under the scheme are shown in the CAA Scheme of Charges and relate to the grant of approval and reapproval of training programmes, approval of instructors (Parts 1 and 2), and the issue of student registration numbers. The charges are payable to the CAA and may be subject to revision each year. Details of the current charges can be obtained from the Dangerous Goods Office (see paragraph 8 of Introduction for contact details).

- 1.7 The Consultants use the procedures and criteria contained in these guidance notes to assess training programmes, so as to ensure consistency of quality and standards throughout the UK. They also use the specific criteria to assess the competence of an instructor.

2 Applicability of the Training Approval Scheme

- 2.1 Currently the training approval scheme applies to:
- a) training programmes produced by training providers for:
 - i) Shippers' employees and other companies' employees who prepare consignments of dangerous goods for air transport; and
 - ii) Operators' and handling agents' employees who accept dangerous goods for air transport;
 - b) training programmes produced by operators or handling agents for the training of their own dangerous goods acceptance staff; and
 - c) instructors as specified in Part B, Chapter 3, paragraph 1.
- 2.2 Other types of dangerous goods training programmes, e.g. general familiarisation training, do not need to be approved under the scheme. Similarly, the instructors of programmes other than those listed above do not need to achieve full Instructor Approval, although training programmes of all UK operators are required to be approved by the CAA. See Appendix 6 for an overview of the courses requiring approval under the scheme.

3 Purpose of the Guidance Notes

These Guidance Notes (i.e. Part B of CAP 483) have been produced to assist training providers to comply with their responsibilities under the Air Navigation (Dangerous Goods) Regulations and to explain the training approval scheme which is operated by the CAA under those Regulations. They provide information about the procedures which need to be undertaken and the criteria to be met by training providers, operators and handling agents whose training programmes require to be granted an approval, as well as the procedures and criteria that an instructor needs to meet in order to be an approved instructor.

4 Obtaining Copies of Application Forms

There are five forms used in the training approval scheme:

- DGO 29 (Part 1) Application for Instructor Approval - Part 1 (Technical Knowledge)
- DGO 29 (Part 2) Application for Instructor Approval - Part 2 (Training Competence)
- DGO 39 Application for Student Registration Numbers
- DGO 42 Credit Card Payment Details Form
- DGO 47 Application for Approval of a Training Programme [this form is also used for application for reapproval of a training programme]

Copies of these application forms can be obtained from the Dangerous Goods Office or can be found on the website, details of which are shown in paragraph 8 of the Introduction to this CAP.

Chapter 2 Approval of Training Programmes

1 Introduction

Under the Air Navigation (Dangerous Goods) Regulations, certain training programmes produced by training providers, operators and handling agents need to be granted a training approval, which is granted once the Dangerous Goods Office is satisfied that a programme meets an acceptable standard. An approval is usually granted for a period of two years, after which time it will be necessary to apply for reapproval. A training approval will identify all the training programmes that the training provider has been approved to conduct.

2 Training Programmes

2.1 Types of Training Programmes

Under the current training approval scheme, there are four types of training programmes for which individual approval is required. These are:

- The responsibilities of shippers and freight forwarders in the transport of dangerous goods by air, other than those related to the detailed requirements for radioactive material.
- The responsibilities of shippers and freight forwarders in the transport of radioactive material by air.
- The responsibilities of operators and handling agents in the acceptance of dangerous goods for transport by air, other than those related to the detailed requirements for radioactive material.
- The responsibilities of operators and handling agents in the acceptance of radioactive material for transport by air.

2.2 Adapting for Specific Need

Generally, a training programme submitted for approval will be expected to cover in a broad way all the areas of training for the type of training programme and not concentrate entirely on particular requirements. Once a training programme has been approved it may be adapted for individual need, such as concentrating on a specific class or proper shipping name, without any further approval being needed.

2.3 Adapting for Recurrent Training

Once a training programme has been approved it may be adapted to cover recurrent training without any further approval being needed, even if such training does not cover all the areas dealt with by the approved training programme.

2.4 Verifier Actions

In evaluating a training programme for a recommendation to the Dangerous Goods Office for approval, the verifier will assess whether the objectives have been met and if the material and course cover all the required areas. A recommendation by the Consultants for the CAA to grant an approval will be based on evaluation of a training programme and will not be dependent on the verifier observing a course at that time. Subsequent verification visits will be made and during those the verifier will seek to confirm that the approved training programme is being taught. Where a training programme has been adapted, either for individual need or to provide recurrent training, the verifier may ask for the adapted training programme.

3 Areas of Training and Objectives of a Training Programme

3.1 Identification of Areas and Objectives

To aid training providers and instructors in the development of training programmes, Appendix 1 lists the objectives for the areas and topics of training for each of the types of training programmes in paragraph 2.1.

3.2 Verifier Actions

The verifier will evaluate a training programme against the areas and objectives in Appendix 1 and expect all relevant areas and topics to be dealt with. During a verification visit, the verifier will seek to confirm that the areas and objectives of the approved training programme are still being covered and remain relevant for the students being trained.

4 Instructors' Notes

4.1 Need for Instructors' Notes

If instructors do not have notes for their training courses and rely on their memory, there is the possibility that the subject may not be covered fully or in a structured way, leaving the students confused or feeling their training has been inadequate. In the training approval scheme, instructors' notes are considered important, since they are the means of ensuring the training covers the approved training programme and that the information given by the instructor is accurate and appropriate.

4.2 What Instructors' Notes Should Include

Instructors' notes should:

- Identify what equipment and resources are required; e.g. overhead projectors, manuals, posters, flip chart, practice items (hazard warning labels, acceptance checklists, etc.);
- For each session:
 - show what is included, including specific IATA Dangerous Goods Regulations references;
 - indicate the objectives and how they will be shared with the students;
 - identify how the information will be presented (e.g. overhead/PowerPoint slides, verbal explanation, handout);
 - identify how the session is summarised;
 - indicate how it is confirmed that students have gained understanding of the subject of that session;
 - include references as to when to display the individual slides; and
 - include references as to when to distribute copies of the handouts, exercises etc.;
- Include copies of the overheads or PowerPoint slides;
- Include copies of the handouts;
- Show how group exercises, other activities and skills checks are carried out, and how feedback from these is handled; and
- Indicate approximate timings.

4.3 **Verifier Actions**

The verifier will evaluate the instructor's notes as an integral part of the training programme. During a verification visit, the verifier will seek to confirm that the instructor has notes and is teaching the course in accordance with them.

5 **Examination Paper**

5.1 **CAA Issued Examination Papers**

The CAA issues examination papers for training programmes for Shippers/Freight Forwarders and Operators/Handling Agents as listed in Part B, Chapter 2, paragraph 2.1 (excluding radioactive examinations and class specific examinations). These are based on the training objectives given in Appendix 1. All Training Providers offering these training programmes are required to use the current CAA devised and issued examination appropriate to the course being delivered. Since students undertaking recurrent training will have to demonstrate at the end of their training that they are again fully conversant with all applicable requirements, these students must also sit the CAA issued examination paper(s).

5.2 **Development of Questions for Non-CAA Developed Examination Papers**

For radioactive material training and class specific training, the training provider is responsible for the development of questions based on the relevant areas in Appendix 1. Whilst it is for a training provider/instructor to decide how a topic is addressed in a question and how questions are set out, it is usually not appropriate to have multiple choice questions; these can often be answered without recourse to the reference documents and do not require a demonstration of the ability to establish information by using those documents. Since students undertaking recurrent training will have to demonstrate at the end of their training that they are again fully conversant with all applicable requirements, the examination they sit needs to be of a similar standard and length to that for a full training course.

5.3 **Combined Examination Papers**

Some students, as a result of their role within their companies, either require or wish to receive training in more than one function (i.e. the responsibilities of both preparing dangerous goods for carriage by air and conducting dangerous goods acceptance checks). Since such students are required to successfully pass an examination for each function, they can either sit separate examination papers for each function, or a "combined" examination paper. The CAA issues such combined examination papers for this purpose.

5.4 **The Marking System for CAA Issued Examination Papers**

The CAA issues marking scheme papers for CAA devised examination papers. These must be adhered to when marking student examination papers. The marking scheme papers show the allocation of points for each question and the pass mark for the overall paper.

5.5 **The Marking System for Non-CAA Issued Examination Papers**

Where a training provider has created their own examination paper (see paragraph 5.2 above) it will be the responsibility of the training provider to provide a marking scheme. When developing the marking scheme, the marks awarded for the correct answer to a question should be in proportion both to its importance to the examination as a whole as well as to its degree of difficulty. This should be reflected in the marks awarded and a marking system should not award high marks to easy

questions or low marks to difficult or complicated questions just to balance the total. For multipart questions, marks should relate to each part of the answer and be allocated in a consistent manner. Generally, it is simpler and fairer to students to have a positive marking system that awards marks for each part of a correct answer and adds them together to get a total mark; rather than a negative marking system, where marks are deducted for each incorrect part of an answer from a fixed total. Negative marking systems can produce uneven results for partial answers to the same question from different students.

5.6 **Procedures for Conducting Examinations**

Procedures for conducting examinations have been developed and are given in Appendix 5. All training providers must adhere to these procedures when running either CAA issued or training provider produced examinations.

5.7 **Verifier Actions**

During a verification visit, the verifier may wish to check that the examination papers in use are current and appropriate, that they are being used in accordance with the procedures given in Appendix 5 and that they are being marked correctly. For training provider devised examination papers that require approval, the verifier will evaluate each of the examination papers used for the training programme to check that all required topics have been covered, that questions are understandable and explicit and that the marking system is applied appropriately.

6 **Instructors**

6.1 **Use of Instructors**

An approved training programme may only be implemented by an instructor who has successfully passed both Parts 1 and 2 of the instructor approval or who has passed Part 1 and is giving training courses or sessions as part of the demonstration of training competence which is required in order to complete Part 2. Instructors have a period of six months from passing Part 1 to completion of Part 2 of the instructor approval. The CAA/Consultants may extend this period if appropriate.

6.2 **Verifier Actions**

The application for approval of a training programme should be supported by a list of known instructors who will provide the teaching. The verifier will regard the list as an integral part of the training programme and check that all the instructors are fully approved or are known to be working towards achieving full approval. In making a verification visit, the verifier will seek to confirm that the instructor is fully approved or has passed Part 1 of the instructor approval and is giving the training course as part of achieving Part 2.

7 **Application for Approval**

7.1 **Application Form**

A training provider seeking approval of a training programme will need to submit an Application for Approval of a Training Programme (Form DGO 47) to the Dangerous Goods Office. This application form is completed both for an initial approval and for any subsequent application for reapproval of an existing training programme. Once the application form has been received by the Dangerous Goods Office for an initial approval, the applicant must complete all of the necessary work in order to gain

approval within two years, otherwise a new application form and associated fee will need to be submitted.

7.2 **Charges**

The charges for making an application for the grant of a training approval can be obtained from the Dangerous Goods Office or from the CAA's website (see Introduction for contact and website details).

7.3 **Making an Application to the CAA**

Application is made to the Dangerous Goods Office by completing the relevant parts of Form DGO 47. The three parts of the form comprise:

- Part A the contact details of the applicant
- Part B a training objectives comparison form (see paragraph 7.4)
- Part C a student examination question comparison form (for radioactive materials or class specific examination papers see paragraph 7.5).

An application will need to be accompanied by:

- The instructor's notes (see paragraph 4.2);
- Training programme materials (e.g. copies of slides, handouts, workbooks, exercises);
- Copies of the examination paper(s), showing the answers and marks to be awarded for each question (for radioactive or class specific examination papers see paragraph 7.5);
- A list of the instructors who, at the time of the submission of the application, are expected to implement the training programme, showing the date that they last taught; if this was not within the preceding 24 months, a copy of the appropriate training record to show that recurrent training has taken place must be provided; and
- The appropriate application fee.

7.4 **Training Objective Comparison Form**

An application for approval of a training programme will need to include a completed Part B of Form DGO 47; this is a matrix which shows where each of the topics and objectives of training in Appendix 1 is dealt with in the training programme. A separate form is needed for each training programme. The matrix is completed by showing the number of a topic and objective in each column across the form under the heading of "Objectives", and the title of each session in a training course on the lines in the left-hand column; at the intersection a tick (or other mark) will identify that the topic and objective is covered during that session. Where all the objectives in an area of training are covered in one session, the area and objective number may be shown rather than each individual topic (e.g. area 7 deals with Packing Instructions and comprises 7.1 through 7.4; "7" if relevant may be shown rather than 7.1, 7.2, 7.3 and 7.4). For an example of a partly completed matrix see Appendix 2.

7.5 **Student Examination Question Comparison Form (for Radioactive Materials or Class Specific Examination Paper)**

If approval of a radioactive materials or class specific course is being sought, Part C of Form DGO 47 will also need to be completed. This is a matrix which shows how the questions in the examination cover the areas/topics and objectives. A separate form is needed for each examination paper. In addition to completing the matrix, an indication also needs to be given as to how the marks are allocated. For an example of a partly completed matrix see Appendix 3.

8 Application for Reapproval of a Training Programme

The approval for a training programme is generally granted for a period of two years; after that time it will be necessary for the programme to be reapproved. An application for reapproval should be made using Form DGO 47. A reminder that an approval is due to expire will be sent to a training provider by the Consultants approximately two months before the expiry date. CAA approvals may not be backdated. Under the Air Navigation (Dangerous Goods) Regulations, a training provider **must** be approved to offer the training programmes outlined in Part B, Chapter 2, paragraph 2.1. Training providers are encouraged to apply for reapproval in good time so that continuity of approval and training programme delivery can be achieved. Failure to provide sufficient time for reapproval may result in planned courses being rescheduled.

9 Unsatisfactory Training Programmes

If the Consultants believe that a training programme is no longer satisfactory, they may discuss with the training provider what action needs to be taken to improve matters and an action plan will be agreed. If this does not result in improvement or no remedial action is taken, the Consultants may recommend to the CAA that the training approval be revoked. If an approval is revoked, the training provider will no longer be able to offer or give training under the training programme(s). A training provider may appeal against the recommendation of the Consultants; see Part B, Chapter 5. If a training approval is revoked and the training provider wishes a training programme to be considered for reapproval the CAA, in discussion with the Consultants, will decide what action needs to be taken; each case will be considered on its merits.

Chapter 3 Approval of Instructors

1 Introduction

- 1.1 Under the Air Navigation (Dangerous Goods) Regulations, a number of instructors require to be approved and this Chapter applies in total to them. These instructors are those who:
- work for, or intend to work for, training providers;
 - are, or intend to become, training providers.
- 1.2 In addition to paragraph 1.1, the CAA is implementing Regulation 13(8)(c) of the Regulations by requiring instructors who are employees of handling agents and UK operators and who train that agent's or operator's own dangerous goods acceptance staff to gain approval in accordance with this Chapter.
- 1.3 Instructors who do not require an approval from the CAA are those who are employees of shippers, cargo agents or operators of non-UK registered aircraft, providing they are training only staff of that shipper, agent or operator.
- 1.4 An instructor approval is granted permanently and is not subject to reapproval, unless some unforeseen factor means that reapproval is necessary or the instructor falls below a minimum standard and the approval is revoked - see paragraph 5.

2 Instructor Approval

The instructor approval is in two parts:

Part 1 technical knowledge

Part 2 training competence.

Part 1 is an examination paper, set and marked by the Dangerous Goods Office; it is necessary for an instructor to pass this before proceeding to Part 2. Part 2 is the responsibility of the Consultants and consists of the instructor demonstrating his/her ability to teach an approved training programme and his/her competence across the standards outlined in Appendix 4.

3 Technical Knowledge

- 3.1 In order that students (and the employers of the students) can have confidence in an instructor and that the subject is covered fully with questions answered adequately, it is essential that the instructor is not only competent in implementing training programmes but also has technical knowledge of the subject. The written examination (Part 1 of the instructor approval) has been developed as the means to test this knowledge. Instructors are required to pass this examination before they are permitted to implement an approved training programme.
- 3.2 The technical knowledge examination is an open book examination, using the IATA Dangerous Goods Regulations, but it assumes the instructor has a much greater depth of knowledge than that which students are expected to acquire by the end of their training; it covers not only the basic requirements but also some of the less obvious or more detailed ones.

- 3.3 The examination consists of a main paper which all instructors are required to take and, for those instructors who intend to give training in radioactive materials, a supplementary paper on radioactive materials. There is no time limit for the examination but it is expected that an instructor will take about three hours to complete the main paper and, if necessary, about ½ hour to complete the supplementary paper. At the end of the time, the Dangerous Goods Office reserves the right to make an evaluation of whether or not an instructor can complete the remainder of the paper(s) if allowed a further reasonable period of time.
- 3.4 If an instructor fails an examination, he may resit the examination. If an instructor fails the examination on three occasions and still wishes to continue to gain approval then the instructor will not be permitted to sit another paper until six months has lapsed. After this time the Instructor will need to demonstrate to the CAA what action they have taken to increase their knowledge (e.g. by shadowing another experienced instructor or receiving further coaching, etc.) before they will be permitted to undertake a further examination.
- 3.5 The letter sent to the instructor advising whether the instructor has passed or failed will identify, in general, where marks were lost. If in the examination the instructor took both a main paper and a supplementary paper and failed only one of them, only the failed paper will need to be retaken. Normally, an instructor will not be permitted to retake to an examination within a month of failing an examination.
- 3.6 It is suggested that if an instructor has to retake an examination, he/she allows sufficient time to elapse before retaking it in order to carry out adequate revision of those areas of weakness or to become more familiar with the requirements.
- 3.7 Arrangements can be made for an instructor to sit the examination at one of the CAA's regional offices, which are located at:

| | |
|---------------------------------------|---|
| East Midlands Airport | Gatwick Airport area (Aviation House) |
| Heathrow Airport area (West Drayton) | Luton Airport area (Stopsley) |
| Manchester Airport area (Wythenshawe) | Stansted Airport area (Bishops Stortford) |
| Stirling | Weston-Super-Mare |

3.8 **Application for Part 1 of the Instructor Approval (Technical Knowledge)**

An instructor applies to sit the examination by sending a completed Form DGO 29 (Part 1) to the Dangerous Goods Office. The form can be obtained as indicated in paragraph 8 of the Introduction to this CAP. It must be accompanied by the correct charge, details of which can be obtained from the Dangerous Goods Office. When completing the form, the instructor needs to identify any intention to give training in radioactive materials.

4 **Training Competence**

- 4.1 Training competence covers the ability of an instructor to implement an approved training programme. The criteria to judge the competence of instructors have been adapted from UK National Occupational Standards for training and development but only those aspects which are relevant to training for the transport of dangerous goods by air have been used.

4.2 Areas of Competence

There are three areas of competence that are considered to be applicable to training for the transport of dangerous goods by air. These are:

- Deliver training
- Review progress and assess achievement
- Continuously improve the effectiveness of training.

Each of these areas is sub-divided into units; a total of seven units are required for the transport of dangerous goods by air. These are:

A Deliver Training

- A1 Create a climate conducive to learning
- A2 Give presentations to groups
- A3 Facilitate exercises and activities

B Review Progress and Assess Achievement

- B1 Monitor and review progress (formative feedback) with students
- B2 Assess students

C Continuously Improve the Effectiveness of Training

- C1 Evaluate training sessions
- C2 Evaluate and develop own practice.

4.3 Proving Competence

Each unit has performance elements and identifies the evidence necessary to demonstrate an instructor has met them and the background knowledge that is needed. Much of the evidence of competence will be assessed by the verifier observing an instructor implementing a training programme. Some physical evidence, however, will be needed by the verifier; to this end, an instructor should create a personal portfolio of evidence. Part B, Appendix 4 gives detailed information about the performance elements and background knowledge for each of the units.

4.4 Instructors Who Already Hold Teaching/Training Qualifications

Some instructors may already hold competence based teaching/training qualifications. These may be put forward for consideration as evidence of competence. Details of the qualification will need to be provided; its components will be reviewed to establish what is covered and to identify areas where further evidence is needed. Each case will be considered on its merits.

4.5 Application for Part 2 of the Instructor Approval (Training Competence)

An instructor applies for Part 2 by sending a completed Form DGO 29 (Part 2) to the Dangerous Goods Office. The form can be obtained as indicated in paragraph 8 of the Introduction to this CAP. It must be accompanied by the correct charge, details of which can be obtained from the Dangerous Goods Office.

5 Instructors Who Become Unsatisfactory

The instructor approval is not usually subject to reapproval (i.e. it is granted permanently). However, if the Consultants believe during routine observation that an instructor has become incompetent or unsatisfactory and it appears there is no

possibility of him/her improving so an acceptable standard is again achieved, they may recommend to the CAA that the instructor approval be revoked. If an approval is revoked, an instructor will no longer be able to implement an approved training programme. An instructor may appeal against the recommendation of the Consultants; see Part B, Chapter 5. If an instructor approval is revoked and the instructor wishes to be considered for reapproval, the CAA, in discussion with the Consultants, will decide what action needs to be taken; each case will be considered on its merits.

6 Verifier Actions

The verifier has no responsibilities in relation to an instructor seeking to pass the CAA examination (Part 1 of the instructor approval). The Application from an instructor for Part 2 of the instructor approval (training competence) is passed by the Dangerous Goods Office to the Consultants; they will contact the instructor and advise what action needs to be taken. The Consultants will make the checks to confirm the instructor has met the performance elements, usually carrying this out whilst making a routine verification visit to check on the training programme. They will also review and agree the portfolio of evidence.

7 List of Approved Instructors

The training approval granted to training providers requires that only instructors on the List of Approved Instructors be used to implement an approved training programme. The List is maintained by the Dangerous Goods Office; training providers who wish to verify the presence of an instructor on the List may contact the Office for confirmation.

8 List of Available Instructors

Some approved instructors work only for the training providers by whom they are employed; others wish it to be known they are available to provide training for any training organisation that wishes to use them. The Dangerous Goods Office maintains a List of Available Instructors; this is divided into instructors who hold full dangerous goods instructor approvals (i.e. they have passed both Parts 1 and 2 of the approval) and those that have only passed the CAA examination (i.e. Part 1) but could carry out training under an approved training programme as part of proving training competence. The List can be obtained from the Dangerous Goods Office.

Chapter 4 Training of Students

1 Introduction

A training programme will have been approved if it has been established that it can train students to a successful conclusion. It then relies on the instructor and/or the training provider to ensure that training meets the needs of the students as well as covering the areas/topics and objectives of the approved training programme.

2 Initial and Recurrent Training

2.1 Initial training is usually given to students with the presumption that they have little or no knowledge of the subject. This will mean that all the required areas/topics and objectives in Part B, Appendix 1 need to be covered in detail and checks made as the training progresses to confirm the gradual acquisition of knowledge.

2.2 Students who receive recurrent training may have little residual knowledge of the subject or may be well versed in the requirements; this means it may be more difficult to produce a suitable training course which will fulfil the needs of all the students. Whilst recurrent training may be tailored to suit them, there is still the need to ensure they gain or retain sufficient knowledge of the relevant areas/topics and objectives in Part B, Appendix 1. Before recurrent training commences, a means may be used to confirm the state of knowledge of the intended students, in order to facilitate the giving of the necessary training. Where it has been established that the students retain a reasonable knowledge of the requirements, some areas/topics may be abridged to allow training to concentrate on specific items (such as major changes that affect the responsibilities of the students).

3 Student Examinations

3.1 Setting Student Examinations

All students who undertake initial or recurrent/refresher training must sit an examination at the end of training. The most up-to-date CAA developed examination must be used for the training programmes listed in Part B, Chapter 2, paragraph 2.1 (excluding radioactive and class specific training programmes).

3.2 Taking the Examination

The examination should not be a test of memory; the purpose of training is to teach the students how to find and use information. Since the objectives of training are to teach students to use the ICAO Technical Instructions, IATA Dangerous Goods Regulations or any other documents that contain the requirements, the examination should be 'open book': the students should have easy and unrestricted access to the required document(s). However, training materials displayed around the room (such as flip charts) should be removed before the start of the examination as these will not be available in the workplace. However, workbooks provided to students are permitted. The examination is a test for the students, and the instructor should not assist them with the answers, although clarification can be provided where a student is uncertain about a question. The instructor should provide invigilation if conferring between students would otherwise be possible. The examination must be conducted in line with the procedures outlined in Appendix 5.

3.3 **Marking Examination Papers**

Papers should be marked using the CAA Marking Scheme for the appropriate CAA examination paper (or training provider developed marking scheme for radioactive or class specific training). This should be done immediately after the end of the examination, or as soon as possible thereafter, in order that students can be given the result without undue delay. Students who do not achieve the required pass mark need to be told of the areas where they have not reached the standard. Students who take an examination again should not be given the paper they took previously.

3.4 **Keeping Copies of Examination Papers**

Unless other arrangements have been agreed, copies of completed examination papers need to be kept for inspection by the verifier for three months or until a verification visit. They should show the date of the examination and how they were marked. Details of the pass/fail rate need also to be kept.

4 **Student Certificates**

4.1 While the ICAO Technical Instructions and the IATA Dangerous Goods Regulations no longer specifically require a "certificate" to be issued to students who successfully pass the examination, production of a certificate would meet the requirement that there be confirmation or evidence which shows that the test has been completed satisfactorily. Training providers are responsible for the production of such confirmation, which should state the type of training undertaken by the student as described in Part B, Chapter 2, paragraph 2.1 (e.g. "the responsibilities of shippers and freight forwarders in the transport of dangerous goods, other than those related to the detailed requirements for radioactive material"). Where a specialist course has been designed for a particular group of students, the type of training shown on the certificate or confirmation should be qualified to reflect any further restriction; e.g. "Infectious substances only" or "Class 3 only".

4.2 The certificate or confirmation needs to include the date the examination was passed, an expiry date and a student registration number.

4.3 Copies of certificates or confirmation records need to be kept with the training records, as required by the ICAO Technical Instructions. They may be retained by either the training provider or the company employing the students or both, as agreed between them. Where they are retained by the student's employer, the training provider will need to keep duplicate copies of them or a representative selection of them.

5 **Student Registration Numbers**

5.1 The certificates or confirmation documents given to successful students need to show a student registration number; the number is unique to each certificate. These numbers need to be purchased from the CAA and are issued by the Dangerous Goods Office. Application for them is made on Form DGO 39. There is a charge for each number, details of which can be obtained from the Dangerous Goods Office.

5.2 A record needs to be maintained of the student registration numbers, showing the numbers and to whom they were issued.

6 Records of Training

Records of training may be kept by either the training provider or the company employing the students or both, as agreed between them.

7 Verifier Actions

During a verification visit, the verifier will seek to confirm that the appropriate examination paper is being used and that the examination is conducted and marked in a fair manner. Where the training provider maintains the student training records, they will be checked to ensure they are complete and up-to-date; the record of student registration numbers will be checked. A check will also be made of the wording on copies of certificates or confirmation records issued, to confirm they correctly reflect the course(s) attended by description/type, etc.

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Chapter 5 Appeals Procedure

1 Introduction

In the event of a training provider or instructor being dissatisfied with a decision made by the Consultants (e.g. the refusal to recommend the grant of an approval, the intention to recommend revocation of an existing approval), an appeal may be made against the decision. Initially, the appeal is made by the training provider or instructor to the Consultants but there is a final appeal that can be made to the Dangerous Goods Office. At each stage, the appellant will be given the opportunity to put forth his/her full case and will receive a full explanation of the outcome of the appeal; each stage needs to be exhausted before the next stage is commenced. If a training provider or instructor is dissatisfied by a decision taken by the CAA, they can appeal directly to the CAA.

2 Appeal Against a Decision by the Consultants

- 2.1 The initial stage in the appeals procedure is for the training provider or instructor to appeal directly to the verifier who made the decision. This appeal should be in writing and clearly indicate the points of disagreement and reasons. The verifier will consider the appeal within 20 working days and advise of the outcome in writing. If the appellant is not satisfied with the outcome of this appeal, a further appeal can be made.
- 2.2 If the verifier was not the Consultant's scheme manager and the appellant remains dissatisfied with the action taken by the verifier, a second appeal may be made to the scheme manager. The appeal is again to be in writing but does not need to include or repeat what was in the first appeal. Any additional information not included in the first appeal but which seems relevant should be explained. The scheme manager will consider the appeal within 20 working days and will meet with the appellant to discuss it. The outcome of the appeal will be in writing. If the appellant still remains unhappy with the decision, a final appeal can be made to the Dangerous Goods Office of the CAA.
- 2.3 The final appeal is to be made in writing and sent to the Head of the Dangerous Goods Office; it is to include copies of all relevant documents and evidence that the earlier stages have been completed. A Panel will be set up by Head of the Dangerous Goods Office within 20 working days of receiving the appeal; it will be attended by the scheme manager. The appellant will be given the opportunity to put forth his/her full case verbally. At the end of the hearing, unless further consideration is warranted, the appellant will be told the outcome and this will be confirmed in writing within five days. The Panel decision will be final.

3 Appeal Against a Decision by the CAA

- 3.1 There is only one stage in an appeal against a decision made by the CAA. The appellant should write to the Dangerous Goods Office, enclosing all relevant papers, documents, etc. The Dangerous Goods Office will arrange for an independent internal review to be carried out and will notify the appellant in writing of the outcome. There will be no further appeal possible.

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Appendix 1 Areas of Training and Objectives for Training Programmes

Training programmes should be based on the current requirements in either the ICAO Technical Instructions or the IATA Dangerous Goods Regulations. The sub-headings in Table 3 identify the areas of training (e.g. general philosophy, limitations, etc.) according to those documents, together with the UK law; under each area there are the topics applicable to that area. The objectives identify what students need to know to demonstrate their knowledge of the area/topic.

It is not intended that all the topics in an area, or even the area, be covered in *every* training programme; the topic, area and the depth to which they are covered may be tailored to suit the students being trained with the intention that the training is commensurate with their responsibilities. However, in order to achieve approval, all areas need to be covered in the training programme submitted. It must be borne in mind that the CAA examination may cover any of the topics listed.

Often the training for freight forwarders is the same as that for shippers, although the objectives may differ; it is not intended that those objectives which relate solely to shippers be covered in a training programme if the students will only be from freight forwarders. In the columns headed 'Responsibilities of Shippers/Freight Forwarders' and 'Responsibilities of Shippers/Freight Forwarders for Radioactive Material', where there is only one objective it applies to the staff of both Shippers and Freight Forwarders; where more than one objective is shown, (1) applies to Shippers and (2) applies to Freight Forwarders.

The column headed 'Responsibilities of Acceptance Staff' applies to the staff of either operators or handling agents who carry out the detailed dangerous goods acceptance check.

For organisations producing their own examination papers, the column in Table 3 headed 'Exam' shows an asterisk to identify the minimum topic areas where questions must be included in the students' examination. Where an asterisk spans several lines, it means the question can address any one of the topics. A single question can cover several areas/topics.

In general the objectives for recurrent training are as for initial training, although some areas/topics may not be relevant or do not need to be covered to the same depth. However, recurrent training may concentrate on particular areas/topics in order to meet the needs of the students.

| Responsibilities of shippers/ freight forwarders | To know where to find and use information: (1) so as to prepare correctly a consignment of dangerous goods for air transport; (2) to verify that a consignment of dangerous goods has been correctly prepared for air transport. | Responsibilities of acceptance staff | To know where to find and use information on the acceptance for air transport of dangerous goods and the operator's responsibilities for their handling and preparation for air transport. | Responsibilities of shippers/ freight forwarders for radioactive material | To know where to find and use information: (1) so as to prepare correctly a consignment of radioactive material for air transport; (2) to verify that a consignment of radioactive material has been correctly prepared for air transport. | Responsibilities of acceptance staff for radioactive material | To know where to find and use information on the acceptance for air transport of radioactive materials and the operator's responsibilities for their handling and preparation for air transport. |
|---|--|---|--|--|--|--|--|
| | | | | | | | |

Table 2 Principal Objectives for each Training Programme

| Area of Training | Responsibilities of Shippers/Freight Forwarders | Responsibilities of Acceptance Staff | Responsibilities of Shippers/Freight Forwarders for Radioactive Material | Responsibilities of Acceptance Staff for Radioactive Material | Exam |
|------------------|--|---|--|--|------|
| 1 | UK Law | | | | |
| | To be aware of the title of the UK legislation on the transport of dangerous goods by air and to have a broad understanding of the responsibilities it places on the student. | | | | |
| 2 | General Philosophy | | | | |
| | To be able to identify the general principles applicable to the air transport of dangerous goods and to be able to locate specific information from all chapters and appendices of the IATA Dangerous Goods Regulations. | | | | |
| 3 | Limitations | | | | |
| 3.1 | Forbidden under any circumstances | To be able to identify those dangerous goods which are totally forbidden and be able to ensure they are not offered for transport. | To be able to identify those dangerous goods which are totally forbidden and be able to verify they have not been offered for transport. | To be able to identify radioactive material that is totally forbidden and be able to verify that it has not been offered for transport. | |
| 3.2 | Forbidden unless exempted | To be able to identify those dangerous goods which are forbidden unless exempted and be able to identify the specific conditions under which they can be transported. | To be able to identify those dangerous goods which are forbidden unless exempted and be able to verify that they have been offered in accordance with the required conditions. | To be able to identify radioactive material that is forbidden unless exempted and be able to verify that it has been offered in accordance with the required conditions. | * |

Table 3 Objectives for each area of a Training Programme

| Area of Training | Responsibilities of Shippers/Freight Forwarders | Responsibilities of Acceptance Staff | Responsibilities of Shippers/Freight Forwarders for Radioactive Material | Responsibilities of Acceptance Staff for Radioactive Material | Exam |
|--|---|---|--|--|------|
| 3.3 Operator's property | To be able to identify those dangerous goods that can be on aircraft for airworthiness or operational reasons or for use or sale and be able to determine the correct method of consigning them as cargo. | To be able to identify those dangerous goods that can be on aircraft for use or sale and be able to verify their correctness when consigned as cargo. | N/A | N/A | |
| 3.4 Air mail | (1, 2) To be able to identify the restrictions that apply to the transport of dangerous goods in air mail; (1) to be able to determine the correct method of sending them. | To be able to identify the restrictions that apply to the transport of dangerous goods in air mail and be able to verify that they have been offered for transport according to the requirements. | To be able to identify the restrictions that apply to the transport of radioactive material in air mail; (1) to be able to determine the correct method of sending it. | To be able to identify the restrictions that apply to the transport of radioactive material in air mail and to verify it has been offered for transport according to the requirements. | |
| 3.5 Excepted quantities of dangerous goods | To be able to identify the requirements for excepted quantities and be able to use them to: (1) consign such quantities; (2) verify that such quantities have been prepared correctly. | To be able to identify the requirements for excepted quantities and be able to verify that such quantities have been prepared correctly. | N/A | N/A | * |

Table 3 Objectives for each area of a Training Programme (Continued)

| Area of Training | Responsibilities of Shippers/Freight Forwarders | Responsibilities of Acceptance Staff | Responsibilities of Shippers/Freight Forwarders for Radioactive Material | Responsibilities of Acceptance Staff for Radioactive Material | Exam |
|----------------------------|---|---|---|---|------|
| 3.6 Limited quantities | To be able to identify the requirements for limited quantities and be able to use them to: (1) consign such quantities; (2) verify that such quantities have been prepared correctly. | To be able to identify the requirements for limited quantities and be able to verify that such quantities have been prepared correctly. | N/A | N/A | * |
| 3.7 Variations | To be able to identify when there are state and operator variations; (1) to be able to comply with them; (2) to be able to verify they have been complied with. | To be able to identify when there are state and operator variations and to be able to verify they have been complied with. | To be able to identify when there are state and operator variations; (1) to be able to comply with them; (2) to be able to verify they have been complied with. | To be able to identify when there are state and operator variations and be able to verify they have been complied with. | * |
| 3.8 Hidden dangerous goods | To be able to identify the types of general cargo that may contain dangerous goods and ensure that they are offered for transport in accordance with the Regulations. | To be able to identify the types of general cargo that may contain hidden dangerous goods. | To be able to identify the types of general cargo that may contain hidden radioactive material and ensure that they are offered for transport in accordance with the Regulations. | To be able to identify the types of general cargo that may contain hidden radioactive material. | * |

Table 3 Objectives for each area of a Training Programme (Continued)

| Area of Training | Responsibilities of Shippers/Freight Forwarders | Responsibilities of Acceptance Staff | Responsibilities of Shippers/Freight Forwarders for Radioactive Material | Responsibilities of Acceptance Staff for Radioactive Material | Exam |
|---|--|---|--|--|------|
| 4 General requirements for shippers | | | | | |
| 4.1 Checks during preparation for air transport | (1) To be able to identify all checks a shipper needs to carry out during preparation for transport to determine that a consignment meets all applicable requirements; (2) to be able to identify the shipper's responsibilities for determining that a consignment meets all applicable requirements. | To be able to identify the shipper's responsibilities for determining that a consignment meets all applicable requirements. | (1) To be able to identify all checks a shipper needs to carry out during preparation for transport to determine that a consignment meets all applicable requirements; (2) to be able to identify the shipper's responsibilities for determining that a consignment meets all applicable requirements. | To be able to identify the shipper's responsibilities for determining that a consignment meets all applicable requirements. | * |
| 4.2 Particular requirements for radioactive materials | N/A | N/A | To be able to identify the particular requirements that apply before radioactive material is offered for transport and be able to: (1) ensure the requirements have been met; (2) verify they have been met. | To be able to identify the particular requirements that apply before radioactive material is offered for transport and be able to verify they have been met. | |

Table 3 Objectives for each area of a Training Programme (Continued)

| Area of Training | Responsibilities of Shippers/Freight Forwarders | Responsibilities of Acceptance Staff | Responsibilities of Shippers/Freight Forwarders for Radioactive Material | Responsibilities of Acceptance Staff for Radioactive Material | Exam |
|--|--|---|---|--|------|
| 5 Classification | | | | | |
| 5.1 Classes and divisions and criteria | To be able to identify the criteria for the classes of dangerous goods and be able to use them to: (1) determine when an item should be identified as such goods; (2) verify when an item should be identified as such goods. | To be able to identify the criteria for the classes of dangerous goods and be able to use the criteria to verify when an item should be identified as such goods. | To be able to identify the criteria for the classification of radioactive material and be able to use them to: (1) determine when an item should be identified as such material; (2) verify when an item should be identified as such material. | To be able to identify the criteria for the classification of radioactive material and be able to use the criteria to verify when an item should be identified as such material. | * |
| 5.2 Packing groups | To be able to identify the criteria on packing groups and be able to use them to: (1) determine the correct packing group for an item of dangerous goods; (2) verify the correctness of dangerous goods offered for transport. | To be able to identify the criteria on packing groups and be able to use the criteria to verify the correctness of dangerous goods offered for transport. | N/A | N/A | * |

Table 3 Objectives for each area of a Training Programme (Continued)

| Area of Training | Responsibilities of Shippers/Freight Forwarders | Responsibilities of Acceptance Staff | Responsibilities of Shippers/Freight Forwarders for Radioactive Material | Responsibilities of Acceptance Staff for Radioactive Material | Exam |
|----------------------------------|--|--|--|--|------|
| 5.3 Multiple hazards | To be able to identify the requirements for dealing with dangerous goods with more than one hazard and be able to use them to: (1) determine the correct identification of such goods; (2) verify the correct identification of such goods. | To be able to identify the requirements for dealing with dangerous goods with more than one hazard and be able to use the requirements to verify the correct identification of such goods. | To be able to identify the requirements for dealing with radioactive material with more than one hazard and be able to use them to: (1) determine the correct identification of such material; (2) verify the correct identification of such material. | To be able to identify the requirements for dealing with radioactive material with more than one hazard and be able to use them to verify the correct identification of such material. | * |
| 6 List of dangerous goods | | | | | |
| 6.1 Arrangement of the list | To be able to identify the information in each column in the list and to be able to use it to: (1) determine the correct method of preparing an item of dangerous goods according to the requirements; (2) verify that an item of dangerous goods has been prepared correctly. | To be able to identify the information in each column in the list and be able to use it to verify that an item of dangerous goods has been prepared correctly. | To be able to identify the information in each column in the list and be able to use it to: (1) determine the correct method of preparing radioactive material according to the requirements; (2) verify that an item of radioactive material has been prepared correctly. | To be able to identify the information in each column in the list and be able to use it to verify that an item of radioactive material has been prepared correctly. | |

Table 3 Objectives for each area of a Training Programme (Continued)

| Area of Training | Responsibilities of Shippers/Freight Forwarders | Responsibilities of Acceptance Staff | Responsibilities of Shippers/Freight Forwarders for Radioactive Material | Responsibilities of Acceptance Staff for Radioactive Material | Exam |
|--|---|---|--|--|------|
| 6.2 Proper shipping names and UN numbers | To be able to identify the proper shipping name and UN number for an item of dangerous goods: (1) so it can be correctly identified; (2) to verify that it has been correctly identified. | To be able to verify that an item of dangerous goods has been identified by the correct proper shipping name and UN number. | To be able to identify the proper shipping name and UN number for an item of radioactive material: (1) so it can be correctly identified; (2) to verify that it has been correctly identified. | To be able to verify that an item of radioactive material has been identified by the correct proper shipping name and UN number. | * |
| 6.3 Mixtures and solutions | To be able to identify the requirements that apply when dangerous goods are in a mixture or solution and be able to use them to: (1) correctly identify such goods; (2) verify the correctness of such goods. | To be able to identify the requirements that apply when dangerous goods are in a mixture or solution and be able to use those requirements to verify the correctness of such goods. | N/A | N/A | * |
| 6.4 N.O.S. (Not otherwise specified) | To be able to identify the appropriate proper shipping name and UN number for an item of dangerous goods not specifically listed by name: (1) so it can be correctly identified; (2) to verify that it has been correctly identified. | To be able to verify that an item of dangerous goods when not specifically listed by name has been identified by the correct proper shipping name and UN number. | N/A | N/A | * |

Table 3 Objectives for each area of a Training Programme (Continued)

| Area of Training | Responsibilities of Shippers/Freight Forwarders | Responsibilities of Acceptance Staff | Responsibilities of Shippers/Freight Forwarders for Radioactive Material | Responsibilities of Acceptance Staff for Radioactive Material | Exam |
|---|--|--|--|---|------|
| 6.5 Special provisions | To be able to identify special provisions and be able to use them to: (1) determine the correct requirements for an item of dangerous goods; (2) verify the correct requirements for an item of dangerous goods. | To be able to identify special provisions and be able to use them to verify the correctness of an item of dangerous goods offered for air transport. | To be able to identify special provisions and be able to use them to: (1) determine the correct requirements for an item of radioactive material; (2) verify the correct requirements for an item of radioactive material. | To be able to identify special provisions and be able to use them to verify the correct requirements for an item of radioactive material offered for air transport. | |
| 7 General packing requirements | | | | | |
| 7.1 Requirements for packages for radioactive materials | N/A | N/A | (1, 2) To be able to identify the requirements concerning packagings and packages; (1) to be able to use them to ensure radioactive materials are put into the correct packagings and packages comply with the requirements. | To be able to identify the requirements concerning packagings and packages. | * |

Table 3 Objectives for each area of a Training Programme (Continued)

| Area of Training | Responsibilities of Shippers/Freight Forwarders | Responsibilities of Acceptance Staff | Responsibilities of Shippers/Freight Forwarders for Radioactive Material | Responsibilities of Acceptance Staff for Radioactive Material | Exam |
|---------------------------|--|---|--|---|------|
| 7.2 Quality of packagings | To be able to identify the requirements concerning the quality of packagings and be able to use them to: (1) determine that only packagings which meet the quality requirements are used; (2) verify externally that only such packagings meeting the quality requirements have been used. | To be able to identify the requirements concerning the quality of packagings and be able to use them to verify by external inspection that only packagings meeting the quality requirements have been used. | N/A | N/A | * |
| 7.3 Closures | To be able to identify the requirements concerning closures and be able to use them to: (1) ensure packagings are correctly and securely closed; (2) verify that external closures are correctly and securely closed. | To be able to identify the requirements concerning closures and be able to use them to verify by inspection that external closures are correctly and securely closed. | N/A | N/A | * |

Table 3 Objectives for each area of a Training Programme (Continued)

| Area of Training | Responsibilities of Shippers/Freight Forwarders | Responsibilities of Acceptance Staff | Responsibilities of Shippers/Freight Forwarders for Radioactive Material | Responsibilities of Acceptance Staff for Radioactive Material | Exam |
|---|---|---|--|---|------|
| 7.4 Use of packagings, including absorbent material | To be able to identify what packagings are appropriate for an item of dangerous goods to: (1) select packaging that is appropriate for the intended contents and in accordance with any test certificate; (2) verify externally that appropriate packaging has been used. | To be able to identify what packagings are appropriate for an item of dangerous goods to be able to verify by external inspection that appropriate packaging has been used. | N/A | N/A | * |
| 7.5 Compatibility | (1, 2) To be able to identify the requirements concerning the compatibility of packaging with the intended contents; (1) to be able to use the requirements to select packaging that is compatible with the intended contents. | To be able to identify the requirements concerning the need for packaging to be compatible with the intended contents. | N/A | N/A | * |
| 7.6 Ullage | (1, 2) To be able to identify the requirements for ullage in packagings for liquid; (1) to be able to use the requirements to ensure there is sufficient ullage in a packaging containing a liquid. | To be able to identify the requirements for ullage in packagings for liquids. | N/A | N/A | * |

Table 3 Objectives for each area of a Training Programme (Continued)

| Area of Training | Responsibilities of Shippers/Freight Forwarders | Responsibilities of Acceptance Staff | Responsibilities of Shippers/Freight Forwarders for Radioactive Material | Responsibilities of Acceptance Staff for Radioactive Material | Exam |
|---|---|--|--|---|------|
| 7.7 Pressure differential, temperature and vibration resistance | To be able to identify the requirements for a packaging to withstand the difference in pressure and the effects of temperature variations and vibration occurring in normal conditions in air transport and be able to use the requirements to select a packaging that will withstand the pressure and temperature differences and vibration. | To be able to identify the requirements for a packaging to withstand the difference in pressure and the effects of temperature variations and vibration occurring in normal conditions of air transport. | N/A | N/A | * |
| 7.8 Different dangerous goods in one package | (1, 2) To be able to identify the restrictions on more than one item of dangerous goods in a package; (1) to be able to prepare a package according to those restrictions. | To be able to identify the restrictions that apply when there is more than one item of dangerous goods in a package and be able to verify by external inspection that the restrictions have been met. | N/A | N/A | * |
| 7.9 Assembly of a package | (1, 2) To be able to identify the requirements for assembling a package; (1) to be able to use the requirements to assemble a package. | To be able to identify the requirements for assembling a package. | N/A | N/A | |

Table 3 Objectives for each area of a Training Programme (Continued)

| Area of Training | Responsibilities of Shippers/Freight Forwarders | Responsibilities of Acceptance Staff | Responsibilities of Shippers/Freight Forwarders for Radioactive Material | Responsibilities of Acceptance Staff for Radioactive Material | Exam |
|---|---|--|--|---|------|
| 7.10 Specifications for packagings | To be able to identify the specifications for packagings and be able to confirm packaging conforms to the required specification. | To be able to identify the specifications for packagings and be able to verify by external inspection that packaging conforms to the required specification. | N/A | N/A | * |
| 7.11 Excepted packages of radioactive materials | N/A | N/A | To be able to identify the requirements for excepted packages of radioactive material; (1) to be able to use the requirements to prepare an excepted package of radioactive material for transport. | To be able to identify the requirements for excepted packages of radioactive material. | |
| 7.12 Activity limits for radioactive materials | N/A | N/A | To be able to identify the activity limits for packages for radioactive material to be able to: (1) use the limits to ensure the quantity of material in a package does not exceed the limits; (2) verify the limits have not been exceeded. | To be able to identify the activity limits for packages for radioactive material and be able to verify the limits have not been exceeded. | * |

Table 3 Objectives for each area of a Training Programme (Continued)

| Area of Training | Responsibilities of Shippers/Freight Forwarders | Responsibilities of Acceptance Staff | Responsibilities of Shippers/Freight Forwarders for Radioactive Material | Responsibilities of Acceptance Staff for Radioactive Material | Exam |
|---|---|--------------------------------------|---|---|------|
| 7.13 Types of radioactive materials (e.g. LSA, special form) | N/A | N/A | To be able to identify the different types of radioactive material; (1) to be able to ensure they meet the requirements and are correctly prepared for transport. | To be able to identify the different types of radioactive material. | |
| 7.14 Determination of transport index for radioactive materials | N/A | N/A | To be able to determine the transport index for a package of radioactive material and be able to: (1) use the information to ensure the correctness of a package; (2) verify the correctness of a package. | To be able to identify the transport index of a package of radioactive material and be able to verify the correctness of a package. | * |
| 7.15 Category of packages for radioactive materials | N/A | N/A | To be able to identify the criteria on categories of packages and be able to use the criteria to: (1) determine the correct category of a package; (2) verify the correctness of a package offered for transport. | To be able to identify the criteria on categories of packages and be able to use the criteria to verify the correctness of a package offered for transport. | * |

Table 3 Objectives for each area of a Training Programme (Continued)

| Area of Training | Responsibilities of Shippers/Freight Forwarders | Responsibilities of Acceptance Staff | Responsibilities of Shippers/Freight Forwarders for Radioactive Material | Responsibilities of Acceptance Staff for Radioactive Material | Exam |
|---|--|--|--|---|------|
| 7.16 Design and testing of radioactive materials packagings | N/A | N/A | To be able to identify the design and testing requirements for packaging; (1) to be able to use them to confirm packaging conforms to the required design. | To be able to identify the design and testing requirements for packaging. | |
| 7.17 Testing of packagings | (1, 2) To be able to identify what are the tests for packagings; (2) to be able to determine if a packaging has been tested. | To be able to identify what are the tests for packagings. | N/A | N/A | * |
| 7.18 Packaging specification markings | To be able to identify the meaning of the packaging specification markings and be able to: (1) determine if a packaging is appropriate for the intended contents; (2) verify that a packaging is appropriate for its contents. | To be able to identify the meaning of the specification markings for packagings and be able to verify by external inspection that a packaging is appropriate for its contents. | N/A | N/A | * |

Table 3 Objectives for each area of a Training Programme (Continued)

| Area of Training | Responsibilities of Shippers/Freight Forwarders | Responsibilities of Acceptance Staff | Responsibilities of Shippers/Freight Forwarders for Radioactive Material | Responsibilities of Acceptance Staff for Radioactive Material | Exam |
|---|--|---|---|---|------|
| 8 Packing instructions | | | | | |
| 8.1 Format and content | To be able to identify the types of packing instructions and what they contain and be able to: (1) prepare a package according to the applicable packing instruction; (2) verify externally that a package meets the applicable packing instruction. | To be able to identify the different types of packing instructions and what they contain and be able to verify by external inspection that a package meets the appropriate packing instruction. | N/A | N/A | * |
| 8.2 General packing provisions for explosives | (1, 2) To be able to identify the additional provisions for the packing of explosives; (1) to be able to use them to correctly pack explosives. | To be able to identify the additional provisions for the packing of explosives. | N/A | N/A | |
| 8.3 General packing provisions for radioactive material | N/A | N/A | To be able to identify the general packing provisions; (1) to be able to use them to correctly pack radioactive material. | To be able to identify the general packing provisions. | |

Table 3 Objectives for each area of a Training Programme (Continued)

| Area of Training | Responsibilities of Shippers/Freight Forwarders | Responsibilities of Acceptance Staff | Responsibilities of Shippers/Freight Forwarders for Radioactive Material | Responsibilities of Acceptance Staff for Radioactive Material | Exam |
|--------------------------------------|--|--|---|--|------|
| 8.4 Particular packing requirements | (1, 2) To be able to identify particular packing requirements in the packing instructions; (1) to be able to determine those that apply in the preparation of a package. | To be able to identify particular packing requirements in the packing instructions. | N/A | N/A | * |
| 9 Labelling and Marking | | | | | |
| 9.1 Labelling - general and specific | To be able to identify the labels required on packages and be able to: (1) correctly label a package; (2) verify that a package is correctly labelled. | To be able to identify the labels required on packages and be able to verify that a package is correctly labelled. | To be able to identify the labels required on packages and be able to: (1) correctly label a package; (2) verify that a package is correctly labelled. | To be able to identify the labels required on packages and be able to verify that a package is correctly labelled. | * |
| 9.2 Marking - general and specific | To be able to identify the markings required on packages and be able to: (1) correctly mark a package; (2) verify that a package is correctly marked. | To be able to identify the markings required on packages and be able to verify by inspection that a package is correctly marked. | To be able to identify the markings required on packages and be able to: (1) correctly mark a package; (2) verify by inspection that a package is correctly marked. | To be able to identify the markings required on packages and be able to verify by inspection that a package is correctly marked. | * |

Table 3 Objectives for each area of a Training Programme (Continued)

| Area of Training | Responsibilities of Shippers/Freight Forwarders | Responsibilities of Acceptance Staff | Responsibilities of Shippers/Freight Forwarders for Radioactive Material | Responsibilities of Acceptance Staff for Radioactive Material | Exam |
|---|---|---|---|---|------|
| 10 Dangerous goods transport document (Shipper's Declaration) and other relevant documentation | | | | | |
| 10.1 Completion of the dangerous goods transport document/ Shipper's Declaration | To be able to identify the requirements for the completion of a dangerous goods transport document/ Shipper's Declaration and be able to: (1) correctly prepare a document/Declaration; (2) verify its correct completion. | To be able to identify the requirements for the completion of a dangerous goods transport document/ Shipper's Declaration and be able to verify by inspection that a document/Declaration has been correctly completed. | To be able to identify the requirements for the completion of a dangerous goods transport document/ Shipper's Declaration and be able to: (1) correctly prepare a document/Declaration; (2) verify its correct completion. | To be able to identify the requirements for the completion of a dangerous goods transport document/ Shipper's Declaration and be able to verify by inspection that a document/Declaration has been correctly completed. | * |
| 10.2 Completion of the Air Waybill (or similar document) | To be able to identify the requirements for the completion of an Air Waybill, etc., and be able to: (1) add the correct details to such a document; (2) verify that all required information has been shown. | To be able to identify the requirements for the completion of an Air Waybill, etc., and be able to verify that all required information has been shown. | To be able to identify the requirements for the completion of an Air Waybill, etc., and be able to: (1) add the correct details to such a document; (2) verify that all required information has been shown. | To be able to identify the requirements for the completion of an Air Waybill, etc., and be able to verify that all required information has been shown. | |
| 10.3 Additional documents (e.g. competent authority approvals or certificates) | (1) To be able to identify when any additional documents are required and be able to ensure they are provided; (2) to be able to identify additional documents that may need to be provided and be able to verify that they are required. | To be able to identify additional documents that may need to be provided and to verify by inspection that they have been provided. | (1) To be able to identify when any additional documents are required and be able to ensure they are provided; (2) to be able to identify additional documents that may need to be provided and be able to verify that they are required. | To be able to identify additional documents that may need to be provided and to verify by inspection that they have been provided. | |

Table 3 Objectives for each area of a Training Programme (Continued)

| Area of Training | Responsibilities of Shippers/Freight Forwarders | Responsibilities of Acceptance Staff | Responsibilities of Shippers/Freight Forwarders for Radioactive Material | Responsibilities of Acceptance Staff for Radioactive Material | Exam |
|---|---|---|--|---|------|
| 11 Acceptance procedures | | | | | |
| 11.1 Acceptance for transport | To be able to identify what procedures are applied by the operator for the acceptance of dangerous goods for air transport. | N/A | To be able to identify what procedures are applied by the operator for the acceptance of radioactive material for air transport. | N/A | |
| 11.2 Acceptance inspection and use of a checklist | N/A | To be able to identify when an acceptance check is required and be able to carry out a check using an acceptance checklist to confirm that all applicable requirements have been met. | N/A | To be able to identify when an acceptance check is required and be able to carry out a check using an acceptance checklist to confirm that all applicable requirements have been met. | * |
| 12 Recognition of undeclared dangerous goods | | | | | |
| 12.1 Recognition of undeclared dangerous goods | To be able to identify and detect undeclared dangerous goods. | | | | |
| 13 Storage and loading procedures | | | | | |
| 13.1 Operator's requirements | To be able to identify what procedures are applied by the operator for the storage and loading of dangerous goods. | N/A | To be able to identify what procedures are applied by the operator for the storage and loading of dangerous goods. | N/A | |

Table 3 Objectives for each area of a Training Programme (Continued)

| Area of Training | Responsibilities of Shippers/Freight Forwarders | Responsibilities of Acceptance Staff | Responsibilities of Shippers/Freight Forwarders for Radioactive Material | Responsibilities of Acceptance Staff for Radioactive Material | Exam |
|--|---|---|--|---|------|
| 13.2 Handling, loading and stowage including: <ul style="list-style-type: none"> • orientation • placing and securing packages • replacing labels • ULD identification • protection of organic peroxides and self-reactive substances | N/A | To be able to identify handling, loading and stowage procedures and be able to use those procedures either to ensure dangerous goods are handled, loaded and stowed according to them or to convey details about them to other persons. | N/A | To be able to identify handling, loading and stowage procedures and be able to use those procedures either to ensure radioactive material is handled, loaded and stowed according to them or to convey details about them to other persons. | * |
| 13.3 Segregation of: <ul style="list-style-type: none"> • incompatible dangerous goods • explosives • radioactive materials • toxic and infectious substances | N/A | To be able to identify segregation procedures and be able to use those procedures either to ensure dangerous goods are segregated according to them or to convey details about them to other persons. | N/A | To be able to identify segregation procedures and be able to use those procedures either to ensure radioactive material is segregated according to them or to convey details about them to other persons. | * |

Table 3 Objectives for each area of a Training Programme (Continued)

| Area of Training | Responsibilities of Shippers/Freight Forwarders | Responsibilities of Acceptance Staff | Responsibilities of Shippers/Freight Forwarders for Radioactive Material | Responsibilities of Acceptance Staff for Radioactive Material | Exam |
|--|---|--|--|--|------|
| 13.4 Inspections for damage and leakage | N/A | To be able to identify what requirements apply to inspections for damage or leakage and be able to use those requirements either to ensure packages are inspected for signs of damage or leakage or to convey details about the need to do this to other persons. | N/A | To be able to identify what requirements apply to inspections for damage or leakage and be able to use those requirements either to ensure packages are inspected for signs of damage or leakage or to convey details about the need to do this to other persons. | |
| 13.5 Dealing with leaking or damaged packages or contaminated baggage or cargo | N/A | To be able to identify what action to take if a leaking or damaged package, or contaminated baggage or cargo, is found and be able either to take the correct initial action to deal with the leakage, damage or contamination or to convey details about what to do to other persons. | N/A | To be able to identify what action to take if leaking or damaged packages are found and be able either to take the correct initial action to deal with the leakage or damage or to convey details about what to do to other persons, including removal of contamination. | |

Table 3 Objectives for each area of a Training Programme (Continued)

| Area of Training | Responsibilities of Shippers/Freight Forwarders | Responsibilities of Acceptance Staff | Responsibilities of Shippers/Freight Forwarders for Radioactive Material | Responsibilities of Acceptance Staff for Radioactive Material | Exam |
|--|--|---|--|---|------|
| 14 Pilot's notification (Notification to commander) | | | | | |
| 14.1 Notification to commander | N/A | To be able to identify the information which has to be, or may be, provided to the commander and in what circumstances and be able to provide the correct information in the correct manner or convey details of what is needed to other persons. | N/A | To be able to identify the information which has to be, or may be, provided to the commander and in what circumstances and be able to provide the correct information in the correct manner or convey details of what is needed to other persons. | * |
| 14.2 Retention and dissemination of information | N/A | To be able to identify the information which has to be retained and where and when it has to be retained and be able to provide the correct information or convey details of what is needed to other persons. | N/A | To be able to identify the information which has to be retained and where and when it has to be retained and be able to provide the correct information or convey details of what is needed to other persons. | |
| 15 Provisions for passengers and crew | | | | | |
| 15.1 Passenger and crew provisions | To be able to identify what dangerous goods passengers and crew are permitted to take on aircraft. | | | | |
| | | | | | * |

Table 3 Objectives for each area of a Training Programme (Continued)

| Area of Training | Responsibilities of Shippers/Freight Forwarders | Responsibilities of Acceptance Staff | Responsibilities of Shippers/Freight Forwarders for Radioactive Material | Responsibilities of Acceptance Staff for Radioactive Material | Exam |
|--------------------------------|--|---|--|---|------|
| 16 Emergency procedures | | | | | |
| 16.1 Emergency procedures | To have a broad understanding of what action an operator or handling agent is required to take in the event of a dangerous goods accident or incident, so as to be able to provide quickly any required information. | To be able to identify the information about actions that need to be taken in emergencies and what initial action may need to be taken so as to be able either to take the correct action or to convey details about what to do to other persons. | To have a broad understanding of what action an operator or handling agent is required to take in the event of a dangerous goods accident or incident, so as to be able to provide quickly any required information. | To be able to identify the information about actions that need to be taken in emergencies and what initial action may need to be taken so as to be able either to take the correct action or to convey details about what to do to other persons. | |

Table 3 Objectives for each area of a Training Programme (Continued)

Appendix 2 Example of a Partly Completed Training Objectives Comparison Form

APPLICATION FOR APPROVAL OF A TRAINING PROGRAMME PART B



Title of Training Programme Dangerous Goods for Shippers Programme: _____

Page of

For application for re-approval, this form only needs to be completed in total if a new course has been submitted; where an existing course has been updated only new or revised areas should be shown.

| Session of Training Programme | Objectives (Reference Numbers) | | | | | | | | | | | | | | | | | | |
|--------------------------------------|--------------------------------|---|-----|-----|-----|-----|-----|-----|---|---|--|--|--|--|--|--|--|--|--|
| | 1 | 2 | 3.1 | 3.2 | 3.3 | 3.5 | 3.6 | 3.7 | 4 | 5 | | | | | | | | | |
| Introduction to the course | ✓ | ✓ | | | | | | | | | | | | | | | | | |
| Can you send it? | | | ✓ | ✓ | | | | | | | | | | | | | | | |
| The rules apply to operators as well | | | | | ✓ | | | | | | | | | | | | | | |
| Alleviations | | | | | | ✓ | ✓ | | | | | | | | | | | | |
| Further restrictions | | | | | | | | ✓ | | | | | | | | | | | |
| What are dangerous goods? | | | | | | | | | ✓ | | | | | | | | | | |
| Identification | | | | | | | | | | ✓ | | | | | | | | | |
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Appendix 4 Competence Standards for Instructors

1 Competence in Implementing a Training Programme

The competence of instructors will be judged on their ability to demonstrate that for each of the units of competence in paragraph 2 they:

- Meet the performance elements and have the necessary evidence;
- Have the background knowledge.

Instructors need to show that they meet the performance elements and demonstrate a background knowledge of the requirements.

2 Units of Competence

The units of competence are sub-divisions of areas of competence. The areas of competence are:

- Deliver training;
- Review progress and assess achievement;
- Continuously improve the effectiveness of training.

The criteria in the units of competence have been adapted from the UK National Standards for Training and Development. Only those Standards considered relevant for training for the transport of dangerous goods by air have been used. Seven units of competence are required for approval; these are:

A Deliver Training

A1 Create a climate conducive to learning

A2 Give presentations to groups

A3 Facilitate exercises and activities

B Review Progress and Assess Achievement

B1 Monitor and review progress (formative feedback) with students

B2 Assess students

C Continuously Improve the Effectiveness of Training

C1 Evaluate training sessions

C2 Evaluate and develop own practice.

3 Criteria for the Units of Competence

3.1 Unit A1 Creating a Climate Conducive to Learning

This unit contains some of the core values related to training and development and emphasises the interaction with and support for students. It pertains to the creation of a climate in which the relationship between instructor and students is conducive to learning.

Performance Elements and Related Evidence

Element A1.1 Prepare the training room

- 1 Ensure sufficient equipment is available for the training.
- 2 Ensure the layout of the room is appropriate.
- 3 Ensure that sufficient reference documents are available, e.g. IATA Dangerous Goods Regulations, etc.
- 4 Ensure there are sufficient copies of material available, e.g. handouts.

Evidence: Performance evidence from preparing for training sessions.

Element A1.2 Establish credentials (experience, qualifications, reputation, connections); gain rapport with students; maintain confidentiality

- 1 Establish rapport with students by presenting credentials and experience which earn credibility in the eyes of the students.
- 2 Create an atmosphere of trust and mutual respect.
- 3 Undertake to preserve the confidentiality of the session.
- 4 Create an environment free of unwanted interruption and distraction (e.g. no mobile telephones or pagers, unexpected visitors, etc.).

Evidence: Reputation in company/industry; performance evidence from training sessions.

Element A1.3 Clarify training objectives and methods

- 1 Explain the objectives of the training, the training procedure, briefing and debriefing processes.

Evidence: Performance evidence from training sessions.

Element A1.4 Ascertain and support students' needs

- 1 Be familiar with students' backgrounds, experience levels and training records.
- 2 Where appropriate, enquire about students' specific expectations, development objectives and training needs.

Evidence: Performance evidence from training practice, demonstrating interest and ability in supporting individual and team needs.

Element A1.5 Continuously monitor and respond to changes in climate

- 1 Monitor students' behaviour and comments for any changes in climate which signal obstacles to learning (e.g. breakdown in trust, misunderstandings, anxiety about assessment, digressions or diversions away from training objectives, etc.).
2. Respond to adverse changes in climate by again establishing trust and focusing on objectives and methods, addressing anxieties, etc.

Evidence: Performance evidence from training practice, demonstrating sensitivity to changes in climate and ability to influence it beneficially.

Background Knowledge

BK1 Students' experience level, preferences and expectations (i.e. knowing students' general experience level; their expectations based on company and industry communication).

- BK2 Potential barriers to learning, including awareness of cultural issues (i.e. knowing why students may not be motivated to learn; the effect the training may have on different cultures).
- BK3 Putting students at ease (i.e. recognising when students are uncomfortable with the training).
- BK4 Objectives of training (i.e. understanding the importance of training objectives for the training programme and individual sessions).
- BK5 Interpreting non-verbal communication (i.e. knowing the types of non-verbal communications and what they mean).

3.2 **Unit A2 Giving presentations to groups**

This unit concerns presenting information to students to assist them with learning.

Performance Elements and Related Evidence

Element A2.1 Present information

- 1 Present information in a manner that takes into account the size and composition of the group.
- 2 Present information clearly and accurately and in a tone, manner, pace and style appropriate to the needs and capabilities of the students.
- 3 Clearly and accurately provide supplementary information on request and where appropriate, to reinforce key learning points.
- 4 Adjust presentation in response to the students' needs.

Evidence: Performance evidence from training session.

Element A2.2 Use presentation materials

- 1 Use visual aids that are legible and accurate.
- 2 Use visual aids in a manner which enhances the clarity of the information presented.

Evidence: Performance evidence from training session.

Element A2.3 Encourage students to get involved

- 1 Students are encouraged to feel comfortable, ask questions and make comments at appropriate stages in the presentation.

Evidence: Performance evidence from training session.

Element A2.4 Handle questions

- 1 Answer questions clearly and accurately.
- 2 Rephrase the subject matter when answering questions to assist understanding.

Evidence: Performance evidence from training session.

Element A2.5 Summarise information

- 1 Succinctly summarise the information given in the presentation.

Evidence: Performance evidence from training session.

Element A2.6 Clarify understanding

- 1 Regularly check understanding through 'open' questioning.

Evidence: Performance evidence from training session.

Background Knowledge

BK1 How to adapt materials to support learning (i.e. understanding how the materials can be used in different ways to support the training objectives).

BK2 Presentation techniques (i.e. techniques for delivering material using a wide range of media and in differing environments).

BK3 Questioning techniques (i.e. understanding the different forms of questioning and when to use them).

BK4 How to use visual aids (i.e. knowledge of the range of visual aids and their applicability).

BK5 How to sequence and pace information.

BK6 How to gauge that the language used is appropriate to the student.

3.3 Unit A3 Facilitate exercises and activities

This unit focuses on setting exercises and activities; it includes structuring activities to maximise learning and making appropriate adaptations and interventions.

Performance Elements and Related Evidence

Element A3.1 Use exercises and activities designed to maximise training objectives

- 1 Show how the exercise or activity relates to the objectives.
- 2 Structure exercises and activities appropriately in order to maximise learning.
- 3 Where appropriate, demonstrate alternative actions and responses to reinforce learning points.

Evidence: Performance evidence from training session.

Element A3.2 Explain roles, rules and expectations

- 1 Clearly give information to the students about rules and ways of working.
- 2 Give sufficient instructions to students to enable them to perform the exercise or activity.
- 3 Give clear information about the objectives and expected outcomes of the exercise or activity.
- 4 Ensure that the manner, level and pace of the information is appropriate to the students.

Evidence: Performance evidence from training session.

Element A3.3 Encourage students to get involved

- 1 Encourage students to feel comfortable in order to participate effectively.
- 2 Clarify any uncertainties which may act as an obstacle to participation.

Evidence: Performance evidence from training session.

Element A3.4 Give timely feedback to students

- 1 Give timely feedback in a positive and encouraging manner.
- 2 Ensure sessions are not unnecessarily interrupted.

Evidence: Performance evidence from training session.

Background Knowledge

- BK1 Range of possible exercises and activities to promote learning.
- BK2 How to sequence and pace information.
- BK3 How to gauge that the language is appropriate to the student.
- BK4 How to structure exercises and activities to promote learning.
- BK5 Ways to elicit participation (i.e. inviting comment/observation on student's own performance).
- BK6 Range of adaptations and interventions, and when and how to use them.
- BK7 How to give constructive feedback.

3.4 **Unit B1 Monitor and review progress (formative feedback) with students**

This unit covers the formative assessment of students and the review of their performance with them. It is not about summative (competent/not yet competent) assessment. The monitoring and reviewing of performance is an essential part of the learning process, since without it students do not learn to distinguish between not yet competent, competent and outstanding performance. Instructors need to feel confident of their abilities to monitor and review accurately and fairly a student's performance.

Performance Elements and Related Evidence

Element B1.1 Track students' progress

- 1 Accurately observe and record changes in students' performance.

Evidence: Forms and procedures for tracking performance, evidence from training sessions.

Element B1.2 Conduct formative assessments based clearly on training objectives

- 1 Provide students with clear and accurate information about the training objectives and the criteria by which they are being assessed.
- 2 Provide suitable materials and facilities for the assessment.
- 3 Perform assessments that are valid, reliable and conform to any specified instructions.

Evidence: Forms and procedures for tracking performance, evidence from training sessions.

Element B1.3 Keep appropriate records

- 1 Monitor and record students' attendance: keep attendance records.

Evidence: Evidence from training sessions.

Element B1.4 Review progress with students

- 1 Give guidance on progress and what further actions are required.
- 2 Give feedback on progress in a positive and encouraging manner.

Evidence: Performance evidence from training sessions.

Background Knowledge

- BK1 Principles, processes and methods of assessment.
- BK2 What constitutes valid and reliable assessments.

- BK3 Purpose of formative assessment.
- BK4 How to put learners at ease.
- BK5 Ways to elicit participation.
- BK6 How to give constructive feedback.
- BK7 How to sequence and pace information, and gauge the appropriateness of language for students.

3.5 **Unit B2 Assess students**

This unit covers undertaking summative assessment of students. This is usually conducted at the end of a training course to establish whether the training has been assimilated. It includes conducting the assessment, collecting the results, analysing the results and providing clear and constructive feedback to students individually about the results.

Performance Elements and Related Evidence

Element B2.1 Conduct summative assessment

- 1 Give clear and sufficient guidance on the assessment.
- 2 Correctly carry out the assessment.
- 3 Collect the results of the assessment according to agreed timescales and resources.
- 4 Handle assessment materials and results according to the specified rules of confidentiality and security.

Evidence: Evidence from training sessions.

Element B2.2 Analyse results to form an assessment decision

- 1 Correctly apply scoring systems.
- 2 Analyse results fairly and impartially.
- 3 Record results accurately.

Evidence: Evidence from training sessions.

Element B2.3 Provide feedback to students on the assessment decision

- 1 Provide the student with a rationale for the assessment decision.
- 2 Give clear and constructive feedback.
- 3 Fully explain the consequences of the assessment decision.
- 4 Record the feedback in appropriate documents.
- 5 Issue appropriate documentation to the student.

Evidence: Evidence from training sessions and records.

Background Knowledge

- BK1 Principles, processes and methods of assessment.
- BK2 Types of guidance required by students.
- BK3 How to administer tests.

3.6 **Unit C1 Evaluate training sessions**

This unit is about ensuring that training and development sessions are systematically reviewed in order to identify potential improvements.

Performance Elements and Related Evidence

Element C1.1 Track students' performance against agreed criteria

- 1 Monitor and respond to data indicating improvements or deterioration in training effectiveness.
- 2 Take measures to ensure that the cause of performance enhancement is retained as a standard part of training.
- 3 Take measures to ensure that the cause of downward trends in performance standards is corrected.

Evidence: Evidence of observation, recording, interpretation and evaluation of performance evidence from students during training session.

Element C1.2 Track training session processes

- 1 Monitor trends in training session delivery covering training methods, organisation of sessions, use of resources and content.

Evidence: Formal procedure and criteria for tracing training session processes.

Element C1.3 Elicit informal, ongoing feedback from students

- 1 Regularly and systematically encourage and register informal reactions and responses to the quality of the training experience.

Evidence: Performance evidence from training sessions.

Element C1.4 Elicit formal course evaluation from students

- 1 Design, develop and/or adopt a formal method of collecting students' evaluations of training sessions and experience (e.g. questionnaires).
- 2 Regularly analyse formal feedback, interpret it and act on it, to enhance training effectiveness.

Evidence: Course evaluation form or process, evidence of ability to analyse and interpret evaluation data.

Element C1.5 Identify and implement areas of improvement

- 1 Analyse data from evaluations.
- 2 Interpret the data and recommend improvements to the training programme.
- 3 Implement improvements and monitor effectiveness of the change.

Evidence: Evaluation data, recommendations made, how effectiveness has been monitored.

Background Knowledge

BK1 Methods of assessing and improving training session effectiveness (i.e. knowledge of various methods for assessing training effectiveness, e.g. subjective and objective student responses, management/customer/colleague evaluation of enhancements to operational performance, questionnaires).

3.7 **Unit C2 Evaluate and develop own practice**

This unit pertains to self-improvement. Instructors often have a large proportion of the responsibility for the continuing development of their expertise, credibility and effectiveness; as well as ensuring they keep up with developments and improve their skills and knowledge.

Performance Elements and Related Evidence

Element C2.1 Collect feedback about performance from others (trainers, students, etc.)

- 1 Obtain systematic feedback on students' perceptions of instructor effectiveness from students and other relevant sources (e.g. those who work with students, managers, assessors, etc.).
- 2 Accept constructive criticism.

Evidence: Evaluation forms from students or others who have observed the instructor whilst delivering training.

Element C2.2 Regularly review own performance, strengths and development needs

- 1 Review all available data on personal performance and create a development plan.

Evidence: Development plan.

Element C2.3 Maintain a written development record against a development plan

- 1 Keep a documentary personal development plan based on the feedback referred to in Elements C2.1 and C2.2.

Evidence: Personal portfolio of activities and achievements relating to development plan.

Element C2.4 Keep abreast of developments from Regulator, trade press, etc.

- 1 Show interest in keeping up to date with dangerous goods developments, information from the Regulator and industry views.

Evidence: Personal portfolio of professional enhancement activities and up-to-date literature, notices etc.

Background Knowledge

BK1 Methods of assessing and improving own performance.

BK2 Methods and rationale for writing a personal development plan based on performance feedback.

BK3 Knowing how to observe, record, interpret and evaluate evidence on own performance.

BK4 Knowing how to prioritise and set realistic development objectives.

Appendix 5 Examination Procedures

PROCEDURES FOR CONDUCTING CAA DANGEROUS GOODS BY AIR EXAMINATIONS

A copy of these Procedures must be provided to each Supervisor.

CONTENTS

| | Page |
|---|------|
| Introduction | 3 |
| Preparation for the Exam | |
| 1. Preparation of Question Papers | 3 |
| 2. Use of Calculators in Exams | 3 |
| 3. Accommodation | 3 |
| 4. Supervisor Arrangements | 4 |
| At the Beginning of the Exam | |
| 5. Persons Present | 4 |
| 6. Question Papers, Stationery, Materials and Other Equipment | 4 |
| 7. Starting the Exam | 5 |
| During the Exam | |
| 8. Supervision of the Students | 5 |
| 9. Leaving the Exam Room | 5 |
| 10. Late Arrival of Students | 6 |
| 11. Irregular Conduct | 6 |
| At the End of the Exam | |
| 12. Finishing the Exam | 6 |
| After the Exam | |
| 13. Marking of Papers | 7 |
| Annex A - Checklist for Supervisors | |

INTRODUCTION

The Centre Contact at the Training School is responsible to the CAA for the proper conduct of the exams by observance of these procedures. These procedures are not intended to be onerous, but to ensure that the exam is undertaken in a fair way for each student with no undue advantage or disadvantage. If a situation arises which is not covered by these procedures, the advice of the CAA should be sought.

Definitions:

| | |
|----------------|--|
| Centre Contact | the person at the centre undertaking the role of being the main point of contact between the CAA and the Centre. |
| Student | the Learner/Individual who is undertaking the examination. |

PREPARATION FOR THE EXAM

1 Preparation of Question Papers

- 1.1 Exam papers will be issued for the year and will be e-mailed to the Centre Contact in PDF format. These papers must be stored securely at all times so that no unauthorised person has access to them.
- 1.2 Before commencement of the exam, the Centre Contact should print off copies of the exam papers. For best results the papers should be printed on a colour printer so that colours are easily seen. However, if this is not available then Centre Contacts may photocopy the papers (in black and white).
- 1.3 Sufficient copies of the different versions (Shippers/Operators) of the exam papers should be printed off for the respective disciplines of all students undertaking the exam.
- 1.4 A number of examination papers have been produced by the CAA for the year. Any paper for that year may be given to the students, i.e. either Paper 1 or 2 etc. Where practical, it is intended that different papers be given to students who are closely sitting next to one another.
- 1.5 If a student is resitting an examination, the student should not receive the same examination paper that was previously undertaken.
- 1.6 For the students undertaking the Operator's examination, two copies of an appropriate Acceptance Checklist need to be supplied for each student, such as the checklist contained in the IATA Dangerous Goods Regulations or available on the IATA website, www.iata.org. Alternative Acceptance Checklists, such as those used by particular operators or handling agents, may be issued to students if desired.

2 Use of Calculators in Exams

- 2.1 The student is responsible for providing a portable, working calculator for his/her own use in the exam (a fault in a calculator will not normally be considered as justifying the giving of special consideration to the user).

3 Accommodation

- 3.1 All students must sit the exam under the same examination conditions to ensure that the students are neither advantaged nor disadvantaged.

- 3.2 Any room in which the exam is conducted must provide students with appropriate conditions in which to take the exam, i.e.
- a) Be quiet; and
 - b) have adequate space to work in (so that students may not see the paper of their neighbour).
- 3.3 Training materials or examples that have been produced during the course and displayed around the room should be removed from the walls, e.g. how to work out Q values or Packing Groups etc. Printed posters showing labels are permitted (as these may well be displayed at the students' place of work). Workbooks and materials issued to the student to take away during the course are acceptable.

4 Supervisor Arrangements

- 4.1 The Centre Contact must ensure that suitably informed and briefed adults carry out supervision. The Centre Contact will appoint the Supervisor(s); any relative of a student in the exam room is specifically not eligible to serve as the sole Supervisor.
- 4.2 The Supervisor is the person in the exam room responsible for the conduct of a particular exam in the presence of the students. Supervisors must give their whole attention to the proper conduct of the Exam. A checklist for Supervisors is given in Annex A.
- 4.3 A Supervisor must be present throughout the duration of the exam and arrangements must be such that each student in the exam room can be observed by a Supervisor at all times.
- 4.4 This document must be available to each Supervisor in the exam room.

AT THE BEGINNING OF THE EXAM

5 Persons Present

- 5.1 The CAA reserves the right to visit Centres during the period of the exam to sample the arrangements made for the security of confidential exam material and for the conduct of the Exam.

6 Question Papers, Stationery, Materials and Other Equipment

- 6.1 The Supervisor must:
- a) Issue the relevant paper (Shipper/Operator) for the students, Paper 5 or 6 etc.;
 - b) Ensure that students only take into the exam room:
 - i) IATA Dangerous Goods Regulations (or ICAO Technical Instructions);
 - ii) Workbooks and/or training materials issued to individual students;
 - iii) Calculators.

7 Starting the Exam

- 7.1 Before students are permitted to start the exam the Supervisor must:
- a) Ensure that students are seated;
 - b) Inform the students that they are now subject to the administrative arrangements of the exam;
 - c) Advise students that mobile phones/pagers **MUST** be switched off (Supervisors need to ensure that they are not used during the examination);
 - d) Check that students have all the necessary material to enable them to complete the exam;
 - e) Draw to the students' attention the instructions printed on the front of the question paper;
 - f) Remind them of the duration of the exam. The exam duration is 3 hours (however, this may be extended at the discretion of the Supervisor);
 - g) Ensure that details of any erratum notices from the CAA are brought to the notice of students (see also sub-paragraph h) below);
 - h) Not give any information to students about suspected errors in the question paper unless an erratum notice from the CAA has been received;
 - i) Instruct students to enter their names in full, company name, and the date on all the answer papers where applicable and complete other details as required;
 - j) Remind students that they are forbidden to communicate with, in any way seek assistance from or give assistance to another student whilst they are in the exam room;
 - k) Advise students that correcting fluid/correcting pens must not be used; and
 - l) Announce clearly to the students that if there are no other questions the exam will begin and indicate the stated finishing time for the paper.

DURING THE EXAM

8 Supervision of the Students

- 8.1 Supervisors must supervise the students throughout the whole time the exam is in progress and give complete attention at all times to this duty.
- 8.2 Supervisors are permitted to answer students' questions in order to clarify any misunderstandings or ambiguities. They must not, however, give the student any help, clues or advice as to how to answer the question or comment on the work of the student.

9 Leaving the Exam Room

- 9.1 Should a student wish to leave the room for a valid reason, e.g. to visit the lavatory, the Supervisor should take measures to ensure that the student has no opportunity to communicate with others during that period (e.g. make sure mobile phones are left in the room).
- 9.2 No more than one student may leave the exam room at any one time.

- 9.3 A student who has finished his/her work and has been allowed to leave the exam room early must hand in his/her work; the student must not be re-admitted.
- 9.4 Irrespective of whether or not any students leave the exam room early, no question paper may be removed from the exam room.

10 Late Arrival of Students

- 10.1 A student who arrives after the starting time for an exam may be allowed to enter the exam room and to sit the exam. In determining whether any of the work completed by a student who arrives later can be accepted, the Centre will pay particular attention to the extent to which it can regard the security of the exam as having been maintained, with particular regard to the time at which students leave the exam room and question papers cease to be confidential.
- 10.2 A student who arrives after the start of the exam may be allowed the full time for the exam subject to the Centre's organisational arrangements.
- 10.3 Students arriving after the exam has finished should not be allowed to take the exam as they may have discussed the paper with others before entering.

11 Irregular Conduct

- 11.1 It is the duty of the Centre Contact to ensure that all cases of irregularity or misconduct in connection with the exam are reported to the employer of the student and mentioned to the CAA as soon as possible. The Supervisor is empowered to expel a student from the exam room, but such action should only be taken when it is felt that it is essential or when the continued presence of a student would cause disruption to others.

AT THE END OF THE EXAM

12 Finishing the Exam

- 12.1 A student may finish and leave the exam room at any time. However, they will not be allowed to make alterations to their paper after they have declared that they have finished the paper.
- 12.2 At 15 and five minutes before the end of the exam the Supervisor should inform students of the time remaining.
- 12.3 Where students who arrive late are permitted the full working time to complete the exam (see paragraph 12.5), such students should be allowed to continue after the normal finishing time and be told to stop writing after the additional time allowed has been expended.
- 12.4 The Supervisor must instruct the students to ensure that the student's full name, Centre name and date of exam has been entered on each of the Answer Papers.
- 12.5 At the Supervisor's discretion, reasonable additional time may be given to students who require this.

AFTER THE EXAM

13 Marking of Papers

- 13.1 After collation, the answer papers should either be marked by the Supervisor or be handed to the Centre Contact who is responsible for getting the papers marked.
- 13.2 Papers should be marked in accordance with the marking schedule provided for the paper.
- 13.3 Answer papers must be kept by the Centre Contact for a period of at least three months or until such time as the External Verifier has viewed the papers.

Annex A - CHECKLIST FOR SUPERVISORS

This checklist summarises the most essential actions for the supervision of Exams.

| | |
|---|--|
| <p>Arrangement of the Exam Room</p> <ol style="list-style-type: none"> 1 Check that training materials and examples produced during the training have been cleared from the walls (printed posters showing labels etc. are acceptable). 2 Check that you have a copy of the current <i>Procedures for Conducting the CAA Dangerous Goods Exams</i>. | <p>During the Exam</p> <ol style="list-style-type: none"> 1 Be vigilant. Supervise the students at all times to prevent cheating and distractions. 2 Do not give any information to students about suspected errors in the question paper, unless an erratum notice has been issued. 3 Clarify any misunderstandings or ambiguities asked by students BUT DO NOT give the student any help, clues or advice as to how to answer the question or comment on the work of the student. 4 Ensure that no question paper is removed from the exam room by the students. 5 Ensure that any students who need to leave the room temporarily are not given the opportunity to communicate with others, e.g. ensure that mobile phones/pagers are left in the exam room. 6 Inform students when they have 15 and five minutes remaining. 7 Use discretion to give additional time to students who require this. |
| <p>Before the Exam</p> <ol style="list-style-type: none"> 1 Advise students to turn off all mobile phones/pagers. 2 Issue the relevant exam papers (Shippers/Operators, Paper 1 or 2 etc.) to the appropriate students. 3 Instruct students to insert their full names, company details and date on the front sheet. 4 Draw attention to the instructions on the front of the question paper. 5 Ensure that details of any erratum notification are brought to the attention of students. 6 Tell students when they may begin and how much time they have. 7 Inform students that they are now subject to exam conditions, i.e. no talking to colleagues etc. | <p>After the Exam</p> <ol style="list-style-type: none"> 1 Instruct students to check that all the required information has been entered on their Answer Papers. |
| | <p>Marking the Papers</p> <ol style="list-style-type: none"> 1 Papers should be marked using the Marking Schedule provided for each Exam paper and their marks recorded and advised to the student. |

Appendix 6 Overview of What/Who Needs Training Approval

| Categories of staff | Training own staff (UK registered/based companies) | | Training other people's staff (Training Approval Scheme - TAS) | |
|-------------------------------|--|-------------|--|-------------|
| | Course | Instructor | Course | Instructor |
| Shippers and Packers | | | | |
| 1 | | | TAS | Pt1 and Pt2 |
| 2 | | | TAS | Pt1 and Pt2 |
| Freight Forwarders | | | | |
| 3 | | | TAS | Pt1 and Pt2 |
| 4 | | | | |
| 5 | | | | |
| Operators | | | | |
| 6 | TAS | Pt1 and Pt2 | TAS | Pt1 and Pt2 |
| 7 | CAA | | | |
| 8 | CAA | | | |
| 9 | CAA | | | |
| 10 | CAA | | | |
| 11 | CAA | | | |
| Ground Handling Agents | | | | |
| 6 | TAS | Pt1 and Pt2 | | |
| 7 | | | | |
| 8 | | | | |
| 9 | | | | |
| Security Screeners | | | | |
| 12 | | | | |

KEY

CAA CAA Approval Required.

TAS Approval under the Training Approval Scheme Required.

1 Shippers and persons undertaking the responsibilities of shippers.

2 Packers.

3 Staff of freight forwarders involved in processing dangerous goods.

- 4 Staff of freight forwarders involved in processing cargo, mail or stores (other than dangerous goods).
- 5 Staff of freight forwarders involved in the handling, storage and loading of cargo, mail or stores.
- 6 Operator's and ground handling agent's staff accepting dangerous goods.
- 7 Operator's and ground handling agent's staff accepting cargo, mail or stores (other than dangerous goods).
- 8 Operator's and ground handling agent's staff responsible for the handling, storage and loading of cargo, mail or stores and baggage.
- 9 Passenger handling staff.
- 10 Flight crew members and load planners.
- 11 Crew members (other than flight crew members).
- 12 Security staff who deal with the screening of passengers and their baggage and cargo, mail or stores.