



Federation of Aerospace Support Services

Jon Cousens MRAeS
Executive Director





What is FASS?

→ Federation of Aerospace Support Services

→ In operation since 2001

→ Members

- Recruitment Agencies
- Contractors

→ Aims

- Set and follow high standards of recruitment and supply of Contractors; **FASS Code of Practice** sets the minimum standard
- Welcome all reputable agencies who meet the standard demanded
- Work with industry and regulator





FASS Code Of Practice

→ Key points:

- Obtain fully documented verification of training, qualifications and employment history
- Verify by means of sight of original documents only, and/or by contact with issuer
- Hold ISO 9001:2000 accreditation

Members are regularly audited for compliance





FASS Contractor Register

- Commenced early 2004
- Issues **FASS Contractor Member Card**
- Registration process includes rigorous verification
- Issues “**PDS**” (**Personal Data Summary**) with Quality statement for MRO QAM’S use and records.
- Open to MRO QAM audit
- **ISO 9001:2000** (in hand)





a FASS Contractor Member's Card.....

...and another's PDS



...ION OF AEROSPACE
PORT SERVICES
www.fass.org.uk
The holder of this cards is a Contractor Member of FASS whose training, qualifications and work history have been fully verified by FASS. Details and all supporting documentation are held at FASS.
For more information, please contact FASS
Tel/Fax: +44 (0)1392 875809
admin@fass.org.uk

Fass Contractors Register

Control Reference: 02/11/2004/383

Personal Data Summary

Issue Date: 02/11/2004

Valid Until: 02/12/2004

Name: Emma Flynn

Page 1 of 3

Name: Emma Flynn
Member Number: 1383
Nationality: IRE
Passport Number: N930229 issued 28/01/99



Qualification:

FAS, Training & Employment Authority Completion Date: October 1997 Verified:
City & Guilds Aircraft Maintenance Skills

Training:

Training	Completion Date	Verified
Shannon Aerospace M.O.E. Level One	16 February 1999	Verified: <input checked="" type="checkbox"/>
Shannon Aerospace Ab-Initio Training Course - Avionics	8 February 1999	Verified: <input checked="" type="checkbox"/>

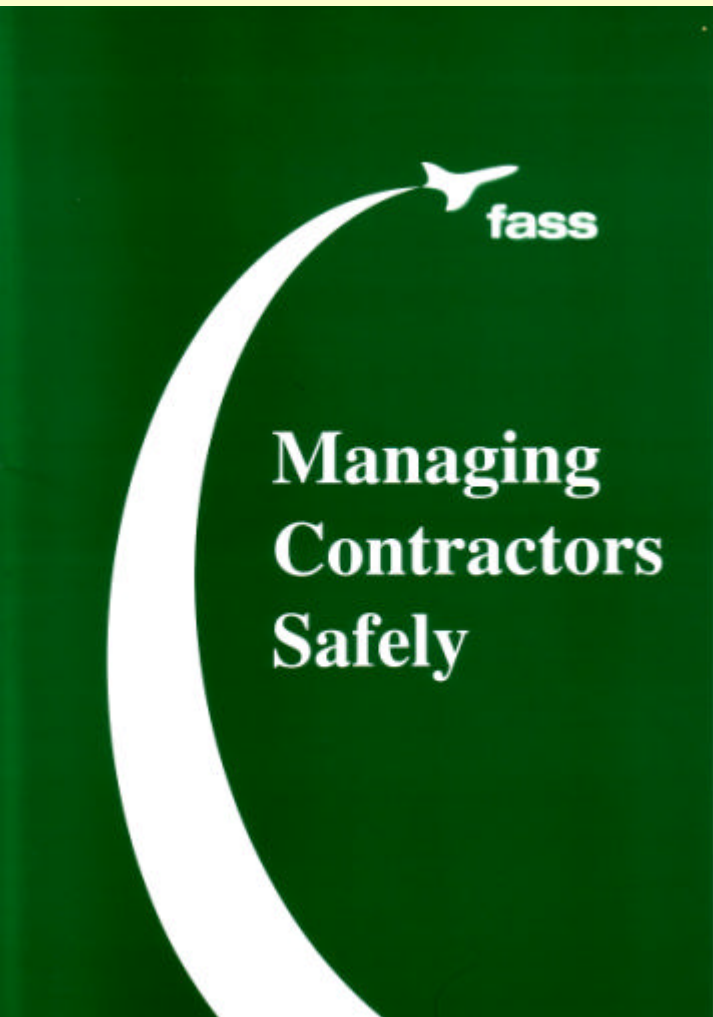
Employment:

Resource: (Go to the web site where the subject is presently occupied or work on the top line of the record.)
8 September 2004 Verified:

Training:

Shannon Aerospace M.O.E. Level One	Completion Date:	16 February 1999	Verified: <input checked="" type="checkbox"/>
Shannon Aerospace Ab-Initio Training Course - Avionics	Completion Date:	8 February 1999	Verified: <input checked="" type="checkbox"/>





- **Best Practice** guidance for recruitment, induction and management of Contractors
- Produced by FASS; endorsed by SRG
- Chapter introduces the **FASS MHF Course for Contractors**
- Download www.fass.org.uk



Why a FASS MHF Course for Contractors?

- Contractors may be 20% of civil workforce – 5,000 - 6000
- Contractor MFH training cannot be left to chance
- Special MHF issues for Contractors
- Affordable, accessible and relevant MHF training is needed; spare places on any old course will not do
- Contractors must arrive with MHF competence; QAM must have confidence in their training
- FASS Course will be endorsed by the MRO industry, via industry representative groups





Must Contractors have MHF training?

YES!

There is no doubt that Contractors will be expected, from September 2006 onwards, to have received appropriate MHF training prior to starting work, including Module 10 as part of Induction Training.

“





Special MHF issues.....

For example....

- Short work periods - different MROs
- Unfamiliar and perhaps hostile environments
- Expected to work cost-effectively from moment induction complete
- Must integrate unhesitatingly into unfamiliar procedures
- Good interpersonal skills

Etc etc..... TNA will identify them all





Creating the FASS MHF Course

- Carry out Training Needs Analysis
- Prepare Course
 - ☞ Write detailed content (Modules 1 – 9)
 - ☞ Prepare display materials, student handbooks etc
 - ☞ Write Instructor Specification
 - ☞ Write Delivery Guidance Handbook
 - ☞ *Perhaps; web-based motivational and background material – students self-qualify for classroom phase (idea by courtesy of Bill Johnson!)*
- Obtain MRO Industry's approval of the whole package





Course Content

Modules 1 – 9

- basic material; plus contractor perspective in each case

Note...

- **Module 10** can only be delivered by an MRO as part of the Contractor's Induction
- Recurrent training issues would be covered in the Induction/Module 10 training





Delivering the FASS MHF Course

- License a number of providers (7 – 10?)
- Geographic spread over UK (Europe?)
- Carry out Instructor assessment and training
- Time spread from Spring 2005 to Autumn 2006
- Target up to 3,000 contractors, be ready for more
- Maintain tight control, via licence terms and close monitoring, of
 - ☞ **Quality (facilities, instruction and materials)**
 - ☞ **Content**
 - ☞ **Feedback**
 - ☞ **Cost**





Student Affairs

- FASS MHF Course will be promoted to Contractors via
 - **FASS Member Agencies** direct mail
 - **FASS Contractor Register**
 - FASS and FASS Member **websites**
 - **Editorial** and press **advertising**
 -and, we hope, **MROs and CAA**
- **Early take-up will be encouraged by all possible means**
- FASS Contractor MHF Training is open to all





And the final result..



fass 

Contractor Member

Bob W Harvey
 Membership Number: 9099 FASS MHF
 Card Valid to: 1 February 2005 26/6/05

**Federation of
 Aerospace Support Services
 MAINTENANCE HUMAN FACTORS
 FOR
 CONTRACTORS**

MR ROBERT HARVEY
Of 33 ACACIA DRIVE, TOPSHAM EXETER EX3 5TH.
FASS Membership No.(if held) 1956
whose photograph is printed below attended the
FASS Maintenance Human Factors Training Course
At Priory Lodge Training Centre.

On 25–26 June 2005
 Signed  (Course Instructor)
 Name (Print) **JOHN SNARESBOOK.**
 Company (Print) **AVIATION TRAINING LTD**

Countersigned
  **fass** 
 Jon Cousens, Executive Director
 Federation of Aerospace Support Services
 01392 875809 admin@fass.org.uk





Thank you for your attention

**FEDERATION OF AEROSPACE SUPPORT
SERVICES**

For further information:

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