

Modern economics requires availability of a wide range of qualified staff, certified by the organizations being independent from the education system. In the situation of competition the firm (enterprise) personnel should be trained well enough and the team should be built well enough to ensure the required quality of production (services) of the organization in such a market situation when the consumer's requirements and his/her expectations are being raised gradually. To ensure all the above, there is an information needed on the personnel ability to work efficiently enough, as well as whether (s)he meets the selected organization strategy; whether the personnel is able to change to meet the requests set by the competition environment; whether (s)he accepts changes positively. When they employ anyone, they employ not only a skilful professional but a person with his/her own character, inclinations, habits and fortune.

An international experience of enterprises provides evidence for the fact that no less than 20% of their general expenses is allocated for their personnel training and certification. Personnel certification provides an opportunity to the staff to provide documentary evidence by an independent organization of their skill level and the level of their workmanship in a current situation, and that will enhance their chances for employment or opportunities for their job promotion and mobility at the labour market.

One of the important directions in the area of quality management of aeronautical engineering (AE) is the enterprises' willingness to introduce the International and European standards. It assists greatly in advancing the internal organization of production, the AE industrial processes as well as processes of its servicing and renewal, and, as a result, it makes a positive impact on aircrafts (AC) safety and on the indicators of the enterprise's economic activities.

In the ISO 9001-2001, JAR-145, Standards requirements of Aircraft Guidance of the Inter-State Aviation Committee and European 'Procedures on certification of aircrafts and other aeronautic engineering outputs and components', there have been general methodological guidelines formulated on the quality management system (QMS) for AC production and servicing. The relevant chapters are devoted to practical issues of introducing the process approach to the AC quality management and to the personnel certification. The legal framework of the AC quality management system includes legal acts, documents enacted by the authority regulating the civil aviation activities, standards, branch procedure manuals, technological guidelines, technical conditions etc.

The novelty of approaches to QMS establishing is in orientation of managing the enterprise activities on satisfying the consumer's requests to the outputs quality, applying the process approach in managing the activities related to quality assurance, creating the conditions for regular improving of outputs and advancing the QMS.

Personnel engaged into functional areas having impact on quality, plays the central role in quality system implementation. Whatever modern the quality systems would be, there always a human standing beside them with his wishes and unwillingness, ability or inability to work efficiently. New conditions of the quality system functioning require sufficient changes in training personnel while considering new social-psychological interests.

It's necessary to remember that quality management is, in the first instance, management of human resources and their activities. Therefore, there should be a certain personnel management system existing at the enterprise which should foresee the process of evaluation of a worker's performance of his/her duties – i.e., certification. While obtaining the certificate on competence, the specialist is the subject to technical observance by the certification authority according to the order of implementing the control over the certified personnel. The certificate availability proves that the specialist meets the qualification requirements (there is certain knowledge, abilities and skills). At the same time, while certification there a necessity occurs to evaluate the correspondence of the specialist with the character of a job performed. It is advisable to explore availability of personality accentuations. A German psychologist and psychiatrist Karl Leonhard developed and described classification of the personality accentuations where he has identified the following ten main types of accentuations: demonstrative; pedantic; hyperthymic; dysthymic, cyclothymic;

ecstatic; sticking; excitable; anxious; emotive. The personality traits are divided into the core and additional ones. The core personality traits are the heart of the personality; they identify its development and mental health. Each of us has own identity image, i.e., some traits are accentuated. It's necessary to state that classification of personality accentuations is a classification of not pathologies but extreme variants of a norm. While having a successful development, accentuated persons can have much more creative potential than those non-accentuated – there is only a need to direct it into the right channel.

Description of the personality accentuations with the recommendations re: where they will be of the most of their use is provided in the manual prepared by us for the National Aviation University 'Certification of personnel'. As the experience of conducting activities on non-destroying control evidences, the specialists with a certain level of qualification according to the requirements of DSTU No 473 or EN 4179, tend to have two opposite motivation tendencies – striving for success (achievement motive) and longing to avoid failures (motive to avoid). Information about the personality motives allows during the process of professional-psychological certification making prognosis re: person's activity at a certain workplace. Diagnostics and evaluation of the achievement motive are of particular importance here. When some people have prevalence of striving for success, for high outcomes in making conclusions re: quality of a controlled object, the others have longing to avoid failures or mistakes while making decisions on control outcomes.

A personality's own assessment of his/her chances for success has a sufficient impact on his/her motivation to professional activities. The more a person believes in success, the more efforts (s)he tends to put into achieving the goal set. Assessment by the personnel of their own abilities can be the subject for exploration in the interviewing process. Successes which they had in the past form the faith in their own strengths, in their own efficiency. Failures in the past destroy one's faith. Subjective value of success defines the motivation for achievement (longing for success). The fact of how intensive a person will work in a specific area directly corresponds with the meaning that a personality puts into achievements in non-destroying control and technical diagnostics. While certification, there is a need to identify additionally how the job applicant imagines his/her activities at a new job placement or while controlling new components, details and joints; what kind of success (s)he might achieve; what personality meaning this success carries for him/her, what is the value of it for him/her etc. Content analysis of the personality language (oral or written one) is quite an efficient one. In a person's language there are judgments, expressions identified which evidence the availability of a person's motive for success achievement. Thus, availability of the achievement motivation can be evidenced by positively formulated statements which do not express any apprehensions or uncertainty re: possibility to achieve the goal, and, on the contrary, there is a longing for a success expressed ('I would like', 'I plan', 'I strive for' etc). Based on the certification outcomes, human resources management services at the enterprise conduct staff recruitment and its development by means of developing the incoming information – job descriptions, qualification requirements and system of criteria which ensure personnel adaptation. Besides, they ensure personnel development (professional training, re-training, advancing qualification to ensure functions of the above organization, coordination and control, job promotions) with development of methodological recommendations on the above process practical realization.

Assessment of outcomes of specialists' professional activities is made for a certain period of time, according to the developed methodology of generalized outcomes assessment and managerial decisions on the outcomes obtained, and the mechanism for selecting candidates for the reserve to promote and to advance their professional qualification along with the conditions of the core and extra remuneration of labour.

Advancing qualification of the certified personnel at present conditions became an objectively necessary element for production activities, and it is considered to be not as a wish but as a required form of the above activities. The specialist's unwillingness to advance his/her qualification is considered to be an industrial discipline violation, with all the relevant consequences.

As there is a current tendency of increase in the national economics development speed, and the level of awareness has been enhanced amongst enterprises managers re: the important impact which the level of professionalism of the specialists on non-destroying control has on the above, there is an increase in their professional training observed at present. To ensure it, according to the order of the Ministry of Labour and the Ministry of Education of 26.03.2001 No 127/151, there have been recommendations developed re: the mechanism of stimulating enterprises personnel in order to strengthen its interest in on-going advancing

its skills and knowledge. There were recommendations developed re: creating and functioning of regional associations of enterprises of different forms of ownership on the issues of professional training of staff at enterprises, with arranging professional training at their working places, according to the recommendation which has been adopted by the General Conference of the International Labour Organization. In the latter there is a cooperation foreseen, in case of necessity, with the International Labour Office on providing personnel with the opportunities for training and gaining experience which they are not able to receive at home, or business trips of qualified experts from one state to other to assist in education organization, obtaining text books, exchange of qualified personnel and information on training issues.

Personified training of staff on non-destructing control and technical diagnostics ensure advancing its competence, development of knowledge on methods and means used while operating.

The competence module directly depends on the content of works under way. The competence shortcomings become clear after the audit of intellectual luggage, i.e., the knowledge audit. This becomes the basis for conclusions on the specialist's competence shortcomings on specific kinds or methods of control, theoretic knowledge or practice skills.

Decisions on how to fill in the competence gaps can be found via training – both personified and general one – for all the personnel on dimensions, control and tests. While doing this, they come out of the fact that the specialists' training and the personnel stability is an essential principle.