

IBAC Policy 2019-01

Subject: International Standards for Business Aviation (IS-BA) Programme Support Affiliate

Effective Date: 1 July 2019

1 Purpose

IBAC has redesigned the affiliate programme to recognize those exceptional organizations that actively help make organizations safer and more effective in the context of an IBAC International Standards programmes. As an IS-BA Programme Support Affiliate (hereinafter PSA), vendors will be required to demonstrate their ability to positively support the programme during initial application and any renewal of affiliation. IBAC is then able to provide a validated list of third-party vendors to organizations seeking to implement the IBAC Standards Programmes through to registration.

This policy describes the PSA programme, the different tiers of support available, a list of requirements to become an affiliate at each tier, and the requirements to maintain affiliation at each tier. It supersedes PL2015-01A as well as previous related documents.

2 Policy

2.1 PSA Affiliate Qualifications

Organizations wishing to become or renew their PSA affiliation must apply in the dedicated application page of the www.ibac.org website with any supporting information, and a listed point of contact (POC). Once application is received, the IBAC representative responsible for the PSA program will contact the designated POC(s) requesting information on services to be performed in support of the PSA programme (including, where possible, scope, customers, and medium - e.g. in person, webinar, phone consultation, etc.) and will coordinate with the POC(s) until completion of the process.

An applicant for PSA affiliation will be evaluated in the following areas:

- Customer facing, including website, marketing materials, and facilities, as applicable;
- Service quality, including products/services offered in the requested category and/or business plans of products/services offered (if applicable) in the requested category;
- Competency, including verification of attendance at the appropriate IS-BA workshop(s) and experience background of the Affiliate POC; and

- Ethical conduct, including applicant's agreement with the Affiliate Code of Conduct and terms of IBAC Affiliation (see Paragraph 2.8).

2.2 Quality assurance

Each PSA's performance will be evaluated by IBAC on an ongoing basis throughout the period of affiliation. Performance evaluations of affiliated PSAs may be conducted by IBAC during the renewal of the PSA's affiliation, or at any other time at IBAC's discretion. The performance evaluation will consist of, but not be limited to:

- An assessment of conduct as a PSA, including ensuring the appropriate PSA logo is correctly displayed, and review of customer complaints (if applicable); and
- An assessment of engagement with the industry, including following-up with clients the PSA has served.

2.3 Point of Contact

Each PSA shall designate a point of contact (POC) for each IS-BA programme represented. In the case of a PSA desiring to represent both the IS-BAO and IS-BAH programmes, then a separate point of contact may be designated for each. In order for the POC to be considered qualified, they must:

- Demonstrate having the appropriate background, at the discretion of IBAC, for the IS-BA programme represented, and
- Attend the appropriate workshop(s) for the IS-BA programme in which the PSA desires to represent:
 - Within six months of initial PSA application, or, in the case of being a newly appointed POC for a current PSA, prior to assuming that designation; and
 - Every 24 months thereafter.

If, for any reason, the designated POC is no longer able to serve in that capacity for the PSA, then that PSA has 3 months to appoint a new POC.

2.4 Affiliate categories

There are two affiliate categories – Subject Matter Experts and IS-BA Audit and Registration Support. The training requirements and privileges of each group is listed in Table 1.

Category	Requirements	Privileges
Subject Matter Expert	<ul style="list-style-type: none"> Attend an IS-BA Fundamentals workshop within six months prior to application. Attend an IS-BA Fundamentals workshop every 24 months after initial affiliation. 	<ul style="list-style-type: none"> Can display designated PSA logo (see Appendix) with all offerings and products for IS-BA support. Can provide training or other services that assist the organization in understanding and implementing the Standard(s) in the IS-BA Programme(s) for which the PSA represents.
IS-BA Audit and Registration Support	<ul style="list-style-type: none"> Attend an IS-BA Fundamentals and Auditing workshops within six months prior to application. Attend an IS-BA Fundamentals and Auditing workshops every 24 months after initial affiliation. 	<ul style="list-style-type: none"> Privileges of Subject Matter Expert category. Can provide assessment of an organization prior to implementation (i.e. gap analysis) of the Standard(s) in the IS-BA Programme(s) for which the PSA represents. Can provide assessment of implementation of the Standard(s) in the IS-BA Programme(s) for which the PSA represents prior to that organization's registration audit.

Table 1 - IBAC Affiliate categories, training requirements, and privileges

2.5 Term

Once granted, the term of affiliation is two years, with renewals due every 24 months from initial approval. Affiliation may be revoked under the following circumstances:

- Failure to pay the annual affiliation subscription;
- Failure to maintain a qualified point of contact; and
- At the discretion of IBAC if, based on performance review results, it is felt the Affiliate's conduct and/or performance is damaging to the IBAC Affiliate programme.

2.6 Fees

Programme Support Affiliates will be charged an initial fee and annual affiliation fee (see Table 2). The initial fee includes registration in the required IS-BA workshop(s) for the designated POC, access to the appropriate IS-BA documents, and the first-year affiliation fee. The annual fee includes

registration in the required IS-BA workshops for the designated POC on an every 24-month basis and continued access to the appropriate, current IS-BA material. Pricing considerations have been made for applicants that have demonstrated the listed POC has already taken the appropriate IS-BA workshop(s) within a six-month period prior to application.

Category	Initial Fee	Annual Fee	SafetyNet Reduction
Subject Matter Expert	\$1040 (\$940*)	\$540	\$432
IS-BA Audit and Registration Support	\$1476 (\$1230*)	\$976	\$780
<i>*Note: The reduced price on the initial fee is applied after verification the applicant POC has taken the appropriate IS-BA workshops within six months prior to application.</i>			

Table 2 - IBAC Affiliate initial and annual fees (in USD)

2.7 SafetyNet Participation

IBAC's SafetyNet programme is an educational outreach initiative utilizing a webinar format that provides industry safety information as well as guidance on IS-BA programme topics. The SafetyNet webinars are free of charge to anyone who wishes to register. Programme Support Affiliates are considered subject matter experts and are encouraged to develop and present an IBAC hosted SafetyNet webinar. Any Affiliate that develops and presents two or more IBAC approved SafetyNet webinars in a 12-month period will be eligible to receive a 20% discount on the next year's Affiliation subscription (see Table 2). Additionally, if the PSA develops and presents one IBAC approved SafetyNet webinar, that will serve as verification for industry engagement in the performance evaluation required under paragraph 2.2 of this policy.

Organizations interested in participating in the SafetyNet programme shall send an email to operations@ibac.org with a brief synopsis of what they propose to cover. The IBAC representative responsible for the SafetyNet programme will assess the proposed topic and if approved, will contact the designated POC(s) for a detailed outline and coordination on subsequent actions (including scheduling, presentation submission, webinar instructions, etc.).

2.8 Code of Conduct

Programme Support Affiliates are required, as a minimum, to adhere to the following:

- To conduct the support services professionally, accurately and in an unbiased manner;
- Not to act, or to have been determined to have acted by an Auditor Review Board, in any way prejudicial to the reputation, interests or credibility of IBAC;

- To exercise reasonable skill, care and diligence and apply the highest professional standards;
- To maintain high standards of conduct relating to health and safety, harassment, ethics, discrimination and data protection;
- To do nothing which is likely to bring the IBAC into disrepute or which is materially contrary to the interests of the IBAC;
- Not to undertake any assignments that they are not competent or IBAC approved to perform;
- In the event of any alleged breach of this code, to co-operate fully in any formal inquiry procedure; and
- To correct any errors at the affiliate's own expense.

2.9 Conflict of Interest

The Programme Support Affiliate shall notify the IBAC representative responsible for the PSA program as soon as practicable if there is any potential conflict of interest. If the Programme Support Affiliate offers both IS-BA consulting and auditing services, there shall be no links, however remote, between those two services with regard to a single client. If the Programme Support Affiliate 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.

2.10 Current I3SA Organizations

Current participants in the I3SA Programme prior to the effective date of this policy, will remain in the I3SA programme until their affiliation expires. At that time, the terms and conditions of this policy will apply to those organizations.

- Signed -

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Appendix



Figure 1: IS-BAO Programme Support Affiliate Logo



Figure 2: IS-BAH Programme Support Affiliate Logo