

Annex
of the order N 524-L of the Chair of
Civil Aviation Committee of RA
Dated 24 October, 2023

REPUBLIC OF ARMENIA
CIVIL AVIATION COMMITTEE



Approved Training
Organization Certification Manual

Second Edition-2024

CAC RA	Approved Training Organization Certification Manual	Date: 24.10.2023	
	Foreword	General	Rev: 01

FOREWORD

This Approved Training Organization Certification Manual (ATO CM) provides guidance for the certification, continued surveillance and changes in the scope of the approval of Approved Training Organizations (ATOs) offering advanced training for Aviation Personnel Licenses specified in ICAO Annex 1. Where organizations are not located within Armenia (Foreign ATO's), additional requirements for validation are outlined in this document.

Though ideally ATO functions should relate to approved training for the issuance of Annex 1 license or rating, however due to paucity of adequate training centers, ATO's will be allowed to undertake all type of trainings defined in ATO manual.

The purpose of this ATO CM is to explain the administrative and operational procedures involved, for the issue and changes in the scope of an ATO Certificate and to indicate the requirements to be met by an applicant for such a Certificate. Every application is considered on its merits. It is expected that the applicant of an ATO Certificate will be benefited by this ATO CM as it explains the procedures involved so that the process would be independent and transparent.

As a prerequisite to the approval process, this organization will have demonstrated that it is staffed, equipped, financially resourced and operated in a manner conducive to achieving the required standards.

The certification team of CAC is responsible for conducting the required evaluations to ensure the applicant's capability of meeting the actual and potential obligations in establishing and continuing to maintain safe, efficient and effective training programs, prior to issuance of the ATO Certificate. Hence, all Inspectors and employees involved in the certification process of the issuance of an ATO Certificate, shall be guided by the requirements stipulated in this manual.

The expectations are that approved training organizations will continuously refine their policies and procedures to ensure that their quality system is resilient to change and remains focused on achieving excellence.

On compliance of the requirements by the applicant and after evaluation by CAC, the applicant would be issued a permit, setting forth the operational authorization and limitations to carry out the specified aviation training. These training activities must be clearly defined in the permission.

Subsequent to the issuance of an ATO Certificate, CAC would continue to monitor the operations by a systematic procedure of surveillance and inspections.

Many topics of ATO CM are used for guidance for ATO applicants and ATO's itself. ATO CM is published in CAC official website (www.gdca.am) for that purposes.

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GLOSSARY OF ABBREVIATIONS

ICAO – International Civil Aviation Organization

CAC - Civil Aviation Committee of the Republic of Armenia

ATO – Approved Training Organization

DTO - Declared Training Organization

ATOCM - Approved Training Organization Certification Manual

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DEFINITIONS

1. **“Aviation Personnel”** means:

1.1. Flight and crew members

1.2. Aircraft maintenance specialist

1.3. Flight Dispatcher

1.4. Air traffic controller

1.5. CAC staff

1.6. Civil Aviation managerial personnel

2. **“Competency”** means a combination of skills, knowledge and attitudes required to perform a task to the prescribed standard.

3. **‘Competency-Based Training (CBT) and Assessment’:** means a training and assessment process that is characterized by a performance orientation, emphasis on standards of performance and their measurement, and the development of training to the specified performance standards.

4. **‘Compliance’:** means the state of meeting those imperatives mandated through regulation.

5. **‘Conformity’:** means the state of meeting established criteria, standards, specifications, and required outcomes.

6. **‘Curriculum design’:** means those activities involved in organizing, clustering, sequencing and otherwise structuring the elements of instruction (objectives, lessons, evaluations, etc.) into an orderly flow of learning experiences to facilitate trainee performance.

7. **‘Evidence-Based Training And Checking’:** means the implementation of realistic training objectives and effective checking processes that are arrived at following a detailed analysis of operational evidence, which clearly points towards systemic training deficiencies.

8. **‘Quality Assurance (QA)’** means the planned and systematic actions necessary to provide adequate confidence that all training activities satisfy given standards and requirements,

9. **‘Quality Management’** means a management approach focused on the means to achieve the desired quality of a product and/or service through the use of its four key components: quality planning; quality control; quality assurance; and, quality improvement.

10. **‘Quality Manual’** means the document containing the relevant policies, processes and procedures pertaining to the approved training organization’s Quality System.

11. **‘Quality System (QS)’** means an organizational construct complete with documented policies, processes, procedures, and resources that underpins a commitment to achieve excellence in product and service delivery through the implementation of best practices in quality management.

12. **'Training Objective'**: means a clear statement that is comprised of three parts, i.e. the desired performance or what the trainee is expected to be able to do at the end of training (or at the end of particular stages of training), the performance standard that must be attained to confirm the trainee's level of competence, and the conditions under which the trainee will demonstrate competence.

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CHAPTER 1

INTRODUCTION

1.1. GENERAL

1.1.1. This ATOCM is issued under provisions of the ICAO Annexes N 1 and N 19, ICAO doc 9841, as well as the orders N 3-N, dated 11.02.2022, N 8-N, dated 08.07.2022 of the Minister of the Territorial Administration and Infrastructure of the Republic of Armenia and EU regulation N 2015/340, dated 20.02.2015, and lays down the procedure and requirements for issue of an Approved Training Organization Certificate for imparting aviation training for the issue of licenses, associated ratings, type ratings and recurrent and upgrade training to aviation personnel defined by the order N 2-N of the chair of the Civil Aviation Committee of the Republic of Armenia, dated 22.08.2022, as well as to the managerial staff of the aviation industry.

1.2. APPLICABILITY AND SCOPE

1.2.1. Provisions of this ATOCM are applicable to a training organizations for approval by CAC to deliver specific approved training programs to aviation personnel for licensing and other purposes defined in this ATOCM. As a prerequisite to the approval process, this organization will have demonstrated that it is staffed, equipped, financially resourced and operated in a manner conducive to achieving the required standards. Its approved programs may from time to time take advantage of the reduced experience requirements provided for in both Annex 1 and the applicable national regulations for certain licenses and ratings.

1.2.2. Chair of CAC on being satisfied with the infrastructure and quality assurance program, may at its discretion give ATOs, so desiring, the additional responsibility of conducting examinations on behalf of itself.

1.3. APPLICABLE RULES AND REQUIREMENTS

1.3.1. In discharge of its responsibilities for regulating and ensuring safety of aircraft operations, detailed rules, regulations and procedures are laid down under the provisions of the orders N 3-N, dated 11.02.2022, N 8-N, dated 08.07.2022 of the Minister of the Territorial Administration and Infrastructure of the Republic of Armenia and EU regulation N 2015/340, dated 20.02.2015.

1.3.2. The main responsibility for the safe conduct of the operations and for compliance with the laws, rules, regulations and directions issued from time to time is that of the ATO. These laws and regulations cannot in themselves provide the ATO with comprehensive and detailed instructions on which to base his operations. The ATO should, therefore, develop his own detailed operating procedures necessary for safety, regularity and efficiency of operations within the frame work of the laws, rules, regulations, and directions

issued by legislation from time to time.

1.3.3. This document contains supplemental guidance material and information for the benefit of organizations seeking approval from the Civil Aviation Committee of the Republic of Armenia (CAC). It is intended to serve two purposes: to help organizations ensure that an application made for ATO Certificate will satisfy the CAA requirements and that the applicable minimum standards have been met and thereafter will continue to be met; and also to specify the acceptable means of compliance for all aspects of the operation of an ATO approved by the CAC.

1.3.4. No ATO or individual is permitted to conduct any type of training related to aviation without specific approval granted by the CAC. The initial issue of an ATO Certificate in respect of an ATO, organization or individual who proposes to conduct any type of aviation related training must be authorized by CAC.

1.3.5. Maintenance organizations in Armenia, that are to be contracted with for the maintenance of the approved training organization's aircraft or training devices (as applicable), must be approved by the CAC in accordance with applicable regulations.

1.4. PURPOSE OF ATO CERTIFICATE

1.4.1. The purpose of an ATO Certificate is to certify that specified aviation training activities are authorized by CAC and are to be conducted in compliance with applicable regulations and rules.

1.4.2. The CAC is authorized to limit, suspend and terminate an approval issued by him, if one or more of the conditions stipulated therein is breached or not maintained to the same level as demonstrated at the initial certification in accordance with the established procedure.

1.4.3. Prior to issuing an ATO Certificate, the CAC needs to be satisfied that the ATO conforms to all the requirements of relevant rules, requirements and associated guidance published in the official gazette (www.arlis.am) or by the CAC and in that:

1.4.4. The ATO shall meet the appropriate training standards and is equipped with all essential infrastructure in accordance with the applicable Civil Aviation Requirements published in the official gazette (www.arlis.am) or by the CAC, for safe, secure, efficient and effective conduct of aviation training;

1.4.5. The organizational structure, staffing and administrative facilities in the areas such as operations, maintenance and/or all other associated areas of the ATO is appropriate and the nominees for the Designated Post Holders have adequate experience and required qualifications and are acceptable to and approved by the CAC;

1.4.6. Detailed procedures, techniques and guidance are included in Operator's Manuals giving specific instructions / information as to how the ATO's personnel are required to carry out their duties and functions and such manuals shall receive approval from the CAC.

1.4.7. All required training, checking programs, Personnel's, training infrastructure including training/ checking facilities (local, in-house outsource and abroad) simulators and any other type of training

devices have the approval of CAC, where applicable;

1.4.8. Facilities and ancillary services required for the proposed training activities have been organized to ensure safe, secure, efficient and regular operation;

1.4.9. An effective safety management systems is in place (applicable only to those ATO engaged in aircraft training);

1.4.10. Installations, equipment and staff facilities associated with flying, ground and simulator training or other type of training devices are adequate for the proposed training;

1.4.11. Maintenance arrangements for the aircraft and flight simulation devices are adequate.

1.4.12. Any other element identified as a requirement during the certification process is in place and is sufficient to ensure the conduct of proposed aviation training.

1.5. ATO CERTIFICATE

1.5.1. The issuance of an ATO Certificate for a training organization and the continued validity of the certification shall depend upon the training organization being in compliance with the requirements of ATOCM.

1.5.2. The Certificate shall contain at least the following:

1.5.3. organization's name and location;

1.5.4. date of issue;

1.5.5. Terms of approval including specifics of the authorizations for conduct of various aviation training courses including type rating courses, refresher training courses and ground training courses as applicable.

1.5.6. The ATO Certificate shall be prominently displayed at the ATO facility for the public to view the ATO certificate.

1.6. APPLICATION FOR ATO CERTIFICATE.

1.6.2. The application for the issue of an ATO Certificate must be prepared in accordance with the requirements prescribed in the order N 2-N of the chair of the Civil Aviation Committee of the Republic of Armenia, dated 22.08.2022.

1.7. CONTINUED COMPLIANCE

1.7.1. Once certified, the ATO is responsible for the continued compliance with the initial conditions of certification and applicable legislative requirements and CAC's requirements promulgated from time to time. The CAC will maintain regular surveillance on the ATO's activities to ensure continued compliance, in addition to conducting formal and detailed audits where the ATO's actual operations are checked against approved procedures in the ATO's documents.

1.8. LIMITATION, SUSPENSION OR REVOCATION OF ATO CERTIFICATE

1.8.1. Failure on the part of the ATO to comply with the applicable requirements may result in either the imposing of limitation, suspension or revocation of the ATO Certificate.

1.8.2. The ATO should note that in the event of a limitation, suspension or revocation of an Approval, it needs to be recertified, with a process as determined by the CAC.

1.8.3. The ATO should note that even if an enforcement action was not taken by the CAC, and training is conducted in breach of a condition or conditions of the ATO Certificate, such training are construed to be unauthorized and the ATO is liable for enforcement action by the CAC, on detection of such occurrences even belatedly.

1.9. APPROVAL OF FOREIGN ATO

1.9.1. There may be a need for the CAC to approve foreign ATO located outside the national territory. This may arise due to cost consideration or non-availability of local ATO within the country to support certain type of specialized aviation training locally.

1.9.2. There is no difference between the approval of training organization based abroad and those based in country. The principles and procedures that are described for ATO are also fully applicable to foreign ATO.

1.9.3. This approach is efficient subject to CAC fully understand the conditions and the regulatory basis of the original approval and may lead to the establishment of supplementary conditions. Inspections by CAC in a foreign aviation training institution may not be carried out if that institution, training program or training device is approved by the aviation authority of the country of registration or the training program of the given institution is approved by the aviation authority of the country of registration or an international organization of which the Republic of Armenia is a member.

1.10. APPROVAL OF TRAINING DEVICES

1.10.1. With the rapid improvements in technology, an increasing number of simulation training and other type of training devices for training licensed personnel within the aviation industry are entering the marketplace. Some training programmes even use webbased simulation to such an extent that full accreditation for successful programme completion is achieved without the trainees ever having to leave their normal place of work or, in some cases, their residence.

1.10.2. Each training device that is intended for training, testing or checking in an approved training programme and for which credit is being sought needs to be made available to the applicable CAC, prior to initial use, for determination of its suitability.

1.10.3. In addition to meeting the obligations of national regulations, the ATO should implement at least the following for all training devices:

a) a routine maintenance programme to ensure that the training devices continue to function properly

and, when applicable, continue to accurately replicate any component, system or equipment for which training, checking or testing credits are being sought; and

b) a record-keeping process for each training device to be established and maintained, which accurately records the device's use and lists any discrepancies with respect to its functionality or intended performance characteristics that may impact training.

1.10.4. Criteria for the qualification and training suitability of flight simulation training devices that replicate aeroplanes and helicopters are detailed in the Manual of Criteria for the Qualification of Flight Simulation Training Devices (Doc 9625).

1.10.5. ICAO has not published qualification criteria for simulation training devices other than flight simulation training devices. Consequently, CAC has the responsibility to establish criteria for the determination of the suitability of a simulation training device, which is not covered by the guidance of Doc 9625, for any approved training programme. For that, CAC would consider the training tasks proposed to be conducted utilizing the device the related credit sought and the capability of the device to achieve the desired training outcome.

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CHAPTER 2

APPROVAL PROCESS

2.1. APPROVAL PROCESS

2.1.1. The certification process requires the CAC to ascertain through a systematic process whether or not a prospective applicant has both the required ability and resources to comply with the applicable legislative requirements and to fulfill the applicant's actual and potential obligations for operation of safe, secure, efficient and regular air transport services as proposed. This process involves four distinct phases as stated below:

2.1.1.1. Formal Application Phase

2.1.1.2. Document Evaluation Phase

2.1.1.3. Inspection Phase

2.1.1.4. Certification Phase

2.1.2. It is the CAC's experience that considerable resources and effort are required to prepare an initial application for certification to conduct integrated courses of training, particularly in relation to the development of the required documentation. Equally, the review of such material is both demanding of staff effort within the CAC and must take its place beside other work undertaken. In other words it is not given special priority against other tasks. Therefore, organizations should make realistic assumptions from the outset as to how long it will take to obtain approval, and are strongly recommended to inform the CAC of their intentions to start an ATO at an early stage of planning.

2.2. FORMAL APPLICATION PHASE

2.2.1. During this phase, the applicant is required to submit the completed application to the CAC together with the state tax established by law and relevant documents to support the intended operation. The CAC will then make a formal assessment of the completeness of the applicant's proposal and invite the applicant for a meeting where the details relating to the certification process would be formally discussed.

Note: The applicant submits an application in paper form to the following address: Republic of Armenia, city Yerevan, 0042, "Zvartnots" International Airport, building of the Civil Aviation Committee, and electronically to the Committee's official e-mail address: gdca@gdca.am.

2.2.2. The applicant should submit the formal application to the CAC at least 60 working days prior to the proposed commencement date of the training activities in case of initial certification.

2.2.3. The CAC must be given at least 10 working days prior notice of a proposed change of a nominated post holder of the training organization such as the Head of Training, Chief Flying Instructor, the Chief Ground Instructor and the Director / Head of Maintenance or Chief of Safety. In the event that an

organization cannot give prior notice change of nominated post holder(s) should be brought to CAC's notice immediately and appointment can be confirmed only after approval from CAC.

2.2.4. The formal application must be signed by the Accountable manager of the organization. An accompanying letter shall include the full name and address of the applicant, registration number and contact numbers for the applicant's agent or coordinator. The letter must contain particulars of the proposed operations / training including details of desired training areas.

2.2.5. In order to obtain a certificate, the applicant shall submit an application to the CAC. For each aviation specialties described in N 2-N order a separate application should be completed and submitted to CAC:

- 1) Flight and cabin crew and dispatcher training organization - **Appendix 1**,
- 2) Aircraft maintenance training organization - **Appendix 2**,
- 3) Air traffic controller training organization - **Appendix 3**.

2.3. DOCUMENTATION REQUIRED FOR THE FORMAL APPLICATION PHASE

2.3.1. General:

2.3.1.1. A copy of the certificate of ownership of the buildings or structures or the lease agreement for the applicant to carry out activities.

2.3.1.2. Information on management personnel (Form 4) - Appendix 4.

2.3.1.3. ATO manual including Training and Procedures Manual (as described in Chapter 4 of ATOCM) and Quality Assurance Manual (as described in Chapter 5 of ATOCM).

2.3.1.4. Training programs (paper or electronic, including electronically certified (LMS)).

Note.-Training programs should satisfy the costumer's demand and approved by CAC. Training program can be changed in accordance with CAC requirements or with the costumer's demand in compliance with acting regulations.

2.3.1.5. Reference materials in compliance with the applicable requirements of CAC.

2.3.1.6. Information on qualified and competent specialists in accordance with the training programs attaching the necessary certificates, licenses, qualifications or qualification marks of these specialists,

2.3.1.7. Information on software and technical maintenance means, equipment and other facilities used for educational or training courses and certificates of such equipment or a copy of the lease agreement,

2.3.1.8. the date of application.

2.3.2. For Flight and cabin crew and dispatcher training organizations:

2.3.2.1. date of intended commencement of activity;

2.3.2.2. personal details and qualifications of the head of training (HT), the flight instructor(s), flight simulation training instructors and the theoretical knowledge instructor(s);

2.3.2.3. name(s) and address(es) of the aerodromes(s) and/or operating site(s) at which the training is to be conducted;

2.3.2.4. list of aircraft to be operated for training, including their group, class or type, registration, owners and category of the certificate of airworthiness, if applicable

2.3.2.5. list of flight simulation training devices (FSTDs) that the training organization intends to use, if applicable;

2.3.2.6. the type of training that the training organization wishes to provide and the corresponding training program; and

2.3.2.7. For flight test training organizations. Notwithstanding 2.3.2.3 and 2.3.2.4, training organizations providing flight test training shall only need to provide:

(1) the name(s) and address(es) of the main aerodromes and/or operating site(s) at which the training is to be conducted; and

(2) a list of the types or categories of aircraft to be used for flight test training.

2.3.3. For aircraft maintenance training organizations;

2.3.3.1. the address of the organization requiring the approval or change to the approval;

2.3.3.2. the intended scope of approval or change to the scope of approval;

2.3.3.3. Maintenance Training Organization Exposition (MTOE)

2.3.3.4. the name and signature of the accountable manager;

2.3.4. For air traffic controller training organizations:

2.3.4.1. the address(es) of the place(s) of operation (including, where relevant, the list of ATC units) if different from the applicant's address

2.3.4.2. the names and contact details of:

2.3.4.2.1. the accountable manager;

2.3.4.2.2. the head of the training organization, if different from point (2.6.4.3.1)

2.3.4.2.3. the person(s) nominated by the training organization as the focal point(s) for communication with the competent authority.

2.3.4.3. date of intended start of activity or change;

2.3.4.4. a list of types of training to be provided and at least one training course from each type of training that is intended to be provided;

2.3.4.5. the declaration of compliance with the applicable requirements shall be signed by the accountable manager, stating the training organisation's compliance with the requirements at all times;

2.3.4.6. the management system processes; and

2.3.5. Other manuals to be submitted with the formal application

2.3.5.1. Operations Manual (individual manuals and items listed below form part of the operations manual, separate operations manual is mandatory for operators conducting aircraft training) if applicable,

2.3.5.1.1. Airplane Flight Manual/Aircraft Operating Manual/Flight Crew Operating Manual or Operating Handbook (for aircraft less than AUW 5700kg),

- 2.3.5.1.2. MEL (ATO with aircraft),
- 2.3.5.1.3. CDL (ATO with Aircraft),
- 2.3.5.1.4. Aircraft Performance Manual,
- 2.3.5.1.5. Aircraft Procedure checklist (for ATO with aircraft),
- 2.3.5.1.6. Safety and Emergency Procedures Manual (Survival Techniques),
- 2.3.5.1.7. MMEL,
- 2.3.5.1.8. Flight Safety Manual (for ATO with aircraft),
- 2.3.5.1.9. Safety Management Systems Manual including a description of the flight safety documents system (for ATO with aircraft),
- 2.3.5.1.10. Security Manual (for ATO with aircraft).

2.4. ATO CERTIFICATION SCHEDULE OF EVENTS

2.4.1. This is a written statement to be provided by the applicant containing a list of items, documents, manuals, activities, aircraft, and/or facility acquisition or procurements which the applicant must accomplish or make ready, including the dates on which they will be submitted to the CAC for certification or will be ready for the CAC inspection. The Schedule of Events shall be pre-coordinated with the Project Manager of PEL division in charge of the certification process.

2.4.2. It is important that the schedule be realistic and contains sufficient flexibility to allow for unforeseen contingencies. A factor which must be considered when the schedule of events is forwarded is whether the CAC has operations and airworthiness inspectors already trained on the proposed aircraft type and if not, how long will it take to train them. If the CAC does not have sufficient number of already trained and qualified inspectors on the type of aircraft to be operated, the applicant will be required to absorb the cost of type specific training for at least two operations inspectors and two airworthiness inspectors and any other officer of CAC as specified.

2.4.3. The list shall include, but is not limited to, the following and the dates at which they will take place:

- 2.4.3.1. Instructors training,
- 2.4.3.2. Maintenance and ground handling,
- 2.4.3.3. When all facilities will be ready for CAC inspection,
- 2.4.3.4. When ATO, flight simulator and aircraft will be ready for inspection,
- 2.4.3.5. C of R & C of A requirements,
- 2.4.3.6. Aviation Security Training (for ATOs conducting aircraft based training),
- 2.4.3.7. CAC Inspector Training (if required and based on type of aircraft flown),
- 2.4.3.8. When training demonstration flights will begin (for ATO's conducting aircraft based training),
- 2.4.3.9. When proposed training operations will begin,

2.4.3.10. The CAC will approve only courses prepared and delivered in the English language and in some circumstances permitted by CAC in Armenian (explanatory part, all the rest maintaining terminology should be delivered in English). All course material including any documentation or records required shall be in English. Training Organizations shall ensure that students for whom English as a second language have a comprehensive understanding of spoken and written English before admitting them to a course which should be mentioned in ATO Training Manual.

2.5. COMPLIANCE STATEMENT

2.5.1. The Compliance Statement refers to the requirements of this Manual and the applicable requirements of CAC applicable to the type of operation the applicant is proposing. The applicant must provide a brief, narrative description or a reference to a specific section of the applicant's manual or other document which describes how each applicable regulation will be complied with. This compliance statement must be signed by the Accountable Manager and or the Head of Training. The compliance statement must be submitted with all required manuals at the beginning of the formal application phase of certification.

2.5.2. Statement of compliance is a declaration by an applicant that the applicant is aware of and has a plan that is approved by CAC to satisfy all pertinent regulations and applicable safety standards promulgated by the CAC. The applicant is required to provide a brief narrative, describing the intended method of compliance, which shall be achieved against each item of the regulatory requirements. The format of the compliance statement to be completed by an applicant along with the application.

2.5.3. Where the ATO does not or cannot comply with the normal requirements and seeks a concession in lieu, the Compliance Statement should reflect that a particular concession has been sought. Under these conditions, approval of the Compliance Statement is contingent on approval of each requested concession.

2.6. DOCUMENT EVALUATION PHASE

2.6.1. During this phase, the CAC will undertake a detailed study of the applicant's manuals and other documents, which accompanied the formal application. The documentation must be complete, accurate, current and up-to-date to satisfy the CAC's requirements before the inspection phase can commence. In case of defects or inaccuracies in the application and attached documents or they are incomplete, the Applicant is informed about it in paper or electronic form within 3 working days after the application is entered in the Committee, offering to eliminate or supplement them within 5 working days after receiving the notification.

2.6.2. There could be series of discussions between the CAC and the nominated post holders of the applicant at this stage in regard to establishing the validity/ acceptability of the applicant's proposals.

2.6.3. It should be noted that the documents shall reflect precisely the mode and manner in which

the applicant intends conducting the proposed operations and once approved, they shall form a part of the understanding between the CAC and the ATO in regard to future functioning of the ATO.

2.6.4. If the application and attached documents are complete, the CAC will review the documents within 30 working days, assess their compliance with the applicable requirements.

2.6.5. During the document evaluation phase, the required post holders qualifications and experience will also be evaluated by the CAC, on ensuring that they meet the eligibility requirements for their requested posts these nominated postholders will be interviewed in order to assess their knowledge, skills and attitude for the nominated position, if found suitable, approval will be granted by CAC. The next phase can only be commenced on satisfactory completion of document evaluation phase.

2.7. DEMONSTRATION AND INSPECTION PHASE

2.7.1. During this phase, the applicant needs to demonstrate to the CAC that the applicant is in a position to conduct the proposed training in accordance with the procedures detailed in the documents/manuals reviewed during the previous phase utilizing the personnel/facilities/equipment identified in the formal application. Aircraft, maintenance facilities and arrangements will be inspected where applicable. Training facilities, programs and training personnel will be evaluated. Company's organizational structure, channels of communication, delegation of powers, financial strength and sources of funding will be subjected to detailed scrutiny to ensure that the company has sufficient resources, effective arrangement and control to satisfy its obligations. This phase may reveal the need for some changes, which in turn may require the applicant to make amendments to the documents originally submitted. All elements must be satisfactorily completed before proceeding to the certification phase.

2.7.2. The applicant is required to demonstrate his ability to comply with regulations and safe operating practices before actual training can begin. The demonstrations are to prove that the applicant has an adequate organization, method of control and supervision of operations, training programs as well as ground handling and maintenance arrangement that are consistent with the nature and extent of operations specified. Staff members that require specific authorization will be assessed, and proving flights will be conducted (if applicable).

2.7.3. The applicant must satisfy the CAC that sufficient qualified personnel are employed and that such personnel are employed on a full time basis where appropriate. Amongst other requirements the applicant shall provide adequate facilities and equipment sufficient to permit the staff to carry out their duties related to the conduct of operations in compliance with regulations and manuals, and in safety.

2.8. TRAINING DEMONSTRATION (including flights, if applicable)

2.8.1. The requirements for “Training Demonstration” will depend on the size and complexity of Training Activities. The number of demonstrations will be solely at the discretion of the CAC and ATOs are advised that demonstration flights may be extended to ensure training competency is achieved in all areas.

2.8.2. These demonstration flights (if applicable) shall normally be without students and be a representative example of a lesson (selected by the CAC) that will be taught as part of the approved course offerings. In addition to the demonstration flights, the CAC will observe ground, flight and synthetic flight instruction including preflight briefing, actual flight and post flight debriefing and records. The CAC reserves the right to observe instruction being given both in the air and on the ground.

NOTE: Training demonstration flights are applicable to ATO conducting flying training on aircraft. For other ATOs, demonstration of simulator training will be undertaken. The next phase will only be commenced on successful completion of the demonstration and evaluation process.

2.9. CERTIFICATION PHASE

2.9.1. When all the previous phases have been satisfactorily completed, the CAC will issue the ATO Certificate and the associated authorizations for Training Courses without time limitation.

2.9.2. The certification phase begins when the CAC takes the necessary administrative action to actually issue an ATO Certificate with associated Training Specifications. If the inspection phase is unsatisfactory, no further action will be taken until the deficiencies are rectified. The approval requirements of this phase are also checked during the renewal of an ATO Certificate and its associated Training Specifications.

2.9.3. Before the issuance of the ATO Certificate, the CAC certification team will complete the necessary form of checklist for Formal Application and Documentation Evaluation phases (Appendix 5) as a result of the work conducted during the previous phases. All Forms are required to be completed fully and all associated items are to be assessed and satisfied by the CAC prior to any form of certification being given.

2.9.4. An ATO Certificate once issued is not transferable. An application must be made for a new certificate to be issued if there is going to be a change in circumstances, for example, where an ATO changes its name or ownership or enters into an arrangement to move a certificate to another ATO. The CAC PEL division shall be notified at the earliest possible opportunity if such a change is going to take place, in order that advice can be given on what needs to be done to facilitate the issue of a new certificate as expeditiously as possible.

2.9.5. Inspectors of each discipline are further guided by the requirements described in this ATO manual for the issuance of an ATO Certificate, and will use Inspection Checklists given in the Appendix 6 of this ATOCM manual for any additional requirement, when conducting Inspections for the above purpose.

2.9.6. The CAC, if satisfied beyond any doubt that the applicant is capable of meeting the requirements rules made there under for training, an ATO Certificate will be issued.

2.10. RESPONSIBILITY OF AN ATO

2.10.1. A major objective of the ATO Certificate approval process is to ensure that an applicant for an ATO Certificate is fully aware and has clearly understood at the very outset about the actual and potential obligations arising out of the proposed operations (especially the legal & social responsibilities) and the financial commitments required to sustain the proposed operations in conformity with the published civil aviation requirements.

2.10.2. Accordingly, an ATO Certificate will not be issued until CAC is fully convinced and satisfied beyond any doubt that all requirements for issue of the Certificate have been complied with, prior to commencement of the proposed operations and that the ATO has both the required aptitude and resources to maintain proposed services without compromising any of the initial conditions of certification.

2.10.3. It is imperative that an applicant after receiving the formal authorization for training through an ATO Certificate and associated Training Specifications, inform the CAC of arrangements in place in order to conform to the regulatory requirements that would be published by the CAC.

2.10.4. It is imperative that the ATO has a defined policy on conflict of interest which should address areas of major concern like outcome of tests and checks, involvement of the evaluator in the financial aspects of the operator, influence by any airline or individual in training due to operational requirements (e.g.: passing undeserving candidates to assist with operational requirement of an operator). The policy should also address proposed action by the ATO against employees found to be violating the policy on conflict of interest.

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	Management and Staffing	Chapter 3	Rev: 01

CHAPTER 3 MANAGEMENT AND STAFFING

3.1. MANAGEMENT

3.1.1. The CAC requires that an adequate number of qualified, competent staff are to be employed and that the management structure ensures supervision of all staff by persons having the necessary experience and qualities. CAC will place particular emphasis on the qualifications and competence of all training staff in their specialization and in training techniques. All training staff must be acceptable to and approved by the CAC.

3.1.2. Each ATO should have an accountable executive and key managerial personnel. Typical key positions include:

- a) accountable executive (who may also be head of training);
- b) head of training;
- c) instructional services manager;
- d) quality manager;
- e) maintenance manager, if applicable; and
- f) safety manager, if applicable

3.1.3. ATO shall all be filled by persons who are qualified in accordance with ATOCM and relevant requirements published by CAC, and who are subsequently approved by CAC.

3.2. FINANCIAL RESOURCES

3.2.1. This section sets out the means of compliance for the CAC to be satisfied that ATOs have sufficient funding available to conduct training to the approved standards. It is an indication, on the basis of financial information provided, that the approved organization can provide sufficient facilities and qualified staff such that training can be, or can continue to be, provided in accordance with relevant CAC regulations, training requirements and standards.

3.2.2. For financial assessment CAC is focused on:

- 3.2.2.1. Capital expenditure necessary to provide the planned facilities;
- 3.2.2.2. Costs associated with running each of the courses for which certification is sought;
- 3.2.2.3. Income forecasts for the period of certification;
- 3.2.2.4. A forecast financial operating statement for the business for which certification is sought;
- 3.2.2.5. Details of any other financial trading arrangement on which the viability of the approved organization may be dependent.

3.2.3. The plan submitted in support of an application for initial certification or revalidation is to be accompanied by a Financial Statement from the applicant's bankers or auditors, which certifies that the

applicant has, or has recourse to, sufficient financial resources to meet the applicant's proposals as described in the plan to conduct CAC approved courses. An appropriately revised Financial Statement will be required whenever the applicants wish to expand their activities in addition to those described in the plan, in order to satisfy the requirements of the CAC regulations.

3.2.4. After certification has been granted, if the CAC has reason to believe that the necessary standards of compliance with CAC regulations are not being met or may not be met due to a lack or apparent lack of financial resources, the CAC may require the organization to demonstrate in a written submission that sufficient funds can and will be made available to continue to meet the terms of certification, or such modifications to it as may have been agreed with the CAC. Any such submission is to be accompanied by a further Financial Statement signed by the approved organization's bankers or auditors. The CAC may also require a Financial Statement if it appears to the CAC that operation of the approved course(s) is significantly at variance with the proposals contained in the business plan.

3.3. STAFFING

3.3.1. In all cases, CAC should expect the head of training to receive, from the ATO management team, candid and complete information on operational and quality issues. To that end, ATOs should establish separate managerial positions, directly reporting to the head of training, for the following areas of responsibility:

3.3.1.1. training or instructional services and

3.3.1.2. quality management processes.

3.3.2. The ATO is expected to provide the number of qualified and competent instructors and evaluators appropriate to the size and scope of the intended operations, who hold appropriate licenses, certificates, qualifications and ratings or authorizations as deemed necessary by CAC.

3.3.3. Instructors and evaluators will be expected to undergo initial training and recurrent training at intervals that CAC deems necessary, as well as update training relevant to the most recent technology and training methodologies appropriate to the competencies for which the students are being trained and examined.

3.3.4. The ATO is expected to ensure that sufficient trained and competent personnel are available for the continued effectiveness of its quality system.

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	ATO's Training and Procedures Manual	Chapter 4	Rev: 01

CHAPTER 4

ATO's TRAINING AND PROCEDURES MANUAL

4.1. INTRODUCTION

4.1.1. The Training and Procedures Manual describes the way organization conducts its activities. As such it is a document which is essential for the organization as it provides the management and the personnel with clear guidance on the policy of the organization as well as procedures and processes and processes which are used to provide training. It is also an essential document for CAC. During the approval process, it allows CAC to assess whether the way the organization is planning to operate is in line with the existing requirement and accepted practices. Once the training organization is functioning, a large part of the surveillance activities of CAC will be to ensure that the organization is functioning as it said it would in the Training and Procedures Manual.

4.2. GENERAL CONSIDERATION

4.2.1. It is important that the contents of the training and procedures manual be consistent with other operational documents, regulations and manufacturer's requirements. The manual should also be user-friendly. It is also necessary to ensure that the manual is used consistently across all departments within the ATO. This can be achieved through an integrated approach that recognizes operational documents as a complete system.

4.3. CONTENT

4.3.1. The content of the training and procedures manual spelled out in this Chapter, provides a detailed list which expands on the structure expected for the manual. Depending on the size and scope of training provided by the organization, some of the elements contained in this Chapter can be combined or subdivided further as determined by ATO and acceptable to CAC.

4.4. ORGANIZATION

4.4.1. The training and procedures manual should be organized according to criteria relating to the information, its importance and use. The information should be structured and sequenced so that operational personnel can access it easily. This principle will help determine whether to issue the manual as a single document or in separate parts. When the training and procedures manual is organized into separate parts, it should include a master index to help users locate information included in more than one part. The master index should be placed in the front of each part.

4.4.2. The manual should describe accurately the ATO's *philosophies, policies, processes and procedures*.

4.5. STRUCTURE

4.5.1. The structure of the manual should be easy to understand, appropriate for the information and clearly identified through headings and other formatting devices. An explanation of the organizational elements such as the headings, numbering scheme, main parts of the document and other sources of coding or groupings should be provided at the beginning of the manual.

4.5.2. Precise language should be used wherever possible. Terms for common items and actions should be consistent throughout the manual and must be clear and easily understood.

4.5.3. Writing style, terminology, formatting and use of graphics and symbols should be consistent throughout the document, including the location of specific types of information and use of units of measurement and codes.

4.5.4. The manual should contain a glossary of definitions and significant terms including a list of acronyms and/or abbreviations. The glossary should be updated on a regular basis to ensure access to the most recent terminology.

4.5.5. For ease of amendment and distribution, an appropriate revision process should be defined and established when designing the manual.

4.5.6. The training and procedures manual should comply with the requirements of the ATO's quality assurance practices.

4.6. VALIDATION

4.6.1. The training and procedures manual should be reviewed and tested under realistic conditions before its operational release. The validation process should include using the critical aspects of the information contained in the manual to verify its effectiveness. Routine interaction among groups within the ATO should be included in the validation process.

4.6.2. A final review of the manual should ensure that all required topics have been addressed with an appropriate level of detail for users. The final review should also confirm compliance with safety regulations, manufacturers' recommendations and the ATO's philosophy, policies, procedures and processes.

4.7. DEPLOYMENT AND FEEDBACK

4.7.1. The ATO should maintain and update as necessary the training and procedures manual after its initial release. This will ensure appropriate and realistic use of the manual, based on the current operational environment, in a way that is operationally relevant and appropriate for the users for whom it is intended.

4.7.2. In order to gather information for updates of the manual, a formal feedback system should be established to obtain input from principal users and others who would be affected by a new or revised policy, procedure or process.

4.8. AMENDMENT

4.8.1. The ATO should develop an effective information gathering and review system to process information obtained from all sources relevant to the organization, such as CAA, safety regulators, training clients, manufacturers and equipment vendors, as well as a distribution and revision control system.

Note.— Manufacturers provide information on the operation, handling and maintenance of specific equipment, aircraft and components thereof, which emphasizes the equipment or aircraft systems and procedures under conditions that may not fully match the requirements of the training organization. ATOs should ensure that such information meets their specific needs and those of CAC.

4.8.2. The ATO should also develop an information review, distribution and revision control system to process information resulting from changes that originate within the ATO. This includes changes to:

- 4.8.2.1. the ATO's policies, processes, procedures and practices;
- 4.8.2.2. respond to operating experience;
- 4.8.2.3. the scope of training provided;
- 4.8.2.4. the content of training programs;
- 4.8.2.5. results stemming from the installation of new equipment;
- 4.8.2.6. an approval document or certificate requested by the ATO and issued by CAC and
- 4.8.2.7. Maintain standardization of training delivery and performance criteria.

4.8.3. The manual should be reviewed in association with other operational documents that form the ATO's document control system:

- 4.8.3.1. on a regular basis (at least once a year);
- 4.8.3.2. after major events such as mergers, acquisitions, rapid growth or downsizing;
- 4.8.3.3. after technology changes, e.g. the introduction of new equipment;
- 4.8.3.4. after changes to safety regulations;
- 4.8.3.5. after changes to key operational personnel (e.g. Head of Training); and
- 4.8.3.6. after changes to the scope of training provided.

4.8.4. Permanent changes to the training and procedures manual should be communicated through a formal amendment process.

4.8.5. Distribution of amendments and revisions should have a tracking system. The tracking system should include some form of log combined with a procedure to ensure that all amendments are furnished promptly to all organizations or persons to whom the manual has been issued.

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	Quality Assurance System	Chapter 5	Rev: 01

CHAPTER 5 QUALITY ASSURANCE SYSTEM

5.1. QUALITY POLICY AND STRATEGY

5.1.1. The CAC requires that an ATO seeking certification shall establish procedures acceptable to the CAC to ensure compliance with all relevant regulatory requirements and that these procedures shall include a quality system within the ATO to readily detect any deficiencies for self-remedial action. Details of this system are outlined below.

5.1.2. The ATO shall submit for approval a Quality Manual describing the Quality System and the processes to be adopted. The ATO is required to submit to the PEL division, at least annually, and prior to the annual inspection, a copy of all audit reports and remedial action taken during the past 12 months.

5.1.3. The rationale for the requirements of quality systems is the need to establish a distinct assignment of roles between CAC and training organizations by creating an evident division between the regulatory and surveillance responsibility on the one hand, and responsibility of the training activities in itself on the other. Therefore the training organizations must establish a system whereby they can monitor their activities, be able to detect deviations from set rules and standards, take the necessary corrective actions and thus ensure compliance with CAC regulations and their own requirements.

5.1.4. A well established and functioning quality system will make it possible for the supervising CAC to perform inspections and surveillance efficiently and with a reasonable amount of resources. It is obvious and well recognized that the scope and complexity of a quality system should reflect the size and complexity of the training organization and its training activities. The objectives and the same principles apply, however, to any training organization, irrespective of size and complexity. Thus, in small and relatively small training organizations, the quality system may be quite simple and integrated in the basic organization, whereas larger organizations with more complex training activities will need to establish separate and independent quality organizations within the overall organizational set-up.

5.1.5. The accountable executive of the ATO will have the overall responsibility for the standard of quality including the frequency, format and structure of the internal management review and analysis activities and may delegate to a quality manager the responsibilities described in this Chapter. Depending on the size and scope of the ATO and the requirements of CAC, the accountable executive and quality manager may interact in different ways as illustrated in Appendix C, Figures C-1, C-2 and C-3 of ICAO doc 9841.

5.2. QUALITY MANAGER

5.2.1. The primary role of the quality manager is to verify, by monitoring activities in the field of training, that the standards as established by the ATO and any additional requirements of CAC are being

carried out properly.

5.2.2. The quality manager should be responsible for ensuring that the quality system (QS) is properly documented, implemented, maintained and continuously reviewed and improved.

5.2.3. The quality manager should:

- a) report directly to the head of training; and
- b) have unencumbered access to all parts of the ATO.

Note.— When the head of training is not the accountable executive, reporting mechanisms should be instituted to ensure that the accountable executive is aware of all issues impacting the quality of the training services being provided by the affected ATO (see Appendix C, Figure C-2 of ICAO doc 9841).

5.2.4. The quality manager should be responsible for ensuring that personnel training related to the QS is conducted.

5.3. QUALITY ASSURANCE

5.3.1. The term “quality assurance” (QA) is frequently misunderstood to mean the testing and checking of products and services. ATOs that only do checking and testing activities are merely applying “quality control” measures, which are designed to catch product and service defects but not necessarily prevent them. For example, an ATO that administers exams at the end of the training syllabus, only to discover that a large proportion of the students have failed to meet the required standard, has only identified a deficiency in expected results. The implication could be that there is a problem with the training programme or the instructor or even the student selection criteria. In this instance the ATO has no idea what the real problem is or what to do about it. Quality control, by itself, provides limited value without the suite of complementary activities that comprise QA.

5.3.2. QA, on the other hand, attempts to improve and stabilize the training process and to identify and avoid, or at least minimize, issues that lead to problems in the first place. It continuously verifies that standards are adhered to throughout the training process by introducing various checkpoints and controls. It further introduces a system of audits to ensure that documented policies, processes and procedures are consistently followed. It is the “assurance” part of quality management.

5.3.3. A QA plan for an ATO should encompass well-designed and documented policies, processes and procedures for at least the following activities:

- a) monitoring of training services and process controls;
- b) monitoring of assessment and testing methods;
- c) monitoring of personnel qualifications and training;
- d) monitoring of training devices and equipment qualification, calibration and functionality, as applicable;
- e) conduct of internal and external audits;

f) development, implementation and monitoring of corrective and preventive actions and associated reporting systems (see Section 8 of this appendix); and

g) utilize appropriate statistical analysis to identify and respond appropriately to trends.

5.3.4. An effective QA plan will aid significantly in the ATO's compliance with requirements, its conformity with the standards and the adequacy of its training activities. To take the ATO's performance to a higher level requires a structure that ensures that the combined QA effort of the employees reaches its full potential.

Note-Annex 1 requires ATOs only to establish and implement QA policies, processes and procedures acceptable to the Licensing Authority granting the approval, which ensures that training and instructional practices comply with all relevant requirements.

5.3.5. QA plans by themselves are subject to breakdowns in human performance and therefore are in need of robust organizational structures that underpin the QA efforts of individuals. It is for this reason that ATOs and States should embrace the QS governance model described in this appendix.

5.4. QUALITY SYSTEM FOR THE ATO

5.4.1. A QS is the aggregate of all the ATO's activities, plans, policies, processes, procedures, resources, incentives and infrastructure working in unison towards a total quality management approach. It requires an organizational construct complete with policies, processes, procedures and resources that underpins a commitment to achieve excellence in product and service delivery through the implementation of best practices in quality management.

5.4.2. An ATO that supports its QA plan with a well-designed, implemented and maintained QS structure should be able to easily and repeatedly achieve results that exceed both the requirements of the applicable national regulations and the expectations of the ATO's clients.

5.4.3. The basic attributes of an effective QS should include, but are not necessarily limited to:

a) a managerial structure that facilitates and encourages clear and unencumbered access to the decision makers (Appendix C provides some examples in Figures C-1, C-2 and C-3 of ICAO doc 9841);

b) an overarching company commitment to achieving excellence in the delivery of training services, rather than meeting minimum requirements;

c) quality policies, processes and procedures that are well-designed, consistently applied and subject to formalized review and refinement processes;

d) an employee training plan that instils and promotes best practices in quality management efforts;

e) an organizational risk profile and corresponding risk management plan, which together provide a comprehensive list of hazards that are tied to the ATO's activities and establish mitigating measures to effectively manage those risks which threaten the achievement of desired standards of performance; and

f) a strategic review of policies and procedures which measures the ATO's current assumptions, objectives and plans by applying a relevance test matched to evolving trends in the industry or changes

occurring within the ATO.

5.5. ORGANIZATIONAL RISK PROFILE

5.5.1. An organizational risk profile is an inventory of identified hazards and threats that present risks which are likely to prevent conformity with the required standards of performance. This “threat to quality” list is normally arrived at by first establishing a directory of those activities that routinely take place in order to deliver and administer a training programme. Once complete, the activity directory is then expanded to identify the hazards and threats associated with each individual activity. Some examples of routine activities that should be examined during this process are:

- a) selection and training of staff;
- b) training programme development, validation and review;
- c) development and maintenance of training courseware;
- d) administrative staff duties in support of the training programme, the instructors and evaluators, and the students;
- e) delivery of training;
- f) record keeping;
- g) assessment and examination processes; and
- h) client and CAC feedback.

5.5.2. The risks identified through this exercise should not be limited to just those which currently exist but should also include those potential risks that could arise from a change to existing circumstances or conditions.

5.6. RISK MANAGEMENT PLAN

5.6.1. A risk management plan is designed to mitigate the identified risks, real or potential, which were derived from the organizational risk profile exercise. The plan’s objective is not to eliminate risk so much as it is to effectively manage risk by putting in place risk controlling measures.

5.6.2. A well-developed and implemented risk management plan will substantially aid in accurately scoping out the depth and frequency of planned QA-related activities.

5.6.3. The plan should be subject to the management review process outlined in 5.4.3 f) of this Chapter.

5.6.4. The current risk management plan should be readily accessible to all employees so that it can be accurately followed and open to comment for improvement.

5.7. COHERENCE MATRIX

5.7.1. A coherence matrix, sometimes known as a correspondence matrix, is a powerful addition to

the ATO's compliance efforts. It is a detailed, tabulated document that lists all the applicable regulatory requirements imposed on the ATO. Beside each listed provision there should be at least two descriptive elements that identify:

a) the existing processes that are designed to ensure continuous compliance with that specific regulatory rule or standard; and

b) the individual managerial position responsible for the effective implementation of each process.

5.7.2. The coherence matrix should indicate the most recently completed and next intended audits designed to validate the functionality of each of the identified processes. Any recent audit findings should be listed in the matrix or referred to as being documented in a separate "register of findings".

5.7.3. The coherence matrix is developed and managed by the quality manager and is subject to the management review process outlined in 5.4.3 f) of this Chapter.

5.7.4. The current coherence matrix should be readily accessible to all employees so that it can be accurately followed and open to comment for improvement.

5.8. CORRECTIVE AND PREVENTIVE ACTION REPORTS

5.8.1. QA plans should include a well-structured reporting system to ensure that suggestions by ATO personnel for both corrective and preventive actions are recorded and promptly addressed. Paragraph 5.3.3 f) of this Chapter identifies this as a necessary component of QA.

5.8.2. After an analysis of the reports submitted, the reporting system should specify who is required to rectify a discrepancy and/or non-conformity in each particular case and the procedure to be followed if corrective action is not completed within an appropriate timescale. Just as important, the reporting system should identify who is required to investigate and act upon any report identifying measures that could prevent a non-conformity from occurring.

5.8.3. Corrective and preventive action reports should be able to be submitted anonymously, if individuals so choose, to maximize the opportunity for open and effective reporting.

Note.— Since corrective and preventive action reports, in this instance, represent suggestions for improvement in conformity levels and deal with quality issues, this reporting system and its processes should be managed by the quality manager.

5.9. QUALITY-RELATED DOCUMENTATION

5.9.1. Relevant documentation includes parts of the training and procedures manual which may be included in a separate quality manual.

5.9.2. In addition, the relevant documentation should include the following:

a) description of the ATO;

- b) quality policy and strategy;
- c) glossary;
- d) organizational risk profile;
- e) risk management plan;
- f) coherence matrix;
- g) procedures and reporting system for corrective and preventive actions;
- h) specified training standards;
- i) assignment of duties and responsibilities in relation to the QA or QS; and
- j) training procedures related to the QS to ensure regulatory compliance.

5.9.3. The QA audit program documentation should reflect:

- a) the schedule of the monitoring process;
- b) audit procedures;
- c) reporting procedures;
- d) procedures for follow-up and corrective actions;
- e) the record-keeping system; and
- f) document control.

5.10. QA AUDIT PROGRAMME

5.10.1. The QA audit programme should include all planned and systematic actions necessary to provide confidence that every training activity is being conducted in accordance with all applicable requirements, standards and procedures.

5.11. QUALITY INSPECTION

5.11.1. A quality inspection is an activity in support of QA and quality audits. The primary purpose of a quality inspection is to review a document or observe a particular event, action, etc., in order to verify whether established training procedures and requirements were followed during the conduct of the inspection and whether the required standard was achieved.

5.11.2. Examples of typical subject areas for quality inspections are:

- a) actual training sessions;
- b) maintenance, if applicable;
- c) technical standards; and
- d) training standards.

5.12. QUALITY AUDITS

5.12.1. An audit is a systematic and independent comparison between the way in which training is being conducted and the way in which it should be conducted according to the published training procedures.

5.12.2. Audits should include at least the following quality procedures and processes:

- a) a description of the scope of the audit, which should be explained to the personnel to be audited;
- b) planning and preparation;
- c) gathering and recording evidence; and
- d) analysis of the evidence.

5.12.3. The various techniques that make up an effective audit are:

- a) a review of published documents;
- b) interviews or discussions with personnel;
- c) the examination of an adequate sample of records;
- d) the witnessing of the activities which make up the training; and
- e) the preservation of documents and the recording of observations.

5.13. AUDITORS

5.13.1. The ATO should decide, depending on the complexity of the organization and the training being conducted, whether to make use of a dedicated audit team or a single auditor. In any event, the auditor or audit team should have relevant training and/or operational experience.

5.13.2. The responsibilities of the auditors should be clearly defined in the relevant documentation.

5.14. AUDITOR'S INDEPENDENCE

5.14.1. Auditors should not have any day-to-day involvement in the area of the operation or maintenance activity that is to be audited.

5.14.2. An ATO may, in addition to using the services of full-time dedicated personnel belonging to a separate quality department, undertake the monitoring of specific areas or activities through the use of part-time auditors. An ATO whose structure and size does not justify the establishment of full-time auditors may undertake the audit function using part-time personnel from within its own organization or from an external source under the terms of an agreement acceptable to CAC.

5.14.3. In all cases the ATO should develop suitable procedures to ensure that persons directly responsible for the activities to be audited are not selected as part of the auditing team. Where external auditors are used, it is essential that any external specialist has some familiarity with the type of activity conducted by the ATO.

5.14.4. The QA audit programme of the ATO should identify the persons within the organization who have the experience, responsibility and authority to:

- a) perform quality inspections and audits as part of ongoing QA;
- b) identify and record concerns or findings and the evidence necessary to substantiate such concerns or findings;
- c) initiate or recommend solutions to concerns or findings through designated reporting channels;

- d) verify the implementation of solutions within specific and reasonable timescales; and
- e) report directly to the quality manager.

5.15. AUDIT SCHEDULING

5.15.1. A QA audit programme should include a defined audit schedule and a periodic review cycle. The schedule should be flexible and allow unscheduled audits when negative trends are identified. The quality manager should schedule follow-up audits when necessary to verify that a corrective action resulting from a finding was carried out and that it is effective.

5.15.2. An ATO should establish a schedule of audits to be completed during a specific calendar period. This schedule should be influenced by the organizational risk profile and be reflected in both the risk management plan and the coherence matrix documents. As a minimum, all aspects of the training should be reviewed within a period of twelve months in accordance with the audit programme.

5.15.3. When an ATO defines the audit schedule, it should take into account significant changes to the management, organization, training or technologies, as well as changes to the standards and requirements as discussed in paragraph 5.4.3 f) of this Chapter.

5.16. MONITORING AND CORRECTIVE ACTION

5.16.1. The aim of monitoring within the QS is primarily to investigate and judge its effectiveness and thereby ensure that defined policy and training standards are continuously complied with. Monitoring and corrective action functions fall under the responsibilities of the quality manager. Monitoring activity is based upon:

- a) quality inspections;
- b) quality audits; and
- c) corrective and preventive action reports and subsequent follow-up.

5.16.2. Any non-conformity identified as a result of monitoring should be communicated by the quality manager to the manager responsible for taking corrective action or, if appropriate, to the head of training or, when circumstances warrant, to the accountable executive. Such non-conformity should be recorded for the purpose of further investigation in order to determine the cause and to enable the recommendation of an appropriate corrective action.

5.16.3. The QA audit programme should include procedures to ensure that corrective and preventive actions are developed in response to findings. Personnel implementing these procedures should monitor such actions to ensure that they have been completed and verify their effectiveness. Organizational responsibility and accountability for the implementation of corrective action resides with the department where the finding was identified. The accountable executive will have the ultimate responsibility for ensuring,

through the quality manager, that the corrective action has re-established conformity with the standard required by the ATO and any additional requirements established by CAC or the ATO.

5.16.4. As part of its QS, the ATO should identify internal and external clients and monitor their satisfaction by measurement and analysis of feedback.

5.17. CONTINUOUS IMPROVEMENT PROCESS

5.17.1. As stated in 5.2.2 of this Chapter, the quality manager should be responsible for the review and continuous improvement of the established QS's policies, processes and procedures. The following tools, on which the quality manager relies, are essential to the continuous improvement process:

- a) organizational risk profile;
- b) risk management plan;
- c) coherence matrix;
- d) corrective and preventive action reports; and
- e) inspection and audit reports.

5.17.2. These tools and processes are interrelated and help define the continuous improvement efforts of the ATO. For example, any corrective or preventive action report could identify a deficiency or an opportunity for improvement. As outlined in 5.8.2 of this Chapter, the quality manager would then be required to ensure the identified issue was addressed and corrective action effectively implemented. The same would be true if the issue was identified during an inspection or audit.

5.17.3. The effective implementation of change and the subsequent validation that the change did indeed result in the desired outcome are critical to the continuous improvement process. Simply introducing a well-meaning suggestion for improvement into the ATO without carefully managing that change could have undesirable consequences. It is therefore incumbent upon the quality manager to responsibly introduce, monitor and validate improvement efforts.

5.17.4. A simple but effective process to use in managing continuous improvement is known as the plan-do-check-act, or PDCA, approach, which is illustrated in Figure A-1 and described below:

a) **Plan.** Map out the implementation of the recommended change, identifying at least:

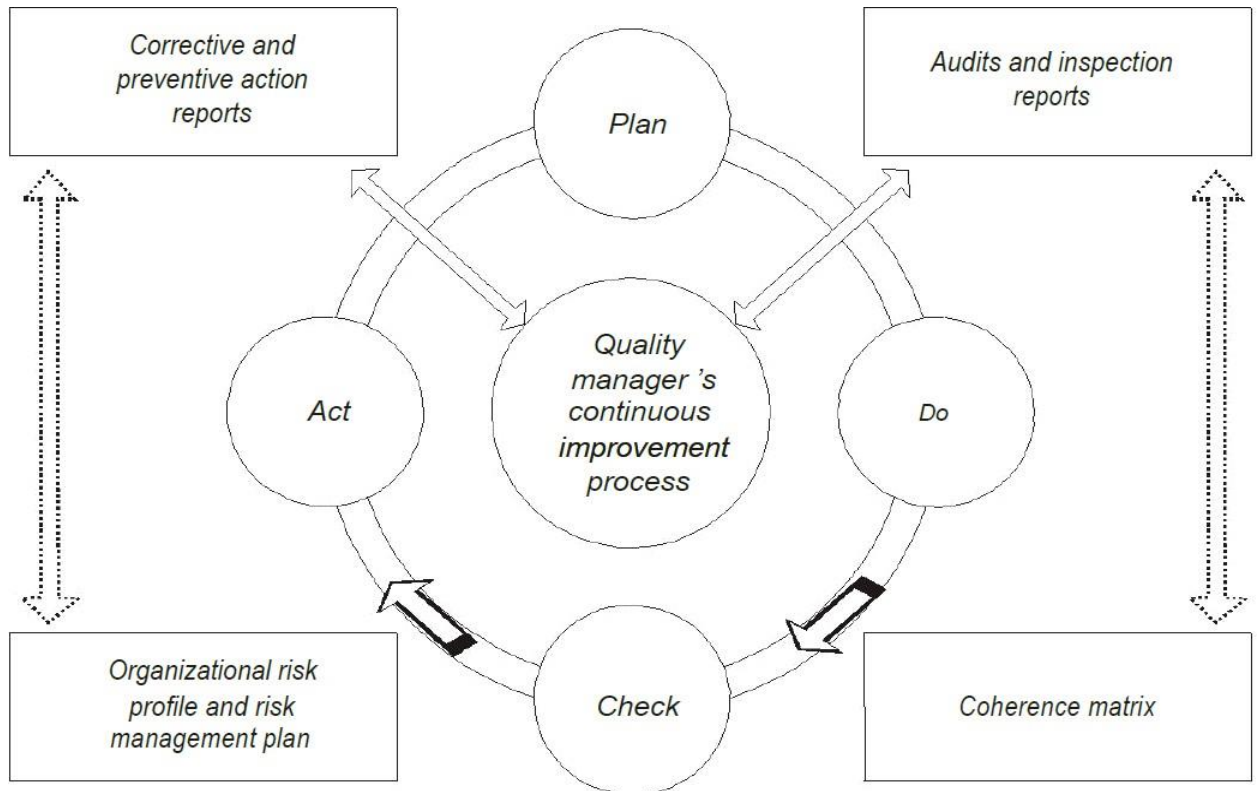
- 1) the people who will be affected by the change;
- 2) the required quality control measures necessary to mitigate risk; and
- 3) the desired outcome and its intended consequences.

b) **Do.** Execute the implementation plan once all affected groups have accepted the proposal and understand their role in ensuring its success.

c) **Check.** Apply sufficient quality control "stage" checks throughout the implementation phase to ensure any unintended deviations in the execution are identified and addressed without delay.

d) **Act.** Analyse the results and take appropriate action as necessary.

Figure A-1. The Plan – Do – Check – Act approach



5.18. MANAGEMENT REVIEW AND ANALYSIS

5.18.1. Management should accomplish a comprehensive, systematic and documented review and analysis of the QS, training policies and procedures and should consider:

- a) the results of quality inspections, audits and any other indicators;
- b) the overall effectiveness of the management organization in achieving stated objectives; and
- c) the correction of trends and, where applicable, the prevention of future non-conformities.

5.18.2. Conclusions and recommendations made as a result of the review and analysis should be submitted to the responsible manager, in writing, for action. The responsible manager should be an individual who has the authority to resolve relevant issues and take action. The head of training should decide on the frequency, format and structure of meetings for internal review and analysis, in coordination with the accountable executive, if different, because the accountable executive has the overall responsibility for the QS including the frequency, format and structure of the internal management review and analysis activities.

5.19. RECORDS

5.19.1. Accurate, complete and readily accessible records documenting the result of the QA audit programme should be maintained by the ATO. Records are essential data to enable an ATO to analyse and determine the root causes of non-conformity so that areas of non-compliance can be identified and subsequently addressed.

5.19.2. Records should be retained at least for the period that may be mandated by national requirements. In the absence of such requirements, a period of three years is recommended. The relevant records include:

- a) audit schedules;
- b) quality inspection and audit reports;
- c) responses to findings;
- d) corrective and preventive action reports;
- e) follow-up and closure reports; and
- f) management review and analysis reports.

5.20. QA RESPONSIBILITY FOR SATELLITE ATOs

5.20.1. An ATO may decide to subcontract certain training activities to external organizations subject to the approval of CAC.

5.20.2. The ultimate responsibility for the training provided by the satellite ATO always remains with the ATO. A written agreement should exist between the ATO and the satellite ATO clearly defining the training services to be provided and the level of quality to be assured. The satellite ATO's activities relevant to the agreement should be included in the ATO's QA audit programme.

5.20.3. The ATO should ensure that the satellite ATO has the necessary authorization/approval when required and commands the resources and competence to undertake the task.

5.21. QA TRAINING

5.21.1. As outlined in 5.4.3 d) of this Chapter, appropriate and thorough training is essential to optimize quality in every organization. To achieve this, the ATO should ensure that all staff members understand the objectives as laid outline the quality manual, to a level relevant to their duties, including:

- a) the concept of QA and associated systems;
- b) quality management;
- c) the quality manual;
- d) inspections and audit techniques; and
- e) reporting and recording.

5.21.2. Time and resources should be allocated to provide appropriate levels of QA training to every employee.

5.21.3. QA courses are available from the various national or international standards institutions, and an ATO should consider whether to offer such courses to those likely to be involved in the management or supervision of QA processes. ATOs with sufficient appropriately qualified staff should consider the possibility of providing in-house training.

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CHAPTER 6

CONTINUED VALIDITY OF ATO CERTIFICATE

6.1. GENERAL

6.1.1. This part describes the CAC oversight of ATOs, their internal audits, requirements for renewal of Organization and other general conditions required to be met by the ATO to continue training activity.

6.2. CAC Oversight

6.2.2. It will be the responsibility of the organization to ensure that during the period of validity of the approval, the capability of the organization is not degraded in any form. ATOs are advised to carry out regular internal audits to ensure that they continue to maintain stipulated standards (ex. structure complies with declared staff).

6.2.3. CAC shall carry out scheduled surveillance to verify the continued compliance of requirements. CAC officers may carry out spot checks, a sampling method to get the feel of the functioning and to initiate timely preventive measures.

6.2.4. CAC surveillance follows a similar pattern to the initial inspection. However, the ATO will be expected to have extensive records of all internal audits available, particularly those subsequent to approval, as well as comprehensive student training, staff training and standardization records. During oversight inspections, significant emphasis will be placed on the effectiveness of the ATOs management system, including internal audits, safety management and compliance monitoring; it is therefore essential that key management personnel, e.g. HoT/ CFI and Quality Manager are available during the surveillance.

6.2.5. CAC may carry out inspection/audit of any ATO at any time. Records shall be provided to CAC inspectors/ auditors for desk-top audit forming part of the continuous oversight of the ATO. The frequency of the audit is decided based on the performance of the ATO.

6.2.6. The audit by CAC should be carried out at least at the following intervals:

6.2.6.1. In relation to ATOs, in the case of training of aircraft maintenance specialists, at least 1 full inspection within 23 months, and in the case of training of air traffic controllers, flight and cabin crew members and dispatchers once a year,

6.2.6.2. in case of flight training devices once every two years

6.2.6.3. in respect of documents issued by foreign ATOs recognized in accordance with this ATOCM, as well as foreign ATOs recognized by the Committee once a year.

6.2.7. CAC will monitor the results of tests and examinations that form the part of assessment of effectiveness of the program. Procedures for such monitoring should be included in the ATOs Training Manual

under the heading of 'Training Effectiveness', and include procedures for review and remedial action for decline of performance below a defined level.

6.2.8. CAC inspectors/ auditors may inspect the actual instruction, 'aircraft or simulator flight training', including pre-flight and post-flight briefings.

6.2.9. Detailed guidelines on the conduct of Oversight Inspections are covered in Chapter 7.

6.3. ENFORCEMENT ACTIONS/ REVOCATION, SUSPENSION OR LIMITATION OF APPROVAL

6.3.1. The CAC may at any time in accordance with its procedures take action to limit, suspend or revoke, authorizations and certifications, if it is established that an applicant has not met or no longer meets, the requirements of the applicable requirements and or the provisions set forth in this ATOCM. In accordance with applicable regulations, a certification issued by the CAC may be revoked, suspended or varied if the requirements cease to be met in part or in whole, or if the standards on which certification was granted are not maintained. Should there be a failure to meet the requirements or standards, the organization will be formally notified of the non-conformances and, if necessary, a restricted certification document issued to permit the remedial action to be taken within a specified time. Should the organization fail to meet the standards in the specified time, revocation, suspension or variation of the certification will be considered.

6.3.2. In cases of any significant or major non-compliance with the applicable requirements of applicable regulations or organization's procedures, which seriously affecting the quality of the training processes, CAC will raise a Level 1 finding. Under a Level 1 finding, CAC can take immediate and appropriate action to prohibit, limit or suspend activities of an organization, depending on the severity of observation. Under a Level 1 finding CAC will seek immediate corrective action within 15 days.

6.3.3. When any non-compliance is detected with the applicable requirements or organization's procedures which could harm required level of quality of the training processes, CAC will raise a Level 2 findings. Under a Level 2 finding, the CAC can seek corrective action within a stipulated time limit, but not more than 45 days. Under a Level 2 finding, organization should submit the corrective action plan to the CAC within the period specified in par 6.3.2.

6.3.4. Where an organization fails to submit an acceptable corrective action plan mentioned in par 6.3.3 or to perform the corrective action within the time period accepted or extended by the CAC RA, the finding shall be raised to a Level 1 finding and action taken as laid down in par 6.3.2.

6.3.5. Functioning of an ATO without post holders such as HoT/ CFI or QM or CGI will be treated as major non-compliance.

6.3.6. In case of concealment or misrepresentation of facts to CAC the ATO Certificate shall be annulled and action initiated against the ATO as per provisions of the applicable requirements.

6.3.7. When there is a minor non-compliance (recommendations) that is not Level 1 or Level 2 findings, the corrective action can be implemented by the organization within 1 year.

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CHAPTER 7

ATO OVERSIGHT

7.1. REQUIREMENT FOR OVERSIGHT

7.1.1. Oversight is required to ensure that the approved training organization is operating in compliance with the applicable regulations and the conditions of the approval. It includes a review of the quality assurance system, of the administrative records as well as operational activities. Oversight is an on-going function which can consist of results monitoring, records review, on-site inspections, and/or audit.

7.1.2. ATO Oversight includes a review of administrative and technical records as well as operational activities. Oversight is an on-going function that may also include consideration of records held by CAC for example, flight test and examination results, in addition to on-site inspections, audits and surveillance.

7.1.3. CAC carries out the Oversight in the ATO with the checklists specified in the Appendix 5 and Appendix 6 of this ATOCM.

7.2. ATO INSPECTION

7.2.1. An ATO inspection is a site visit to an Approved Training Organization, conducted by CAC Inspectors and specialists for the purpose of providing CAC with a comprehensive assessment of the regulatory status of the following areas:

- 7.2.1.1. Staff and Instructors
- 7.2.1.2. Training Aircraft and Synthetic Flight Trainers
- 7.2.1.3. Facilities and Documentation
- 7.2.1.4. Training Records and Checking Forms
- 7.2.1.5. Flight Instruction and Training for Maintenance Technicians
- 7.2.1.6. And the Quality System

7.2.2. Objective. The objective of an ATO inspection is to determine that an applicant is able to demonstrate eligibility for the issuance of an Approved Training Organization (ATO) certificate; or, that an existing certificate holder continues to comply with the civil aviation regulations applicable to the operation of an ATO. Successful completion of this task results in an indication of either a satisfactory or an unsatisfactory inspection.

7.3. CHARACTERISTICS OF AN INSPECTION.

7.3.1. *Definite beginning and a definite End.* ATO inspections have a definite beginning and end. They may be scheduled by an inspector for the observation and evaluation of a specific activity, such as a

proficiency check, or they may be scheduled for the evaluation of training organization documents, manuals, or approved programmes. A specific inspection activity may be initiated and completed in a short time or it may be initiated on one day and completed several days later with other types of work activity conducted during that time. In any case, an inspection begins when an inspector initiates the inspection task and ends when the inspector has completed the inspection report.

7.3.2. Specific Objectives. The primary objective of any inspection, including an ATO inspection, is to determine that a person, item, or segment of an operation complies or continues to comply with CAC regulations and safe operating practices; and, that hazards are identified as early as possible so that action may be initiated to eliminate or control them.

7.3.3. Inspection Areas. Inspection areas are subdivisions of an inspection's scope such as those listed in paragraph 3.

7.3.4. General Practices and Procedures. Inspections have general practices and procedures that inspectors should follow for standardization purposes.

7.3.5. Analysis of Inspection Data and Inspector Action. Inspectors must analyse the inspection data collected and take the appropriate course of action when deficiencies, concerns or findings are identified. In the case of an ATO inspection where deficiencies are identified, CAC shall not issue a certificate to the applicant until all of the deficiencies are corrected.

7.3.6. Completion. Inspections are not complete until the report on the results of the inspection and the intended course of action has been recorded. The inspection report is the key element of any inspection. Inspectors must be concise, factual, and objective in reporting inspection results and inspector actions.

7.4. PREPARING FOR AN INSPECTION

7.4.1. Before Conducting the Inspection. In preparation for conducting an ATO inspection, Inspectors should thoroughly familiarize themselves with the following elements; they are the training organization's:

7.4.1.1. Systems

7.4.1.2. Policies

7.4.1.3. Methods, and

7.4.1.4. Procedures.

7.4.2. To accomplish this, they should review those sections of the training organization's manuals that are pertinent to the type of inspection to be conducted.

7.4.3. The inspector should obtain additional familiarization by questioning and discussing the training organization's systems, methods policies and procedures with other members of CAC certification team.

7.4.4. Inspectors should also be familiar with the general direction and guidance relevant to the conduct of the inspection (ATO CM).

7.5. ADVANCE NOTICE OF AN INSPECTION

7.5.1. When Recommended. Inspectors should arrange their inspection activities so they will result in a minimum amount of disruption to routine operations. In general, it is appropriate and helpful to both the training organization and the inspector to provide advance notice that an inspection is to be conducted. It is recommended that advance notice is given for inspections that take training organization personnel away from their normal duties, such as records inspections. After providing the training organization with an advanced notice of inspection, the inspector should obtain the name of the appropriate point of contact at the training organization's facility.

Responsible training organizations engaged in aviation training understand the legal basis for CAC surveillance and are generally cooperative in responding to the needs of inspectors during the conduct of inspections.

7.5.2. When Not Recommended. Advance notice is usually unnecessary for those inspections that result in only a minimal involvement of training organization personnel. An ATO Apron Inspection is an example of an inspection where advance notice serves little purpose.

7.6. EXPLAIN THE PURPOSE OF THE INSPECTION

7.6.1. This meeting is for the benefit of the training organization's key management or supervisory personnel, and sets the tone of the inspection. The inspector responsible for convening the meeting should:

7.6.1.1. Provide a personal introduction and introduce other CAC personnel who may be participating in the inspection.

7.6.1.2. Discuss the inspectors' roles and responsibilities during the inspection.

7.6.1.3. Confirm inspection objectives, scope and criteria.

7.6.1.4. Discuss the inspection methods, tools and techniques that will be used.

7.6.1.5. Review the inspection documentation, such as the Checklist/ Job Aids that will be used.

7.6.1.6. Confirm inspection timetables and other arrangements made with the training organization, such as times and dates of daily briefings and the exit meeting.

7.6.1.7. Verify the current revision status of documentation previously received.

7.6.1.8. Outline the overall inspection process.

7.6.1.9. Confirm any administrative requirements.

7.6.1.10. Inquire about on-site safety, emergency, and security procedures, when required.

7.6.1.11. Obtain additional specific identification, when required.

7.6.1.12. Determine whether corrective action from a previous visit or documentation review has been implemented.

7.6.1.13. Request feedback from the training organization; and

7.6.1.14. Resolve outstanding issues.

7.7. INSPECTION PROTOCOL

7.7.1. Inspector's Identification. Inspectors should wear nametags or other appropriate identification in plain view during the conduct of inspections.

7.7.2. Non-Intervention. When observing or evaluating training organization personnel during the performance of their assigned duties, inspectors shall not intervene in a manner that could adversely hinder safety or preclude them from effectively performing their duties.

7.7.3. Inspection Technique. Inspectors will carry out their surveillance tasks using the following techniques as appropriate:

7.7.3.1. Interview personnel

7.7.3.2. Review documents

7.7.3.3. Observe operations

7.7.3.4. Select samples

7.7.3.5. Inspect activities

7.7.3.6. Use standardized checklists

7.7.3.7. Document results

7.8. SCOPE OF AN INSPECTION

7.8.1. Each type of inspection has a set of items or areas that inspectors should observe and evaluate during the inspection. Sufficient time should be allotted for effective evaluation of all the items or areas.

7.9. COMMON GUIDELINES FOR CONDUCTING ATO INSPECTIONS

7.9.1. If a discrepancy is found, the CAC inspector continues the ATO inspection of all items.

7.9.2. After the inspection, all the deficiencies and recommended corrective actions are documented on the CAC inspection report.

7.9.3. An unsatisfactory inspection report will not permit certification of an ATO applicant; and, in the case of an established training organization, may initiate an enforcement investigation. Unsatisfactory reports are usually the result of a finding of the certificate holder's non-compliance with a civil aviation regulation, which was discovered during the inspection.

7.9.4. There are intermediate stages between satisfactory and unsatisfactory results, any of which may result in a satisfactory inspection with corrective action.

7.9.4.1. An on the spot correction involves a discrepancy that was not a violation and was noted and corrected during the inspection. Because it was corrected “on-the- spot,” it may require no further action. An example of a spot correction is as follows:

The inspector finds a student record that does not contain the student’s date of graduation in the appropriate box. However, a photocopy of the student’s graduation certification with the date is included with the record. The corrective action consists of the inspector notifying the ATO of this discrepancy. During the remainder of the inspection, the chief instructor enters the record according to the ATO’s procedures. Additional corrective action is not necessary.

7.9.4.2. A follow-up action involves a deficiency or a lack of pilot knowledge or skill that does not involve a violation but does require action other than a spot correction. For example, during the inspection the inspector noted that the pre-takeoff and pre- landing checklists were not in an aircraft and copies of the checklists were not readily available. There was no evidence that the aircraft had been operated for student instruction without the checklists. The corrective action consists of the inspector verbally advising the training organization that the checklists must be in place before the aircraft is operated again for instruction in a CAC approved course. At the office the inspector confirms this in writing to the training organization and schedules a follow-up inspection to determine that the checklists have been replaced.

7.9.4.3. A regulatory violation is cause for a finding of “unsatisfactory” for the ATO inspection. For example, during the inspection, an inspector finds that training was conducted for more than 30 days without the CAC ever being informed of a change in the chief flight instructor as required. The inspector marks the inspection report “unsatisfactory” indicating the inspection will result in an enforcement investigation.

7.10. PRESENCE OF CHIEF INSTRUCTORS AND OTHER INSTRUCTORS DURING INSPECTION

7.10.1. It is desirable to spot check the knowledge and skill of the instructors used by an ATO. Spot checks of instructors are necessary to verify continuing compliance and to ensure that the chief instructors are fulfilling their responsibilities in standardizing instruction.

7.11. DISCREPANCIES BETWEEN CAC FILES AND TRAINING ORGANIZATION FILES

7.11.1. When a discrepancy is found between CAC records kept on the training organization and records maintained by the training organization, the inspector determines which set of records is current, approved, and correct. The outdated records must be brought up to date. For example, if the training organization’s records indicate a change in address of the base of operations that the CAC was not aware of, CAC records must be amended to reflect the correct address. The inspector determines whether an enforcement action is necessary.

7.12. PREREQUISITES AND COORDINATION REQUIREMENTS

7.12.1. **Prerequisites.** An ATO inspection requires knowledge of:

- 7.12.1.1. The training organization's ATO certificate
- 7.12.1.2. The training organization's training specifications
- 7.12.1.3. The training organization's training and procedures manual
- 7.12.1.4. The regulatory requirements
- 7.12.1.5. The implementing standards, and
- 7.12.1.6. Current CAC policies and directives applicable to ATO inspections

7.12.2. **Coordination.** This task may require coordination with other departments of CAC if operations inspectors, maintenance inspectors or other technical specialties are needed to evaluate specific areas of the inspection.

7.13. PROCEDURES.

7.13.1. Pre-Inspection Activities

- 7.13.1.1. Determine the need for the inspection.
- 7.13.1.2. Is the inspection scheduled in the work programme of the CAC?
- 7.13.1.3. Is the inspection a request by the director?
- 7.13.1.4. Is the inspection the result of complaints?
- 7.13.1.5. Is the inspection part of the ATO certification process?

7.13.2. Determine if the inspection is to be conducted with or without notice to the ATO. Conduct initial certification inspections in accordance with the schedule of events submitted by the applicant.

7.13.3. If the inspection is to be conducted with notice to the ATO, notify the ATO in writing of the day, time, and nature of the inspection.

7.13.4. If the inspection is to be conducted without notice to the ATO, schedule the day and time.

7.13.5. Review the ATO file maintained by the CAC for complaints, previous enforcement history, accident/ incident history, previous records inspections and surveillance reports

7.14. CONDUCT OF THE ATO INSPECTION

7.14.1. Determine if Certificate and Training Specifications are in compliance with the appropriate Civil Aviation Regulations.

7.14.2. Determine that the ATO name, address, and certificate number and validity date on the training organization's ATO certificate are consistent with information approved by CAC and that the ATO certificate is valid.

7.14.3. Determine that the training organization is conducting training in accordance with the specific:

- 7.14.3.1. Authorizations
- 7.14.3.2. Limitations, and
- 7.14.3.3. Procedures documented in the currently approved Training Specifications.

7.14.4. Record Keeping.

7.14.4.1. Details of individual student including

7.14.4.2. Name, course enrolled in, certificates/licences held, ratings, authorizations and medical certificate class and expiry date.

7.14.4.3. Ground training

7.14.4.4. Flying training

7.14.4.5. Simulated flight training

7.14.4.6. Progress reports

7.14.4.7. Flight tests

7.14.4.8. Ground examinations

7.14.4.9. Instructor assessments.

7.14.5. If an automated record keeping system is maintained by the ATO, the inspector shall verify that a backup capability exists to generate a complete set of records either electronic or non-electronic.

7.14.6. Records maintained by the ATO should provide documentary evidence of each training action and allow reconstruction of the training history of each student or instructor.

7.14.7. ATOs shall maintain a record of each instructor that indicates the instructor's qualifications and compliance with the regulations.

7.14.8. Records must not be removed or altered and shall be maintained by the training organization for a period of two year after the completion of training.

7.14.9. Inspectors shall ensure that established ATOs show compliance with the approved Record Keeping System provisions.

7.15. INSTRUCTIONAL STANDARDS

7.15.1. When inspecting the instructional standards of an established ATO, the inspector must ensure the quality of instruction provided by instructors in both ground and flight training segments is effective. Instructors must create an effective environment for training that is consistent with the instructional standards contained in the training organization's ATO Training and Procedures Manual. The instructor must be flexible and alert to the individual needs of the students.

7.16. GROUND INSTRUCTORS

7.16.1. Must know the training organization's training policies and procedures, know how to complete required training forms, and must exhibit satisfactory instructional methods and techniques.

7.16.2. Must be knowledgeable in the specific area of instruction to which assigned and must be able to present the material in a logical, clear, and organized manner.

7.16.3. Must be aware of the minimum equipment required for each element of training and must conform to the limitations imposed on the training element(s) by inoperative component(s).

7.16.4. Should follow the applicable lesson plans, guides or other training aids to ensure that the material is properly presented as designed.

7.17. FLIGHT/ SFT INSTRUCTORS

7.17.1. Must be competent in the operation of flight training devices or flight simulators and must be knowledgeable of the training elements that may be accomplished in that level of simulator or training device.

7.17.2. Should provide a thorough pre-flight briefing on all manoeuvres and procedures that will be accomplished.

7.17.3. Should provide a thorough post flight debriefing to review each student's performance during a training session.

7.17.4. Testing and Checking. In the inspection of an established training organization's training programme, the inspector must conduct observations of the elements that involve evaluation and qualification. These elements include, but are not limited to, the ATO's designated examiner activities, training records, failure rates, and testing and checking standards. The inspector should evaluate the following:

7.17.5. Designated Examiner Activities. The inspector should evaluate all elements that relate to designated examiner training and qualification, designated examiner records, and standardization programmes.

7.17.6. Training Records. The inspector should evaluate the training organization's training records for information regarding the overall effectiveness of the ATO's training programme/s. The testing and checking results available from training records are an excellent source of information for inspectors to establish positive or negative trends in the ATO's training programme.

7.17.7. Oral and Skill Tests. Inspectors should observe or conduct a number of flight crew licensing evaluations as well as proficiency checks to determine the overall effectiveness of the ATO's training programme/s, and testing and/ or checking standards. Inspectors should place specific emphasis on flight events, which require repetition or excessive instruction and should evaluate them according to the following criteria:

7.17.7.1. Testing and checking standards must comply with applicable requirements.

7.17.7.2. Testing and checking standards must be consistently applied throughout the ATO by its check airman and instructor personnel.

NOTE: Testing and checking observations provide a direct measure of instructional standards and instructional delivery methods. Inspectors should use the job aid contained in this Directive when observing and evaluating testing or checking in progress.

7.18. AIRCRAFT USED

7.18.1. Inspectors shall determine that the number of aircraft used in an established ATO's training programme, their make/s, model/s and serial number/s and their registration numbers are consistent with the information described and/or referenced in the training organization's currently approved training specifications.

7.18.2. In the case of the holder of an ATO certificate, inspectors must determine that the aircraft used by the training organization are equipped, maintained and inspected as specified in the Aircraft Maintenance Requirements and in the Aircraft Inspection Programme requirements of the ATO's Training Specifications.

7.18.3. The maintenance records for aircraft used in an established ATO's training programme shall be maintained in the location specified the training organization's Training Specifications.

Synthetic Flight Trainers

7.18.4. An ATO providing synthetic flight training shall satisfy CAC that suitably equipped synthetic flight trainers are provided with regard to the number of students and organization of courses.

7.18.5. Each synthetic flight trainer used for training, testing and checking is specifically qualified and approved by CAC for:

7.18.5.1. Each maneuver and procedure for the make, model and series of aircraft, set of aircraft, or aircraft type simulated, as applicable; and

7.18.5.2. Each training programme or training course in which the synthetic flight trainer is used, if that programme or course is used to satisfy any requirement by CAC.

7.18.6. Inspectors shall determine that the approved status of the flight simulators used by an established ATO is current and that the simulators are properly identified in the training organization's Training Specifications. In addition, inspectors shall determine the training organization's compliance with the Flight Simulator Maintenance Requirements of the ATO's Training Specifications.

7.18.7. Inspectors shall determine that the approved status of the flight procedures trainers used by an established ATO is current and that the flight procedures trainers are properly identified in the training organization's Training Specifications. In addition, inspectors shall determine the training organization's compliance with the Flight Procedures Trainers (FPTs) Maintenance requirements of the ATO's Training Specifications.

7.19. TRAINING FACILITIES

7.19.1. The inspector shall ensure that the ATO applicant has continuous use of its facilities. The applicant may show continuous use by having ownership of the required facilities or by having a written agreement with the facility owners. The written agreement should state that the training organization has continuous use of the necessary facilities for at least six months from the date of initial certification or renewal of the ATO certificate.

7.19.2. Inspectors should check that the address of the principal business office of an established ATO remains consistent with that on the ATO certificate. The business office should be situated so that required ATO files and student-training records are kept up-to-date and available to students and instructors alike. Each ground training area should be heated, lighted, and ventilated to meet the applicable building code requirements for the area concerned. The courseware used by the training organization in the ground training areas should be consistent with curriculum requirements.

7.19.3. A certificate holder may not make a substantial change in facilities, equipment or material approved for a particular training programme, unless that change is approved by CAC in advance.

7.20. TRAINING AND PROCEDURES MANUAL

7.20.1. The ATO shall ensure that the Training Manual and the Procedures Manual is amended, as necessary, to keep the information contained therein up to date.

7.20.2. Inspectors shall determine that the date/s of the most recent revision/s to the training organization's Training Manual and Procedures Manual are consistent with the most recent revision dates documented in the Training Manual and Procedures Manual on file at CAC.

7.20.3. Inspectors shall determine that copies of all amendments to the Training Manual and the Procedures Manual have been furnished in a timely manner to all organizations or persons to whom the manual has been issued.

7.21. QUALITY SYSTEM

7.21.1. One practical approach to conducting quality system Inspections is for inspectors to conduct a focused inspection on portions of an ATO's quality system while conducting other types of scheduled inspections.

7.21.2. Those portions of the training organization's quality system that would be inspected would be identified as focused inspections and included in the annual work program of CAC.

7.21.3. Inspector personnel may also schedule comprehensive quality system inspections. A team approach, consisting of licensing, operations, airworthiness and other inspector specialties is the most effective strategy for accomplishing comprehensive quality system inspections. Inspectors conducting quality system inspections of ATOs are performing a safety oversight function by monitoring the certificate holder's continued compliance with relevant regulatory requirements. Holders of ATO certificates must continue to satisfy Quality System requirements

7.21.4. Regardless of whether the inspector conducts a comprehensive or focused inspection of the training organizations quality system, the following items shall always be inspected:

7.21.4.1. Management involvement as documented in its review and analysis of the results of the ATO's quality inspections and audits.

7.21.4.2. The effectiveness of the management organization in achieving stated objectives.

7.21.4.3. Preventative and Corrective actions.

7.21.4.4. The conclusions and recommendations made by management as a result of the review and analysis.

7.22. POST INSPECTION ACTIONS

7.22.1. Discuss any findings discovered during the inspection with the Quality Manager of the ATO. Bring all areas that need improvement to the Quality Manager's attention and explain the inspection will be followed up with a letter confirming the inspection results. Inform the Quality Manager that he or she may consult with relevant company managers to develop a corrective action plan under the ATO's quality system in advance of receiving CAC letter. Inspectors should always compliment the ATO's staff when areas inspected exceed certification or inspection requirements.

7.23. TASK OUTCOMES

7.23.1. Completion of this task results in either of the following:

7.23.2. Indication of a Satisfactory ATO Inspection. An indication of a satisfactory ATO inspection in the applicant's certification file, or in the case of an established ATO, a satisfactory inspection report placed in CAC file on the ATO.

7.23.3. Indication of an Unsatisfactory ATO Inspection. A letter indicating an unsatisfactory inspection and indicating all discrepancies found. This letter will also be made a part of the ATO file.

7.23.4. Follow-Up Inspections

7.23.4.1. Schedule follow-up inspections to confirm corrective actions taken by the ATO under its quality system.

7.23.4.2. In the case of an established ATO, consider a possible enforcement investigation on items found not in compliance with relevant civil aviation regulations.

7.24. DTO OVERSIGHT

7.24.1. Control/Oversight over the organization is carried out:

1) due to reasons of flight safety or

2) Unplanned control (random inspection) due to corrective actions or in the presence of a risk of suspension of the declared activity of DTO.

7.24.2. Oversight in DTO is carried out by the checklist (applicable paragraphs) given in the Appendix 6 (Checklist for Flight and cabin crew and dispatcher).

CAC RA	Approved Training Organization Certification Manual	Date: 24.10.2023	
	Content of the Training and Procedures Manual	Chapter 8	Rev: 01

CHAPTER 8

CONTENT OF THE TRAINING AND PROCEDURES MANUAL

Part I of this appendix covers the content requirements for the training and procedures manual of all ATOs.

Part II deals with the additional content requirements for ATOs that provide flight training utilizing aircraft.

Part I – Content requirements for all ATO's

The training and procedures manual should include the elements in paragraphs 1 to 8 of this appendix as far as they are appropriate to the type of training to be provided.

1. GENERAL

1.1 Preamble relating to the use and applicability of the manual.

1.2 Table of contents.

1.3 Amendment, revision and distribution of the manual:

a) procedures for amendment;

b) record of amendments page;

c) distribution list; and

d) list of effective pages.

1.4 Glossary of definitions and significant terms, including a list of acronyms and/or abbreviations.

1.5 Description of the structure and layout of the manual, including:

a) the various parts and sections, as well as their contents and use; and

b) the numbering system for headings and paragraphs.

1.6 Description of the scope of training authorized under the ATO's terms of approval.

1.7 Organization (chart of the ATO's management).

1.8 Qualifications, responsibilities and succession of command of management and key operational personnel, including but not limited to:

a) accountable executive;

b) head of training;

c) instructional services manager;

d) quality manager;

e) maintenance manager, if applicable;

f) safety manager, if applicable;

g) instructors; and

h) evaluators, including those with examiner functions, and auditors.

1.9 Policies dealing with:

a) the ATO's objectives, including ethics and values;

b) the selection of ATO personnel and the maintenance of their qualifications;

c) the training program design and development, including the need for program validation and review, as well as the outsourcing of training program development to third-party providers in accordance with ICAO doc 9841, Chapter 7;

d) the evaluation, selection and maintenance of training material and devices;

e) the maintenance of the training facilities and equipment;

f) the development and maintenance of a quality system (QS) governance model and

g) the development and maintenance of a culture focused on safety in the workplace, including, when applicable, implementation of a safety management system (SMS) governance model.

1.10 Description of the facilities and equipment available, including:

a) general-use facilities, including offices, stores and archives, and library or reference areas);

b) the number and size of classrooms, including installed equipment; and

c) the type and number of training devices, including their location if other than at the main training site.

2. STAFF TRAINING

2.1 Identification of persons or positions responsible for the maintenance of the standards and performance criteria of the training, and for ensuring the competency of personnel.

2.2 Details of the procedures to validate the qualifications and determine the competency of instructional personnel as required by paragraph 6.3 of Appendix 2 to Annex 1 of ICAO doc 9841.

2.3 Details of the initial and recurrent training programs for all personnel as required by paragraph 6.4 of Appendix 2 to Annex 1 of ICAO doc 9841, including awareness training with respect to their responsibilities within the ATO's system governance processes (see Appendix B and Chapter 5 of ICAO doc 9841 for details on QS and SMS respectively).

2.4 Procedures for proficiency checks and upgrade training.

3. CLIENT TRAINING PROGRAMMES

Client training programs cover each individual training program conducted by the ATO for its clients and consist of a training plan, a practical training syllabus and, if applicable, a theoretical knowledge syllabus as described below.

3.1 Training plan

3.1.1 The aim of the course in the form of a statement of what the student is expected to be able to do as a result of the training, the level of performance and the training constraints to be observed.

3.1.2 Pre-entry requirements, including (as applicable):

- a) minimum age;
- b) education or qualification requirements;
- c) medical requirements; and
- d) linguistic requirements.

3.1.3 Credit for previous knowledge, experience or other qualifications, proof of which should be obtained from CAC before the training commences.

3.1.4 Training curricula, including:

- a) theoretical training (knowledge);
- b) practical training (skills);
- c) training in the domain of human factors;

Note. – *Guidance material to design training programmes on human performance can be found in the Human Factors Training Manual (Doc 9683).*

- d) assessment and examinations; and
- e) monitoring of the training process, including assessment and examination activities.

3.1.5 Training policies in terms of:

- a) restrictions regarding the duration of training periods for students and instructors; and
- b) if applicable, minimum rest periods.

3.1.6 Procedures for the conduct of student evaluation, including for:

- a) conditions to be met before tests;
- b) procedures for remediation training before retest and for re-writing knowledge tests;
- c) test reports and records;
- d) skill progress checks and skill tests;
- e) knowledge progress tests and knowledge tests, including knowledge test preparation, types of questions and assessments, and standards required for a pass; and
- f) question analysis and review and issuing of replacement exams (applicable to knowledge tests).

3.1.7 Policy and procedures regarding training effectiveness, including for:

- a) coordination between training services;
- b) requirements for reporting and documentation;
- c) internal feedback for detecting training deficiencies;
- d) interim performance or competency standards at various stages of training to ensure standardization;
- e) individual student duties;
- f) correcting unsatisfactory progress;
- g) changing instructors;
- h) the maximum number of instructor changes per student; and

i) suspending a student from training.

3.2 Syllabi for Non-Competency-Based Training (CBT) programmes

3.2.1 Practical training syllabus

3.2.1.1 A statement of the phases of the course and how the phases will be arranged to ensure completion in the most suitable learning sequence, and that exercises will be repeated at the appropriate frequency.

3.2.1.2 The syllabus hours for each phase and for groups of lessons within each phase, and when progress tests are to be conducted.

3.2.1.3 A statement of the interim competency standards required before progressing from one phase to the next to include minimum experience requirements and satisfactory exercise demonstration.

3.2.1.4 Requirements for instructional methods, particularly with respect to adherence to syllabi and training specifications.

3.2.1.5 Instruction for the conduct and documentation of all progress checks.

3.2.1.6 Instruction, where applicable, given to all examining staff regarding the conduct of examinations and tests.

3.2.2 Theoretical knowledge syllabus

The syllabus for theoretical knowledge instruction should be structured generally as outlined in this section but with a training specification and objective for each subject.

3.3 Syllabus for Competency-Based Training (CBT) programmes

3.3.1 Ideally, training programmes should be competency-based.

3.3.2 Competency-based training programmes are based upon a training needs analysis to define the competencies required to perform a job, an activity or a task. Such programmes use an integrated approach in which the training in the underlying knowledge to perform a task is followed by practice of the task so that the trainee acquires the competencies and the underlying knowledge, skills and attitudes related to the task in a holistic way. At the end of the course, trainees must demonstrate that they have acquired the competencies necessary to perform a task and met the performance criteria identified for the job.

3.3.3 As a result, the syllabus is structured as a single document that is organized around milestones and subdivided into modules containing a training objective and the same information as in 3.2.1, but applied to both the theoretical knowledge and practical training delivered by the module.

3.3.4 The oversight by the CAC of competency-based training programmes will require additional training for CAC personnel as described in Appendix E of ICAO doc 9841.

4. TESTS AND CHECKS CONDUCTED BY THE ATO FOR THE ISSUANCE OF A LICENCE OR A RATING

When a State has authorized an ATO to conduct the testing required for the issuance of a license or rating in accordance with the training and procedures manual, the manual should include:

- a) the name(s) of the personnel with testing authority and the scope of the authority;
- b) the role and duties of the authorized personnel;
- c) if the ATO has been given authority to appoint personnel to conduct the testing required for the issuance of a license or rating, the minimum requirements for appointment as well as the selection and appointment procedure; and
- d) the applicable requirements established by CAC, such as:
 - 1) the procedures to be followed in the conduct of checks and tests; and
 - 2) the methods for completion and retention of testing records as required by CAC.

5. RECORDS

Procedures regarding:

- a) attendance records;
- b) student training records;
- c) staff training and qualification records;
- d) persons responsible for checking records and student personal logs;
- e) nature and frequency of record checks;
- f) standardization of record entries;
- g) personal log entries; and
- h) security of records and documents.

6. SAFETY MANAGEMENT SYSTEM (SMS) (IF APPLICABLE)

The requirement to adopt SMS practices is intended to be restricted to only those training entities whose activities directly impact on the safe operation of aircraft. Should that requirement apply to the ATO, the training and procedures manual, as stated in paragraph 1.9 of this appendix, must address the ATO's SMS by reference to a separate manual or including the SMS practices in the training and procedures manual.

7. QUALITY ASSURANCE (QA)

Provide a brief description of the QA practices, as required by paragraph 4 of Appendix 2 to Annex 1, by reference to a separate quality manual or including the QA practices in the training and procedures manual (refer to Appendix B, paragraph 9).

8. APPENDICES

As required:

- a) sample progress test forms;
- b) sample logs, test reports and records; and
- c) a copy of the ATO's approval document.

Part II – Additional content for Flight Training Organizations (FTO) (utilizing aircraft)

The training and procedures manual for ATOs that provide flight training utilizing aircraft should include additional

elements to those indicated in Part I, as outlined below.

9. FLIGHT TRAINING – GENERAL

9.1. Qualifications, responsibilities and succession of command of management and key operational personnel

(in addition to those listed in 1.8 of this appendix), including but not limited to:

- a) chief flight instructor; and
- b) chief ground instructor.

9.2. Policies and procedures (in addition to those listed in 1.9 of this appendix) dealing with:

- a) approval of flights;
- b) responsibilities of the pilot-in-command;
- c) flight planning procedures – general;
- d) carriage of passengers;
- e) operational control system;
- f) reporting of safety hazards, incidents and accidents (see Chapter 5 for more details);
- g) duty periods and flight time limitations for flying staff members and students; and
- h) minimum rest periods for flying staff members and students.

9.3 Description of the facilities and equipment available (in addition to those listed in 1.10 of this appendix),

including:

- a) flight simulation training devices and training aircraft;
- b) maintenance facilities and apron parking areas for training aircraft;
- c) computer-based classrooms; and

d) dispatch control and briefing areas.

10. AIRCRAFT OPERATING INFORMATION

10.1 Certification and operating limitations.

10.2 Aircraft handling, including:

- a) performance limitations;
- b) use of checklists;
- c) standard operating procedures; and
- d) aircraft maintenance procedures.

10.3 Instructions for aircraft loading and securing of load.

10.4 Fuelling procedures.

10.5 Emergency procedures.

11. ROUTES

11.1 Performance criteria, e.g. take-off, en-route and landing.

11.2 Flight planning procedures including:

- a) fuel and oil requirements;
- b) minimum safe altitudes;
- c) planning for contingencies (e.g. emergency or diversion scenarios); and
- d) navigation equipment.

11.3 Weather minima for all instructional training flights during day, night, VFR and IFR operations.

11.4 Weather minima for all student training flights at various stages of training.

11.5 Training routes and practice areas.

12. FLIGHT TRAINING PLAN

12.1 Training curricula (in addition to curricula listed in 3.1.4 of this appendix), including, as applicable:

- a) single-engine flights;
- b) multi-engine flights;
- c) theoretical knowledge for flights; and
- d) flight simulation.

12.2 The general arrangements of daily and weekly programmes for flying training, ground training and flight simulation training.

12.3 Training policies (in addition to paragraph 3.1.5 of this appendix) in terms of:

- a) weather constraints;

- b) maximum student training times for flight, theoretical knowledge and flight simulation training, per day/week/month;
- c) restrictions in respect of training periods for students;
- d) duration of training flights at various stages;
- e) maximum individual student flying hours in any day or night period;
- f) maximum number of individual student training flights in any day or night period; and
- g) minimum rest periods between training periods.

CAC RA	Approved Training Organization Certification Manual	Date: 24.10.2023
	Application for flight and cabin crew training organization	Appendix 1 Ref: 01
APPLICATION FOR AN ATO CERTIFICATE pursuant to order N Order N 3- \cup of the Minister of Territorial Administration and Infrastructure, dated 11.02.2022 <i>for the issue of a certificate as an approved training organization (ATO)</i>		
1.	Name of training organization under which the activity is to take place	address, fax number, e-mail, URL
2.	Training courses offered	theory and/or flight training
3.	Name of head of training	type and number of license full/part-time
4.	Name of chief flight instructor	as (3)
5.	Name of chief theoretical knowledge instructor	as (3)
6.	Name of flight instructor(s), where applicable	as (3)
7.	Aerodrome(s) / operating site(s) to be used	IFR approaches, if applicable night flying, if applicable air traffic control flight testing facilities, if applicable data reply facilities, if applicable
8.	Flight operations accommodation	location, number and size of rooms
9.	Theoretical instruction facilities	location, number and size of rooms
10.	Description of training devices (as applicable)	FFS, FNPT I, II and III, FTD 1, 2 and 3, and 3, and BITD
11.	Description of aircraft	Class/type(s) of aircraft registration of aircraft IFR equipped, if applicable Flight test instrumentation, if applicable
12.	Proposed administration and manuals: (submit with application if required)	(a) course programs (b) training records (c) operations manual (d) training manual
13.	Details of proposed compliance monitoring system	
I, (name _____), on behalf of (name of training organization _____) certify that all the above named persons are in compliance with the applicable requirements and that all the above information given is complete and correct. Date: ____ / ____ / ____		

Signature

CAC RA	Approved Training Organization Certification Manual	Date: 24.10.2023	
	Application for an aircraft maintenance training organization	Appendix 2	Ref: 01

Ք Ա Յ Տ /APPLICATION

pursuant to order N Order N 8-L of the Minister of Territorial Administration and Infrastructure, dated 08.04.2022

Գրանցված հայ տատոլի անունը և հասցեն .
Registered name & Address of Applicant:

Առևտրային անունը (եթե տարբեր է);
Trading Name (if different):

Վավերացնում պահանջող հասցեները :
Addrsses requiring Approval:

Քեռ . Tel.№ +374.....Ֆաքս . Fax.....
E-Mail.....

ՓԱՐՏ -147 վավերացման սկզբնական /փոփոխման շրջանակը`
սույն հայտին համապատասխան , Scope of Part-147 Approval Relevant to This
Initial/Change of Application
(see page 2 for possibilities):

Բազային ունևցում ; Base Training:

Տիպի ունևցում ; Type training:

Կազմակերպոլթյունը ճանաչված է համաձայն ՓԱՐՏ -21*,
ՓԱՐՏ -145*, ՓԱՐՏ -Մ* մասերի : (Կիրառվող թողնել)
Does the organisation hold approval under PART-21*/ PART-145*/PART-M* *Cross out whichever is not applicable

Քաշվետոլկանավարչի անունը և պաշտոնը
Position and name of the (proposed #) Accountable Manager:

Քաշվետոլկանավարչի ստորագրոլթյունը
Signature of the (proposed #) Accountable Manager:

Ամսաթիվ : Date:.....

CAC RA	Approved Training Organization Certification Manual	Date: 24.10.2023	
	Application for air traffic controller training organisations	Appendix 3	Ref: 01
Application COMMISSION REGULATION (EU) 2015/340 of 20 February 2015 ANNEX III PART ATCO.OR REQUIREMENTS FOR AIR TRAFFIC CONTROLLER TRAINING ORGANISATIONS			
1.	name and address of the training organisation:		
2.	the address(es) of the place(s) of operation (including, where relevant, the list of ATC units) if different from the applicant's address in point (1);		
3.	the names and contact details of: <ol style="list-style-type: none"> 1) the accountable manager; 2) the head of the training organisation, if different from point (1); 3) the person(s) nominated by the training organisation as the focal point(s) for communication with the competent authority; 		
4.	date of intended start of activity or change;		
5.	a list of types of training to be provided and at least one training course from each type of training that is intended to be provided;		
6.	the declaration of compliance with the applicable requirements shall be signed by the accountable manager, stating the training organisation's compliance with the requirements at all times;		
7.	the management system processes; and		
8.	the date of application.		

CAC RA	Approved Training Organization Certification Manual	Date: 24.10.2023
	Form 4	Appendix 4 Ref: 01

Ք աղ աք աց հ ա կ ա ն ա վ հ ա ց հ ա յ հ կ ո մ հ տ Ե
Civil Aviation Committee

Կ առ ա վ ա ր ո ղ ա ն ձ ն ա կ ա գ մ հ ն վ Ե ր ա ք Ե ր ո ղ մ ա ն ր ա մ ա ս ն Ե ր ՝
ս ա հ մ ա ն վ ա ծ Փ Ա Ը Տ 147-ն վ

Details of Management Personnel required to be accepted as specified in Part -147

1. Ա ն ո ւ ն , ա գ գ ա ն ո ւ ն ը _____
Name
2. Պ ա շ տ ո ն ը _____
Position
3. Հ ա մ ա պ ա տ ա ս ի ա ն
ո ր ա կ ա վ ո ր ո ւ մ ը _____
Qualification relevant to the item (2) position
4. Հ ա մ ա պ ա տ ա ս ի ա ն
ա շ ի ա տ ա ն ք ա յ ի ն փ ո ռ ձ ը _____
Work experience relevant to the item (2) position

Ս տ ո ր ա գ ր ո ւ թ յ ո ւ ն _____
Signature

Թ վ ա կ ա ն ը _____
Date

Ք Ա Կ օ գ տ ա գ ո ռ ծ մ ա ն հ ա մ ա ր /CAC use only

Ի ր ա վ ա ս ո ւ ի շ ի ա ն ո ւ թ յ ա ն լ ի ա գ ո ռ վ ա ծ ա ն ձ ն ա կ ա գ մ հ
ա ն դ ա մ հ ա ն ո ւ ն ը և ս տ ո ր ա գ ր ո ւ թ յ ո ւ ն ը , ո վ հ ա վ ա ն ո ւ թ յ ո ւ ն Ե
տ ա լ ի ս տ վ յ ա լ ա ն ձ ն ա վ ո ր ո ւ թ յ ա ն ը

Name and signature of authorized competent authority staff member accepting this person

Ս տ ո ր ա գ ր ո ւ թ յ ո ւ ն _____
Signature

Թ վ ա կ ա ն _____
Date

Ա ն ո ւ ն , ա գ գ ա ն ո ւ ն _____
Name

Հ ի մ ն ա ր կ _____
Office

CAC RA	Approved Training Organization Certification Manual	Date: 24.10.2023	
	Form of Checklist for Formal Application and Documentation Evaluation Phases	Appendix 5	Rev: 01

CHECK LIST

FOR CAC EVALUATION OF ATO INITIAL APPROVAL DOCUMENTATION

ATO Cert. No.	CAC ATO Certification Team	References	
Date Accomplished ____.____.____	ATO/Organisation		
DOCUMENTATION FOR INITIAL APPROVAL			Assessment
Requirements			YES NO
I. GENERAL;			
Does ATO submitted the following documentation:			
a) Registration number			
b) A copy of the certificate of ownership of the buildings or structures or the lease agreement for the applicant to carry out activities.			
c) Information on management personnel (Form 4)			
d) ATO manual including:			
Training and Procedures Manual			
Quality Assurance Manual			
Training programs			
e) Reference materials in compliance with the applicable requirements of CAC			
f) Information on qualified and competent specialists in accordance with the training programs attaching the necessary certificates, licenses, qualifications or qualification marks of these specialists			
g) Information on software and technical maintenance means, equipment and other facilities used for educational or training courses and certificates of such equipment or a copy of the lease agreement			
h) date of intended commencement of activity or change			
i) The date of application			
II. FOR FLIGHT AND CABIN CREW AND DISPATCHER TRAINING;			
a) personal details and qualifications of the head of training (HT), the flight instructor(s), flight simulation training instructors and the theoretical knowledge instructor(s)			
b) name(s) and address(es) of the aerodromes(s) and/or operating site(s) at which the training is to be conducted			
c) list of aircraft to be operated for training, including their group, class or type, registration, owners and category of the certificate of airworthiness, if applicable			

d) list of flight simulation training devices (FSTDs) that the training organization intends to use, if applicable		
e) the type of training that the training organization wishes to provide and the corresponding training program		
III. FOR FLIGHT TEST TRAINING		
a) the name(s) and address(es) of the main aerodromes and/or operating site(s) at which the training is to be conducted		
b) a list of the types or categories of aircraft to be used for flight test training		
IV. FOR AIRCRAFT MAINTENANCE TRAINING		
a) the address of the organization requiring the approval or change to the approval		
b) the intended scope of approval or change to the scope of approval		
c) Maintenance Training Organization Exposition (MTOE)		
d) the name and signature of the accountable manager		
V. FOR AIR TRAFFIC CONTROLLER TRAINING;		
a) the address(es) of the place(s) of operation (including, where relevant, the list of ATC units) if different from the applicant's address		
b) the names and contact details of the accountable manager the head of the training organisation, if different from point the person(s) nominated by the training organization as the focal point(s) for communication with the competent authority		
c) a list of types of training to be provided and at least one training course from each type of training that is intended to be provided		
d) the declaration of compliance with the applicable requirements shall be signed by the accountable manager, stating the training organisation's compliance with the requirements at all times		
e) the management system processes		
VI. OTHER MANUALS TO BE SUBMITTED WITH THE FORMAL APPLICATION		
a) Operations Manual (individual manuals and items listed below form part of the operations manual, separate operations manual is mandatory for operators conducting aircraft training) if applicable		
b) Airplane Flight Manual/Aircraft Operating Manual/Flight Crew Operating Manual or Operating Handbook (for aircraft less than AUW 5700kg)		
c) MEL (ATO with aircraft)		
d) CDL (ATO with Aircraft)		
e) Aircraft Performance Manual		
f) Aircraft Procedure checklist (for ATO with aircraft)		

g) Safety and Emergency Procedures Manual (Survival Techniques)		
h) MMEL		
i) Flight Safety Manual (for ATO with aircraft)		
j) Safety Management Systems Manual including a description of the flight safety documents system (for ATO with aircraft)		
k) Security Manual (for ATO with aircraft)		

**CHECK LIST FOR CAC EVALUATION OF ATO
TRAINING AND PROCEDURES MANUAL (TPM)**

ATO No.	CAC ATO Team	Reference
Date Accomplished ____.____.____	ATO/Organisation	
TRAINING AND PROCEDURES MANUAL (TPM)		Assessment
Requirements		YES NO
VII. GENERAL;		
Does the TPM contain the following:		
j) Preamble		
k) Table of contents		
l) Procedures for amendment of the manual		
m) Record of amendment pages		
n) Distribution list		
o) List of effective pages		
p) Glossary of definitions and significant terms, including a list of acronyms and/or abbreviations		
q) Description of the structure and layout of the manual incl. various parts and sections, as well as their content and use		
r) Description of the structure and layout of the manual incl. the numbering system for headings and paragraphs		
s) Description of the scope of training authorized under the ATOs terms of approval		
VIII. ORGANIZATION;		
f) Organization (organigram) including name of the post holders		
g) Qualifications, responsibilities and succession of command (Job Descriptions) of management and key operational personnel including but not limited to;		
1. Accountable Executive		
2. Head of Training		
3. Instructional Services Manager		
4. Quality Manager		
5. Maintenance Manager (if applicable)		
6. Safety Manager (if applicable)		
7. Instructors		

8. Evaluators - including those with examiner functions - and auditors		
9. Others – state title(s)		
IX. POLICIES DEALING WITH;		
f) The Organizations objectives		
g) The Organization’s Ethics		
h) The Organization’s values		
i) The selection of ATO personnel and the maintenance of their qualifications		
j) The training programme design and development		
k) The need for programme validation and review		
l) The outsourcing of training programme development to third-party providers		
m) the evaluation, selection and maintenance of training material and devices		
n) the maintenance of the training facilities and equipment;		
o) the development and maintenance of a quality system (QS) governance model		
p) the development and maintenance of a culture focused on safety in the workplace, including, when applicable, implementation of a safety management system (SMS) governance model		
X. FACILITIES AND EQUIPMENT:		
a) Description of general-use facilities including offices, stores and archives, library or reference areas		
b) Description of the number and size of classrooms, including installed equipment		
c) Description of the type and number of training devices, including their location if other than the main training site		
XI. STAFF TRAINING;		
a) Identification of persons or positions responsible for the maintenance of the standards and performance criteria of the training		
b) Identification of persons or positions responsible for ensuring the competency of personnel.		
c) Details of the procedures to validate the qualifications and determine the competency of instructional personnel		
d) Details of the initial and recurrent training programmes for all personnel, including awareness training with respect to their responsibilities within the ATO’s system governance processes		
XII. CLIENT TRAINING PROGRAMMES		
a) Client training programmes covering each individual training programme conducted by the ATO consisting of a training plan, a practical training syllabus and, if applicable, a theoretical knowledge syllabus		
b) <i>Training Plans</i> including the aim of the course in the form of a statement of what the student is expected to be able to do as a result of the training, pre-entry		

<p>requirements, including (as applicable):</p> <ol style="list-style-type: none"> 1. minimum age; 2. education or qualification requirements; 3. medical requirements; and 4. linguistic requirements. 		
<p>c) <i>Credit for previous knowledge</i>, experience or other qualifications, proof of which should be obtained from the Licensing Authority before the training commences</p>		
<p>d) <i>Training curricula</i>, including:</p> <ol style="list-style-type: none"> 1. theoretical training (knowledge); 2. practical training (skills); 3. training in the domain of human factors; 4. assessment and examinations; and 5. monitoring of the training process, including assessment and examination activities 		
<p>e) <i>Procedures for the conduct of student evaluation</i>, including for:</p> <ol style="list-style-type: none"> 1. conditions to be met before tests; 2. procedures for remediation training before retest and for re-writing knowledge tests; 3. test reports and records; 4. skill progress checks and skill tests 5. knowledge progress tests and knowledge tests, including knowledge test preparation, types of 6. questions and assessments, and standards required for a pass; and 7. question analysis and review and issuing of replacement exams (applicable to knowledge tests). 		
<p>f) Policy and procedures regarding training effectiveness for coordination between training services</p>		
<p>g) Policy and procedures regarding training effectiveness for requirements for reporting and documentation</p>		
<p>h) Policy and procedures regarding training effectiveness for internal feedback for detecting training deficiencies</p>		
<p>i) Policy and procedures regarding training effectiveness for interim performance or competency standards at various stages of training to ensure standardization</p>		
<p>j) Policy and procedures regarding training effectiveness for individual student duties</p>		
<p>k) Policy and procedures regarding training effectiveness for correcting unsatisfactory progress</p>		

l) Policy and procedures regarding training effectiveness for changing instructors		
m) Policy and procedures regarding training effectiveness for the maximum number of instructor changes per student		
n) Policy and procedures regarding training effectiveness for suspending a student from training		
o) Syllabi for non-competency-based training programmes		
p) Syllabi for competency-based training programmes		
XIII. TESTS AND CHECKS CONDUCTED BY THE ATO FOR THE ISSUANCE OF A LICENCE OR A RATING When a State has authorized an ATO to conduct the testing required for the issuance of a licence or rating in accordance with the training and procedures manual, does the TPM include;		
a) the name(s) of the personnel with testing authority and the scope of the authority		
b) the role and duties of the authorized personnel		
c) the minimum requirements for appointment procedure		
d) the minimum requirements the selection procedure		
e) the applicable requirements established by the Licensing Authority, such as: - the procedures to be followed in the conduct of checks and tests; and - the methods for completion and retention of testing records as required by the Licensing Authority.		
XIV. RECORDS		
a) attendance records		
b) student training records		
c) staff training and qualification records		
d) persons responsible for checking records and student personal logs		
e) nature and frequency of record checks		
f) standardization of record entries;		
g) personal log entries		
h) security of records and documents		
XV. SAFETY MANAGEMENT SYSTEM (IF APPLICABLE) The requirement to adopt SMS practices is intended to be restricted to only those training entities whose activities directly impact on the safe operation of aircraft. Should that requirement apply to the ATO, the training and procedures manual must address the ATO's SMS by reference to a separate manual or including the SMS practices in the training and procedures manual.		

XVI. QUALITY ASSURANCE (QA)		
A brief description of the QA practices by reference to a separate quality manual or including the QA practices in the training and procedures manual		
XVII. APPENDICES		
a) sample progress test forms		
b) sample logs, test reports and records		
c) a copy of the ATO's approval document		
FLIGHT TRAINING		
A. GENERAL		
a) Qualifications, responsibilities and succession of command of management and key operational personnel including chief flight instructor		
b) Qualifications, responsibilities and succession of command of management and key operational personnel including chief ground instructor		
Policies and procedures dealing with;		
a) approval of flights		
b) responsibilities of the pilot-in-command		
c) flight planning procedures — general		
d) carriage of passengers		
e) operational control system		
f) reporting of safety hazards, incidents and accidents		
g) duty periods and flight time limitations for flying staff members and students		
h) minimum rest periods for flying staff members and students		
Facilities and equipment available		
a) flight simulation training devices and training aircraft		
b) maintenance facilities and apron parking areas for training aircraft		
c) computer-based classrooms		
d) dispatch control and briefing areas		
B. AIRCRAFT OPERATING INFORMATION		
l) Certification and operating limitations		
m) Aircraft handling, including:		
1. performance limitations;		
2. use of checklists;		
3. standard operating procedures		
4. aircraft maintenance procedures.		
n) Instructions for aircraft loading and securing of load		

o) Fuelling procedures.		
p) Emergency procedures		
C. ROUTES		
a) Performance criteria, e.g. take-off, en-route and landing.		
b) Flight planning procedures including: <ul style="list-style-type: none"> 1. fuel and oil requirements 2. minimum safe altitudes 3. planning for contingencies (e.g. emergency or diversion scenarios) 4. navigation equipment 		
c) Weather minima for all instructional training flights during day, night, VFR and IFR operations		
d) Weather minima for all student training flights at various stages of training		
e) Training routes and practice areas		
D. FLIGHT TRAINING PLANS		
a) Training curricula including, as applicable: <ul style="list-style-type: none"> 1. single-engine flights; 2. multi-engine flights; 3. theoretical knowledge for flights; and 4. flight simulation. 		
b) The general arrangements of daily and weekly programmes for flying training, ground training and flight simulation training.		
c) Training policies in terms of: <ul style="list-style-type: none"> 1. weather constraints; 2. maximum student training times for flight, theoretical knowledge and flight simulation training, per day/week/month; 3. restrictions in respect of training periods for students; 4. duration of training flights at various stages; 5. maximum individual student flying hours in any day or night period; 6. maximum number of individual student training flights in any day or night period; and 7. minimum rest periods between training periods. 		

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CAC RA	Approved Training Organization Certification Manual	Date: 24.10.2023	
	Inspection Checklist for ATO Certification	Appendix 6	Ref: 00

Audit Order No:		Audit Team:
Distribution:		Name Surname:
		Name Surname:
		Name Surname:
		Name Surname:

APPLICANT DETAILS	
Organization:	
Registered Name:	
Registered Office:	Phone:
Location:	Fax:
Accountable Manager:	
Head of Training:	
Chief of Ground	
Identification of Aircraft to be Operated (if Applicable):	
Identification of FSTD to be operated (if Applicable):	
Name of the responsible Technical Coordinator:	
E-mail:	Date:

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Reference	Item	Documented YES, NO, N/A, N/R	Implemented YES, NO, N/A, N/R	Conformity YES, NO, N/A, N/R	Remarks
1. GENERAL					
ORA.GEN.120(a)	Are the AMC's published by CAC RA used by organization?				
ORA.GEN.120(b)	Does the organization use Alternative means of compliance? If yes, ask about full description.				
2. Management System					
ORA.GEN.200	Did the organization establish, implement and maintain management system?				
	Does the management system include: <ul style="list-style-type: none"> • Clearly define lines of responsibility and accountability throughout the organization, including a direct safety accountability of the Accountable Manager? • A description of the overall philosophies and principles of the organisation with regard to safety, referred to as the safety policy? • The identification of Aviation safety hazards entailed by the activities of the organisation, their evaluation and the management of associated risks, including 				

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	<p>taking actions to mitigate the risks and verify their effectiveness.?</p> <ul style="list-style-type: none"> • Maintaining personnel trained and competent to perform their works? • Documentation of all management system key processes including a process on making personnel aware of their responsibilities and procedure of amending this documentation? • A function to monitor compliance of the organisation with the relevant requirements? • A feedback system of findings to the accountable manager to ensure effective implementation actions as necessary? <p>Is the management system appropriate to the size of the organisation and nature and complexity of its activities, taking into account hazards and associated risks inherent these activities?</p>				
3. Contracted Activities					
ORA.GEN.205	<p>Does the organisation contract any activities within its scope of approval?</p> <p><i>If YES?</i></p> <p>Does the contracted organisation to carry out such activities?</p>				

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	Does the contracted organisation ensure that the CAC RA is given access to the contracted organisation?				
4. Changes to organisation					
ORA.GEN.115 (b)	Does the documentation submitted to the CAC RA include a procedure describing how changes not requiring prior approval by the CAC RA will be managed and notified to the CAC RA?				
ORA.GEN.130 (a) and (b)	Does the organisation manage changes requiring prior approval by the CAC RA in accordance with ORA.GEN.130 (a) and (b)?				
ORA.GEN.130 (c)	Does the organisation manage changes NOT requiring prior approval by the CAC RA in accordance with ORA.GEN.130 (c)?				
5. Occurrence Reporting					
ORA.GEN.160	Does the organisation report any accident, serious incident and occurrence in accordance with ORA.GEN.160?				
	Does the organisation produce a follow-up report, where relevant, to provide details of actions it intends to take to prevent similar occurrences in the future?				
6. Immediate reaction to a safety problem					
ORA.GEN.155/ DTO.GEN.155	Does the organisation implement the safety measures mandated by the competent authority in accordance with ARA.GEN.135 (c)				

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	Does the organisation implement the relevant mandatory safety information issued by the CAC RA, including airworthiness directives?				
7. Personnel Requirements					
ORA.GEN.210/ DTO.GEN.210, DTO.GEN.260	<p>Accountable Manager Did the organisation appoint an accountable manager?</p> <p>Does the accountable manager have the authority for ensuring that all activities can be financed and carried out in accordance with the application requirements?</p> <p>Is the accountable manager responsible for establishing and maintaining an effective management system?</p>				
	<p>Management personnel Did the organisation nominate a person or group of persons with the responsibility of ensuring that the organisation remains in compliance with the applicable requirements?</p> <p>Is (are) such person(s) ultimately responsible to the accountable manager?</p>				
	<p>All Personnel Does the organisation have sufficient qualified personnel for the planned tasks and activities to performed in</p>				

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	<p>accordance with the applicable requirements?</p> <p>Does the organocation maintain appropriate experience, qualification and training records for its personnel?</p> <p>Does the organisation ensure that all personell are aware of the rules and procedures relevant to the exercise of their duties?</p>				
	<p>Head of Training Does the HT comply with the requirements stated in ORA.ATO.110 (a) and have responsibilities stated in ORA.ATO.110 (b)</p> <p>ATO's providing CPL, MPL, ATPL associated ratings and certificates – additional requirements: Does the HT comply with the requirements stated in ORA.ATO.210 (a)?</p>				
	<p>CFI ATO's providing CPL, MPL, ATPL associated ratings and certificates – additional requirements: Does the CFI comply with the requirements stated in ORA.ATO.210 (b)?</p>				
	<p>CTKI ATO's providing CPL, MPL, ATPL associated ratings and certificates – additional requirements:</p>				

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	Does the CTKI comply with the requirements stated in ORA.ATO.210 (c)?				
	Theoretical knowledge instructors Do the theoretical knowledge instructors comply with the requirements stated in ORA.ATO.110 (c)/DTO.GEN.260 (for DTO)				
	Flight Instructors Does the flight instructors comply with the requirements stated in ORA.ATO.110 (d)?				
8. Facility Requirements					
ORA.GEN.215/ DTO.GEN.215	Does the organosation have facilities allowing the performance and management of all planned tasks and activities in accordance with the applicable requirements?				
9. Aerodromes and Operating sites					
ORA.ATO.140/ DTO.GEN.250	When providing flight training on an aircraft: Does the ATO use aerodromes or operating sites that have the appropriate facilities to allow training of the maneuvers relevant, taking into account the training provided and the category and type of aircraft used?				
10. Training aircraft and FSTD's					
ORA.ATO.135/ DTO.GEN.240	Does ATO use an adequate fleet of training aircraft or FSTDs appropriate to the courses of training provided?				

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	Does the ATO provide training in FSTDs only when it demonstrates to the CAC RA that the conditions in ORA.ATO.135 (b) are met?				
	If the aircraft used for the skill test is of a different type to the FFS used for the visual flight training, is the maximum credit limited to that allocated for flight and navigation procedures trainer II (FNTP II) for aeroplanes and FNPT II/III for helicopters in the relevant flight programme?				
	For flight test training organisations only: Is the aircraft used for flight test training appropriately equipped with flight testing instrumentation, according to the purpose of the training?				
ORO.FSTD.100 (b)	FSTD specifications: Are the FSTD specifications detailed: <ul style="list-style-type: none"> - In the terms of the ATO certificate; or - In the case of AOC holder, in the training manual? 				
	11. Training Manual and Operations Manual				
	Did the ATO establish and maintain a training manual and operations manual?				
	Does the ATO make available to staff and, where appropriate, to students the information contained in the				

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	training manual, the operations manual and the ATO's approval documentation?				
	Does the operations manual establish flight time limitation scheme for flight instructors, including the maximum flying hours, maximum flying duty hours and minimum rest time between instructional duties in accordance with Part-ORO?				
	For flight test training organisation only: Does the operations manual comply with the requirements established in Part-21?				
ORA.ATO.230	<p>ATOs providing CPL, MPL, ATPL and associated ratings and certificates – additional requirements:</p> <ul style="list-style-type: none"> - Does the training manual state the standards, objectives and training goals for each phase of training and students are required to comply with? - Does the training manual address the following subjects: training plan, briefing and air exercises, and theoretical knowledge instructions? - Does the operations manual provide relevant information to particular groups of personnel (flight instructors, 				

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	<p>flight simulation training instructors, theoretical knowledge instructors, operations and maintenance personnel)?</p> <ul style="list-style-type: none"> - Does the operations manual include general technical, route and staff training information? 				
12. Training Programme					
ORA.ATO.125/ DTO.GEN.230	Did the ATO develop a training programme for each type of course offered?				
	Does the training programme comply with the applicable Part-FCL requirements (or Part-21 requirements in case of flight test training)?				
ORA.ATO.225	<p>ATOs providing CPL, MPL, ATPL and associated ratings and certificates – additional requirements:</p> <ul style="list-style-type: none"> - Does the training programme include a breakdown of flight and theoretical knowledge instruction, presented in a week-by-week or phase layout, a list of standard exercises and a syllabus summary? - Are the content and sequence of training programme specified in the training manual? 				

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13. Pre-requisites for training

ORA.ATO.145	Does the ATO ensure that the students meet all the pre-requisites for training established in Part-MED, Part-FCL, and, if applicable, as defined in the data established in accordance with Part-21?				
	In case of ATOs providing flight test training: Do the students meet all pre-requisites for training established in Part-21?				

14. Distance Learning Course

ORA.ATO.300	If Applicable: Is the distance learning used ONLY in the following cases: <ul style="list-style-type: none"> - Modular courses of theoretical knowledge instruction - Courses of additional theoretical knowledge for class or type rating - Courses of approved pre-entry theoretical knowledge instruction for first type rating for multiengine helicopter? 				
ORA.ATO.305	Classroom instruction Is an element of classroom instruction included in all subjects of modular distance learning courses?				

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	Is the amount of time spent in actual classroom instruction minimum 10 % of the total duration of the course?				
	Is the classroom accommodation available either at the principal place of business of the ATO or within a suitable facility elsewhere?				
15. Instructors					
ORA.ATO.310	Are all instructors fully familiar with the requirements of the distance learning course programme?				
16. Zero Flight Time Training (ZFTT)					
	If applicable:				
	Does the ATO conducting ZFTT have also the privileges to conduct commercial air transport operations or have a specific arrangement with a commercial air transport operator?				
ORA.ATO.330	Does the operator have at least 90 days of operational experience on the aeroplane type? Note: In case of ZFTT provided by an ATO having specific arrangements with an operator, the 90 days of operational experience requirements will not apply if: The type rating instructor (TRI (A)) involved in the additional take-offs and landings, as required in Part-ORO, has operational experience on the aeroplane type.				

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ORA.ATO.335	Does the FFS approved for ZFTT comply with the requirements stated in ORA.ATO.335?				
17. MPL Courses					
ORA.ATO.350	Does the ATO conducting MPL integrated training courses and MPL instructor courses have also privilege to conduct commercial air transport operations or a specific arrangement with a commercial air transport operator?				
18. Flight Test Training					
ORA.ATO.335	Does the training records include a written reports by the student, as required by the training programme, including, where applicable, data processing and analysis or recorded parameters relevant to the type of flight test?				
	<p>If the ATO that has been approved to provide flight training for the issue of category 1 or 2 flight test rating in accordance with Part-FCL had its privileges expanded to provide training for other categories of flight test and other categories of flight test personnel:</p> <p>Does the ATO meet the relevant requirements of Part-21?</p>				

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	Does the ATO have specific arrangements with the Part-21 organisation that employs, or intends to employ, such flight test personnel?				
19. Terms of approval and privileges					
ORA.GEN.125	Does the organisation comply with the scope and privileges defined in the terms of approval attached to the organisatio's certificate?				
20. Access					
ORA.GEN.140/ DTO.GEN.140	Does the organisation grant access to any facility, aircraft, document, records, data, procedures or any other material relevant to its activity subject to certification, weather it is contracted or not, to any person authorized by the CAC RA?				
21. Findings					
ORA.GEN.150/ DTO.GEN.150	<p>Did the organisation establish a process concerning the management of findings in accordance with ORA.GEN.150?</p> <p>Summary of requirements: After receipt of notification, the organisation shall:</p> <ul style="list-style-type: none"> - Identify the root cause of the non-compliance; - Define a corrective action plan: and - Demonstrate corrective action plan implementation 				

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	to the satisfaction of the CAC RA within a period agreed with CAC RA.				
22. Record-Keeping					
ORA.GEN.220/ DTO.GEN.220	Did the organisation establish a system of record-keeping that allows adequate storage and reliable traceability of all the elements indicated in ORA.GEN.200?				
	Is the format of the records specified in the organisation's procedure?				
	Are the records stored in a manner that ensures protection from damage, alteration and theft?				
	Are the following records kept for				
23. Quality Assurance					
Annex 1 of Chicago convention, Appendix 2	Did the training organization establish a quality assurance system, which ensures that training and instructional practices comply with all relevant requirements.				
24. Annual internal review and annual activity report (applicable for DTO)					
DTO.GEN.270	Does DTO conduct an annual internal review of the tasks and responsibilities specified in point DTO.GEN.210 and establish a report on that review				
	Does DTO establish an annual activity report				
	Does DTO submit the report on the annual internal review and the annual activity report to the CAC RA by the date determined by the CAC RA				

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SECTION RESULT

Comments / Remark's:

Dashed lines for writing comments.

Satisfactory / Unsatisfactory “ _ _ ”

Flight Operations Inspector's Name, No & signature: :

Dashed lines for writing name and number.

Date: __/_____/_____

Signature: _____

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Reference	Requirement	Specific requirements/expectations	Eval. operator	Eval. CA	Description
1. Content: Organization stretcher					
1.1: Personal details and qualification (ORA.ATO.210)					
ORA.GEN.210.	Personnel requirements	- The organisation shall appoint an accountable manager, who has the authority for ensuring that all activities can be financed and carried out in accordance with the applicable requirements. The accountable manager shall be responsible for establishing and maintaining an effective management system.		<input type="checkbox"/> N/A <input type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> R <input type="checkbox"/> N/R	
Cover regulation Air CREW 1.9 instructor 1.10 examiner	<p>Theoretical instruction must be given by appropriately qualified instructors. They must:</p> <p>(a) have appropriate knowledge in the field where instruction is to be given; and</p> <p>(b) be capable of using appropriate instructional techniques.</p> <p>Examiners (a) meet the requirements for flight or flight simulation instructors; and</p> <p>(b) be capable of assessing pilot performance and conducting flight tests and checks.</p> <p>Persons responsible for assessing the skill of pilots must:</p>	<p>- Check that adequate cabin training devices, audio-visual presentations, computer-based training and other types of training, are appropriately used.</p> <p>- Assess in particular the adequacy of training devices used, which should accurately represent the related aircraft or equipment:</p> <ul style="list-style-type: none"> o Cabin layout (door/exits, galley, safety equipment) o Passenger seats and CC stations o Doors and exits modes of operation (doors/exits differences to be assessed in detail) o Type of safety and emergency equipment 		<input type="checkbox"/> N/A <input type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> R <input type="checkbox"/> N/R	
CRM training					
ORO.CC.115 AMC1 ORO.CC.115(e)	<u>CRM training multi-cabin crew operations: general</u> - Training facilities - Training method - Combination FC and CC CRM training - Contracted CRM training - Hazards and risks identified by the management system to be addressed.	- Check that CBT is not used as a stand-alone method (except for single CC operations)		<input type="checkbox"/> N/A <input type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> R <input type="checkbox"/> N/R	
ORO.CC.115 AMC1 ORO.CC.115(e)	<u>CRM training multi-cabin crew operations: Training content</u>	- Check the content of the operator's CRM training syllabus. - Check that the duration of the training is defined and adequate.		<input type="checkbox"/> N/A <input type="checkbox"/> C	

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Reference	Requirement	Specific requirements/expectations	Eval. operator	Eval. CA	Description
				<input type="checkbox"/> NC <input type="checkbox"/> R <input type="checkbox"/> N/R	
ORO.CC.115 AMC1 ORO.CC.115(e)	<u>CRM training multi-cabin crew operations: Type conversion training</u>	- Check the content of the type conversion CRM training syllabus. - Check that the duration of the training is defined and adequate.		<input type="checkbox"/> N/A <input type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> R <input type="checkbox"/> N/R	
ORO.CC.115 AMC1 ORO.CC.115(e)	<u>CRM training multi-cabin crew operations: Annual recurrent training</u>	- Check the content of the annual recurrent CRM training syllabus. - Check that the duration of the training is defined and adequate.		<input type="checkbox"/> N/A <input type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> R <input type="checkbox"/> N/R	
ORO.CC.115 AMC1 ORO.CC.115(e)	<u>CRM training multi-cabin crew operations: Senior cabin crew member course</u>	- Check the content of the senior cabin crew CRM training syllabus. - Check that the duration of the training is defined and adequate.		<input type="checkbox"/> N/A <input type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> R <input type="checkbox"/> N/R	
ORO.CC.115(e) AMC3 ORO.CC.115(e)	<u>Cabin crew CRM trainer:</u> - Qualification of CC CRM trainer - Training of CC CRM trainer - Assessment of CC CRM trainer - Recency and renewal of qualification.			<input type="checkbox"/> N/A <input type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> R <input type="checkbox"/> N/R	
Initial cabin crew training course					
ORO.CC.120 AMC1 ORO.CC.120(a)(1) CC.TRA.220 Appendix 1 to Part-CC	<u>Initial training course syllabus</u>	- Check the content of the initial training course syllabus against Appendix 1 to Part-CC.: <ul style="list-style-type: none"> ○ General theoretical knowledge of aviation and aviation regulations ○ Communication; ○ Introductory course on HF in aviation and CRM; ○ Passenger handling and cabin surveillance; ○ Aero-medical aspects and first-aid ○ DG in accordance with the applicable ICAO TI ○ General security aspects in aviation ○ Fire and smoke training ○ Survival training - Check that the duration of the training is defined and adequate.		<input type="checkbox"/> N/A <input type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> R <input type="checkbox"/> N/R	
Aircraft type-specific training and operator conversion training					

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Reference	Requirement	Specific requirements/expectations	Eval. operator	Eval. CA	Description
ORO.CC.125 AMC1 ORO.CC.125(c) AMC1 ORO.CC.125 & ORO.CC.130 AMC1 ORO.CC.125(b) & ORO.CC.130(c)	<u>Aircraft type-specific training syllabus</u>	<ul style="list-style-type: none"> - Check that any mandatory element of the OSD has been included in the training program and that non-mandatory elements have been considered. - Check that it includes training and practice on a representative device or the actual aircraft - Check the training syllabus: <ul style="list-style-type: none"> o aircraft description as relevant to cabin crew duties; o all safety equipment and systems installed relevant to cabin crew duties; o operation and actual opening, by each cabin crew member, of each type or variant of normal and emergency doors and exits in the normal and emergency modes; o demonstration of the operation of the other exits including flight crew compartment windows; o fire and smoke protection equipment where installed; o evacuation slide training, where fitted; o operation of the seat, restraint system and oxygen system equipment relevant to pilot incapacitation. - Check that the duration of the training is defined and adequate. 		<input type="checkbox"/> N/A <input type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> R <input type="checkbox"/> N/R	
ORO.CC.125 AMC1 ORO.CC.125(d) AMC1 ORO.CC.125 & ORO.CC.130 AMC1 ORO.GEN.110(a)	<u>Operator conversion training syllabus</u>	<ul style="list-style-type: none"> - Check that any mandatory element of the OSD has been included in the training program - Check that it includes training and practice on a representative device or the actual aircraft - Check that it includes training on the operator's SOPs for CC - Check the training syllabus: <ul style="list-style-type: none"> o description of the cabin configuration; o location, removal, and use of all portable safety and emergency equipment carried on board; o all normal and emergency procedures; o passenger handling and crowd control; o fire and smoke training including the use of all related fire-fighting and protective equipment representative of that carried on board; o evacuation procedures; o pilot incapacitation procedures; o applicable security requirements and procedures; o crew resource management; o Security training; - Check that the duration of the training is defined and adequate. 		<input type="checkbox"/> N/A <input type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> R <input type="checkbox"/> N/R	
Differences training					
ORO.CC.130 AMC1 ORO.CC.125 & ORO.CC.130 AMC1 ORO.CC.125(b) & ORO.CC.130(c)	<u>Differences training syllabus</u>	<ul style="list-style-type: none"> - Check that any mandatory element of the OSD has been included in the training programme and that non-mandatory elements have been considered. - Check that it includes training and practice on a representative device or the actual aircraft - Check the training syllabus - Check that the duration of the training is defined and adequate. 		<input type="checkbox"/> N/A <input type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> R <input type="checkbox"/> N/R	

PART-ORA/PART-DTO ATO Initial Certification/DTO and Continued Oversight

Reference	Requirement	Specific requirements/expectations	Eval. operator	Eval. CA	Description
Familiarisation flights/visit					
ORO.CC.135 AMC1 ORO.CC.135	<u>Familiarisation: conditions</u>	- Check the conditions for which familiarisation is to be conducted.		<input type="checkbox"/> N/A <input type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> R <input type="checkbox"/> N/R	
ORO.CC.135 AMC1 ORO.CC.135	<u>Familiarisation visits</u>	- Check the programme of familiarisation visits.		<input type="checkbox"/> N/A <input type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> R <input type="checkbox"/> N/R	
ORO.CC.135 AMC1 ORO.CC.135	<u>Familiarisation flights</u>	- Check how familiarisation flights are organised: <ul style="list-style-type: none"> ○ Trainee as additional CC ○ Structured ○ Conducted by SCCM ○ Recorded. 		<input type="checkbox"/> N/A <input type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> R <input type="checkbox"/> N/R	
Recurrent training					
ORO.CC.140 AMC1 ORO.CC.140 AMC1 ORO.GEN.110(a)	<u>Recurrent training syllabus</u>	- Check that the duration of the training is defined and adequate - Check the recurrent training syllabus: <ul style="list-style-type: none"> ○ touch-drills by each CCM for simulating the operation of each type or variant of normal and emergency doors and exits for passenger evacuation ○ location and handling of all safety and emergency equipment installed or carried on board ○ donning of life-jackets, portable oxygen and PBE ○ stowage of articles in the passenger compartment ○ procedures related to aircraft surface contamination ○ emergency procedures ○ evacuation procedures ○ incident and accident review ○ CRM ○ aero-medical aspects and first aid including related equipment ○ security procedures <u>Every 3Y</u> <ul style="list-style-type: none"> ○ Security training (iaw AMC1 ORO.GEN.110(a)) ○ operation and actual opening by each CCM, in a representative training device or in the actual aircraft, of each type or variant of normal and emergency exits in the normal and emergency modes ○ actual operation by each CCM, in a representative training device or in the actual aircraft, of the FC compartment security door, in both normal and emergency modes, and of the seat and restraint 		<input type="checkbox"/> N/A <input type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> R <input type="checkbox"/> N/R	

PART-ORA/PART-DTO ATO Initial Certification/DTO and Continued Oversight

Reference	Requirement	Specific requirements/expectations	Eval. operator	Eval. CA	Description
		system, and a practical demonstration of the oxygen system equipment relevant to pilot incapacitation <ul style="list-style-type: none"> ○ demonstration of the operation of all other exits including the FC compartment windows ○ demonstration of the use of the life-raft, or slide raft, where fitted ○ use of pyrotechnics (actual or representative devices) ○ practical demonstration of the use of flight crew checklists ○ realistic and practical training in the use of all fire-fighting equipment, including protective clothing, representative of that carried in the aircraft ○ extinguishing a fire characteristic of an aircraft interior fire ○ donning and use of PBE in an enclosed simulated smoke-filled environment - Check the defined validity of the different training activities.			
Refresher training					
ORO.CC.145 AMC1 ORO.CC.145	<u>Refresher training</u>	- Check the conditions for the conduct of refresher training - Check the content of the refresher training syllabus: <ul style="list-style-type: none"> ○ emergency procedures (incl. pilot incapacitation procedures and crowd control techniques); ○ evacuation procedures; ○ operation and actual opening, by each CCM, of each type or variant of normal and emergency exits and of the FC compartment security door in the normal and emergency modes (incl. failure of power assist systems where fitted as well as the action and forces required to operate and deploy evacuation slides); ○ demonstration of the operation of all other exits including the flight crew compartment windows; ○ location and handling of all relevant safety and emergency equipment installed or carried on-board. 		<input type="checkbox"/> N/A <input type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> R <input type="checkbox"/> N/R	
Senior cabin crew member					
ORO.CC.200 AMC1 ORO.CC.200(c)	<u>SCCM training syllabus</u>	- Check that the duration of the training is defined and adequate - Check the SCCM training syllabus: <ul style="list-style-type: none"> ○ pre-flight briefing; ○ cooperation with the crew; ○ review of operator requirements and legal requirements; ○ accident and incident reporting; ○ human factors and CRM; and ○ flight and duty time limitations and rest requirements. 		<input type="checkbox"/> N/A <input type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> R <input type="checkbox"/> N/R	

**ՓԱՐԹ 147 ԿԱՎԵՐԱՑՄԱՆ
ՀԱՇՎԵՏՎՈՒԹՅՈՒՆ**
Part-147 APPROVAL RECOMMENDATION REPORT

Ձև 22
FORM 22

Մաս 1` Ընդհանրություն /Part 1: General

Կազմակերպության անվանումը /Name of organization

Վավերացման հղում /Approval reference;

Պահանջվող վավերացման կարգը /Requested approval rating
Form 11 dated* _____

Ունեցած այլ վավերացումներ (եթե կիրառելի է) /Other approvals held (if app.)

Հասցե և վաճառքի հասցե /Address of facility audited

Հասցե և ժամանակահատվածը /Audit period
_____ հցմիս և _____

Հասցե և թվական(ներ) /Date(s) of audit(s)

Հասցե և հղում(ներ) /Audit reference(s);

Հարցազրույցի մասնակցած անձիք /Persons interviewed

Քվադրանտ /Competent authority surveyor;

Ստորագրություն /Signature

ՔԿ /CAC OFRA

Ձև 22-ի 1-ին մասի
լրացման թվականը / Date of
Form 22 part 1 completion

*delete where applicable

**ՓԱՐԹ-147 ՍԵՐՏԻՖԻԿԱՑՄԱՆ
ՀԱՇՎԵՏՎՈՒԹՅՈՒՆ**
Part-147 APPROVAL RECOMMENDATION REPORT

ԹԱԵԳ Ը 22
FORM 22

Մաս 2` Փարթ-147 համապատասխանության տեսչություն

Հինգ սյունակները կարող են նշագրվել և օգտագործվել ըստ
անհրաժեշտության, որպեսզի նշվեն ստուգված վավերացված
ուսուցման/քննության, միջոցները՝ ներառյալ ենթապայմանագրայինները:
Համապատասխանության դեպքում ամեն կետի դիմաց վանդակում նշել (✓) կամ
անհամապատասխանության դեպքում (X) և կատարել հղում 4-րդ Մասին վանդակից
հետո, կամ նշել << Կիրառվում է >> (N/A), կամ N/R եթե կիրառելի է, բայց ստուգված
չի:

Part 2: Part-147 Compliance Audit Review

Մաս 3՝ Համապատասխանության թղթի Փարթ-147
Տեխնպասարկման ու սուսուցման կազմակերպության
ձեռնարկի

The five columns may be labelled & used as necessary to record the approved training/examination, facility, including subcontractor's, reviewed. Against each column used of the following Part-147 sub-paragraphs please either tick (V) the box if satisfied with compliance or cross (X) the box if not satisfied with compliance and specify the reference of the Part 4 finding next to the box or enter N/A where an item is not applicable, or N/R when applicable but not reviewed.

Հատված / Paragraf	Թեմա/ Subject	Նշում				
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
147.A.100	Սարքավորումներին և տարածքի պահանջները / Facility requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
147.A.105	Անձնակազմի նվերաբերող պահանջները / Personnel requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
147.A.110	Հրահանգիչներին, քննությունը ներդրողներին և գնահատողներին փաստաթղթերի վարում / Records of instructors, examiners and assessors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
147.A.115	Հրահանգչական սարքավորումներ / Instructional equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
147.A.120	Տեխնպասարկման ու սուսուցման նյութեր / Maintenance training material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
147.A.125	Փաստաթղթերի վարում / Records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
147.A.130	Ուսուցման կարգը և որակի համակարգը / Training procedures and quality system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
147.A.135	Քննություններ / Examinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
147.A.145	Արտոնությունները / Privileges of the maintenance training organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
147.A.150	Փոփոխությունները / Changes to the maintenance training organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
147.A.160	Հայտնաբերված թերությունները / Findings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
147.A.200	Հաստատված բազային ուսուցման դասընթաց / Approved basic training course	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
147.A.205	Բազային գիտելիքներ / Basic knowledge examination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
147.A.210	Բազային ուսուցման գնահատում / Basic practical assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
147.A.300	Օդանավի տիպի / առաջադրանքի ուսուցում / Aircraft type/task training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
147.A.305	Օդանավի տիպի քննություններ և առաջադրանքի կատարման գնահատում / Aircraft type examinations and task assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ընկերության (ներ) / CAC surveyor(s)		Ստորագրություն / Signature				
_____		_____				
_____		_____				
_____		_____				
_____		_____				
Ընկերության գրասենյակ / CAC office		Ձև 22-ի 1-ին մասի լրացման թվականը / Date of Form 22 part 2 completion				

Համապատասխանանոթյան համարամենկետի դիմաց վանդակում նշել (✓) կամ անհամապատասխանանոթյան դեպքում (X) և կատարել հղում 4-րդ մասին կամ նշել (N/A), երբ չի կիրառվում, կամ N/R, եթե կիրառելի է, բայց ստուգված չի:

Part 3: Compliance with Part-147 maintenance training organization exposition (MTOE)
 Please either tick (V) the box if satisfied with compliance; or cross (X) if not satisfied with compliance and specify the reference of the Part 4 finding; or enter N/A where an item is not applicable; or N/R when applicable but not reviewed.

Մաս 14 առավարում / Part 1 Management

1.1	<input type="checkbox"/>	Հաշվետու և պատասխանատու մենեջերի կողմից արտահայտված ընդհանուր նպատակներ / Corporate commitment by accountable Manager
1.2	<input type="checkbox"/>	Ղեկավար կազմ / Management personnel
1.3	<input type="checkbox"/>	Աշխատակազմի անդամների պարտականությունները և պատասխանատվությունները / Duties and responsibilities of management personnel, instructors, knowledge examiners and practical assessor
1.4	<input type="checkbox"/>	Ղեկավար կազմի կազմակերպչական սխեման / Management personnel organisation chart
1.5	<input type="checkbox"/>	Հրահանգիչներին և քննողներին ցուցակ / List of instructional and examination staff
1.6	<input type="checkbox"/>	Հաստատված հասցեների ցուցակ / List of approved addresses
1.7	<input type="checkbox"/>	Համաձայն 147.A.145(d) կետի պայմանագրով աշխատող կազմակերպություններին ցուցակ / List of sub-contractors as per 147.A.145(d)
1.8	<input type="checkbox"/>	1.6 կետում նշված հասցեներում գտնվող միջոցներին ընդհանուր նկարագրություն / General description of facilities at paragraph 1.6 addresses
1.9	<input type="checkbox"/>	ՔԱԿ կողմից հաստատված դասընթացների ցուցակ / Specific list of courses and type examinations approved by the CAC of RA
1.10	<input type="checkbox"/>	Կազմակերպության փոփոխություններին վերաբերյալ տեղեկացման ընթացակարգը / Notification procedrures regarding changes to organisation
1.11	<input type="checkbox"/>	Ուսումնական հաստատությունների Ձեռնարկում և կից ձեռնարկներում փոփոխություններին կատարման ընթացակարգը / Exposition and associated manuals amendment procedures

Մաս 2 Ուսուցման և քննության ընթացակարգեր / Part 2 Training and examination procedures

2.1	<input type="checkbox"/>	Դասընթացների կազմակերպում / Organisation of courses
2.2	<input type="checkbox"/>	Դասընթացի նյութերի նախապատրաստում / Preparation of course material
2.3	<input type="checkbox"/>	Դասասենյակների և սարքավորումների նախապատրաստում / Preparation of classrooms and equipment
2.4	<input type="checkbox"/>	Տեխնիկական սպասարկման արտադրամասերի և սարքավորումների նախապատրաստում / Preparation of workshops/maintenance facilities and equipment
2.5	<input type="checkbox"/>	Տեսական և գործնական ուսուցում / Conduct of theoretical training & practical training (during basic knowledge training and type/task training)
2.6	<input type="checkbox"/>	Կատարված ուսուցման վերաբերյալ փաստաթղթեր / Records of training carried out
2.7	<input type="checkbox"/>	Ուսուցման փաստաթղթերի պահպանում / Storage of training records
2.8	<input type="checkbox"/>	Ուսուցում 1.6 կետում նշված վայրերում / Training at locations not listed in paragraph 1.6
2.9	<input type="checkbox"/>	Քննության կազմակերպում / Organisation of examinations
2.10	<input type="checkbox"/>	Քննության նյութերի անվտանգություն / Security and preparation of examination material
2.11	<input type="checkbox"/>	Քննասենյակների նախապատրաստում / Preparation of examination rooms
2.12	<input type="checkbox"/>	Քննությունների անցկացում / Conduct of examinations (basic knowledge examinations, type/task training examinations and type examinations)
2.13	<input type="checkbox"/>	Բազային գործնական ուսուցում / Conduct of basic practical assessments (during basic knowledge training and type/task training)
2.14	<input type="checkbox"/>	Քննության արդյունքների գնահատում և հաշվառում / Marking and record of examinations
2.15	<input type="checkbox"/>	Քննության արդյունքների փաստաթղթերի պահպանում / Storage of examination records
2.16	<input type="checkbox"/>	1.6 կետում նշված վայրերում քննության անցկացում /

		Examinations at locations not listed in paragraph 1.6
2.17	<input type="checkbox"/>	Բազայի նուսուցման վկայականների նախապատրաստում, ստուգում և թողարկում / Preparation, control & issue of basic training course certificates
2.18	<input type="checkbox"/>	Ենթակապալ առուի վերահսկողություն / Control of sub-contractors

Փարթ -147 ՍԵՐՏԻՖԻԿԱՑՄԱՆ ՀԱՇՎԵՏՎՈՒԹՅՈՒՆ Part-147 APPROVAL RECOMMENDATION REPORT	ԹԱԵԳ Ը Լ 22 EASA FORM 22
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**Մաս 3` Համապատասխանություն և ը Փարթ -147 Տեխնպասարկման
նուսուցման կազմակերպություն և ձեռնարկի / Part 3: Compliance with Part-147
maintenance training organization exposition (MTOE)**

**Մաս 3 Ուսուցման համակարգի որակի գործընթացները / Part 3 Training system quality
procedures**

3.1	<input type="checkbox"/>	Ուսուցման հաշվեքննությունները / Audit of training
3.2	<input type="checkbox"/>	Քննություններ հաշվեքննություններ / Audit of examinations
3.3	<input type="checkbox"/>	Քննությունների արդյունքների վերլուծություններ / Analysis of examination results.
3.4	<input type="checkbox"/>	Հաշվեքննության և վերլուծության անհապաղ ազդեցություններ / Audit and analysis remedial action
3.5	<input type="checkbox"/>	Պատասխանատու կառավարչի ամենամյա հաշվետվություններ / Accountable manager annual review
3.6	<input type="checkbox"/>	Հրահանգիչներին որակավորում / Qualifying the instructors
3.7	<input type="checkbox"/>	Քննողներին որակավորում / Qualifying the examiners and the assessors
3.8	<input type="checkbox"/>	Որակավորված հրահանգիչներին և քննողներին փաստաթղթեր / Records of qualified instructors & examiners.

Մաս 4 Հավելվածներ / Part 4 Appendices

4.1	<input type="checkbox"/>	Օգտագործվող փաստաթղթերի և ձևերի նմուշներ / Example of documents and forms used
4.2	<input type="checkbox"/>	Յուրաքանչյուր ուսուցման ծրագրի / Syllabus of each training course
4.3	<input type="checkbox"/>	Հղում էթեկիրառելի է / Cross reference Index - if applicable

MTOE reference:	MTOE amendment:
Competent authority audit staff:	Signature(s):
Competent authority office:	Date of EASA Form 22 part 3 completion:

Մաս 5՝ Փարթ-147-ի վավերացման կամ ընթացիկ վավերացման կամ փոփոխման առաջարկություն
Part 5; Part-147 approval or continued approval or change recommendation

Կազմակերպության անվանումը /Name of organisation:

Գործող թույլտվություն /Approval reference:

Հաշվետվության հղում (ներ) /Audit reference(s):

Գործող Փարթ-147-ի հրատարակության ընդ /Applicable Part-147 amendment status:

Հետևյալ Փարթ-147-ի համապատասխան գործառնություններն են առաջարկվում հաստատման տվյալ կազմակերպության կողմից հրականացնելու համար /The following Part-147 scope of approval is recommended for this organisation:

Կամ առաջարկվում է, որ պետքի շարունակել գործել ԹԱԵԳ Ը Լ 11-ում նշված Փարթ-147-ի համապատասխան թույլտվությունները
 Or, it is recommended that the Part-147 scope of approval specified in EASA Form 11 referenced be continued.

Առաջարկը ներկայացնող ԲԱԿ տեսուչ /
 Name of recommending CAC surveyor: _____

Առաջարկը ներկայացնող ԲԱԿ տեսուչի ստորագրությունը /
 Signature of recommending CAC surveyor: _____

ԲԱԿ /CAC

Ամսաթիվը /Date of recommendation:

Ձև 22-ի հաշվետվություն (որակի հսկողություն) ամսաթիվ՝
 Form 22 review (quality check): _____ Date: _____

N/N	The question to be studied	References	Questions	Compliance		Remarks
				Yes/No	Evidence	
1.	2.	3.	4.	5.	6.	7.
1.1.		Appendix 2 of annex ii Certificate for air traffic controller training organisations (ATCO org)	1. Certificate			
1.2.		Annex iii — part ATCO.OR Subpart b —Requirements for air traffic controller training organisations	1. Application for a training organisation certificate 2. Means of compliance 3. Terms of Approval and privileges of a training organisation certificate 4. Changes to the training organisation 5. Continued validity 6. Access to training organisations' facilities and data 7. Immediate reaction to a safety problem 8. Occurrence reporting			
1.3.		Subpart c Management of air traffic controller training organisations	1. Management system of training organisations 2. Contracted activities 3. Personnel requirements 4. Record keeping			

			5. Funding and insurances			
1.4.		Subpart d Requirements for training courses and training plans	1. Requirements for training courses and training plans 2. Examination and assessment results and certificates			
1.5.		Subpart d — Section 1 — Air traffic controller training general requirements	1. Objectives of air traffic controller training 2. Types of air traffic controller training			
1.6.		Section 2 — Initial training requirements	1. Composition of initial training 2. Initial training plan 3. Basic and rating training courses 4. Basic training examinations and assessment 5. Basic training performance objectives 6. Rating training examinations and assessment 7. Rating training performance objectives			

1.7.		Section 3 — Unit training requirements	<ol style="list-style-type: none"> 1. Composition of unit training 2. Prerequisites of unit training 3. Unit training plan 4. Unit endorsement course 5. Demonstration of theoretical knowledge and understanding 6. Assessments during unit endorsement courses 			
1.8.		Section 4 —Continuation training requirements	<ol style="list-style-type: none"> 1. Continuation training 2. Refresher training 3. Conversion training 			
1.9.		Section 5 —Training of instructors and assessors	<ol style="list-style-type: none"> 1. Training of practical instructors 2. Training of assessors 			
1.10.		Appendix 2 of annex Basic training	<ol style="list-style-type: none"> 1. Table of contents 2. Introduction to the course 3. Aviation law 4. Air traffic management 5. Meteorology 6. Navigation 7. Aircraft 8. Human factors 9. Equipment and systems 10. Professional environment 			

1.11.		Appendix 4 of annex i — Aerodrome control instrument rating for Tower — ADI (TWR) & APProach control procedural rating (APP)	<ol style="list-style-type: none"> 1. Table of contents 2. Introduction to the course 3. Aviation law 4. Air Traffic Management 5. Meteorology 6. Navigation 7. Aircraft 8. Human factors 9. Equipment and systems 10. Professional environment 11. Abnormal and emergency situations 12. Aerodromes 			
1.12.		Area control procedural rating (ACP) & Approach control surveillance rating (APS) & Area control surveillance rating (ACS)	<ol style="list-style-type: none"> 1. Table of contents 2. Introduction to the course 3. Aviation law 4. Air traffic management 5. Meteorology 6. Navigation 7. Aircraft 8. Human factors 9. Equipment and systems 10. Professional environment 11. Abnormal and emergency situations 			
1.13.		Instructors	<ol style="list-style-type: none"> 1. Theoretical instructors 			

			<ul style="list-style-type: none"> 2. Practical instructors 3. On-the-job training instructor (OJTI) privileges 4. Application for on-the-job training instructor endorsement 5. Validity of On-The-Job Training Instructor endorsement 6. Temporary OJTI authorisation 7. Synthetic training device instructor (STDI) privileges 8. Application for synthetic training device instructor endorsement 9. Validity of synthetic training device instructor endorsement 			
1.14.		Assessors	<ul style="list-style-type: none"> 1. Assessor privileges 2. Vested interests 3. Application for assessor endorsement 4. Validity of assessor endorsement 5. Temporary assessor authorisation 			
1.15.	Basic training (evidences)					
1.16.		Introduction to the course	1. Course management			

			<ul style="list-style-type: none"> 2. Introduction to the ATC training course 3. Introduction to the ATCO's future 			
1.17.		Aviation law	<ul style="list-style-type: none"> 1. Introduction to aviation law 2. International organisations 3. National organisations 4. ATC safety management 5. Rules and regulations 			
1.18.		Air traffic management	<ul style="list-style-type: none"> 1. Air Traffic Management 2. Altimetry and level allocation 3. Radiotelephony 4. ATC clearances and ATC instructions 5. Coordination 6. Data display 7. Separations 8. Airborne collision avoidance systems and ground-based safety nets 9. Basic practical skills 			
1.19.		Meteorology	<ul style="list-style-type: none"> 1. Introduction to meteorology 2. Atmosphere 3. Atmospheric circulation 4. Meteorological phenomena 			

			5. Meteorological information for aviation			
1.20.		Navigation	<ol style="list-style-type: none"> 1. Introduction to navigation 2. The earth 3. MAPS and aeronautical charts 4. Navigational basics 5. Instrument navigation 6. Performance based navigation 7. Developments in navigation 			
1.21.		Aircraft	<ol style="list-style-type: none"> 1. Introduction to aircraft 2. Principles of flight 3. Aircraft categories 4. Aircraft data 5. Aircraft engines 6. Aircraft systems and instruments 7. Factors affecting aircraft performance 			
1.22.		Human factors	<ol style="list-style-type: none"> 1. Introduction to human factors 2. Human performance 3. Human error 4. Communication 5. The work environment 			
1.23.		Equipment and systems	<ol style="list-style-type: none"> 6. ATC equipment 7. Radio 8. Communication equipment 			

			<ul style="list-style-type: none"> 9. Introduction to surveillance 10. Radar 11. Automatic dependent surveillance 12. Multilateration 13. Surveillance data processing 14. Future equipment 15. Automation in ATC 16. Working positions 			
1.24.		Professional environment	<ul style="list-style-type: none"> 17. Familiarisation 18. Airspace users 19. Customer relations 20. Environmental protection 21. 			
1.25.	Aerodrome control visual rating (ADV)					
1.26.		Introduction to the course	<ul style="list-style-type: none"> 1. Course management 2. Introduction to the ATC training course 			
1.27.		Aviation law	<ul style="list-style-type: none"> 1. ATCO licensing/certificate of competence 2. Rules and regulations 3. ATC safety management 			
1.28.		Air traffic management	<ul style="list-style-type: none"> 1. Provision of services 2. Communication 3. ATC clearances and ATC instructions 4. Coordination 			

			<ul style="list-style-type: none"> 5. Altimetry and level allocation 6. Separations 7. Airborne collision avoidance systems and ground-based safety nets 8. Data display 9. Operational environment (simulated) 10. Provision of an aerodrome control service 			
1.29.		Meteorology	<ul style="list-style-type: none"> 1. Meteorological phenomena 2. Sources of meteorological data 			
1.30.		Navigation	<ul style="list-style-type: none"> 1. MAPS and aeronautical charts 2. Instrument navigation 			
1.31.		Aircraft	<ul style="list-style-type: none"> 1. Aircraft instruments 2. Aircraft categories 3. Factors affecting aircraft performance 4. Aircraft data 			
1.32.		Human factors	<ul style="list-style-type: none"> 1. Psychological factors 2. Medical and physiological factors 3. Social and organisational factors 4. Stress 5. Human error 			

			6. Collaborative work			
1.33.		Equipment and systems	<ol style="list-style-type: none"> 1. Voice communications 2. Automation in ATC 3. Controller working position 4. Future equipment 5. Equipment and systems limitations and degradation 			
1.34.		Professional environment	<ol style="list-style-type: none"> 1. Familiarisation 2. Airspace users 3. Customer relations 4. Environmental protection 			
1.35.		5. Abnormal and emergency situations	<ol style="list-style-type: none"> 6. Skills improvement 7. Procedures for abnormal and emergency situations 			
1.36.		Aerodromes	<ol style="list-style-type: none"> 1. Aerodrome data, layout and coordination 2. Movement area 3. Obstacles 4. Miscellaneous equipment 			

1.37.	Aerodrome control instrument rating for tower — ADI (TWR)				
1.38.		Air traffic management	1. Provision of aerodrome control — instrument		
Approach control procedural rating (APP) & area control procedural rating (ACP)					
1.39.		Introduction to the course	1. Course management 2. Introduction to the ATC training course		
1.40.		Aviation law	1. ATCO licensing/certificate of competence 2. Rules and regulations 3. ATC safety management		
1.41.		Air traffic management	1. Provision of services 2. Communication 3. ATC clearances and ATC instructions 4. Coordination 5. Altimetry and level allocation 6. Separations		

			<ul style="list-style-type: none"> 7. Airborne collision avoidance systems and ground-based safety nets 8. Data display 9. Operational environment (simulated) 10. Provision of control service 11. Holding 			
1.42.		Meteorology	<ul style="list-style-type: none"> 1. Meteorological phenomena 2. Sources of meteorological data 			
1.43.		Navigation	<ul style="list-style-type: none"> 1. MAPS and aeronautical charts 2. Instrument navigation 			
1.44.		Aircraft	<ul style="list-style-type: none"> 1. Aircraft instruments 2. Aircraft categories 3. Factors affecting aircraft performance 4. Aircraft data 			
1.45.		Human factors	<ul style="list-style-type: none"> 1. Psychological factors 2. Medical and physiological factors 3. Social and organisational factors 4. Stress 5. Human error 6. Collaborative work 			
1.46.		Equipment and systems	<ul style="list-style-type: none"> 1. Voice communications 2. Automation in ATC 			

			<ul style="list-style-type: none"> 3. Controller working position 4. Future equipment 5. Equipment and systems limitations and degradation 			
1.47.		Professional environment	<ul style="list-style-type: none"> 1. Familiarisation 2. Airspace users 3. Customer relations 4. Environmental protection 			
1.48.		Abnormal and emergency situations	<ul style="list-style-type: none"> 1. Abnormal and emergency situations 2. Skills improvement 3. Procedures for abnormal and emergency 			
1.49.	<u>Only for APP</u>	Aerodromes	<ul style="list-style-type: none"> 1. Aerodrome data, layout and coordination 2. Movement area 3. Obstacles 4. Miscellaneous equipment 			
1.50.	Approach control surveillance rating (APS) & area control surveillance rating (ACS)					
1.51.		Air traffic management	<ul style="list-style-type: none"> 1. Identification 			
1.52.		Language proficiency rating scale — requirements for proficiency in languages	<ul style="list-style-type: none"> 1. Language proficiency endorsement 2. Validity of language proficiency endorsement 3. Assessment of language proficiency 			

			<p>4. Language training</p> <p>5. Language proficiency rating scale — requirements for proficiency in languages</p> <p>6. Language proficiency rating scale: pre-operational, elementary and pre-elementary levels</p>			
1.53.						
1.54.		<p>Annex iii — part ATCO.OR</p> <p>Requirements for air traffic controller training organisations</p>				

Corrective Action Request's Form

Corrective Action Request		File Reference: XXXXXX
Finding/Non Compliance Number: XXXXXX		
Name of ATO:		
Date of Inspection:		
Area Inspected:		
Description of the findings/deficiencies.		
Corrective Action Recommendation(s):		
Corrective Action Plan to be submitted within ___ days from the Date of this Corrective Action Request		
Name of CAA ATO Certification/Oversight Team members:	Signature:	Date: