

IBAC Policy 2022-01

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

Effective Date: 1 July 2022

1 Purpose

IBAC has designed the PSA Programme to recognize those exceptional service providers that actively help make organizations safer and more effective in the context of the IBAC International Standards programmes. 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 PL2019-01 as well as previous related documents.

2 Policy

2.1 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 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

2.2 PSA Affiliate Application

Organizations wishing to apply for PSA affiliation should contact info@ibac.org for more information on the application process.

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 qualified POC.

2.4 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 fee;
- 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.

2.5 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 initial application.

Category	Initial Fee	Annual Fee
Subject Matter Expert	\$1,200 *	\$600
IS-BA Audit and Registration Support	\$1,800 *	\$900
<p><i>*Note: The initial fee will be reduced if the POC has attended the required workshops in the 6 months prior to PSA application. The amount of the reduction is \$100 for Subject Matter Expert applicants and \$200 for Audit and Registration Support applicants.</i></p>		

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

2.6 IBAC Event Participation

Any Affiliate that participates as a presenter in one or more select IBAC sponsored events in a given calendar year will be eligible to receive a 20% discount on the next year's Affiliation subscription (see Table 2).

2.7 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.

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 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;
- To cooperate fully with IBAC's performance review proceedings;

- To not use the name and trademarks of IBAC, IS-BAO™ and IS-BAH™ and/or any copyright material of IBAC in advertising, publicity or promotion of the PSA organization or its business without specific, written prior permission from IBAC;
- 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 PSA Organizations

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

- Signed -

Terry Yeomans
Programme Director, IS-BAH

Andrew Karas
Programme Director, IS-BAO