



World-leading partnership sets the standard in high stakes aviation assessment and licensing

CAA International (CAAi) was established in April 2007 as a wholly owned technical assistance arm of the UK Civil Aviation Authority (UK CAA).

CAAi provides access to the UK CAA's wealth of expertise and experience, achieved through more than 50 years of regulatory responsibility for the UK aviation sector, which is the third largest aviation market globally, to help raise aviation standards worldwide.

CAAi's trusted partnership with Aspeq, which now spans more than 10 years, is key to CAAi's strategic objectives which align with the purpose of the UK CAA.

The world of aviation assessment and licensing has changed dramatically over the last 10 years, moving away from paper-based exams to an increasingly electronic regulatory system. Aspeq and CAAi have developed an electronic service together that ranks amongst the best in the world.

In the beginning

In 2012 CAAi appointed Aspeq as a global technology partner to transition the Civil Aviation Authority of Malaysia (CAAM) from a paper-based exam system to electronic exams. CAAi's Head of International Operations, Matt Margesson, says in a sector where safety and trust are paramount, choosing the right partner was vital.

"We have a huge responsibility for examination and licensing of personnel entering the aviation industry. Our clients, and their customers, expect the highest quality and Aspeq absolutely meets those exacting standards," said Matt.

“We share a great deal of common ground and are like-minded organisations putting the customer at the heart of everything we do. The success with CAAM’s transition became a catalyst for a wider and sustained partnership together.”

The partnership also led to UK CAA transitioning to electronic examination and licensing systems develop and provided by Aspeq.

World-leading expertise and approach

Together, CAAi and Aspeq have developed e-Licensing Management and e-Examination solutions to help National Aviation Authorities (NAAs) improve existing aviation assessment systems and overall aviation standards.

Clients value the seamless integration of systems that forms the foundation of the electronic services.

“We start by working together to understand exactly what our client’s needs are – how mature are the corporate systems, what do their processes look like and how can we best apply our deep knowledge of technology and aviation?” said Matt.

The next step is to shape the interface with the regulator around the national and international regulatory obligations and clarify the technical aspects of delivery. That is integrated with the client’s ecosystem, also considering language and culture differences.

“Aspeq’s technology is world-class and highly adaptable to meet different client needs. But we both agree the face-to-face interaction is equally important, to ensure full compliance and to tell the story, from beginning to end, so everyone is crystal clear about what we will achieve and how we’ll get there.”



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Matt Margesson
Head of International Operations, CAAi



True Partnership

Matt says one of the reasons the partnership with Aspeq has been so successful is the ability to talk openly about the good and the bad.

“COVID-19 and EU Exit brought huge challenges to the aviation sector and our own organisations. We supported each other through that, and with EU Exit, Aspeq’s development team created critical systems changes to meet significant regulatory changes. Their attention to detail and commitment to quality has been phenomenal.”

They understand our systems well and make sound recommendations about how to apply effective change to support us.”

The two organisations operate under a strict governance structure with quarterly Agreement Management Board meetings.

“We’re both very clear about who is responsible for what – we oversee all regulatory matters and Aspeq leads the technology. We don’t compete with each other; we work together to deliver the highest standards for our clients.”



Electronic e-Examination and e-Licensing solutions

A **globally respected service** delivering electronic examination and licensing solutions for National Aviation Authorities (NAAs) needing to issue professional licenses and ratings, but lacking the resources or expertise to develop exam questions, testing or licensing systems.

e-Examinations include full management of question banks, online solutions covering registration to results, and secure exam delivery.

e-Licensing provides a complete electronic solution for managing aviation personnel licenses, from application submission to producing a license.

Services also include advisory, training, and capacity and capability building.

CAAI and Aspeq provide aviation e-Examination and e-Licensing services to:



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| 1 UK CAA | 2 Pakistan CAA | 3 CAA Nepal |
| 4 CAA Bangladesh | 5 CAA Thailand | 6 Hong Kong Civil Aviation Department |
| 7 CAA Malaysia | 8 DCA Brunei Darussalam | 9 Maldives CAA |

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