



# Qualification events

---

white paper

<b>1. Preface</b>	<b>3</b>
<b>2. Provide qualifications</b>	<b>4</b>
<b>3. Appoint personnel department or specialist department</b>	<b>5</b>
<b>4. Training requirement</b>	<b>6</b>
4.1 Training requirement: new qualification	7
4.2 Training requirement: requalification	8
4.3 Training requirement analysis	9
4.4 Training requirement analysis: qualification profiles	11
<b>5. Qualification cycle</b>	<b>14</b>
<b>6. Check training capacities</b>	<b>16</b>
<b>7. Set up qualification events</b>	<b>18</b>
7.1 Define outline data	20
7.2 Define Validity period	21
7.3 Specify execution details	23
7.4 Check room allocation	24
7.5 Check availability of instructors	25
7.6 Training requirements	27
7.7 Associated processes and process documentation	28
<b>8. Plan participation</b>	<b>29</b>
<b>9. Book participation</b>	<b>32</b>
<b>10. Check qualification requirements</b>	<b>35</b>
<b>11. Message creation</b>	<b>37</b>
<b>12. Batch processing</b>	<b>40</b>
<b>13. Training calendar releases</b>	<b>41</b>
<b>14. Execute events</b>	<b>43</b>

**Publisher:** Arconda Systems AG  
Heseltücken 17  
22453 Hamburg

**Editors:** Frank Espenhain  
Pascal Rohmann

**Copyright:** Distribution, copying and reproduction is only permitted with written approval from Arconda Systems AG. This also applies to recording in electronic databases and copying onto storage mediums. All data is protected by copyright.

**Date:** 10 / 2016

**Layout&Graphics:** Torben Petrina

# 1 Preface


Qualification events are the central component of on-site events.

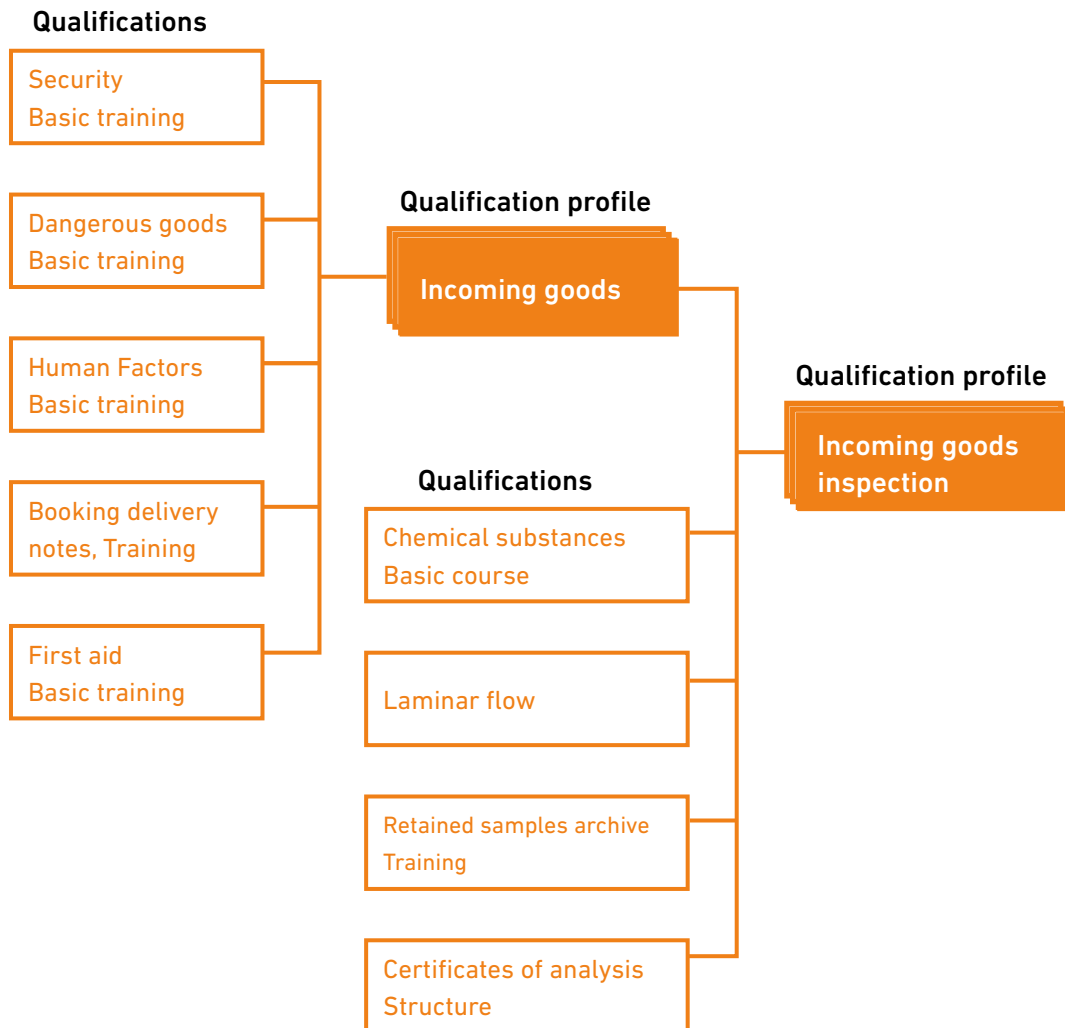
This white paper describes the most important processes for the planning, execution and documentation of qualification events. Diagrams and flowcharts illustrate the eControl training concept and create an understanding of the system options.

There is a particular focus on automations that facilitate and accelerate the training department's recurring tasks.

## 2 Provide qualifications

Qualification events are organised for qualifications with eControl TQMS.

The execution of a qualification event thus requires a qualification that can be taught. The arrangement of training content in a training catalogue and the definition of training sessions are presented in the  **Training catalogue conception<sup>1</sup>** white paper.



<sup>1</sup>Our white papers are available as PDF files under: [www.econtrol.aero/documents](http://www.econtrol.aero/documents)

### 3 Appoint personnel department or specialist department

The eControl TQMS allows the targeted delegation of the processing of individual qualifications from the training department to the specialist department.

Coordination between both departments is necessary because the specialist department's authority is limited to carrying out training events. The training department is responsible for documenting the qualification, ensuring the necessary linking with processes if appropriate and authorisation management. The training department's tasks also include setting requirements and defining final tests that may be required, including the associated assessment criteria.

With regard to authorisation management it must also be taken into account that training department employees require explicit processing rights for the respective qualifications.

**Qualifications** Business applications> Personnel management> Qualifications

Qualification 00000018 • OP-Gr. Serv. - Trans. • OP-Gr. Serv. - Transport

**Available users**

- ☐ Airbus, Aribert
- ☐ Boeing, Bodo
- ☐ Consultant Jones, Richard
- ☐ Consultant Woodstock, Peter
- ☐ Hope, Bob
- ☐ Lee, Tim
- ☐ Maschke, Markus
- ☐ President, Phil

**Available user-groups**

- ☐ BirdControl
- ☐ EASA 139/2014
- ☐ EASA 139/2014 Administrators
- ☐ EASA 139/2014 Editors
- ☐ Ground Services
- ☐ ISAGO
- ☐ IT
- ☐ Operations

**Authorized users**

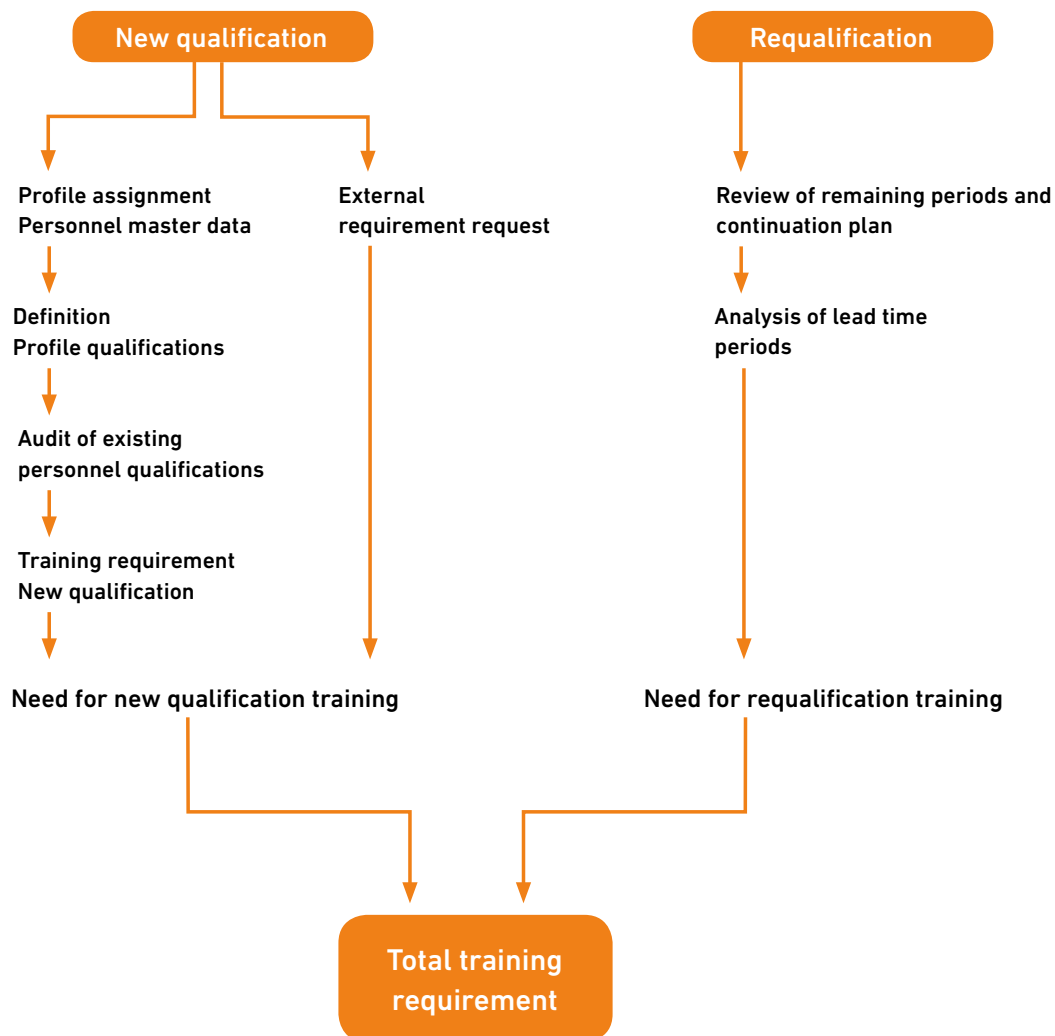
- ☐ Espenhain, Frank
- ☐ Boeing, Bodo

**Authorized user-groups**

## 4 Training requirement

The need to execute qualification events results from the (new) qualification of people and from the need to maintain qualifications or requalify.

If different seminar events are carried out for new qualifications or initial training and for retraining or refresher training, evaluation of the overall training requirement is simplified accordingly.



## 4.1 Training requirement: new qualification

### New qualification

eControl TQMS does not manage any qualification requests for individual qualifications. If this training requirement is passed on to the training or specialist department, it must be checked whether there are any suitable qualification events available. If there are no qualification events at the time of the request, this is to be followed up and the relevant people invited to attend training. This can also take place provisionally in a pro-forma qualification event, which can be rescheduled or agreed at a later date if necessary. There is no explicit administration of the training requirement for individual qualifications because the respective people are instead directly assigned to qualification events, meaning that administration and planning is made easier.

### New qualification: profiles

The allocation of qualification profiles to people is one of the training department's administrative tasks. The allocation has to be made in the employee master data.

In the following example, the employee "Peter Brown" was assigned two profiles.

The screenshot shows the 'Personnel master data' application with the 'Qualification profiles' tab selected. The employee is Peter Brown (ID: 00000015). The date is 22/08/2016. The table below shows the assigned profiles and their constituent qualifications.

ID	Code	Class	Group	Designation	Profile active	PS	OS	Remainder
1	G-AW	General	Airside	G Airside working	✓	✓	✓	
Quali. ID   Code   Quali. title   PS   OS   Remainder								
5	G-APR	G Accident prevention referral			—	—	—	
3	G-HFT	G Human Factors Training			—	—	—	
6	G-PCAA	G Perimeter competence Arconda Airport			—	—	—	
2	G-RST	G Ramp Safety Training			—	—	—	
4	G-SB	G Security Basis			—	—	—	
2	RS-Basis	Ramp Safety		RS Ramp Safety Basis	✓	✓	✓	
Quali. ID   Code   Quali. title   PS   OS   Remainder								
5	G-APR	G Accident prevention referral			—	—	—	45
3	G-HFT	G Human Factors Training			—	—	—	673
6	G-PCAA	G Perimeter competence Arconda Airport			—	—	—	1080
2	G-RST	G Ramp Safety Training			—	—	—	167
4	G-SB	G Security Basis			—	—	—	319
12	RS	RS Winter Road Maintenance Equipment			—	—	—	775

With a click on the arrow on the left margin of the list field, the qualifications from which the respective profile is composed are shown. The list expands down to the specific qualifications automatically. It can be taken directly from the above description, that for the qualification "G Airside working" neither a planning status "PS" nor a overall status "OS" can be established – Mr "Peter Brown" has neither been invited to attend events for these qualifications nor is he qualified – these qualifications therefore still need to be obtained.

"Peter Brown" currently holds all the qualifications necessary for the "RS Ramp Safety Basis" profile. As his "G Accident prevention referral" qualification will expire in 45 days, the profile qualification will expire as well, unless he requalifies for the "G accident qualification".

## 4.2 Training requirement: requalification

The training requirement for requalification results from a limited maximum validity range for qualifications. Every qualification expires after a final validity period.

How long each qualification is valid for must be established by the personnel department.

By participating in a qualification event, a participant cannot be qualified for longer than the maximum period specified by the qualification.

It can of course not be simply assumed that every person wants to continue with all qualifications once they have been obtained. The eControl TQMS guarantees that only those participants are used for determining the recertification requirement, for whom there is a continuation aim or a need for a continuation.

The requalification requirement can not only be called up by the personnel department but also by every system user via the **"My eControl > Qualifications"** dialogue. This dialogue not only shows people's own requalification requirement, but also that of the respective hierarchically subordinate employees.

The screenshot shows the 'Qualifications' interface with the following details:

- Selection criteria:** Qualification event
- Personnel:** Espenhain, Frank
- Date:** 22/08/2016
- Qualification:** (empty dropdown)
- Qualification profile:** (empty dropdown)
- Planning status:** [Icons: green, yellow, red, grey]
- Overall status:** [Icons: green, yellow, red, grey]
- ☐ Participations with negative status
- ☐ Missing qualifications

Name	Quali. ID	Matchcode	Qualification title	Qualification profile	PS	OS	Remai	
Espenhain, Frank	4	G-SB	G Security Basis		[P]			
Ev. ID	Event title	Exec. from	Exec. to	Valid from	Valid to	S	Remainder	CONT
15	Training Security Basis April '15	23/04/2015	23/04/2015			[P]		✓
Espenhain, Frank	7	S-DGH-6	S Dangerous goods handling Cat. 6		[P]	[Y]	-480	
Ev. ID	Event title	Exec. from	Exec. to	Valid from	Valid to	S	Remainder	CONT
24	DGH Cat. 6 Feb. '14	18/02/2014	18/02/2014	18/02/2014	30/04/2015	[P]	-480	✓
24	DGH Cat. 6 Feb. '14	18/02/2014	18/02/2014	18/02/2014	30/04/2015	[Y]	-480	✓

In the aforementioned example, the lead time period for requalification has been reached for the person "Espenhain, Frank" for the "S Dangerous goods handling Cat. 6" qualification. This is taken from the classification.

A qualification receives the status "Lead time reached" as soon as the lead time stored in the qualification master data is reached.



### 4.3 Training requirement analysis

The eControl system provides the “Qualifications training requirement” statistics.

This statistic summarises all training requirements, based on a deadline, from new qualifications (see section „4.1 Training requirement: new qualification“) and from requalifications (see section „4.2 Training requirement: requalification“).

The “Qualifications training requirement” statistic groups the training requirement according to qualifications on which the future planned qualification events are to be checked and if necessary amended, in order to meet the approximately determined demand.

The statistics not only bring together the qualifications already obtained by each person as “OS” (overall status) but also the participation agreed for the future as “PS” (planned status) in order to avoid overlaps. Those people are normally filtered who have already been registered for future qualification events or are attending events at the time of the review.

**Qualifications training requirement**

Reports> Personnel management> Qualifications> Qualifications training requirement

Selection criteria

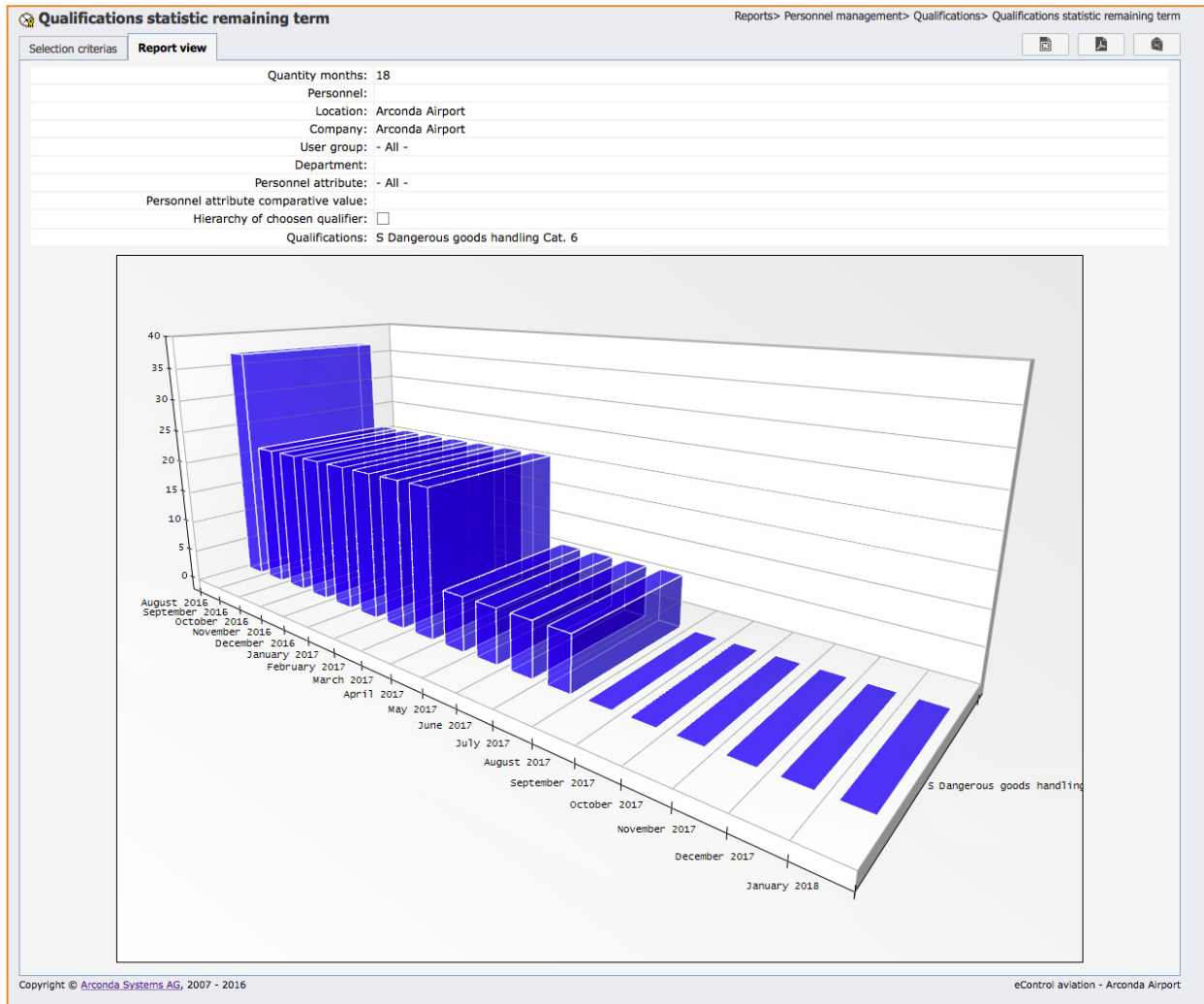
Report view

View option: Personnel grouped by qualifications  
 Personnel:  
 Location: - All -  
 Company:  
 User group: - All -  
 Department:  
 Personnel attribute: - All -  
 Personnel attribute comparative value:  
 Qualification:  
 Qualification profile:  
 Date: 22/08/2016  
 Planning status:  
 Overall status: Qualified; Qualified -- expiration warning; Qualified -- expired; Read & Sign  
 Participations with negative status: ☐  
 Missing qualifications: ☒  
 Hierarchy of chosen personnel: ☐  
 Hide personnel with planned status: ☒

Quali. ID	Matchcode	Qualification	Qualification profile	PS	OS	Remainder
	Pers. ID	Last name, first name	Company	Department		
5	G-APR	G Accident prevention referral		[RSL-Basis RS Ramp Safety Loading]		
	16	Apple, Timothy	Arconda Airport	Ramp Services	2	-50
	15	Brown, Peter	Arconda Airport	Ramp Services	2	-50
	17	Drive, Daniel	Arconda Airport	Ramp Services	2	-50
	6	Maschke, Markus	Arconda Airport	IT	2	-50
	14	Peters, Karin	Arconda Airport	Ramp Services	2	-50
	18	Sender, Jill	Arconda Airport	Ramp Services	2	-50
	19	Wellington, Tom	Arconda Airport	Ramp Services	2	-50
3	G-HFT	G Human Factors Training				
	8	Airbus, Aribert			0	585
	16	Apple, Timothy	Arconda Airport	Ramp Services	0	673
	7	Boeing, Bodo	Arconda Airport	Ramp Services	0	585
	15	Brown, Peter	Arconda Airport	Ramp Services	0	673
	17	Drive, Daniel	Arconda Airport	Ramp Services	0	673
	6	Maschke, Markus	Arconda Airport	IT	0	585
	14	Peters, Karin	Arconda Airport	Ramp Services	0	673
	3	Rohmann, Pascal	Arconda Airport	IT	0	585
	18	Sender, Jill	Arconda Airport	Ramp Services	0	673
	19	Wellington, Tom	Arconda Airport	Ramp Services	0	673
6	G-PCAA	G Perimeter competence Arconda Airport				
	8	Airbus, Aribert			0	1080

With a large number of people undertaking qualifications it is increasingly difficult to capture the time distribution of the training requirement. The “Qualifications statistic remaining term” statistic shows the number of qualified people grouped by months in the form of a bar chart.

Provided that there are no overlaps in terms of content with other similar qualifications, these can be represented with additional bar rows:



In this example the qualifications end very abruptly in February 2016.

The people were trained together, meaning that the qualification process is discontinuous. A longer timeframe should now be chosen for a large number of people – e.g. September 2015 to February 2016 – in order to guarantee from an organisational perspective that all people are qualified continuously.

## 4.4 Training requirement analysis: qualification profiles

The training requirement which results from allocating qualification profiles to people cannot be viewed directly. Report generators are necessary that resolve the qualifications which belong to a certain qualification profile. Subsequently the time when every single qualification expires must be checked.

### *How is training for qualifications and qualification profiles connected?*

A qualification profile lapses with the expiry of the first qualification that is directly or indirectly a part of the respective qualification profile. eControl does not manage any validity periods for qualification profiles, because this clearly comes from the validity of the respective qualifications laid out in the profile.

The “Qualification profiles - remaining term per employee” statistic clearly shows the qualification profile for each employee and when it expires. In the description option “Short representation, personnel grouped by qualification profiles” an overview list is generated, which includes both the new qualification and requalification requirement.

If only the requalification requirement is to be analysed, the checkbox “Only persons, that are qualified for the selected profiles” is to be selected.

**Qualification profiles remaining term per employee** Reports> Personnel management> Qualification profiles> Qualification profiles remaining term per employee

**Selection criteria** Report view

Profile assignment:

View option:

Only persons, that are qualified for the selected profiles: ☐

Valid to at least:

Expired at the latest:

Personnel:

Company:

Personnel attribute:

Location:

User group:

Department:

Personnel attribute comparative value:

Hierarchy of chosen personnel: ☐

**Qualification profiles**

<input type="checkbox"/>	ID	Matchcode	Title	Class	Group
<input type="checkbox"/>	1	G-AW	G Airside working	General	Airside
<input type="checkbox"/>	2	RS-Basis	RS Ramp Safety Basis	Ramp Safety	
<input type="checkbox"/>	3	RSL-Basis	RS Ramp Safety Loading	Ramp Safety	Loading

Full-text search profiles:

## Do people meet the qualification profile without this having been allocated to them?

In the case that the personnel requirement cannot be covered in the short-term, it can also be checked whether staff *coincidentally* meet all the qualifications of a profile and are therefore also suitable for this assignment.

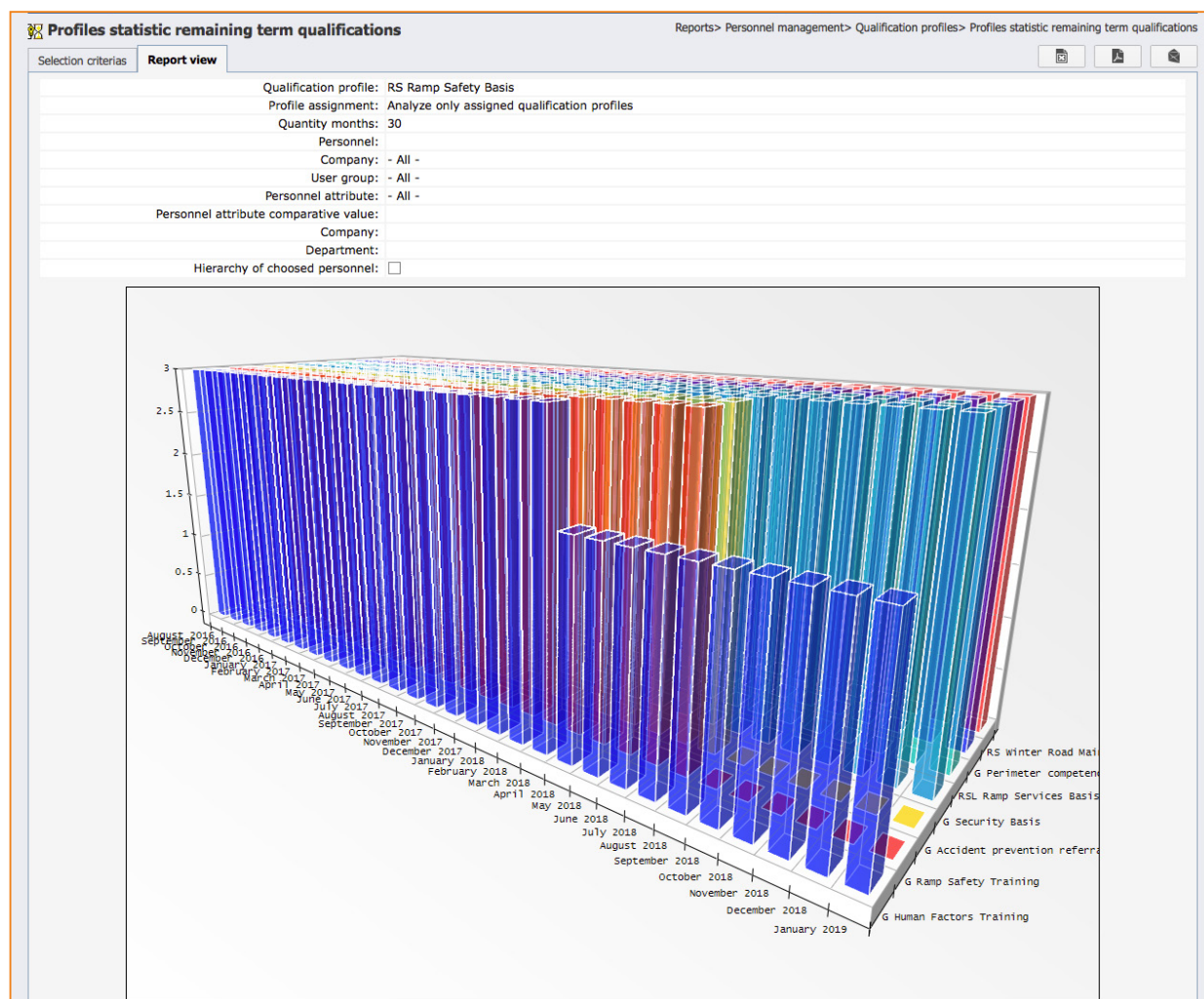
In order to carry out this query instead of “Analyze only assigned qualification profiles” the option “Analyze profiles regardless of the assignment” should be selected in the “Profile assignment” combination field.

The following screen preview shows up until what point the colleagues are qualified for the “RS Ramp Safety Basis” profile. In addition it will be calculated for every person how many of the total 7 qualifications exist on the review date.

</

## “Profile statistic remaining term qualifications”

A bar chart can be called up for validity period analysis of the qualification profiles, which gives a rough idea of which qualifications of the respectively selected qualification profile limit the validity period or lead to cancellation of the profile.



It can be taken from the above description that for employees allocated to the “RS Ramp Safety Basis” qualification profile, there is first and foremost a requalification requirement for the “G Security Basis” and the “G Accident prevention referral”. In March 2018 training must also be given on the “G Human Factors Training” qualification in order to maintain the qualification profile.



## 5 Qualification cycle

In order to be able to understand the arrangements for qualification events, a differentiation must be made between planned future qualifications and qualifications which participants have already completed. Every participant generally goes through different statuses from the invitation to a qualification event to successful qualification and, if applicable, subsequent certification.

The status:

- **Invited**
- **Reconfirmed**
- **Attended**

determine the "PS" planning status.

These people are assigned to qualification events. This assignment has not yet led to any qualification, however the planning task is completed from the training department's point of view.

In terms of an analysis of the future training requirement and the associated planning activities, the situation is particularly interesting where staff have not yet been assigned to training events, even though the respective qualification is about to expire. Qualified people carry the **Green** = qualified status during the qualification period.

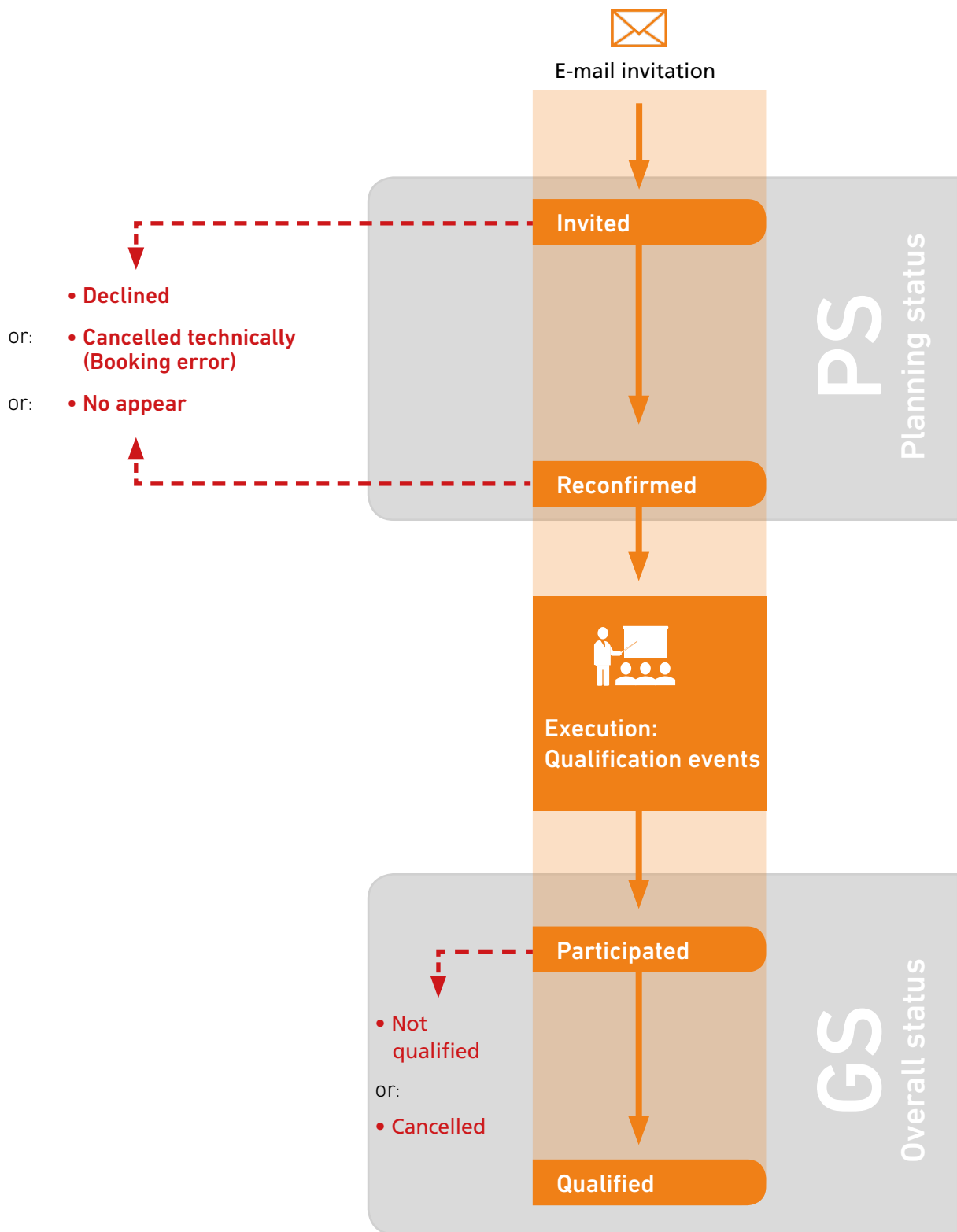
A lead time period has to be set for every qualification in the qualification master data, during which requalification is to be undertaken. As soon as this lead time period is reached, the qualification automatically takes on the **YELLOW** = at risk status.

If the validity period is exceeded the qualification becomes **RED** = invalid.

An additional status is the (temporary) lapse of qualifications due to Read & Sign acknowledgements not being performed. These participations are managed with the status "RED RS" = "Read & Sign invalid". These participations are subordinate in terms of the current training requirement, because the qualification becomes live again as soon as the respective person confirms the acknowledgement via Read & Sign.



Further information about Read & Sign can be found in our Whitepaper: "Read & Sign"



## 6 Check training capacities

eControl TQMS can compare qualification events to be held in the future with the participants assigned to date. The "Qualification events - overview list" statistic has the "Appointments and Capacities" display option, in which the capacities for any period can be grouped.

If an equal requirement for training for a qualification over the years is to be assumed, it can be checked how much capacity was required in the past and whether the current offering is big enough.

A report generator with numerous selection options is available for the generation of this list:

The screenshot shows the 'Qualification events overview list' report generator interface. The title bar includes a small icon and the text 'Qualification events overview list'. The breadcrumb trail reads 'Reports> Personnel management> Qualification events> Qualification events overview list'. The interface is divided into several sections for selection criteria:

- Selection criteria:** Includes a 'Report view' button and a 'Selection criteria' tab.
- View option:** A dropdown menu set to 'Appointments and capacities'.
- Order:** A dropdown menu set to 'Date'.
- Place and appointment details:** A checkbox that is checked.
- Organiser:** A dropdown menu set to '- All -'.
- Capacity utilization between:** Two input fields for percentage, followed by a minus sign and another percentage field.
- Maximum capacity not reached:** A checkbox.
- Number of free positions:** Two input fields, followed by a minus sign and another input field.
- Maximum capacity exceeded:** A checkbox.
- Number of participants:** Two input fields, followed by a minus sign and another input field.
- Event status:** Three checkboxes: 'No implementation', 'Implementation', and 'Fully booked'.
- Qualification ID:** An input field.
- Quali. matchcode:** A dropdown menu.
- Qualification:** A dropdown menu set to 'G Human Factors Training'.
- Qualification class:** A dropdown menu.
- Quali. group:** A dropdown menu.
- Qualification profile ID:** An input field.
- Profile matchcode:** A dropdown menu.
- Qualification profile:** A dropdown menu.
- Profile class:** A dropdown menu.
- Profile group:** A dropdown menu.
- Event time period from / to:** Two input fields, with the first set to '31/08/2013'.
- Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday:** Checkboxes for each day, all of which are checked.
- Event place:** A dropdown menu.
- Coach:** A dropdown menu set to '- All -'.



The list is given below:

Qualification events overview list

Reports> Personnel management> Qualification events> Qualification events overview list

Selection criteria

Report view

View option: Appointments and capacities

Order: Date

Place and appointment details: ☒

Organiser: - All -

Capacity utilization between: -

Maximum capacity not reached: ☐

Number of free positions: -

Maximum capacity exceeded: ☐

Number of participants: -

Event status:

Qualification ID:

Quali. matchcode:

Qualification: G Human Factors Training

Qualification class:

Quali. group:

Qualification profile ID:

Profile matchcode:

Qualification profile:

Profile class:

Profile group:

Event time period from / to: 31/08/2013 /

Event status: Monday; Tuesday; Wednesday; Thursday; Friday; Saturday; Sunday

Coach: - All -

Event place:

Duration	Quali. ID	Matchcode	Qualification	Implementation
	Event ID	Event		Status
March 2014				
31/03/2014 08:00 - 31/03/2014 16:00	3	G-HFT	G Human Factors Training	Own execution
	21	Human Factors Training March '14		Implementation
From: 31/03/2014 08:00	To: 31/03/2014 16:00	Place:	Room 202, Building 102	Coach: Espenhain, Frank
Capacities information				
Min.: 5	Max.: 10	Target: 7	<div><div></div></div>	Free: 4
Inv.:	Conf.:	Attend.:	Qualified: 6	Not qualified: CX NS: CX: <div><div></div></div>
June 2014				
27/06/2014 08:00 - 27/06/2014 16:00	3	G-HFT	G Human Factors Training	Own execution
	3	Human Factors Training June '14		Implementation
From: 27/06/2014 08:00	To: 27/06/2014 16:00	Place:		Coach: Espenhain, Frank
Capacities information				
Min.: 3	Max.: 10	Target: 7	<div><div></div></div>	Free: 6
Inv.: 2	Conf.:	Attend.:	Qualified: 2	Not qualified: CX NS: CX: <div><div></div></div>
May 2015				
23/05/2015 08:00 - 23/05/2015 10:00	3	G-HFT	G Human Factors Training	Own execution
	44	G Human Factors Training		Implementation
From: 23/05/2015 08:00	To: 23/05/2015 10:00	Place:	C11	Coach:
Capacities information				
Min.: 5	Max.: 10	Target: 7	<div><div>Min</div></div>	Free: 10
Inv.:	Conf.:	Attend.:	Qualified:	Not qualified: CX NS: CX: <div><div></div></div>
August 2016				
31/08/2016 08:00 - 31/08/2016 10:00	3	G-HFT	G Human Factors Training	Own execution
	45	G Human Factors Training		Implementation
From: 31/08/2016 08:00	To: 31/08/2016 10:00	Place:	C11	Coach: Espenhain, Frank
Capacities information				
Min.: 3	Max.: 10	Target: 7	<div><div>Min</div></div>	Free: 8
Inv.: 2	Conf.:	Attend.:	Qualified:	Not qualified: CX NS: CX: <div><div></div></div>
31/08/2016 12:00 - 31/08/2016 14:00	3	G-HFT	G Human Factors Training	Own execution
	53	G Human Factors Training - complete training		Implementation
From: 31/08/2016 12:00	To: 31/08/2016 14:00	Place:	C11	Coach: Sender, Jill
Capacities information				
Min.: 3	Max.: 10	Target: 7	<div><div>Min</div></div>	Free: 8
Inv.: 2	Conf.: 0	Attend.: 0	Qualified: 2	Not qualified: 0 CX NS: 0 CX: 1 <div><div></div></div>
Total				
Min.: 21	Max.: 50	Target: 35	Free: 34	
Inv.: 4	Conf.: 0	Attend.: 0	Qualified: 12	Not qualified: 0 CX NS: 0 CX: 1
<div><div>Min</div></div> Maximum capacity not reached:	3			
<div><div>Max</div></div> Maximum capacity exceeded:	0			
<div><div></div></div> Fill rate OK:	2			

All qualification events from the "G Human Factors Training" qualification are listed in this report. Information on the overall capacities and overall performance can be taken from the summary at the end of the report.

## 7 Set up qualification events

The training department and authorised users from the specialist department use the dialogue “Business applications > Personnel management > Qualification events” for setting up and administering qualification events:

**Qualification events** Business applications > Personnel management > Qualification events

**Search**

Quali. ID:  Matchcode:  Event place:  Event ID:

Quali. title:  Event title:  Records:

Class:  Event begin/end:  /  Status:


Group:  Coach:  Right:

Organiser:

**Qualification events** 4


Quali. ID	Matchcode	Qualification title	A	Ev. ID	Event title	Beg.	End	R	A	Status	O	P	Utilisation
0000002	G-RST	G Ramp Safety Training	✓	57	G Ramp Safety Training - refresh	06/09/2016	06/09/2016	✎	✓	Implementation	100	2	<div><div></div></div>
0000002	G-RST	G Ramp Safety Training	✓	56	G Ramp Safety Training - entry	05/09/2016	05/09/2016	✎	✓	Implementation	100	4	<div><div></div></div>
0000002	G-RST	G Ramp Safety Training	✓	55	G Ramp Safety Training - refresh	02/09/2016	02/09/2016	✎	✓	Implementation	100		<div><div></div></div>
0000002	G-RST	G Ramp Safety Training	✓	54	G Ramp Safety Training - Entry	01/09/2016	01/09/2016	✎	✓	Implementation	100		<div><div></div></div>

Copyright © Arconda Systems AG - 2007 - 2016 eControl aviation - Arconda Airport

In the above-mentioned example all training events for the “G Ramp Safety Training” qualification are listed. With a click on the button  the user reaches the editing dialogue, provided that he/she has the required rights for the respective qualification (or as administrator at the qualification event).

### How are qualifications and qualification events connected?

A qualification event is planned specifically for a single qualification. If this allocation proves to be unsuitable in practice the separate existing qualifications are, if applicable, to be integrated into an enhanced or more comprehensive overall qualification, which can be communicated in turn within the context of a qualification event.

After the user has introduced the creation of a new, additional qualification event by clicking on the button , one of the existing qualifications must be chosen as training content.

In the following example, the user has carried out sorting according to the qualification description by clicking on the “Qualification title” column header. Then the qualification “R Ramp Safety Training” was selected, based on which the event can be created with a click on the button **Weiter**.

Business applications> Personnel management> Qualification events

Choose a qualification

Title:  ID:  Matchcode:

Note:  Valid from/to:  /

Class:  Group:

Continue

ID	Qualification class	Qualification group	Qualification title	Matchcode	R	A	E
5	General	Safety	G Accident prevention referral	G-APR			
3	General		G Human Factors Training	G-HFT			
6	General		G Perimeter competence Arlanda Airport	G-PCAA			
2	General	Safety	G Ramp Safety Training	G-RST			
4	General	Safety	G Security Basis	G-SB			
21	Operational Publications		OP	OP			
22	Operational Publications		OP-Gr. Serv.	OP-Gr. Serv.			
17	Operational Publications		OP-Gr. Serv. - Luggage	OP-Gr. Serv. - LUG			

### How are qualifications and qualification events connected?

Entry events are used for the first qualification – the refresher event is used to retrain a participant. Entry events and refresher events differ in terms of the depth and scope of the qualification.

Both qualification events are assigned to the same qualification, which means that the entry and advanced types have to be distinguished from one another by an appropriate description.

A differentiation is deliberately not performed by the system, in order to simplify the requalification sequence and display qualification events which can be used both for initial qualification and requalification.

Business applications> Personnel management> Qualification events

Search

Quali. ID:  Matchcode:

Quali. title:

Class:

Group:

Organiser:

Event place:

Event title:

Event begin/end:  /

Coach:

Event ID:

Records:

Status:

Right:

Qualification events 4

Quali. ID	Matchcode	Qualification title	A	Ev. ID	Event title	Beg.	End	R	A	Status	O	P	Utilisatio
0000002	G-RST	G Ramp Safety Training	✓	57	G Ramp Safety Training - refresh	06/09/2016	06/09/2016		✓	Implementation		2	
0000002	G-RST	G Ramp Safety Training	✓	56	G Ramp Safety Training - entry	05/09/2016	05/09/2016		✓	Implementation		4	
0000002	G-RST	G Ramp Safety Training	✓	55	G Ramp Safety Training - refresh	02/09/2016	02/09/2016		✓	Implementation			
0000002	G-RST	G Ramp Safety Training	✓	54	G Ramp Safety Training - Entry	01/09/2016	01/09/2016		✓	Implementation			

The difference in content between entry and refresh events should be conveyed by assigning a descriptive title.

## 7.1 Define outline data

In the following example, the title „G Ramp Safety Training - complete training“ was given to the „G Ramp Safety Training“ qualification:

The screenshot displays the 'Qualification events' management interface. At the top, a navigation bar includes tabs for 'Requirements', 'Processes', 'Certificates', 'New message', 'Correspondence', 'Documents', 'Stack', and 'Participant'. The main section is titled 'Qualification master data (view)'. Under the 'Qualification' section, the 'Matchcode' is 'G-RST' and the 'Title' is 'G Ramp Safety Training (ID: 2)'. The 'Qualification event' section shows 'ID: 58' and 'Title: G Ramp Safety Training - complete training'. The 'Certificate valid from/to' is set to '09/09/2016 / 08/09/2018', and 'Realised by' is 'Own execution'. The 'Capacity planning' section includes fields for 'Min.: 5', 'Target: 7', 'Max.: 10', 'Inv.: 4', 'Conf.:', 'Attend.:', 'Status: Implementation' (with a color-coded progress bar), 'Qualified: 1', 'Not qualified:', 'CX NS:', and 'Cncl.:'. The 'Created on/by' is '12/09/2016 15:17, FRANK' and 'Changed on/by' is '13/09/2016 14:15, FRANK'. Below this, the 'Event locations and dates (08/09/2016 - 09/09/2016)' section lists two events. The first event, 'G Ramp Safety Training (ID: 2) Part 1', is scheduled for '08/09/2016 14:00' to '08/09/2016 18:00' in 'Room 14' with coach 'Consultant Jones, Richard'. The second event, 'G Ramp Safety Training (ID: 2) Part 2', is scheduled for '09/09/2016 08:00' to '09/09/2016 14:00' in 'Room 14'. Both events have a status of 'Planned'. The footer contains copyright information for Arconda Systems AG and eControl aviation.

The above-mentioned capacity information is defined in the qualification master data.

### *From when are these qualification events published?*

When a qualification event is saved with the „Implementation“ status, this event is recorded in the training calendar (see section „7.7 Associated processes and process documentation“). If this is not desired, the status must be temporarily set to „Cancelled“ until all execution details could be clarified.

## 7.2 Define Validity period

The validity period of a qualification is, alongside successful participation in a qualification event, a crucial factor in determining who is qualified and when.

***“Can validity periods be defined individually for each qualification event?”***

No, the maximum validity period of a qualification event is set within the context of a qualification event in the qualification master data and cannot be exceeded. The maximum validity period is adopted at the time of setting up a qualification event from the qualification master data and cannot be changed.

eControl differentiates between the authorisations of the specialist departments, who may only independently administrate qualification events but can have no influence on the qualification duration, and the training department users specifically authorised for the respective qualification, who determine the qualification master data and thus also the general maximum validity period for future qualification events.

***“How can the qualification not be available until the future, even though the qualification event ended some time ago?”***

It is generally tried to arrange the qualifications “seamlessly” one after the other and avoid overlaps in validity periods. In order to avoid interruptions, qualification events must be carried out with a lead time – provided that the requalification period starts in a few days’ time, crossovers can be avoided or reduced.

Linking qualifications with processes can lead to a process version coming into force from a time in the future. If this version change causes a further training requirement, participants are to be trained in the latest process, which means that the validity period of this requalification must be adapted to when the process version comes into force.

***“What impact do certificates have on the validity period?”***

Individual certificates, which also have a limiting or restricting effect on the validity period, can be issued for every participant. Individual validity periods can be determined for each participant in this way if required.

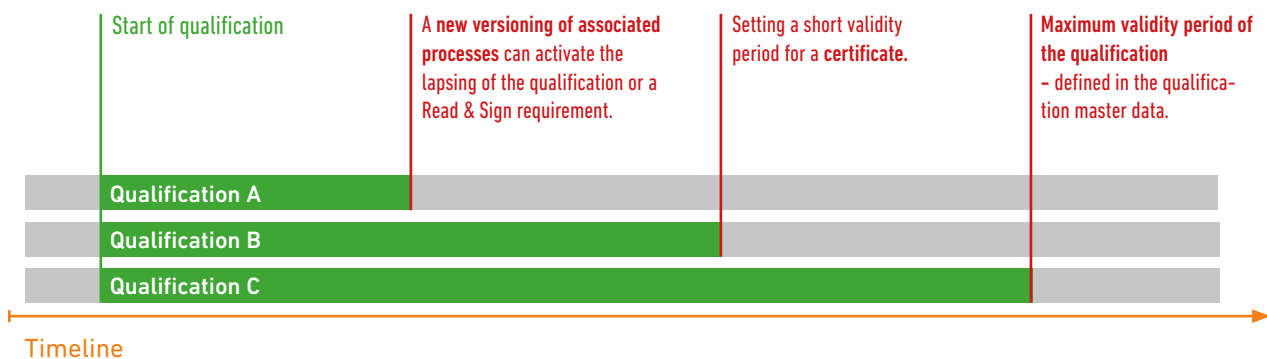
This option is important if individual qualifications are awarded in operational practice without participation in a qualification event (e.g. access authorisations for external partners, company passes etc.). In this case a “pro-forma” qualification event can be set up for a qualification with a very long validity period (e.g. 10 years). As soon as a person is allowed this qualification, participation in a “pro-forma” qualification event is booked and the required validity period and invoice amount payable if applicable are set.

A qualification should only be arranged by the training department under this procedure, in order to rule out any improper use.

### ***“What impact do process versions have on the validity period?”***

Qualifications and processes can generally be linked with eControl TQMS. As soon as a new process version is released that – according to the person responsible for the process – has a significant impact on the process chains, the personnel trained in this process must either receive further training or acknowledge the changes themselves via Read & Sign. In both cases the validity period is reduced to the date the new process version comes into force. In other words, the qualification only lapses when the new process version comes into force – unless the training participant has previously documented their acknowledgement of the changed process version via Read & Sign in the system in line with auditing requirements.

In the case of Read & Sign, the participant can confirm acknowledgement and re-establish the previous validity period for the qualification.



### 7.3 Specify execution details

Detailed information can be defined for the execution of every qualification event, which can be viewed by the training participants online in the training catalogue or can be forwarded to them via e-mail.

A qualification event can consist of individual events, which are carried out at ~~“m”~~ different training locations by different instructors.

The eControl TQMS offers this exact differentiation because the system should optionally have the capability of verifying participation at every individual qualification event carried out. A qualification event can consist of several sessions, whereby participation in every individual session is required in order to obtain the qualification. eControl supports the instructors with the appropriate participant and signature lists to record attendance at the events. A subsequent “booking” of attendance in the system is accelerated through special batch processing functions.

The attendance lists can also be scanned and, if desired, saved as raw data in the event-specific document archive.

The screenshot displays the 'Event locations and dates (08/09/2016 - 09/09/2016)' section of the eControl TQMS interface. It shows two event entries. The first entry, 'G Ramp Safety Training (ID: 2) Part 1', has a start time of 14:00 on 08/09/2016 and an end time of 18:00 on 08/09/2016. The second entry, 'G Ramp Safety Training (ID: 2) Part 2', has a start time of 08:00 on 09/09/2016 and an end time of 14:00 on 09/09/2016. Both events are planned and have 'Room 14' as the location. The coach for the first event is 'Consultant Jones, Richard'. Annotations with orange boxes and arrows point to various fields: 'Event location' points to the 'Place' field, 'Execution period' points to the 'Start' and 'End' time fields, 'Name of event' points to the 'Title' field, 'Further documentation for participants' points to the 'Note' field, and 'Instructor' points to the 'Coach' field.

## 7.4 Check room allocation

eControl TQMS only knows the room allocations which arise from qualification events.

The “Qualification event - overview list” statistic offers the selection criterion “Event location”, which can also be narrowed down if necessary to a date, time interval or individual weekdays, and in this way can be used to determine the room allocation.

**Qualification events overview list** Reports> Personnel management> Qualification events> Qualification events overview list

Selection criteria **Report view**

View option: Appointments  
Order: Date

Place and appointment details: ☒

Organiser: - All -

Capacity utilization between: -

Maximum capacity not reached: ☐

Number of free positions: -

Maximum capacity exceeded: ☐

Number of participants: -

Event status: -

Qualification ID: -

Quali. matchcode: -

Qualification: -

Qualification class: -

Quali. group: -

Qualification profile ID: -

Profile matchcode: -

Qualification profile: -

Profile class: -

Profile group: -

Event time period from / to: 01/09/2016 /

Event status: Monday; Tuesday; Wednesday; Thursday; Friday; Saturday; Sunday

Coach: - All -

Event place: Room 14

Duration	Quali. ID	Matchcode	Qualification	Implementation
	Event ID	Event		Status
<b>September 2016</b>				
<b>08/09/2016 14:00 -</b>	2	G-RST	G Ramp Safety Training	Own execution
<b>09/09/2016 14:00</b>	58	G Ramp Safety Training - complete training		Implementation
From: 08/09/2016 14:00	To: 08/09/2016 18:00	Place:	Room 14	Coach: Consultant Jones, Richard
From: 09/09/2016 08:00	To: 09/09/2016 14:00	Place:	Room 14	Coach:

In the above example the allocation of “Hall B” was called up for training purposes.



## 7.5 Check availability of instructors

The “Qualification events overview list” statistic presented in „7.4 Check room allocation“ offers the “Coach” selection criterion, which also can be narrowed down to a date, time interval or individual weekdays and in so doing gives an overview of all qualification (sub) events carried out by an instructor/coach.

The eControl TQMS in turn only knows the restrictions which arise from employee events.

If the system does not list all potential coaches, the system personnel master data is to be maintained accordingly.

**Qualification events overview list**

Selection criteria

Report view

View option:

Appointments

Order:

Date

Place and appointment details:

Organiser:

- All -

Capacity utilization between:

-

Maximum capacity not reached:

☐

Number of free positions:

-

Maximum capacity exceeded:

☐

Number of participants:

-

Event status:

Qualification ID:

Quali. matchcode:

Qualification:

Qualification class:

Quali. group:

Qualification profile ID:

Profile matchcode:

Qualification profile:

Profile class:

Profile group:

Event time period from / to:

01/09/2016 /

Event status:

Monday; Tuesday; Wednesday; Thursday; Friday; Saturday; Sunday

Coach:

Consultant Jones, Richard

Event place:

Duration	Quali. ID	Matchcode	Qualification	Implementation	
	Event ID	Event		Status	
September 2016					
01/09/2016 10:00 - 01/09/2016 16:00	2	G-RST	G Ramp Safety Training	Own execution	
	54	G Ramp Safety Training - Entry		Implementation	
From: 01/09/2016 10:00	To: 01/09/2016 14:00	Place:	Room 109, Building 102	Coach:	Consultant Jones, Richard
08/09/2016 14:00 - 09/09/2016 14:00	2	G-RST	G Ramp Safety Training	Own execution	
	58	G Ramp Safety Training - complete training		Implementation	
From: 08/09/2016 14:00	To: 08/09/2016 18:00	Place:	Room 14	Coach:	Consultant Jones, Richard
20/09/2016 10:00 - 20/09/2016 14:00	5	G-APR	G Accident prevention referral	Own execution	
	59	G Accident prevention referral		Implementation	
From: 20/09/2016 10:00	To: 20/09/2016 14:00	Place:	Room 203, Building 102	Coach:	Consultant Jones, Richard

## ***“Who trains what?”***

With eControl it can be determined at the press of a button, which coaches or speakers are suitable for the training of the respective qualifications. eControl refers in this regard to the events which have actually been carried out and not to a data structure from which it could be ascertained which coaches are able to teach which qualification. This statistic is named “Instructors qualification portfolio” The portfolio of past qualification events provides a limited view of the statistic for a specific date.

**Instructors qualification portfolio**

Reports> Personnel management> Instructors qualification portfolio

Selection criterias		Report view					
		View option: Speakers grouped by qualifications					
		Qualification: S Dangerous Goods Handling Cat. 9					
		Qualification profile:					
		Company:					
		Department:					
		Implementation from/to: /					
		Trainer ID:					
ID	Matchcode	Qualification					
ID	Coach	Company	Department	Quantity	First trained on	Last trained on	
8	S-DGH-9	S Dangerous Goods Handling Cat. 9				Active:	
4	Espenhain, Frank	Arconda Airport	OPS	2	24/03/2014	21/01/2015	
18	Sender, Jill	Arconda Airport	Ramp Services	1	12/09/2016	12/09/2016	

## 7.6 Training requirements

So-called external requirements can be defined for every qualification at the qualification master data level, which must be verified in order to obtain a qualification.

The “Requirements” register tab provides an overview of which participants meet the respective requirements:

The “Requirements grouped by participants” display option offers an overview of people and the requirements they meet.

**Qualification events**

Business applications>
Personnel management>
Qualification events

Event
1 Requirements
3 Processes
Certificates
New message
Correspondence
Documents
Stack
5 Participant

Qualification RS Pushback Training (ID: 14) • Qualification event 27 • RS Pushback Training 2016

View option:

Requirements grouped by participants

Personnel ID	Last name, first name		Company		Proven		Pending	
▶ 8	Airbus, Aribert							
◀ 16	Apple, Timothy		Arconda Airport		1			
Requir. ID	Title	Note		Qetv ID	Note	Changed by	Changed on	D Status
1	Driver's licence			3	Driver's license class B	FRANK	31/08/2016	Proven
▶ 20	Bird, Tom							
▶ 7	Boeing, Bodo		Arconda Airport					
▶ 15	Brown, Peter		Arconda Airport					


The storing of requirements can be done in both employee master data as well as in the course of administering training events.

It can be gathered from the participant list for a qualification event whether the prerequisite for the respective participation can be verified or whether there are still requirements to be proven. The instructor can specifically remind about the need to prove requirements.


## 7.7 Associated processes and process documentation

The "Processes" register tab is used to view the processes and process versions that are linked to the respective qualification event. In this example the "G Ramp Safety Training" is linked to "SOP Refueling general" and three other processes.

Seminar participants were originally trained in Version 1.0 of the procedure instructions. During the validity period of the qualifications different versions of the processes were produced. Amongst other things, additional documents were annexed that are to be taken from the tree structure – consisting of processes, process versions and the respective current document versions.

For a more in-depth understanding of the processes and qualifications please refer to the  **Read & Sign<sup>1</sup>** white paper

The system can generally determine through a linking of qualification events and process versions, who needs refresher training in a new process version or who needs to verify acknowledgement of the changes.


**Qualification events**

Business applications> Personnel management> Qualification events

Event

1 Requirements

4 Processes

Certificates



New message

Correspondence

Documents

Stack

5 Participant


Qualification G Ramp Safety Training (ID: 2) • Qualification event 58 • G Ramp Safety Training - complete training


☐ Show release history

- General Ground Vehicle Behaviour
  - 1.1
    - Immediate reaction to a safety problem
      - 1.0 INIT
        - Ramp operation procedures
          - 3.2 New Document - SOP
            - Ramp operation procedures Ver 1.5
            - Ramp operation procedures Ver 3.1
            - SOP Maintenance v1
- SOP Refueling general
  - 1.1 ICAO Annex 14 9.7. compliance changes
    - SOP Refueling 1.2
      - The Aero Shell Book 18th 2003

**Document 00000325**

Release state: 3

Checked in 

Active 

Title: SOP Refueling 1.2

Category: SOP

Keywords:

Operations Management

Refueling

Ground Handling

Arconda Airport

Note:

Source file: Refueling Ver. 1.2.pdf (00010019\_004.pdf)

Created on/by: 06/02/2013 14:21, FRANK

Changed on/by: 05/05/2015 15:59, FRANK

Download

Copyright © Arcond Systems AG, 2007 - 2016

eControl aviation - Arconda Airport

Information on the associated process versions and documents can be viewed at any time and by every user via the training calendar or the "Qualifications" and "Read & Sign" dialogue in the "MyeControl" menu.

Different documents such as procedure instructions, work instructions, SOP's (Standard Operating Procedures) or additional applicable documents belong to every process version, which are inextricably linked to the respective qualification event via the process version.

<sup>1</sup>Our white papers are available as PDF files under: [www.econtrol.aero/documents](http://www.econtrol.aero/documents)

## 8 Plan participation

The aim of the training and specialist department is complete and prompt initial qualification and continuous requalification of employees without interruptions.

The training requirement resulting from requalification is usually by far the greatest part of the training requirement and comparatively easy to plan.

Depending on the number of people taking the qualification, qualification events and remaining periods, different planning approaches are to be pursued.

### **Planning by the training or specialist department**

With a small number of qualification events and qualifications, the training or specialist department can notify and/or invite participants in a targeted manner.

### **Planning by the participants and their hierarchical superiors**

The more retraining that needs to be done regularly by a person, the more demanding the coordination of the qualification events and operational constraints. Planning of participation can only be done meaningfully by the participants and/or their hierarchical superiors.

The training or specialist department must ensure that enough events are offered, no qualification gaps are overlooked and that the events are carried out with a sensible number of participants.

The eControl TQMS provides the necessary instruments via My eControl to facilitate the checking of qualifications by the respective hierarchical superiors.

### ***“When should qualification events be published?”***

As soon as possible - the “delegation” of the planning task to the participants assumes that they have the maximum possible lead time to select the respective qualification events in such a way as to avoid clashes with operational issues as far as possible. This lead time also tends to make it easier to cancel sparsely attended events in good time and link the participants in to other events.

### ***“What is the minimum lead time period required?”***

Every qualification event should be prepared based on the expiry of the qualifications with the two to threefold lead time period as per the qualification master data. If a lead time period of 3 months has been defined for a qualification (YELLOW status, see chapter „5. Qualification cycle“), then the events should be planned at least 6-9 months in advance. This should also be ensured when planning is carried out by the training or specialist department.

### **Avoid re-bookings**

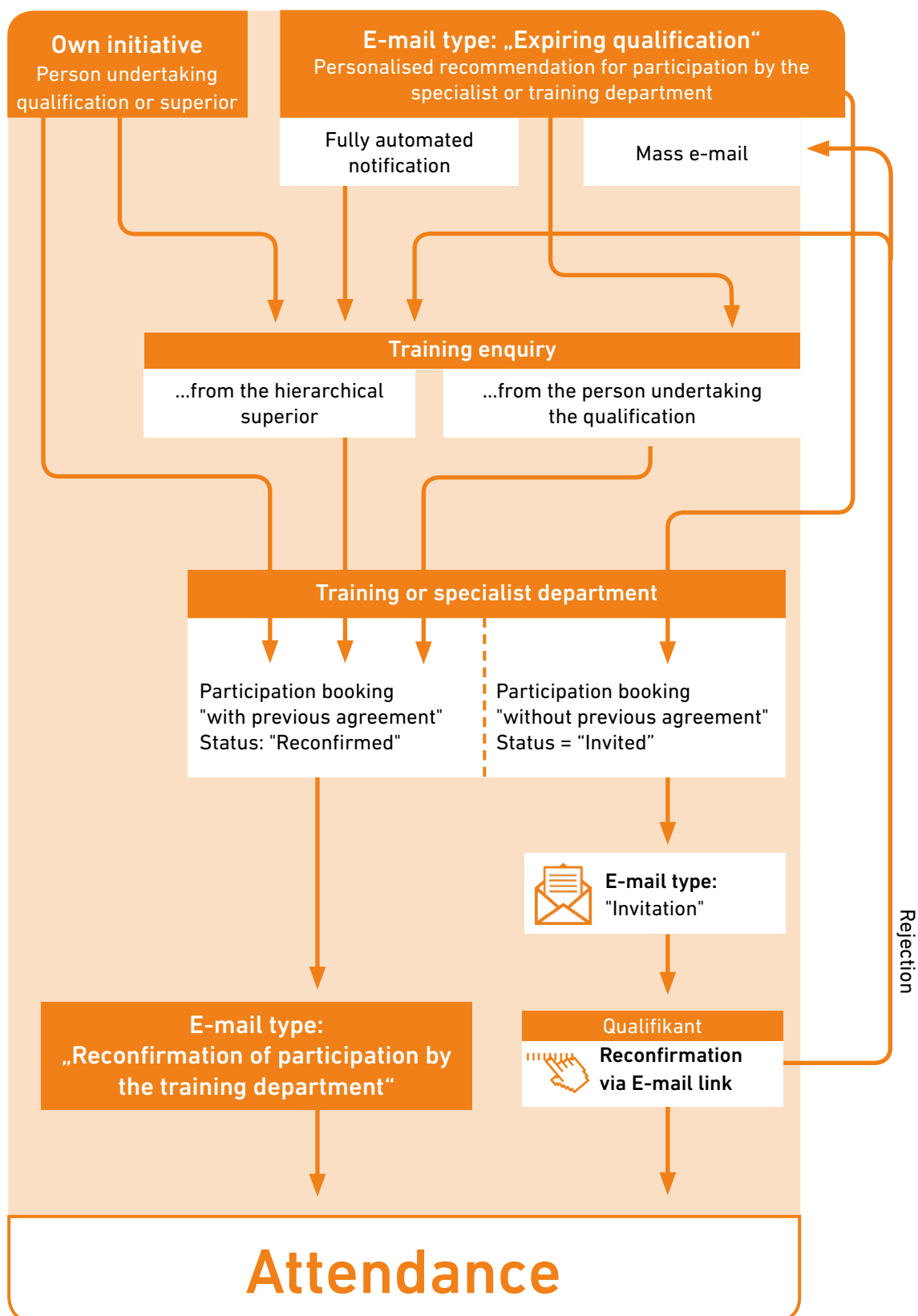
A longer lead time period allows for solid planning and avoids individual change requirements. Every change in participation involves a stoppage of the originally planned participation for the training or specialist department and a new booking on to an alternative qualification event. The accompanying correspondence also involves additional work.

## **Different possibilities for participation**

Based on the initiative of training participants or their responsible hierarchical superiors, there are different options for booking participation in an event. Employees can use the eControl training calendar and essentially independently apply to take part. Employees can, of course, directly make contact with the training or specialist department in other ways. The training department will then “firmly” book the already agreed participation and confirm this by e-mail.

If the participation process has not got off the ground through the initiative of the alert employee, a fully automated e-mail notification at the start of the lead time period ensures that participants are informed of the need for requalification. The training departments can send central notifications about the training requirement at any time in parallel to this. If these messages do not rouse the initiative of the participants or their superiors, the training or specialist department can allocate specific people to events and send invitations out by e-mail. These can then be confirmed or declined by the participants or their superiors via e-mail link, which means that the system can automatically process these e-mails.

Should the invited employee reject the invitation, the whole process will start over again.



## 9 Book participation

Any number of training participants can be assigned to every qualification event. The “participant” register tab documents the currently assigned people and their current participant status:


**Qualification events** Business applications> Personnel management> Qualification events

Event | 1 Requirements | 4 Processes | Certificates | New message | Correspondence | Documents | Stack | **5 Participant**


Qualification G Ramp Safety Training (ID: 2) • Qualification event 58 • G Ramp Safety Training - complete training

Min.: 5 Target: 7 Max.: 10  
Inv.: 5 Conf.: Attend.: Qualified: Not qualified: CX NS: Cncl.: ☐ Display inactive participations

ID	Name	First name	Company	Status	PA	CON
0000008	Airbus	Aribert		Invited	✓	✓
0000016	Apple	Timothy	Arconda Airport	Invited	✓	✓
0000020	Bird	Tom		Invited	✓	✓
0000015	Brown	Peter	Arconda Airport	Invited	✓	✓
0000017	Drive	Daniel	Arconda Airport	Invited	✓	✓

Additional training participants can be added with a click on the button 

The system provides different selection criteria to make the selection of a group of participants as easy as possible.

The element  visualises the overall performance of the event.



**Qualification events** Business applications> Personnel management> Qualification events

Event 1 Requirements 4 Processes Certificates New message Correspondence Documents Stack 5 Participant

Qualification G Ramp Safety Training (ID: 2) • Qualification event 58 • G Ramp Safety Training - complete training

**Include participants from past events**  
☒ Current qualification only? Qualification events from/to: 12/09/2015 / 12/09/2015  
 Event:  Inv. Qualif. N. qualif. NoShow CX

**Include personnel from qualification profiles**  
 Qualification profile:  Select

**Filter personnel list**  
 Name:  First name:  ID:   
 Company: - All - Personnel attribute: - All - Comparative value:

ID	Name	First name	d.o.b.	Company	Personnel type	S	Active	
0000007	Boeing	Bodo		Arconda Airport	Participant			<input type="checkbox"/>
0000012	Consultant Jones	Richard		M2P Consulting	Trainer			<input type="checkbox"/>
0000004	Espenhain	Frank		Arconda Airport	Trainer			<input type="checkbox"/>
0000009	Hope	Bob		Arconda Airport	Participant			<input type="checkbox"/>
0000011	Lee	Tim		Arconda Airport	Participant			<input type="checkbox"/>
0000006	Maschke	Markus		Arconda Airport	Participant			<input type="checkbox"/>
0000014	Peters	Karin	24/03/1981	Arconda Airport	Participant			<input type="checkbox"/>
0000005	President	Phil		Arconda Airport	Participant			<input type="checkbox"/>
0000003	Rohmann	Pascal		Arconda Airport	Participant			<input type="checkbox"/>
0000018	Sender	Jill		Arconda Airport	Trainer			<input type="checkbox"/>
0000010	Smith	Barbara		Arconda Airport	Participant			<input type="checkbox"/>
0000002	SMSADMIN	SMSADMIN		Arconda Airport	Participant			<input type="checkbox"/>
0000019	Wellington	Tom		Arconda Airport	Participant			<input type="checkbox"/>

Page 1 of 1 (13 items)

eControl provides a wide variety of information for every event participation, which can be subdivided into the following areas in terms of content:

- Participation
- Prerequisite
- Certificates
- Message creation – Correspondence
- Documents

The “Participation” register tab contains essential information on training participation.

In the “Event locations and dates” area the participant status can optionally be maintained per (sub) event (see section „12. Batch processing“).

This participant status can be recorded if necessary for every individual date of a training event for every participant. In the following example, the participant “Peter Brown” was “Present” on the first date, while he was marked as “Late” for the second one. A participant can also be classified as “Absent”.

The participant status is normally recorded for every participant by the instructor, who circulates a signature list generated by the system that can then be booked via the batch processing functionality (see chapters „14. Execute events” and „12. Batch processing“)

**Qualification events** Business applications> Personnel management> Qualification events

Event **1** Requirements **4** Processes Certificates New message Correspondence Documents Stack **5 Participant**

Qualification G Ramp Safety Training (ID: 2) • Qualification event 58 • G Ramp Safety Training - complete training

External, no eControl User • Personnel ID 15 • Peter Brown

**Participation** Requirements Certificates New message Correspondence **1 Documents**

**Event locations and dates (08/09/2016 - 09/09/2016)**

ID	Title	Start	End	From	To	Participant
55	G Ramp Safety Training (ID: 2) Part 1 Room 14	08/09/2016	08/09/2016	14:00	18:00	Peter, Brown
	Status: Execution					Coach: Consultant Jones, Richard
	Created on/by: 12/09/2016 16:21, FRANK					Changed on/by: 12/09/2016 16:21, FRANK
56	G Ramp Safety Training (ID: 2) Part 2 Room 14	09/09/2016	09/09/2016	08:00	14:00	Peter, Brown
	Status: Execution					
	Created on/by: 12/09/2016 16:36, FRANK					Changed on/by: 12/09/2016 16:36, FRANK

**validity of the qualification of this event participation:** 09/09/2016 — 08/09/2018

limited by the longest qualification validity which can be gained by participating in this event: — 08/09/2018  
the longest validity of all issued certificates belonging to this event participation: —  
update all process releases related to this event: —

Participation status: **Qualified** Continuation intended? ☒ Participation-ID: 260

Participation info:

Evaluation? ☐

Evaluation scale:  Grade:

Grading info:

Created on/by: 12/09/2016 15:41, FRANK  
Changed on/by: 12/09/2016 16:36, FRANK

Copyright © Arcondia Systems AG, 2007 - 2016 eControl aviation - Arcondia Airport

In the „Validity of the qualification of this event participation“ area the validity period including the limiting conditions are shown (see section „7.2 Define Validity period“). It is not possible to influence manually the validity period of a qualification. However, there is always the possibility of resetting the participant status from “Qualified” to “Not qualified”.

The participation status dropdown menu enables the manual entry of all participation statuses according to the qualification cycle (see chapter „5. Qualification cycle“). eControl carries out different plausibility checks and guarantees, for example, that participants are not qualified in advance for seminar events to be carried out in the future.

The checkbox „Continuation intended?“ is ticked as standard and regulates whether the participant needs to requalify after expiry of the qualification period. If it is a one-off training measure for a temporary use, the checkbox “Continuation intention” is to be deselected. If a qualification does not conceptually require any retraining, a correspondingly long lead time is to be defined in the qualification master data (max. 99 years).

## 10 Check qualification requirements

### Requirements versus qualifications

In contrast to qualifications, requirements have an external character and are not granted by the company itself - e.g. official driving licence, official usage lists, certificates of competence etc.

**Universal character of training prerequisites** (Provided that general business qualifications should be a prerequisite for use.)

eControl assumes that every external training requirement has been confirmed in the form of a document. The document archive of the employee master data lists a "Requirements" node, which stores external training requirements centrally and, in so doing, makes the official driving licence available for all qualifications, which means that this only needs to be verified once in operational practice.

In the „Requirements“ register tab, the specialist and training department can display the status

- Proven
- Pending
- Not proven

individually for every participant (in the example for the staff\_ID = 15)

eControl checks the existence of requirements at the time of training. Withdrawal of the prerequisite at a later date has no bearing on the qualification.

Qualification events

Business applications > Personnel management > Qualification events

Event 1 Requirements 4 Processes Certificates New message Correspondence Documents Stack 5 Participant

Qualification G Ramp Safety Training (ID: 2) • Qualification event 58 • G Ramp Safety Training - complete training

External, no eControl User • Personnel ID 15 • Peter Brown

Participation Requirements Certificates New message Correspondence 1 Documents

Requirement: Driver's licence

Note:

Status: Proven

Note: Until 17.06.2017

If an external document can be produced as proof of the respective event, this is to be stored in the person-specific document archive.

Qualification events

Business applications> Personnel management> Qualification events

Event

1 Requirements

4 Processes

Certificates

New message

Correspondence

Documents

Stack

5 Participant

Qualification G Ramp Safety Training (ID: 2) • Qualification event 58 • G Ramp Safety Training - complete training

External, no eControl User • Personnel ID 15 • Peter Brown

Participation

Requirements

Certificates

New message

Correspondence

1 Documents

Show deactivated documents

Show release history

Show only checkedout documents

Group documents by category

General documents

G Ramp Safety Training

G Ramp Safety Training - complete training

Requirements

Driver's licence

Results

Parent element: Requirement 1 - Driver's licence

Document ID : 546

Release state : 1

Checked in ☒

Active ☒

Title: Driving licence

Category:

Keywords:

Note:

Source file: driving licence.png (00010220\_001.png)

Select

Created on/by: 12/09/2016 16:35, FRANK

Changed on/by: 12/09/2016 16:35, FRANK

Preview document "Driving licence"

Download

	9	10	11	12
AM	22.10.12	30.09.21		
A1				
A2				
A	22.10.12	30.09.21	79.03	
B1	01.11.11	30.09.21		
B	01.11.11	30.09.21		
C1				
C				
D				
BE				
C1E				
CE				
C1E				
DE				
Any	01.11.11	30.09.21	118	

# 11 Message creation

The personalised correspondence with event participants is a labour-intensive activity for the training and specialist departments. This correspondence must include dates, deadlines, event locations and content and a lot of additional detailed technical information, the preparation of which without software support is time-consuming and error-prone.

eControl TQMS offers many automations for the fast and error-free creation of individual messages, circulars and mass E-Mails.

The process of message creation is broken down by the software into the following steps:

- Specify recipient
- Select mass text and edit if necessary
- Check mixing result and send

## Step 1: Specify recipient

A group of people who should be notified can be selected from the list of event participants. In addition to the participation status, those people who were added last can be targeted during the invitation period for example:

Qualification events

Business applications> Personnel management> Qualification events

Event 1 Requirements 4 Processes Certificates **New message** Correspondence Documents Stack 5 Participant

Qualification G Ramp Safety Training (ID: 2) • Qualification event 58 • G Ramp Safety Training - complete training

**Recipient** Message creation Mixing result

Containment: List of participants

Medium: Email

Criteria:

☐ Invited ☐ Confirmed ☐ Participated

☐ Event cancelled ☐ Not participated (NS = No Show) ☐ Qualified

☐ Not qualified ☐ Cancelled

Invited from:  Invited to:

ID	Name	First name	d.o.b.	Company	Personnel type	S	Invited	Updated	
00000008	Airbus	Aribert			Participant		12/09/2016	12/09/2016	✓
00000016	Apple	Timothy	20/01/1978	Arconda Airport	Participant		12/09/2016	12/09/2016	✓
00000015	Brown	Peter	19/06/1975	Arconda Airport	Participant		12/09/2016	12/09/2016	✓
00000017	Drive	Daniel	16/12/1965	Arconda Airport	Participant		12/09/2016	12/09/2016	✓

## Step 2: Select mass text and edit if necessary

eControl offers the option of selecting a previously compiled and formatted mass text from the archive via the "Text block" dropdown menu.

These mass texts can include more than 100 different placeholders, which allows for a dynamic use regardless of the specific qualification event or participant. Mass texts can be amended after they have been loaded from the archive and archived in a reusable form if required.

Qualification events

Business applications > Personnel management > Qualification events

Event 1 Requirements 4 Processes Certificates **New message** Correspondence Documents Stack 5 Participant

Qualification G Ramp Safety Training (ID: 2) • Qualification event 58 • G Ramp Safety Training - complete training

Recipient Message creation Mixing result

Text block: Invitation for qualification events

Subject: Invitation

Internal send notice:

Dear @@RECIP\_NAME@@

we want to invite you on behalf of the specialist department @@RECIP\_DEPARTMENT@@ to the qualification event @@QUALIEVENT\_TITLE@@, which will take place on @@QUALIEVENT\_BEGIN@@.

The goal of this event is to obtain the qualification @@QUALI\_TITLE@@.

Please confirm your participation in a timely manner by clicking the following link: @@CONFIRMATION@@

If your schedule does not allow your participation on the suggested event date, please contact the responsible specialist department or training department. Of course you may offer an own proposal via the training calendar in "My eControl".

Kind regards

@@SENDER\_FIRSTNAME@@ @@SENDER\_SECONDNAME@@  
@@SENDER\_EMAIL@@  
@@SENDER\_DEPARTMENT@@  
@@SENDER\_COMPANY@@

## Step 3: Check mixing result

eControl delivers a WYSIWYG preview in messages in order to be able to recognise mistakes or undesirable combinations before sending.

Qualification events

Business applications > Personnel management > Qualification events

Event 1 Requirements 4 Processes Certificates **New message** Correspondence Documents Stack 5 Participant

Qualification G Ramp Safety Training (ID: 2) • Qualification event 58 • G Ramp Safety Training - complete training

Recipient Message creation **Mixing result**

Recipient: Brown, Peter

Subject: Invitation

Dear Peter Brown

we want to invite you on behalf of the specialist department Ramp Services to the qualification event G Ramp Safety Training - complete training, which will take place on 08/09/2016.


The goal of this event is to obtain the qualification G Ramp Safety Training.

Please confirm your participation in a timely manner by clicking the following link: [ Confirm ]

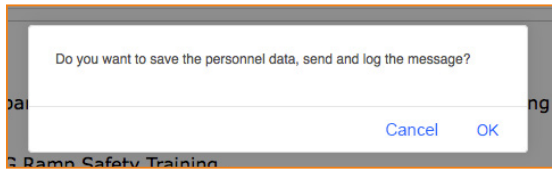
If your schedule does not allow your participation on the suggested event date, please contact the responsible specialist department or training department. Of course you may offer an own proposal via the training calendar in "My eControl".

Kind regards

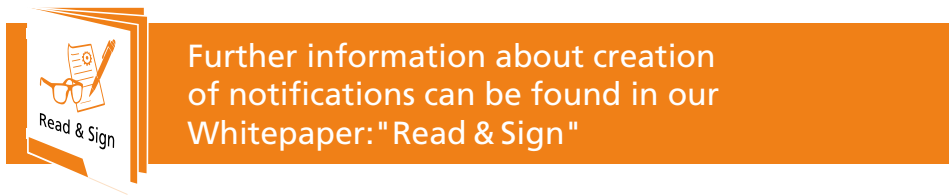
FrankEspenhain  
frank@arconda.ag  
OPS  
Arconda Airport

The sending of the e-mail can be initiated with a click on the button: 

If it is not possible to send the email, the system provides a PDF file that can be printed out. Before sending can be completed, the following security question is to be confirmed.



eControl guarantees that every notification is reliably recorded.





## 12 Batch processing

The batch processing function is used to speed up processes, which normally have to be carried out separately or one after the other for each participant.

This includes the following activities:

- Enter participant status
- Enter attendance status and
- Issue certificates

eControl offers the option of setting up individual booking parameters for each job and having these entered in a batch for a list of participants.

The attendance list at an event can, for example, be entered at the press of a button. All participants are set by software functions from unknown to „Participated“, which means that the „Not participated“ or „Late“ status may have to be changed. All entries are carried out in line with auditing requirements with another press of the button.

The screenshot shows the 'Qualification events' interface. At the top, there's a breadcrumb trail: 'Business applications> Personnel management> Qualification events'. Below this is a navigation bar with tabs: 'Event', '1 Requirements', '4 Processes', 'Certificates', 'New message', 'Correspondence', 'Documents', 'Stack', and '5 Participant'. The 'Participant' tab is active. The main heading is 'Qualification G Ramp Safety Training (ID: 2) • Qualification event 58 • G Ramp Safety Training - complete training'. Below this, there's a 'Job:' dropdown menu set to 'Set status of participant'. Under 'Criteria:', there are dropdowns for 'Participation status' (set to '- All -'), 'Participant', 'Company', 'Pers.No.', and 'Affiliation'. Under 'Assignment:', there's a 'New status:' dropdown set to '- All -'. A message states: 'The participation status cannot be set to "Qualified" as long as the events ending date is smaller than the current date.' Below this is a 'Dialog area' containing a table with columns: 'Type', 'ID', 'Participant', 'Company', 'Previous status', and 'New status'.

Type	ID	Participant	Company	Previous status	New status
8		Airbus, Aribert		Invited	→
16		Apple, Timothy	Arconda Airport	Invited	→
20		Bird, Tom		Invited	→
15		Brown, Peter	Arconda Airport	Qualified	→
17		Drive, Daniel	Arconda Airport	Invited	→



# 13 Training calendar releases

Qualification events are published in the training calendar, which can be viewed by every user at any time in the system under "My eControl > Training calendar".

**Training calendar** My eControl > Training calendar

**Selection criteria** Qualification event

Qualification profile:

Quali. title:

Quali. class:

Event title:

Quali. ID:

Matchcode:

Quali. group:

Event ID:

Impl. from/to:  /

Show only: ☐ Expiring soon ☒ Expired ☐ Missing for profile


Personnel:

**Calendar** Table

today Sep, 2016

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1 Sep	2	3
	G Security Basis training (QE 48) / (Q 4 / G-SB) G Security	G Ramp Safety Training - complete training (QE 43) / (Q 2 / G-RST) G	G Human Factors Training - complete training (QE 53) / (Q 3 / G)	G Ramp Safety Training - Entry (QE 54) / (Q 2 / G-RST) G	G Ramp Safety Training - refresh (QE 55) / (Q 2 / G-RST) G	
4	5	6	7	8	9	10
	G Ramp Safety Training - entry (QE 56) / (Q 2 / G-RST) G	G Ramp Safety Training - refresh (QE 57) / (Q 2 / G-RST) G		G Ramp Safety Training - complete training (QE 58) / (Q 2 / G-RST) G	G Ramp Safety Training - complete training (QE 58) / (Q 2 / G-RST) G	
11	12	13	14	15	16	17
	DANGs Cat. 9 wk37 REFRESHER (QE 36) / (Q 8 / S-)					
18	19	20	21	22	23	24

The status information in the training calendar depends on which people have been selected in the dropdown menu. All people are shown in this dropdown menu to whom the currently logged on participant is hierarchically superior.

A click on the button  brings up all detailed information on the event, the requirements, certificates and linked processes if desired and, in addition, all documents stored in relation to the qualification and the respective qualification event.

**Training calendar** My eControl> Training calendar

Selection criteria **Qualification event** [Print] [Export]

**Participation** Requirements Processes Certificates Documents Inquiry event participation

**Master data** Qualification master data (view)

**Qualification**

Matchcode:  Qualification:

**Qualification event**

ID:  Title:

Internal:

Certificate valid from/to:  /  Realised by:

**Qualification implementation**

Title:  Start:   End:   Status:

Place:  Coach:

Location info:

Note:

Internal:

By clicking on the button Inquiry event participation a training query can be initiated for the previously selected person. The training calendar can also be published via the automated download interface for release in a third-party system on the intranet or internet.


# 14 Execute events

eControl supports instructors with the execution of on-site events.

The most important event-specific information can be called up with the „Qualification events list of participants“ report, which is available in the display options

- Participants information (for the instructors)
- List for signatures (for the participants)



The participant information documents the participation or attendance status entered to date and gives information on which participants have not yet met all requirements.


**Qualification events list of participants**

Reports> Personnel management> Qualification events> Qualification events list of participant

Selection criteria

Report view

Qualification event:

Ev. ID:	58	Event title:	<b>G Ramp Safety Training - complete training</b>		Beg.:	08/09/2016	
Quali. ID:	2	Qualification title:	G Ramp Safety Training		End:	09/09/2016	
Realised by:	Own execution						

Venues and dates:

Title	Place	Start	End	Coach
G Ramp Safety Training (ID: 2) Part 1	Room 14	08/09/2016 14:00	08/09/2016 18:00	Consultant Jones, Richard
G Ramp Safety Training (ID: 2) Part 2	Room 14	09/09/2016 08:00	09/09/2016 14:00	

Participants overview:

ID	Name Implementation	First name Date from	Company Date to	Department Place	Present	Late	Absent
8	<b>Airbus</b>	<b>Aribert</b>					
	G Ramp Safety Training (ID: 2) Part 1	08/09/2016 14:00	08/09/2016 18:00	Room 14	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	G Ramp Safety Training (ID: 2) Part 2	09/09/2016 08:00	09/09/2016 14:00	Room 14	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Missing requirements:		Driver's licence					
16	<b>Apple</b>	<b>Timothy</b>	<b>Arconda Airport</b>	<b>Ramp Services</b>			
	G Ramp Safety Training (ID: 2) Part 1	08/09/2016 14:00	08/09/2016 18:00	Room 14	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	G Ramp Safety Training (ID: 2) Part 2	09/09/2016 08:00	09/09/2016 14:00	Room 14	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Missing requirements:		Driver's licence					
20	<b>Bird</b>	<b>Tom</b>					
	G Ramp Safety Training (ID: 2) Part 1	08/09/2016 14:00	08/09/2016 18:00	Room 14	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	G Ramp Safety Training (ID: 2) Part 2	09/09/2016 08:00	09/09/2016 14:00	Room 14	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Missing requirements:		Driver's licence					
15	<b>Brown</b>	<b>Peter</b>	<b>Arconda Airport</b>	<b>Ramp Services</b>			
	G Ramp Safety Training (ID: 2) Part 1	08/09/2016 14:00	08/09/2016 18:00	Room 14	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	G Ramp Safety Training (ID: 2) Part 2	09/09/2016 08:00	09/09/2016 14:00	Room 14	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
17	<b>Drive</b>	<b>Daniel</b>	<b>Arconda Airport</b>	<b>Ramp Services</b>			
	G Ramp Safety Training (ID: 2) Part 1	08/09/2016 14:00	08/09/2016 18:00	Room 14	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	G Ramp Safety Training (ID: 2) Part 2	09/09/2016 08:00	09/09/2016 14:00	Room 14	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Missing requirements:		Driver's licence					

In the „List for signatures“ display option the system provides a document which is signed by the (present) participants.

The system batch processing function enables easy entry of participations – the signature document itself can be attached as a scan to the qualification event if required.

# eControl

Process Management | Operation Management | Safety Management | Audit Management | Qualification Management | Compliance Management | Environmental Bird Control Management

Customers:



Customers international:

