

ROYAL GOVERNMENT OF BHUTAN
MINISTRY OF INFRASTRUCTURE AND TRANSPORT



TRAINING MANUAL

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Air Accident Investigation Unit



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Foreword

This investigation training manual is an internal document of the Air Accident Investigation Unit (AAIU). It contains policies relating to the training of AAIU investigators for the purpose of guiding the professional development of the AAIU.

The training manual contains a general training requirement for the AAIU investigators including the training programmes as per the ICAO guidance documents. The training manual also highlights general training plan for investigators and guidance on the competency assessment of the AAIU investigators.

This manual is not regulatory in nature and is not a binding statement of policy. The manual is also not all inclusive. Deviation from the guidance offered in this manual will at times be necessary to meet the specific needs of an investigation.

The manual will be revised when necessary and the inspectors of accidents and AAIU officers are encouraged to contribute ideas for improving the contents of this manual.

Karma Wangchuk
(Secretary)

Ministry of Infrastructure and Transport
Royal Government of Bhutan



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CHAPTER 1 – MANUAL ADMINISTRATION

The purpose of this chapter is to provide guidance for the availability of this manual, compliance with this manual, ownership and maintenance of this manual.

1.1. Availability

The latest version of this manual is available in the Air Accident Investigation Unit's office in hard copy and on Ministry's website.

1.2. Compliance with this manual

Each assigned user must comply with policies and procedures provided in this manual.

Should the user identify any policy or procedure that might not be consistent with the Investigation Authority's requirements, that information should immediately be communicated to IIC.

Following the policies and procedures of this manual will ensure compliance with the Regulation.

1.3. Ownership

This manual is considered a property of the Air Accident Investigation Unit (AAIU) and must be relinquished to AAIU in the event of the user's retirement, termination, and transfer or contract termination.

1.4. Manual Amendment

The content of this manual is managed and updated by the Air Accident Investigation Unit and is the express property of the Royal Government of Bhutan.

The AAIU employee accomplishing any duties that are covered by the policy and procedure of this manual must accomplish them in accordance with these policies and procedures.

The AAIU is responsible for the content of this manual and has the authority to revise it as and when necessary.

Any modification of text will be noted in the Record of Revision.



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Note: Any employee that finds it necessary to depart from/ with the policies /procedures of this manual in order to properly accomplish the task must report this occurrence to the AAIU in writing.

1.5. Editing Conventions

The following editing conventions apply to the use of certain specific terminology within the text:

Gender: In this manual the male or female gender may be used in a generic sense to designate both sexes.

Will, Shall and Must: The words “Will” “Shall” and “Must” are used in imperative sense to state the requirement to accomplish the act prescribed. Compliance is mandatory.

May: The word “May” is used in a permissive sense to state authority or permission to do an act. Compliance is not mandatory.

Includes: The word “includes” means “includes but not limited to...”

Refer to: Where further discussion or reference is suggested, the notation “Refer to...” directs the reader to material located in another paragraph, chapter or manual. In these cases, the referenced location should be specific as to manual and paragraph.

Regulation: Where used in this manual, this acronym will be an abbreviation for the State AAIU Regulation.



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CHAPTER 2 – TRAINING POLICY

2.1. Introduction

The Air Accident Investigation Unit's objective in investigation training is to support the Ministry in discharging the obligation of the Kingdom of Bhutan in meeting the requirements of ICAO annex 13. The training policy ensures that the investigation authority have access to sufficient number of qualified and competent personnel to effectively carry out investigations into aircraft accidents and incidents in line with ICAO Annex 13.

The Minister, through the AAIU commits to training all the AAIU's investigators.

The scope of the AAIU's training will encompass all aviation investigation – related areas and focus on its investigator's knowledge and experience in investigation of all aviation related occurrences.

2.2. AAIU – Develop training activities

The AAIU will develop its own training guidelines and course syllabi to ensure that the investigators receive appropriate levels of training that will enable them to perform efficiently in any of the roles assigned to them by the AAIU.

Cooperation and partnership agreements shall be decided upon by the AAIU and pursued when it is determined that the training activity fulfils the following criteria:

- Fully complies with the AAIU's requirement and policies;
- Helps to achieve the objectives of the AAIU's investigation training programme;
- Complements existing training activities.

2.3. Financial Aspects

The following financing models shall be applicable to training and recognition of training activities undertaken by the AAIU:

Technical assistance, where the financing of the activities is from the Government/Regular Programme and/or voluntary funds;

Partner development trainings, where the activities are financed by the donors and those funds; and cost-recovery activities, where partial or full cost could be recovered from activities.



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2.4. Applicability

The AAIU's training policy is applicable to all aircraft accident/incident investigation training activities provided by training organizations that are members of the training organizations issuing a certificate of completion or a certificate of achievement.

2.5. Training Records

The training records are required for all investigators and they are to be kept in respective individual staff's files. The records are to be kept by the AAIU in the "Training Records" file along with the training certificates and achievements.

2.6. Roles and responsibilities related to training

The Secretary, Ministry of Infrastructure and Transport (MoIT), has the overall responsibility for the training of the AAIU investigators.

2.7. Qualification of Investigators

- (1) The new recruit accident investigators should have a minimum qualification of university degree in aviation and other technical fields (e.g., aeronautical, mechanical, electronic, electrical, telecommunications, aircraft maintenance engineering or equivalent professional qualifications) from a recognized university. Investigators with practical experience in flight operations, airworthiness, air traffic management or aviation related managements are preferred.
- (2) When seconded personnel from other aviation authorities are assigned to the accident investigation, they shall declare conflict of interest and shall be relieved from their regular duties for the duration of the investigation.
- (3) The aircraft accident investigators shall be appropriately trained to undertake various responsibilities as an accident investigator, group leader, investigator-in-charge, accredited representative, adviser, or expert/specialist as per the training guidelines developed in-line with the ICAO Doc 10206 (Manual on Aircraft Accident and Incident Investigation Training).



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2.8. Investigator Responsibilities

As an aircraft accident/incident investigator, he/she will perform the following duties:

- Conduct investigations into aircraft accidents and incidents involving civil aircraft registered by the Bhutan Civil Aviation Authority (BCAA);
- Developing regulations and manuals consistent with the ICAO annex 13 and other related guidance documents;
- Reviewing of existing regulations and manuals and notifying differences to the ICAO;
- Plan and prepare for ICAO USOAP audits;
- Notification of aircraft accidents/incidents to relevant stakeholders;
- Gathering and documenting factual information, data and evidences from the accident site;
- Conducting crew and survival/witness interview;
- Arranging for crew and passenger toxicological and medical examinations;
- Handling of human remains and arrangement for autopsy examinations if required;
- Arranging for press release and news media;
- Recovering FDR/CVR/QAR;
- Arrangement for testing of samples and components, teardown examinations, reading out of recorders etc.;
- Carry out the roles and responsibilities as an accredited representative, advisor or expert appointed for foreign investigations;
- Analysis of factual information and relevant data;
- Drafting of investigation reports;
- Researching and developing safety recommendations, and corrective actions;
- Briefing industry stakeholders and the public of the facts and circumstances of an accident/incident;
- Assistance to victim's family and NOK.



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CHAPTER 3 – TRAINING PROGRAMME

3.1. Training Requirements

Training of investigators is an important element in ensuring that the AAIU discharges effectively its investigation duties. The need for training arises from the following:

- Bringing newly recruited investigators to the necessary standard;
- Replacing the expertise lost through the retirement of more experienced investigators;
- Keeping abreast of technological developments as aircraft become more complex;
- Meeting new challenges posed by the increasing complexity of the aviation industry (e.g., pressure from the media and the public).

The training programme aims to train its investigators to acquire the following abilities and knowledge:

- An understanding of aircraft operations and the relevant technical areas of aviation;
- Knowledge of aircraft accident investigation techniques;
- Ability to manage the various aspects of an investigation;
- Ability to appreciate the depth of investigation that is necessary in order to fulfil the investigation obligation and requirements;
- Ability to obtain and manage the relevant technical assistance and resources required to support the investigation;
- Ability to collect, document and preserve evidence;
- Ability to identify and analyse pertinent evidence in order to determine the causes and make safety recommendations;
- Ability to write reports in a succinct, clear, unambiguous and well organised manner;
- Safety precaution at site of occurrence.



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Each training syllabus includes:

- Initial training and indoctrination;
- Basic Accident Investigation training;
- On-the-job training (OJT);
- Specialized /Advanced training courses;
- Recurrent training.

A recurrent training shall be taken every two years.

Methods of training

- In-house indoctrination training;
- On-the-job training;
- Formal courses;
- Participation in crash exercises;
- Attachment to overseas investigation;
- Attendance of safety and investigation conferences, seminars, workshops, including ICAO events;
- Reading material (including investigation reports);
- In-house discussions/debriefings.

ICAO Doc 10206

ICAO Doc 10206 provides guidance to Aircraft Accident Investigator training. Aircraft accident investigators require different levels of experience, knowledge and training according to the particular role to which they are assigned. Aircraft accident investigators should receive training commensurate with their responsibilities as an accident investigator, group leader, investigator-in-charge, accredited representative, adviser or expert/specialist. The training guidelines and course syllabi should be planned in such a way that the investigators receive appropriate levels of training that will enable them to perform efficiently in any of the roles assigned to them by the AAIU.



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3.2. Training Guidelines

The AAIU has developed the training guidelines in-line with the ICAO Doc 10206, “Manual on Aircraft Accident and Incident Investigation Training” as a reference. Training of an investigator involves several phases. These phases include initial training, on-the-job training, basic accident investigation courses and advanced accident investigation courses supplemented by specialized courses.

Phase 1 – Initial Training

The aim of the initial training is to familiarise new investigators with the investigation legislation and the relevant aviation legislation. The initial training or indoctrination will include the following subjects:

Bhutan Legislation

- Civil Aviation Act of Bhutan
- Bhutan Air Navigation Regulations -2021
- Bhutan Air Navigation Regulations – Investigation of Accidents and Incidents 2024

ICAO documentation

- ICAO Annex 13;
- ICAO Annex 19;
- Manual of Aircraft Accident and Incident Investigation (Doc 9756) Part I, II, III and IV;
- Manual of Aircraft Accident and Incident Investigation Policies and Procedures (Doc 9962);
- Accident/Incident Reporting (ADREP) Manual (Doc 9156);
- Safety Management Manual (Doc 9859);
- Accident Prevention Manual (Doc 9422)
- Human Factors Training Manual (Doc 9683)
- Manual of Civil Aviation Medicine (Doc 8984)



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The AAIU

- Organisation of the AAIU;
- Role of Ministry of Infrastructure and Transport;
- Role and responsibility as a member of the accident team, group leader, investigator-in-charge, accredited representative, advisor or expert/specialist;
- AAIU Investigation Handbook;
- Ethics, conduct and professionalism.

International cooperation

- Foreign investigation authorities;
- MOUs with foreign investigation authorities;
- Assistance available from foreign investigation authorities.

Initial response and investigation action

- Call-up of investigators upon activation;
- Notification of foreign authorities and organizations;
- Accident site management and coordination with Airport emergency services, Police, SAR team etc. (e.g., on site security, post-crash fire protection);
- Securing of records, recordings and samples;
- Interview of aviation personnel involved and witness;
- Medical examination of aviation personnel involved;
- Handling of human remains, request for autopsy, etc.;
- AAIU's authorization to remove wreckage;
- Arrangement for testing of samples and components, teardown examinations, reading out of recorders, etc.;
- Arrangement for underwater wreckage recovery;
- Organisation of accredited representatives and their advisors into the AAIU investigation team and investigation groups;
- Command and control of the investigation team and investigation groups;



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Phase 2 – On-the-Job Training (OJT)

Following the initial training, the AAIU shall provide on-the-job training for new investigators. During this second phase, the new investigator will practice the procedures and tasks covered in the initial training, and gain familiarity with investigation techniques.

The new investigators will be tasked to support the experienced investigators in a new or on-going investigations. They will be tasked to assist the experienced investigators in the notification of foreign authorities, research and collection of factual information, interviews, supervision of tests, recording of observations, transcription of CVR recordings, organisation of logistics, drafting of reports, etc. They will also be asked to contribute their opinions.

Familiarisation visits to the industry and conduct on-the-job trainings with the experienced investigators with foreign MoU and other states.

Phase 3 – Basic Accident Investigation Courses

After completing the initial familiarization training, the aircraft accident investigator who is under training should attend a basic accident investigation course as soon as is practicable, preferably within the first year of training. The basic training course shall be provided by a recognized institution or aviation academy in-country or outside the country. A basic course is expected to cover as many of the following subjects as possible:

- ICAO Annex 13;
- Accident/incident notification procedures;
- Investigation techniques/management;
- Investigator's equipment and protective clothing;
- Accident site control, management and safety;
- Protection and recording of evidence;
- Initial action at accident site;
- Information gathering techniques;
- Communication and recording media;
- Witness interview techniques;
- Recorders;
- Protection of investigation records;
- Examination of relevant maintenance documents;
- Fires and explosion;
- Crashworthiness and survival aspects;
- Aerodynamics and aircraft performance;
- Structures, systems and power plants;
- Modes of failure of materials and aircraft systems;
- Rotary wing aircraft;
- Remotely piloted aircraft system (RPAS);
- Organizational and management information;
- Human factors, aviation medicine and pathology;



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- Determination of flight crew's suitability for the flight;
- Methods of analyzing factual information;
- Report writing methodology;
- News media and public relations;
- Underwater wreckage recovery;
- NOK/Family assistance;
- State safety programme (SSP);
- Main functions of CAA;
- Safety management systems (SMS);
- Accident prevention measures including occurrences classification, categorization, and database and preventive actions.

Phase 4 – Advanced Accident Investigation Course and Additional Training

As a trained investigator gains experience, he should be enrolled for an advanced accident investigation course where he can update his knowledge of the basic techniques and increase his knowledge in special areas relevant to accident investigations.

Investigators may be called upon to investigate accidents involving a variety of aircraft types. It is impracticable to train an investigator on each of the aircraft types that he may encounter. Nevertheless, investigators should have a basic knowledge of most of the major air transport aircraft types that are operated in their State. It is therefore recommended that investigators attend aircraft type courses on the most common aircraft types used by the airlines in their State.

Other additional training can be obtained by attending conferences and seminars conducted by aircraft accident investigation organizations; by reading related material such as aircraft accident circulars and aircraft accident reports issued by other States; and by exposure to major investigations as observers on site in other States.

To prepare the investigators for the responsibilities of group leader or investigator-in-charge of a major investigation, the AAIU will send investigators to attend advanced courses. In an advanced course, the topics in the basic course are expected to be reviewed with greater depth added to selected topics. Such topics may include the following:

- Relations with the media;
- Cataloguing a large number of fragments of wreckage;
- Issues related to family/NOK assistance;
- Emergency planning and interfacing with emergency response agencies;
- Liaison with the law enforcement authorities in accidents involving unlawful interference;
- Management of a large accident site for security, safety and protection of the personnel;



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Other topics in an advanced course which are of interest to the AAIU include:

- Techniques used to investigate accident damaged systems that involve specialized technologies such as glass cockpit, fly-by-wire systems, GPS, and enhanced ground proximity warning systems (EGPWS);
- Reconstruction of evidence recorded in damaged solid-state recorders;
- The use of virtual video presentations in large structural reconstructions of wreckage; and;
- The use of computer simulations and programmes for flight simulators to recreate aspects of the aircraft's flight path which are of interest to the investigation.

Phase 5 – Periodic Accident Investigation Course

After completing basic accident investigation course, the investigator must continue their training through periodic courses, the structure is the basic course in biased manner and whose subjects can be combined according to the internal diagnosis conducted by the organization through quality control processes in the investigations and/or deficiencies identified through various methods such as assessments, interviews with investigators etc.

Specialized Courses

The AAIU will also send investigators to attend specialty/short courses to augment their skills and knowledge in order to meet the needs of a particular area of accident investigation. Specialty topics that interest the AAIU include:

- Helicopter accident investigation;
- Gas turbine engine accident investigation;
- Aircraft performance investigation;
- Aircraft structure investigation;
- Electronic systems investigation;
- Fire and explosion investigation;
- Air traffic control accident investigation;
- Human factors investigation;
- Cabin safety;
- Crew/Cabin resource management;
- Photography for investigators;
- Aircraft type courses;
- Non-destructive testing;
- Composite materials;
- Dangerous goods;
- Media relations;
- Aviation safety management;
- Safety decision making;



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- Ramp safety;
- Maintenance safety;
- Data analysis techniques;
- Aircraft accident litigation cases;
- Use of information technology to help enhance the efficiency and effectiveness in the conduct of investigations and report writing;

3.3. Training Plan for Investigators

A general training plan for AAIU investigators shall be as follows:

Sl. No.	Courses	Types of training required		
		Initial Basic course	OJT	Recurrent
1	ICAO Annex 13	√		√
2	Accident notification procedures	√		
3	Aircraft accident investigation techniques	√		√
4	Aircraft accident investigation management	√		√
5	Investigator's equipment and protective clothing	√	√	
6	Accident site control and safety	√	√	
7	Protection and recording of evidence	√	√	
8	Initial action at accident site	√	√	
9	Information gathering techniques	√		
10	Witness interview techniques	√		
11	Recorders	√	√	√
12	Examination of relevant maintenance documents	√	√	
13	Fires and explosion	√		
14	Crashworthiness and survival aspects	√		
15	Aerodynamics and aircraft performance	√		√
16	Structures, systems and powerplants	√		√



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17	Rotary wing aircraft	√		√
18	Modes of failures of material and aircraft systems	√		
19	Organizational and management information	√		
20	Human factors, aviation medicine and pathology	√		√
21	Determination of flight crew's suitability for the flight	√		
22	Methods of analyzing factual information	√	√	√
23	Report writing	√	√	
24	News media and public relations	√		
25	Underwater wreckage recovery	√		
26	NOK/Family assistance	√		
27	USOAP-CMA online framework	√	√	
28	Safety Management System (SMS)	√		√
29	State Safety Programme (SSP)	√		√



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CHAPTER 4 – COMPETENCY OF INVESTIGATORS

Due to increasing complexity of the aviation industry, the Air Accident Investigation Unit (AAIU) shall ensure that all accident investigators are adequately trained and are competent enough to carry out various responsibilities including investigator-in-charge, group leader and as an accredited representative. A general competency of an investigator is assessed using the following template:

Note: A: Fully understand the subject and related documents and demonstrate high level of knowledge and experience of the subject. B: Document read entirely and conversant with subject. C: Document browsed through at least once and aware of subject and know where to find information.

Sl. No.	Areas of Competency - General	Desired Competency Level (A/B/C)
1	ICAO annex 13	A
2	ICAO Doc 9756 - Manual of Aircraft Accident and Incident Investigation (Part I to IV)	A
3	ICAO Doc 9962 - Manual of Aircraft Accident and Incident Investigation Policies and Procedures	B
4	ICAO Doc 9156 - Accident/Incident Reporting (ADREP) Manual	B
5	ICAO Doc 9859 – Safety Management Manual	B
6	ICAO Doc 9683 - Human Factors Training Manual	B
7	ICAO Doc 8984 - Manual of Civil Aviation Medicine	C
8	Civil Aviation Act of Bhutan	A
9	BANRs-2021	A
10	Bhutan Air Navigation Regulations – Investigation of Accidents and Incidents 2024	A
11	AAIU Handbook	A
12	BCAA Enforcement Manual	C
13	USOAP-CMA online framework	A
14	Safety Management System (SMS)	A
15	State Safety Programme (SSP)	A



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Sl. No.	Areas of Competency – Investigation Procedures	Desired Competency Level (A/B/C)
1	Accident/Incident notification procedures	A
2	Accident site management and security	A
3	Investigator's equipment and protective clothing	A
4	Conduct of crew/passenger/witness interviews	A
5	Medical examination of aviation personnel involved	A
6	Collection and documentation of evidence and data	A
7	Identify and analyse pertinent evidence	A
8	Arrangement for testing of samples and components, teardown examinations, reading out of recorders etc.	A
9	Role and responsibility as an investigation team member, group leader, investigator-in-charge, accredited representative, advisor or expert/specialist.	A
10	Briefing to media and press release	A
11	Assistance to affected family/NOK	A
12	Drafting of reports	A
13	Formulation of safety recommendations and following up on the corrective actions taken	A
14	UAS investigations	B

Sl. No.	Areas of Competency – International Cooperation	Desired Competency Level (A/B/C)
1	Foreign investigation authorities	B
2	MOUs with foreign investigation authorities	A
3	Assistance available from foreign investigation authorities	A



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CHAPTER 5 – MANAGEMENT OF TRAINING RECORDS

5.1. Record Keeping Policies

It is crucial that an accurate training record of every investigator is maintained by the AAIU. Each investigator shall maintain training records along with their proof of completion such as certificates and OJT records. The training record shall be maintained until he/she retires from the AAIU and should be kept even after their retirement for future requirements. The training record can be maintained as a hard copy file or in a software program.

5.2. Training Records

The investigation staff training records shall be kept in individual staff files in the AAIU office. It is the responsibility of every staff to ensure that the copy of the training record along with a training certificate is forwarded to the AAIU for filing in the “Training Records” file.

Employee Training Record

Name: _____ EID: _____
 Position Title: _____ Position Level: _____
 Section: _____

Sl. No.	Name of training	Type of training (Basic/Specialized/Advanced /OJT/Recurrent)	Place	Date	Duration

I acknowledge that the above training record has been given to me for filing.

Employee’s Signature	Date	Supervisor’s Signature	Date



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For a new investigator, the AAIU will assign an investigator to conduct/coordinate the initial indoctrination training. As there is no certificate for such training, the recording of the completion of the training will require the trainer and trainee signing on the relevant notes. On completion of the indoctrination training, the training coordinator shall submit the notes to the AAIU for filing in the “Training Records” file. A typical format for such notes is shown below:

Sl. No.	Briefing conducted	Date and Duration	Name of Trainer	Trainee's Signature/Date	Trainer's Signature/Date	Trainer's Remark
1	ICAO Documentation					
2	Bhutan Legislation					
3	AAIU Organization					
4	International Cooperation					
5	AAIU Preparedness					
6	Initial Response and Investigation Action					

Sl. No.	Follow-up Training	Date and Duration of Follow-up Training with Trainer	Nature of Follow-up Training (e.g., reading, discussion)	Trainee's Signature/Date	Trainer's Signature/Date	Trainer's Remark
1	ICAO Documentation					
2	Bhutan Legislation					
3	AAIU Organisation					
4	International Cooperation					
5	AAIU Preparedness					
6	Initial Response and Investigation Action					