



Policy 2015-1A: IBAC International Standards Support Services Affiliate (I3SA) Program

Effective Date: 15 Jul 2015

1. Purpose

IBAC officially recognizes organizations providing support services to its International Standards for Business Aircraft Operators (IS-BAO) and Business Aircraft Handling (IS-BAH). This policy supersedes Policy Letter 2012-04 and provides the conditions under which IBAC recognizes an organization as an International Standards Support Service Affiliate (I3SA).

Policy Letter (PL) 2015-1A supersedes PL 2015-1 and includes provisions for I3SA categories to better delineate products and offerings for potential clients. Additionally, the acronym “I3SA” has been established as the abbreviation for the IBAC International Standards Support Services Affiliate program.

2. Fees

Since IBAC I3SA recognition provides the support services organization with marketing advantages, and IBAC applies additional administrative resources to effectively manage this program, a registration fee is required for all initial and renewal applications. The fee amount is set by the IBAC Governing Board.

3. Policy

3.1 Recognition Process

3.1.1 I3SA Application Procedures

To become an I3SA, the company shall:

- a) Complete the application and submit the supporting material related to products and/or offerings related to the applicable International Standards program at:

http://www.ibac.org/is_bao-2/international-support-services-affiliate-issas-program-application;

- b) Appoint an individual as an I3SA representative for the desired International Standards program;
- c) Provide evidence that the I3SA representative attended both the Fundamentals and Auditing workshops (as applicable to the desired I3SA program[s]) within the 6 months prior to the application;
- d) Purchase a copy of the applicable program International Standard (e.g. IS-BAO, IS-BAH, etc.) and agree to keep it current via annual updates obtained from IBAC; and
- e) Remit the applicable registration fee.

Companies that provide support services to more than one of the International Standards programs may elect to choose one individual as the I3SA representative for all. However (a) – (e) must be completed for each International Standard program to obtain that particular I3SA recognition.

3.1.2 When the I3SA recognition has been granted, IBAC will:

- a. Authorize the organization to use the I3SA logo, with the appropriate International Standard designation, in advertising and other documentation;
- b. Provide the organization with a I3SA recognition letter;
- c. List the organization on the IBAC website;



- d. Provide the I3SA representative with login credentials to the IBAC website.

3.1.3 I3SA Categories

The I3SA applicant will designate on the application which general categories of support are offered by the organization. After review of the application and supporting material, the I3SA Program Administrator will either assign those that have been requested or a revised selection based on the review. If the I3SA Program Administrator is unable to find evidence to substantiate a requested category, the organization's point of contact will be notified for further discussion and evidence submittal.

The I3SA Categories are:

- Implementation Support – Implementation Support is the act of consulting or guiding the organization to implement all or part of the IS-BAO/H.
- Documentation Support – Documentation Support is the act of providing manuals (whole or partial), checklists, policies, etc. to the organization in the support of IS-BAO/H implementation and or registration.
- Subject Matter Training – Subject Matter Training is the act of providing structured formal training on any subject related to the IS-BAO/H.

Note: Administering ad hoc training would not fall into this category.

- Audit Preparation - Audit Preparation is the act of preparing an organization for an IS-BAO/H Registration Audit through gap analysis and/or pre-audit execution.

Note: All audit preparation must be shown to reference the current IS-BAO/H protocols.

- Software Applications – I3SAs in this category provide software applications (stand-alone or web-based) that assist the organization in managing any aspect of the IS-BAO/H.
- IS-BAO Implementation and Registration Facilitator (IS-BAO Only) – This is an I3SA that provides IS-BAO Implementation and Registration Facilitation in accordance with IS-BAO policy.

The applicable categories will be listed with the I3SA information on the IBAC website.

3.2 I3SA Validity Period

The I3SA validity period extends to the end of the 24th month from the date the application is approved.

3.3 Accreditation Renewal Process

To renew recognition status, the I3SA representative must:

- a. Resubmit to the I3SA Administrator (ssa@ibac.org) the application required in 3.1.1(a);
- b. Remit the applicable fee; and



- c. Provide evidence of attending both the Fundamentals and Auditing workshops (as applicable to the desired I3SA program[s]) within the past 6 months.
- d. Additional material on products and/or services if different categories are sought.

3.4 Quality Assurance

All I3SA providers shall deliver related services competently. To ensure quality, the support services affiliate organization agrees to allow IBAC to monitor the delivery of their products and services.

Organizations that have just completed an IS-BAO/H registration audit will also be asked to rate the quality of support provided by the I3SA on the exit survey. The ISSA program Administrator will monitor these results and follow-up accordingly.

3.5 Conflict of Interest

The I3SA representative shall notify the program Administrator (ssa@ibac.org) as soon as practicable if there is any potential conflict of interest.

If the I3SA offers both aviation consulting and IBAC auditing services, there shall be no links, however remote, between those two services with regard to a single client. If the I3SA desires to provide both implementation support and audit services, a detailed description of how these services will be separated must be provided to IBAC for approval.

IBAC promotes the purchase of the International Standards and encourages clients to become registered via an independent third-party audit by a qualified IBAC auditor. The I3SA shall not offer services and/or products which conflict with these goals.

The IBAC I3SA logo may be used by the I3SA in conjunction with IS-BAO and/or IS-BAH related products and services. The I3SA logo shall not be used in conjunction with products and/or services not disclosed to IBAC or that compete or conflict with IBAC programs.

3.6 Affiliation Status Suspension

IBAC reserves the right to suspend the recognition of any I3SA that fails to perform in accordance with this policy.

3.7 I3SA Logo

When conditions required under this policy are satisfied, the I3SA is permitted to utilize the appropriate logo(s):



signed

Sonnie G. Bates, Director, IS-BAO
International Business Aviation Council

signed

Terry Yeomans, Director, IS-BAH
International Business Aviation Council