



# T-C-ALLIANCE

A QUALITY FUTURE FOR AVIATION

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## Catalogue of Services by the Training-Consultancy-Alliance 2024

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**TABLE OF CONTENTS**

	<b>Page</b>
1. EXECUTIVE SUMMARY .....	3
2. INTRODUCTION TO T-C-ALLIANCE .....	3
2.1 Legal Entity.....	3
2.2 Overview of T-C-Alliance.....	3
3. HOW WE OPERATE.....	4
3.1 A Structured Approach .....	4
3.2 A Team Approach.....	6
3.3 A Capacity Building Approach.....	6
3.4 Summary of Innovation Strategy.....	7
3.5 Strategy in Progress .....	8
4. TCA CERTIFIED COURSES.....	8
5. ANNEX 1: T-C-ALLIANCE CATALOGUE OF SERVICES .....	10

## 1. EXECUTIVE SUMMARY

This document outlines the list of current capabilities of the Training-Consultancy-Alliance (T-C-Alliance). Please note that this list is continuously updating as the T-C-Alliance grows. Kindly refer to [www.t-c-alliance.com](http://www.t-c-alliance.com) for updated information.

## 2. INTRODUCTION TO T-C-ALLIANCE

### 2.1 Legal Entity

Registered Name –	T-C-Alliance Limited
Registered Office –	Carlisle Building, 51 Bracken Road, D18 CV48, Dublin, Ireland
Company Number –	685307
Trading Name –	T-C-Alliance
Website –	<a href="http://www.t-c-alliance.com">www.t-c-alliance.com</a>
Primary Email –	<a href="mailto:info@t-c-alliance.com">info@t-c-alliance.com</a>

### 2.2 Overview of T-C-Alliance

#### 2.2.1 Company Overview

We are a **one-stop-shop** for the aviation industry. Currently, the T-C-Alliance comprises over 250 different member companies working under one Integrated Quality Management System (IQMS) underpinned by ISO 9001 standards our ISO 21001:2018 approval for Organisational Educational Management.

The T-C-Alliance believes that the aviation sector needs innovation, talent and experience to support safety-driven, sustainable growth. We continue to create and deliver quality training, consultancy and support services for the aviation industry, thereby encouraging talent, experience and knowledge to grow and develop within a quality-led environment.

Whether directly or indirectly, the sustainability of the aviation sector is at the core of the T-C-Alliance's vision, mission and goals.

Our MISSION is to use our diverse and extensive experience across the aviation sector to ensure a holistic approach to delivering quality solutions.

Our VISION is to actively promote a QUALITY future for aviation through collaborative innovation.

#### 2.2.2 Why choose us?

We have the capabilities to fulfil all requirements through the expert knowledge, products and services of our members. Our members are all professional organisations and adhere to the maximum standards of quality assurance through our unique peer-to-peer auditing procedures as per our IQMS.

Underpinned by sustainability, especially within ESG (Environmental, Social & Governance), the T-C-Alliance has dedicated specialists in these 6 areas (further outlined in ANNEX 1);

1. Airline & Airport Operations
2. Human Capital Management
3. Innovation & Future Technologies
4. Organisational Management & Development
5. Regulatory Advisors
6. Safety & Wellbeing

### 3. HOW WE OPERATE

As part of our commitment to sustainable and reliable training and consultancy, this section outlines the internal Innovation Strategy of the T-C-Alliance, utilised in the development of client needs and is taken in part from our TCA-IQMS.

We are a design-driven organisation and our strategy is shaped by best-practice approaches in design thinking and innovation. Our strategy supports a learner-focused culture of innovation within the design and development of high-quality learning materials, emphasising the need for:

- **Structure** - A structured approach to design and innovation with clear processes that are open and transparent;
- **Team** - A collaborative work environment with appropriate teams and processes to select structure and support those multi-disciplinary teams;
- **Capacity Building** - A focus on capacity building at an individual and organisation level to support innovative solutions to novel issues.

#### 3.1 A Structured Approach

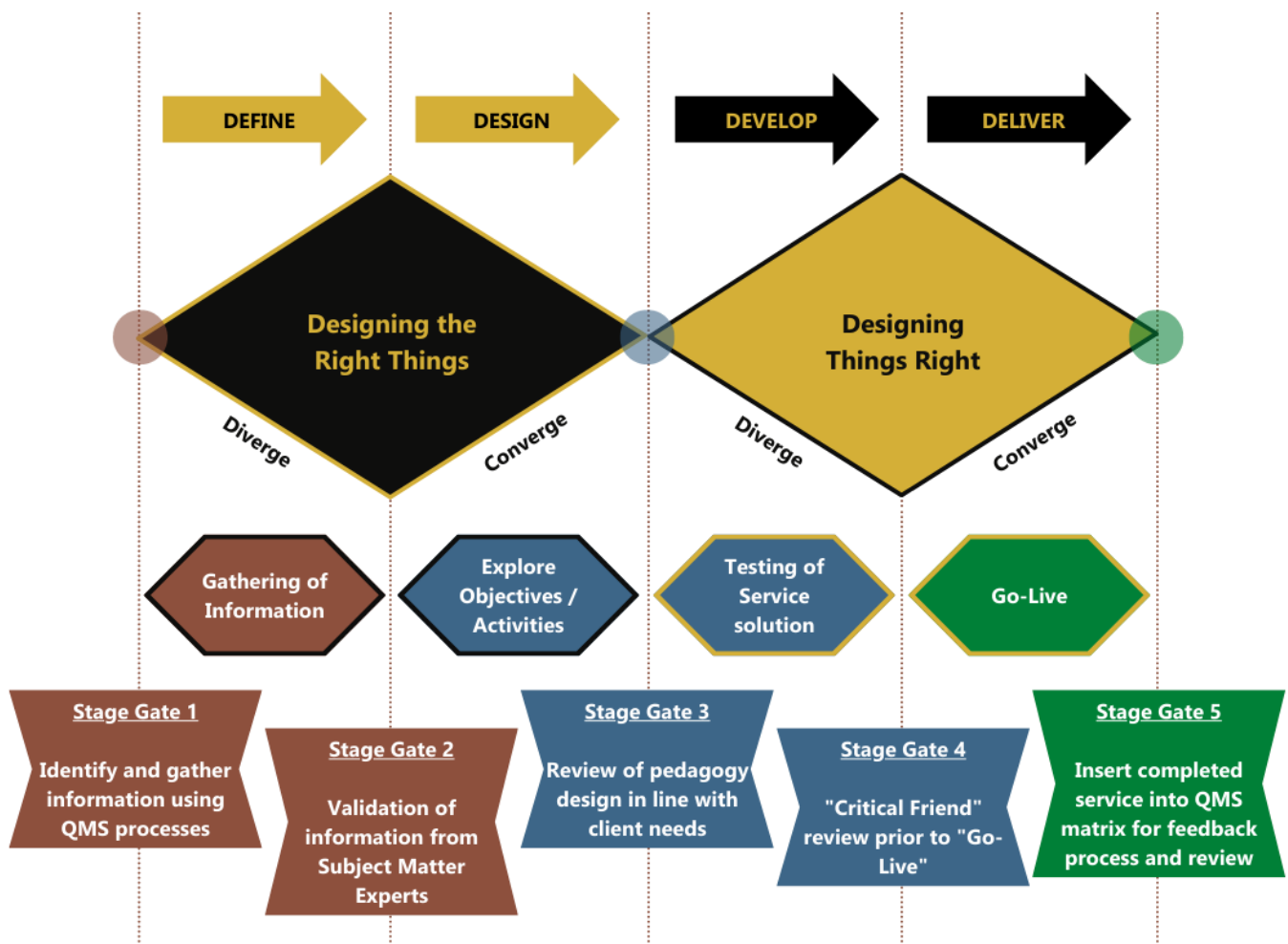
A structured approach to the design and development of new products or services that are open and transparent is recognised as a central part of an innovation strategy. The ISO 5600 family of standards in Innovation Management emphasise the importance of a clear pathway to support innovation. We have a structured design pathway based on internationally recognised approaches to design. It is based on, and adapted from, the Design Council Double Diamond:

- **Define** the issue with the client and incorporate the learner's experience through initial learning design workshops;
- **Design** the learning materials by working with Subject Matter Experts and our broader team in a series of workshops;
- **Develop** the materials with our multidisciplinary team of designers and media professionals supported by our project management software;

- **Deliver** online or blended on our platform (T-C-Alliance Online Learning Academy) or with our expert trainers.

Our learner-centred approach starts from where they need to be and what they need to be able to do or know at the end of the learning journey. Using best practices from “lean design”, we form small teams who work through a series of “design sprints”. The approach allows us to deliver high-quality learning materials matched to the needs of participants and clients promptly.

Our strategy for service delivery is aligned with these design-thinking principles, and therefore the structured approach of our operations is aligned with best practices in the design and innovation sectors. To ensure the connection between strategy and operations, we have a structured pathway with a series of quality assurance steps through each design sprint, with “Stage Gates” operating at each design phase and quality champions acting as “critical friends” throughout the process. The approach is communicated clearly throughout the organisation and our members through our IQMS and the infographic below.



### 3.2 A Team Approach

One of our fundamental approaches is forming teams with a broad range of skills. It is a fundamental approach within “lean design”, and one of the critical elements of the team approach in design is to promote innovative thinking about issues and solutions.

We work in design teams formed of Subject Matter Experts, Learning Designers and Media Professionals; with the learning designer leading the team through the structured approach, we match our team to the course development needs:

- Our **Subject Matter Experts** have decades of experience and are drawn from across the sector. They create the materials and act as a critical friend within the quality assurance process;
- Our **Learning Designers** work across the sector and different mediums from face-to-face to wholly online; they are made up of Fellows of the Learning & Development committee and manage the team. We carefully match them to the course and its needs;
- Our **Media Professionals** take care of technical production to ensure the material, whether graphic design or video production, is of the highest quality.

The blend of skills and experience in the course teams means we can ensure the design is at the front line of innovative approaches to learning and meets the pedagogic needs of the learners and their context. Section 3.2 previously described how this is carried out from a quality management perspective.

### 3.3 A Capacity Building Approach

The ISO family of Innovation Standards highlights the role of working openly and collaboratively to promote new ways of approaching and addressing issues within product and service innovation.

Collaboration is a fundamental value of the T-C-Alliance. At a strategic level, our focus is on promoting innovation through collaborative capacity building to ensure individuals and the organisation remains at the forefront of innovation in the design, development and delivery of high-quality learning solutions.

Our approach to design and innovation means that even though our teams are recognised experts in their field with decades of experience in training and consultancy, we know we cannot stand still. We support people to grow in different ways:

#### 3.3.1 At an Individual level

The team selection process is rigorous, and we review each application carefully, interview members, do background checks and seek third-party recommendations. This process is controlled through our IQMS. We focus on Continuous Professional Development (CPD), with many of our members remaining operationally active in their fields.

### 3.3.2 At a Team level

Our team approach means members work with others in the same field with different types of experience levels to share and learn. The multi-disciplinary approach at the centre of our system means people can share and learn from peers in a broad range of areas. This is encouraged through our weekly committee meetings where operational learning and sharing of experiences and industry knowledge is paramount.

### 3.3.3 At an Organisational level

We have rigorous processes to quality assure materials which focus on supporting individuals and teams to learn and grow which is part of our broad range of regular CPD events to build capacity in the organisation. We provide opportunities for our experts to share their experience and draw on external expertise when required using our membership network and Affiliate partners.

To stay at the forefront of learning design and industry knowledge, we encourage and make sure that our core team are actively involved with Affiliate partners and industry events throughout the year to continuously learn, grow and adapt to up-to-date and relevant industry knowledge that we also actively promote as ambassadors for aviation excellence. This includes conferences, symposiums and summits related to all aspects of innovation within and out with aviation.

Examples include (but are not limited to):

- Innovations in AI-related to training;
- Continuous adaptation of pedagogy techniques from advanced academia;
- Constant review of learning design processes;
- Use of modern technologies and tools in training delivery.

## **3.4 Summary of Innovation Strategy**

Innovations in the design and delivery of learning require motivated teams of skilled professionals who can develop their skills and explore new areas within a structured approach that balances robust quality assurance with support for creative approaches to addressing complex issues.

In line with best practices in Design Thinking from the Stanford D School and the Design Council and the ISO family of innovation management standards our approach is based on teams of highly skilled people, a robust design process with clear quality assurance criteria and a supportive working environment. Together with our overall strategic focus on developing supportive collaborative working relations, our learning innovation strategy allows us to design develop and deliver high-quality learner-centred solutions.

### 3.5 Strategy in Progress

As of Q3 2024, the T-C-Alliance is in the final stages of integrating our IQMS with the following international standards, due to be audited by the end of Q4 2024:

- ISO 14000 family for Environmental Management – due to our commitment to ESG;
- ISO 27000 family for Information Security Management – due to our commitment to online security and standardisation with aviation Part-IS.
- ISO 45001 family for Occupational health & safety – due to our commitment to employee and employer wellbeing;

## 4. TCA CERTIFIED COURSES

Within the framework of Accreditation and Certification, the T-C-Alliance have a number of offerings and courses under our ISO 21001:2018 approval; all of which are offered as 1-5 day workshops depending on the scale and scope of learning and development needed that will be determined through an initial Training Needs Analysis (TNA). Pricing starts at €800 per day per participant with discounts based on quantity, length of course, and certification/accreditation level requested.

Individual workshop/courses include:

- **Initial Train the Trainer:** Designed for professionals within the aviation environment to effectively pass on knowledge and experience to other staff members, such as OJT (on-the-job training). This course certifies the individual within the scope of his/her subject matter expertise.
- **Facilitating Effective Learning:** Designed for professionals to be facilitators within their organisation for any subject matter expertise that their organisation requires. The course certifies the individual and focuses on principles beyond that of 'Train the Trainer' to include effective training needs analysis, review and reporting; as well as communication and andragogy principles.
- **Course Creation:** Designed for professionals to understand the principles of effective and efficient creation of learning materials and how to subject this within an organisational context. This can be either or both, an organisational accreditation or individual certification (depending on the level of the course).
- **Fostering Safety Culture:** This course equips participants with the essential tools and insights to actively contribute to and establish a safety-oriented culture within their organisation, emphasising the importance of safety voice activation, addressing interpersonal challenges, and fostering psychological safety to improve team performance and resilience within the organisation.
- **Management System Design & Implementation:** This course enables the organisation to understand the factors that are considered when implementing and maintaining an effective management system. The course will highlight risk



management, compliance monitoring, quality and security and is designed to allow an organisation to be equipped and ready for management system accreditation.

Subsequently, the T-C-Alliance offer individual certification and organisational accreditation based on the above criteria that are separately and annually audited for competency and compliance.

## 5. ANNEX 1: T-C-ALLIANCE CATALOGUE OF SERVICES

Service Category & Title
<p>Core service Categories underpinned by ESG include;</p> <ol style="list-style-type: none"> <li>1. Airline &amp; Airport Operations</li> <li>2. Human Capital Management</li> <li>3. Innovation &amp; Future Technologies</li> <li>4. Organisational Management &amp; Development</li> <li>5. Regulatory Advisors</li> <li>6. Safety &amp; Wellbeing</li> </ol> <p>The below services are further sub-categorised</p>
Airport Operational Management
Advanced Airport Operations
Airport Audits
Airport Collaborative Decision Making
Airport Financial Modelling
Airport Operations (Landside – Airside)
Airports & Tourism
Aviation Regulations & Understanding Annex 14
Baggage Handling Systems
Compliance Monitoring
Conducting Airside Inspections
Data Analysis
Data Analysis of Aircraft Performance
Flight Planning & Slot Management
Fundamentals of Airline Marketing
Fundamentals of Route Development
Human Factors in Airport Operations
Investors Audits
Leading Operational Duty Teams
Master Plan Audit

Threat Image Projection
<b>Airside Operational Management</b>
Accident Site Hazard Awareness
Airside Data Analysis
Airside Safety & Driving Standards
Airside Safety & SMS
Compliance Monitoring
Conducting Inspections & Safety Checks
Human Factors in Airside Operations
Marshalling & Follow-Me Services
Master Plan Audit
Wildlife Hazard Management
<b>Customer Service</b>
Airport Emergency Response Awareness
Customer Services
DGR essentials
Human Factors in Customer Service
Introduction to Security Culture
Passenger Travel Document Check
Your role in Safety Management Systems
<b>Ramp Services</b>
Aircraft Marshalling
Airport Emergency Response Awareness
Airport Ramp Services
Basic Airside Safety
DGR essentials
Ground Support Equipment
Human Factors on the Ramp
Your role in Safety Management Systems
<b>Regulatory Compliance Specific</b>
Crew Resource Management
Electrical Wiring Interconnect Systems
ETOPS
Fuel Tank Safety

Human Factors
Part 145
Part 21
Part CAMO
Peer to Peer Support
Root cause analysis
<b>Non-Regulatory Compliance</b>
Computer Literacy
Dispute Resolution
Introduction to Air Traffic Management
Just Culture in Aviation Safety
On-Boarding post Recruitment
Personal Development
Train the Trainer
<b>Operational Management</b>
Aircraft Acquisition and Financing
Aircraft Maintenance Programme
Airline Financial Modelling
Aviation Meteorology
Business Intelligence and Analytics
Business Modelling & Support
Compliance Monitoring
Continuous Airworthiness of Type Design
Data Analysis
Data Analysis of Aircraft Performance
Digital Marketing and Web Development
Dispatch Resource Management
Fleet & Market Segmentation Management
Flight Planning & Slot Management
Flight Planning Basics
Flight Time Limitations & Crew Rostering
Fuel Management
Human Factors in Aircraft Design
Leadership Growth
Management Development
Procurement

Route Development and Growth Plans
Safety Risk Assessment and Risk Based Oversight
Understanding Aviation Finance
Winter Operations
<b>Operational Safety</b>
Accident Investigations
Aircraft Maintenance Programme
Airworthiness
Compliance Monitoring
Continuous Airworthiness of Type Design
Critical Friend Resources
Data Analysis of Aircraft Performance
Diversity and Inclusion Principles
Emergency Response Management
Fatigue Risk Management
Human Factors in Aircraft Design
International Safety
Master Plan Audit
Operations Human Factors
Operations Safety Management System
Recruitment Opportunities
Regulations
Safety Auditing
Safety Investigator Training
<b>Safety Management Systems</b>
Advanced SMS Including MS And SMS Assessment
Bowties
Compliance Monitoring
Data Analysis
Design, review & publication
Human Factors toolkit
Organizational safety culture
Safety Investigations and Root Cause Analysis
Safety Risk Management
SMS Oversight Techniques for All Aviation Areas
SMS Overview for Managers and Safety Leadership

SMS Principles and Application (Basic SMS)
SMS through Mind mapping
State Safety Programmes
<b>Well-Being</b>
Career support & Coaching
Humanitarian Support
Mental Health & Well-Being Awareness (MHWBA)
MHWBA Considerations for C-Suite
MHWBA for Operational Management
MHWBA How to create an internal program
Peer Support & Well-being programs
<b>Hazard &amp; Effect Management Processes</b>
Airport Emergency Response Plan
Emergency Response

Error Management
Fire & Rescue
Hazard Identification
Risk Assessment Necessities
Risk Management Strategies
Compliance Monitoring
Safety Risk Assessment and Risk Based Oversight
<b>People Development &amp; Technical Development</b>
Change Management
Communications Fundamentals
Critical Friend Resources
Diversity and Inclusion Principles
Human Resource Management
Leadership Growth
Learning & Development Systems & Management
Management Development
Mentoring programs
Negotiations
Peer to peer support
Performance Management
Preparation of Request for Proposals (RfP)

Recruitment Services
<b>Legal &amp; Regulatory Advice</b>
Aerodrome Certification
Aircraft Acquisition and Financing
Airline Commercial Requirements
Airline Financial Modelling
Airworthiness & Compliance
Aviation Insurance & Leasing
Civil Aviation & Commercial Requirements Law
Civil Aviation Regulations & Aviation Law
Compliance Monitoring
Conflict resolution
International Aviation Law
Investors Audits
Pre-Trial Advice and Consultation
State Safety Programs
Understanding Aviation Accounting & Finance
<b>Certification - In Accordance To ISO 27001 - Under Our Own Brand TCA</b>
Individual Certification for Training (Learning And Development) Facilitation
Individual Certification for Course Creation
Organisational Certification for Course Creation
Organisational Certification for Quality Training Management