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Air Carrier Inspector Manual

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Civil Aviation Regulations Directorate

Canada

Foreword

This manual is for the use and guidance of Air Carrier Inspectors in the performance of their duties. It is written to ensure that standards are applied that promote the safe conduct of Canadian civil aviation, and to enhance values such as; quality of service, mutual respect and professionalism.

Cabin Safety, Airworthiness and Dangerous Goods Inspectors need to refer to the publications of their respective areas of expertise for guidance in the performance of their duties as they relate to the certification and inspection of air operators.

I emphasize that all matters pertaining to an inspector's duties and responsibilities cannot be covered in this manual. Inspectors must exercise good judgment in matters where specific guidance is not given. Changes within the industry to aviation technology and to legislation will necessitate changes to requirements.

Your comments and recommendations should be forwarded to the Chief, Commercial and Business Aviation, Operational Standards (AARXB).

Original signed by Michel Gaudreau on July 22, 2004

Michel Gaudreau
Director
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Chapter 1

General

1.1 Applicability

- 1.1.1 The policy, procedures and guidelines outlined in this manual apply to the certification, inspection and surveillance of air operators that operate in accordance with Subparts 702, 703, 704 and 705 of the *Canadian Aviation Regulations* (CARs).
- 1.1.2 This publication occasionally refers to other areas of expertise, which promotes a greater awareness among Air Carrier Inspectors (ACIs), of the inter relationship between their area of expertise and those of Cabin Safety, Airworthiness and Dangerous Goods Inspectors.

1.2 Definitions

- 1.2.1 An ACI is a Civil Aviation Inspector (CAI) working in Commercial and Business Aviation holding a valid Airline Transport Pilot Licence (ATPL) – Aeroplane, or ATPL – Helicopter with current Group IV instrument rating or Commercial Pilot Licence (CPL) – Helicopter with current Group IV instrument rating and who is assigned to conduct Pilot Proficiency Checks (PPC) or any other checking function for which aircraft specific knowledge is essential.
- 1.2.2 Unless otherwise indicated, any term or expression used in this manual will be the same as that used in the “Definitions” Sections of the CARs, the *Commercial Air Services Standards* (CASS) or other applicable documents incorporated by reference.

1.3 Conflict Of Interest

- Reference:**
- a) Treasury Board Code issued October 1985;
 - b) TP 820 Bulletin;
 - c) Personnel Manual TP 116 Section 9-3; and
 - d) Values and Ethics Code for the Public Service.

- 1.3.1 An ACI must be aware of the potential for perceived or actual conflict of interest. Each Inspector is responsible for taking necessary action consistent with the above referenced documents to prevent real, potential or apparent conflict of interest. When in doubt as to whether or not a conflict exists the Inspector shall consult with his/her immediate supervisor for advice.

1.4 Credentials, Documentation and Publications

1.4.1 Identification Card

Inspectors are issued an identification card to permit entry to Transport Canada (TC) facilities.

1.4.2 Civil Aviation Inspector Credentials

ACIs are recommended by the appropriate Regional Managers, Commercial and Business Aviation (RMCBA) or Chief, Commercial and Business Aviation and issued by the Director, Commercial and Business Aviation, a CAI credentials card that specifies the authorization granted by the Minister through the Delegation of Authority document. Information procedure on obtaining the CAI credentials card is available through your administrative office.

1.4.3 Airport Security Pass

ACIs are to use their credentials card as Airport Security Pass. This pass must be displayed when in restricted areas of Canadian airports. Inspector will not display their credentials when traveling as a ticketed airline passenger accompanying Canadian crews at foreign airports or on flight inspection duties.

When conducting ACI duties at an airport, the credentials card must be used to follow crew access routes and shall be worn at all times on the ramp and air-side of the terminal.

1.4.4 Publications

ACIs are not issued a copy of all publications containing legislation, policies and procedures of a regulatory nature. TC Safety and Security (TCSS) managers are encouraged to develop a master list indicating which should be issued individually and which should be retained centrally (division or section library).

1.5 Air Carrier Inspector Trip Pass

1.5.1 The use of an ACI Trip Pass and Baggage Check (form 26-0236) was negotiated with specific Canadian air operators to facilitate the movement of ACIs on inspection duties and as documentation required by national and international passengers regulations. ACI's must use trip passes on flights with air operators that require these passes:

- a) When performing in-flight or other "ad hoc" inspection duties;
- b) When responding to an operator's request for special services (e.g., PPC, conferences, etc.) that involves air travel with that same carrier; and
- c) Unless the operator provides otherwise when accompanying flight crewmembers on familiarization flights.

- 1.5.2 Trip passes are available from Airline Inspection Division (AARXD) for designated Headquarters Commercial and Business ACIs (AARX) on an individual basis and for RMCBAs on an “as required” basis. Under no circumstances will the holder of a trip pass permit another inspector, not designated by AARX or by RMCBA, to use an ACI trip pass. Trip passes shall not be used for personal travel.
- 1.5.3 ACIs issued trip passes shall sign and return the applicable receipt and be responsible for its proper use and safekeeping.
- 1.5.4 The original copy of the trip pass is to be left with the passenger agent. The two audit copies, and all cancelled forms, shall be returned to AARXD at the end of each month.

1.6 Personal Conduct

- 1.6.1 Inspectors must always keep in mind that they are the visible representatives of the regulatory agency, no matter how trying the circumstances. It is crucial that an Inspector project a strong professional image when in direct contact with a dynamic, highly-organized and high-profile industry.

1.7 Dress

- 1.7.1 An ACIs personal appearance affects his/her professional image; therefore, ACIs should adhere to the guidelines below:
- a) On visits to an air operator’s facility or during PPCs in aircrafts or simulators, ACIs should dress semi-formally (jacket and tie for men, dress or slacks for women), except in northern or arctic locations where the climate dictates a more utilitarian dress code.
 - b) During training, ACI dress should be compatible with the air operator's practice but should lean towards formality.
 - c) During in-flight inspections, the sight of a non-uniformed person moving in and out of the flight deck can be disturbing to hijack-conscious passengers. For this reason, ACIs should maintain a low profile, dress conservatively, restrict movements between cabin and flight decks and wear the Inspector credentials.

1.8 Consumption of Alcohol

- 1.8.1 ACIs shall not conduct any checks on individuals who have recently consumed alcohol nor shall they themselves consume alcohol prior to conducting a check or undertaking training.
- 1.8.2 When conducting in-flight inspections, restrictions shall apply prior to reporting for duty. Alcohol shall not be consumed during the inspection. The inspector will follow company restrictions when on a crew layover during a multi-day in-flight inspection.
- 1.8.3 When travelling as a passenger, inspectors may be recognized by crew members and must use good judgment whenever alcohol is consumed.

1.8.4 During office or classroom duty ACIs must strictly limit alcohol consumed during meal breaks.

1.9 The ACI's Role during Checks and Inspections

1.9.1 PPCs and inspections can induce tension and feelings of apprehension in even the most experienced pilots. The ACI must reduce apprehension and establish an environment in which a true demonstration of a pilot's ability can occur.

1.10 Confrontations

1.10.1 Most confrontations are caused by a lack of understanding of the Inspector's role and authority. An ACI shall identify him/herself to the air operator's representative by presenting his/her credentials, prior to requesting access to an air operator's facilities, aircraft or documents. If, after presentation of the appropriate credentials, the Inspector is refused access to facilities, documents or the flight deck, the Inspector shall ensure that the person denying access is aware of the ACI's authority in that regard (see section 3.6 "**ACI Powers**"). It should be made clear that such denial is contrary to the *Aeronautics Act*, the ACI must be certain of his/her delegation and to be tactful and patient. If the situation cannot be quickly resolved, the ACI should consult a supervisor, either within the organization concerned, or TCSS. If follow-up action is required, it should be taken immediately to prevent recurrence and to emphasize the gravity of the particular situation.

1.10.2 ACIs must always be mindful that they represent TCSS and must therefore display good judgment and refrain from statements or actions that could negatively reflect upon the department. ACIs should refrain from expressing opinions, which disagree with existing legislation or TCSS policies in discussions with the industry or the public and guidelines in many areas of the aeronautical legislation and TCSS policies, and requirements are subject to misinterpretations by affected individuals within the industry. However, ACIs should make every effort to provide guidance, advice and where possible, direct complaints to the appropriate office.

1.10.3 Sections 4.9 "**Admission to the Flight Deck**" contains additional guidance for ACIs on confrontations.

1.11 Assignment of Principal Operations Inspectors (POIs)

1.11.1 While continuity of POIs is important, it is also desirable to occasionally rotate POIs so that operators benefit from the experience of more than one individual. Rotating POIs is also desirable since a new OPI will look at the operation from a different perspective.

1.11.2 POIs involved in Subparts 703 and 704 of the CARs operations may be assigned to an operator for an indefinite period of time provided there is no conflict of interest. Reassignment shall be at the discretion of the RMCBA.

- 1.11.3 For Subpart 705 of the CARs operations, the assignment of POI's to a company shall be for a period of three to five years provided that no conflict of interest arises which would interfere with Inspector duties during this period.

Chapter 2

Terms of Reference

2.1 CBA Operational Managers' Responsibilities

2.1.1 The Chief, Commercial and Business Aviation Operational Standards (AARXB) is responsible for ensuring a consistent application of the National Standard by:

- a) The development and implementation of standards, procedures and guidelines for the administration of the TCSS air operator inspection program;
- b) The functional direction and administrative support to the regions thru the policy and procedures manuals and policy letters;
- c) A program of quality assurance reviews to confirm application of the national standard in regional air operator inspection activities; and
- d) The Approved Check Pilot (ACP), Advance Qualification Programs (AQP), ACI and Policy and Procedures manuals.

2.1.2 The Chief, AARXD and RMCBA are responsible for:

- a) Applying the national policies formulated and published by headquarters;
- b) Ensuring, through the certification and inspection process, that air operators comply with current regulations, standards and policies; and
- c) The administrative and operational control of those ACIs in their charge.

2.2 Airline Inspection Division

2.2.1 General

- a) The AARXD complements the other five conventional CBA Regional offices. Major air operators are assigned to AARXD who acts as Office of Primary Interest (OPI) for those carriers and provides a single point of contact for all operational matters.
- b) Operations or training issues pertaining to these operators must be referred to the AARXD. Regional personnel are not to enter into policy discussions or conduct inquiries with designated operators without AARXD's concurrence. Any problem encountered with designated operators must be reported to AARXD. No action against a designated carrier is to be initiated without AARXD's approval except in cases having immediate safety or regulatory impact.

2.2.2 Service Centres

- a) Some ACIs operate from Vancouver, Toronto, Calgary and Montreal to efficiently meet operational commitments. These ACIs are operationally and administratively under AARXD's responsibility.
- b) As these Service Centres are an extension of the AARXD, they will be required to discharge various AARXD responsibilities as assigned. Service Centres are to ensure that their activities are co-ordinated with the AARXD Scheduling Co-ordinator.

2.3 Regional Commercial and Business Aviation

- 2.3.1 The RMCBA is responsible for regulatory oversight of air operators, other than those assigned to the AARXD. ACIs from headquarters or AARXD assigned to work with those air operators will ensure that their activities are coordinated through the OPI. All written communication shall be directed to the appropriate RMCBA's office for forwarding to the air operator.

2.4 Interregional Co-ordination

- 2.4.1 The nature of aviation is such that air operators' activities frequently cross regional boundaries. When an operator's interregional operations will be of a long-term nature, the division of responsibility between the region holding the Air Operator Certificate (AOC) and other regions involved should be formalized in a Memorandum of Understanding (MOU) signed by the RMCBAs. The MOU should cover such issues as responsibility for certification, inspection, monitoring and surveillance. A sample MOU is attached for guidance as Appendix A to this chapter.
- 2.4.2 When a region becomes aware that one of its operators will be conducting operations of a short-term nature within another region, that region should be notified of the activity. Whether or not a formal MOU is required would depend on many factors including, but not restricted to, the complexity and profile of the operation.
- 2.4.3 Regions may also request assistance from another region in the conduct of PPCs on new aircraft types, or aircraft that are so few in number within the region that training of a dedicated ACI has not been considered cost effective. When requesting such assistance, the requesting region should be prepared to assume all associated travel and overtime costs.

2.5 Liability of CBA Inspectors

- 2.5.1 The *Crown Liability and Proceedings Act* provides, in part, that the Crown is liable "in tort" for damages in respect of a tort committed by any of its servants. It is likely that any action for damages would be brought naming both the Crown and the individual servant as defendants. ACIs are both servants of the Crown and representatives of the Minister of Transport.
- 2.5.2 A tort is a civil wrong, a breach of a duty of care which one person owes to another. The most important kind of tort is negligence, the failure to exercise reasonable care. The determination

of an inspector's duty of care is an objective test, i.e., would a reasonable person in the position of the inspector foresee the possibility of causing injury to another if he/she does not act carefully.

- 2.5.3 Other kinds of torts for which TCSS inspectors could be found personally liable include defamation (libel and slander), negligent misstatement, nuisance, malicious prosecution, false imprisonment, assault and trespass.
- 2.5.4 Jurisprudence indicates that: “The standard of care required of these inspectors, like every other individual engaged in an activity, is that of a reasonable person in their position. What is required of them is that they perform their duties in a reasonably competent way, as would reasonably competent inspectors in similar circumstances, no more and no less. In evaluating their conduct, courts will consider custom and practice, any legislative provisions and any other guidelines that are relevant. The risk of harm will be balanced against the object and the cost of the remedial measures.”
- 2.5.5 The Crown will indemnify a TCSS inspector against personal civil liability incurred by reason of any act or omission within the scope of their employment or duties, and will make no claim against them (for damages the Crown has had to pay) based upon such personal liability, **if the inspector acted honestly and without malice.**
- 2.5.6 Counsel will be provided in those cases where inspectors have acted **within the scope of their employment.** The Attorney General will normally conduct the defence except where there is a conflict between the interests of the Crown and those of the employee. In that event, it may be necessary for the employee to retain private counsel and, depending on the circumstances, the deputy head of a department may approve payment of the legal fees.
- 2.5.7 An inspector who becomes aware of a possible or actual claim or proceedings as a result of any alleged act or omission within the scope of his/her duties or employment, and who desires indemnification, shall inform his employer at the earliest reasonable opportunity and, upon request, authorize the Attorney General to defend any action on his/her behalf.
- 2.5.8 TCSS inspectors may confidently carry out their duties secure in the knowledge that they will not suffer reprisal but will be supported when properly discharging duties of their employment.

2.6 ACI Powers

- 2.6.1 In their capacity as CAIs who are further specialized in the certification, inspection and surveillance of air operator operations, personnel and equipment, ACIs require certain powers. The Minister of Transport delegates such powers to ACIs, pursuant to *subsection 3.3(1) of the Aeronautics Act*, through Schedule H-18 of the “Delegation of Authority” document. Powers so delegated stem directly from corresponding sections of the *Aeronautics Act* and the CARs.

2.7 Regulatory Investigation

2.7.1 General

Detailed guidance on the conduct of preliminary investigations and the regulatory compliance process can be found in the *Regulatory Compliance Manual* (TP3352E) and the *Regulatory Compliance Procedures Guidelines* (TP4751E).

2.7.2 Types of Contravention

- a) There are two types of contravention that can be committed by air operator personnel:
- 1) Contravention committed by the air operator for which the air operator is directly responsible by law; and
 - 2) Contravention committed by an air operator employee, where the air operator has imposed its will or helped in the commission of the offense (vicarious liability).

2.7.3 Responsibilities

- a) ACIs must make every effort to secure perishable evidence without delay. Personal notes taken while events are still fresh in one's memory constitute a very useful tool provided certain precautions are taken (see Regulatory Compliance publications mentioned above). ACIs are required to forward a duly completed “Detection Notice” form (Appendix A) to the appropriate Regional Manager, Enforcement (RME), or the Manager, Compliance Operations (AARBC), as applicable, whenever they detect a possible violation of the aeronautical legislation by any apparent offender. ACIs should also forward a copy of the notice to the appropriate RMCBA, or AARXD, as applicable.
- b) The appropriate RMCBA, or AARXD, as applicable, is responsible for the preliminary investigation of the cases detected by ACIs. The appropriate RME, or the Director of Legislation and Compliance (AARB), as applicable, may be required to conduct the preliminary investigation in cases detected by other branches.
- c) The appropriate RME, or AARBC, as applicable, is responsible for conducting the comprehensive investigations for all contraventions by air operators. In all cases involving air operators, the appropriate Enforcement Branch shall coordinate its

investigation with the CBA organization as per Chapter 8 of the *Regulatory Compliance Manual*, to determine what compliance action should be taken against the operator.

- d) The appropriate Regional Manager, Airworthiness shall be involved in the investigation and decision making activities in all matters concerning aircraft airworthiness or maintenance.

2.8 Investigation of Accidents and Incidents

- 2.8.1 When an accident or incident occurs, it may be necessary for the manager to conduct an investigation to determine if there has been any regulatory violation or oversight. This type of investigation will ensure that prompt regulatory action is taken to prevent a recurrence of the same type of accident or incident. It is important that these investigations take place independently of any investigation conducted by the Transportation Safety Board (TSB). Managers may decide on the appropriate format and shall provide guidance to the inspectors involved in conducting these investigations. The investigations may range from telephone interviews in the simplest case to full regulatory audits, depending on the nature of the accident or incident.

2.9 Aircraft Operational Evaluations

- 2.9.1 Canadian air operators may wish to introduce new aircraft equipment or types not previously on the Canadian Civil Aircraft Register into their operations. Each new equipment fitment or new type must undergo an aircraft operational evaluation (AOE) to facilitate its transition into Canadian air operator operations. To that end, an AOE will:
 - a) Determine if the aircraft meets all Canadian regulatory requirements;
 - b) Ensure that the initial candidates meet the required standard; (PPC);
 - c) Serve as a basis to determine if the air operator's proposed training program is adequate for the intended type of operation.

All costs (including per diem expenses, travel, overtime, ground and flight training) shall be the responsibility of the manufacturer and/or the air operator. AARXB will coordinate AOE's.

2.10 Inspection and Surveillance Planning

2.10.1 Introduction

The following planning requirements are based on Aviation Directive No. 20, the Aviation Regulation Frequency of Inspection Policy, and the Moshansky Commission Recommendations (MCR) 107, 150 and 160. They provide guidance to CBA personnel involved in planning and executing inspection and surveillance activities in accordance with the Frequency of Inspection Policy.

2.10.2 Background

- a) A high priority is placed on adherence to the national inspection and audit frequency and a structured approach to determining and maintaining inspection and audit frequencies. Civil Aviation frequency of inspection policy establishes the required level of inspection activity for various regulatory tasks and thereby the resources assigned to a Region to carry out the tasks. The Aviation Regulation Activity Standards System (ARASS) records the number of activities planned and reports on the number of activities completed.
- b) If all operators presented the same safety risk in the same operational areas at the same time, all the time, then a direct (one-to-one) relationship between the frequency of inspection policy and ARASS would exist. However, the policy recognizes that regional management needs the flexibility to use risk management principles to direct inspection resources to the areas where they will have the most benefit. Deviations from the Frequency of Inspection Policy, therefore, are inevitable. Any time a deviation from the Frequency of Inspection Policy is required, it must be documented and communicated to the Functional Director. The mechanism to accomplish this is the creation of, maintenance of, and reporting against a Regional Inspection Plan.

2.10.3 Regional Inspection Plan

- a) A Regional Inspection Plan must be prepared, maintained and reported on. The Inspection Plan must identify how the resource envelope defined by the inspection frequency policy will be expended. It must relate to each air operator under regional jurisdiction, identify the target population for the task, indicate the planned inspection frequency for each operator and identify the operators where the planned frequency is more or less than the established level. Where inspection frequencies are given in percentages (ie. inspectors will conduct PPCs on 10 % of a operator's pilots), the inspection plan will include the actual numbers for each operator.
- b) To aid in determining the changes in the plan from the baseline defined by the frequency of inspection policy, the risk management program developed by Civil Aviation is to be used. This model has the inherent ability to self-document an analysis of where to redistribute inspection resources.
- c) In addition to accommodating the baseline requirements and the changes to the plan dictated by the risk management program, the plan must reflect the following requirements:
 - 1) For new air operators or when an air operator adds a new type of aircraft to its fleet, all applicable inspection frequencies for the first three months of operation are to be increased four-fold on that air operator or on the affected part of the operation. (MCRs 107 and 150). For example, where TC would normally conduct 10% of the PPCs for that air operator or for the pilots converting to the new aircraft, TC would do 40% of the PPCs.

- 2) At least 10% of all applicable inspections shall be no-notice inspections (MCR 160) and shall be identified in the inspection plan. For example, if you had planned 20 PPCs, either initial or recurrent, two of these should be conducted no-notice and reported as such.

2.11 Recovery of Cost of Providing Regulatory Services

2.11.1 Types of Evaluations and Inspections

- a) There are several types of evaluations and inspections that may be conducted outside Canada as a pre-requisite for an aviation company requiring a regulatory approval. Those involving ACIs include:
 - 1) Evaluation of simulators and training facilities and courses conducted abroad as a basis for licensing and certification approvals;
 - 2) Aircrew flight tests, as a basis for issuing or maintaining licences, e.g., PPCs or for exercising delegated authority, e.g., Company Check Pilot (CCPs); and
 - 3) In-flight inspections of on-board navigation systems or other equipment required for approval of new routes or new operations.

2.11.2 Outside Canada

- a) General
 - 1) TC is often asked to provide evaluation and inspection services outside Canada. This requires inspectors to travel and work outside normal working hours and generates additional expenses of various types. TC would incur extra financial burden should cost recovery not be effected.
 - 2) This section provides direction to aircraft operators, manufacturers of aeronautical products and TC managers and inspectors for recovering the costs of performing evaluations and inspections outside Canada.

2.11.3 Procedure

Each aviation company requiring a regulatory approval will be required to sign an Agreement with the Crown (see Appendix B), accepting liability for air and ground transportation, accommodation, meals and incidental expenses and overtime worked on weekends and statutory holidays except when the overtime requirement is beyond the control of the company. Overtime costs incurred during weekdays and exceptional circumstances (e.g., work scheduled during normal working days, but for reasons beyond the control of the aviation company, was not completed on schedule) will be the liability of TC.

- 2.11.4 Travel and accommodation costs shall be in accordance with *Treasury Board Travel Directives*. In instances where the aviation company provides these directly, it is imperative that managers ensure that they are not in excess of the Travel Directives. It is essential that there is no real or perceived conflict of interest. Responsibility Center Managers are authorized to sign the Agreement for Provision of Regulatory Services outside Canada for the Minister of Transport (Appendix B).
- 2.11.5 The administrative procedures have been distributed by the Director, Program Planning and Resource Management (AARA) to respective regional administration officers. They include an Aviation Regulation Confirmation of Inspection Request (see Appendix C). This form will be completed by the Responsibility Centre Manager, or others whom they may authorize, and forwarded to the aviation company as soon as practicable after a request for a regulatory evaluation or inspection outside Canada is received. This form, once completed, becomes a work order and constitutes the controlling document for subsequent billing. The aviation company should not be billed for costs in excess of the estimated costs unless agreement to amend the estimate has been reached.
- 2.11.6 RMCBA should develop agreements with companies who require out-of-country services as soon as practicable (Appendix B).
- 2.11.7 Domestic Cost Recovery

Regions may occasionally receive requests to provide regulatory services beyond normal working hours or outside of published operational plans. If the cost of providing such services exceeds budgeted resources, managers may negotiate the recovery of travel costs and overtime with the air operator.

MEMORANDUM OF UNDERSTANDING

INSPECTION, SURVEILLANCE AND PROVISION OF REGULATORY SERVICES

TO EXTRA-REGIONAL AIR OPERATORS

In accordance with the terms and conditions of this Memorandum of Understanding, (MOU) the undersigned Regional Managers will assume responsibility for the routine inspection, surveillance and monitoring of extra-regional air operators listed in the attached addendum forming part of this MOU, conducting operations within their region.

Extraordinary inspections, surveillance and monitoring will be performed on the air operator(s) at the request of the certificate holding region. It is not anticipated that cost recovery will apply; however, should it be necessary, concurrence must be obtained between the certificate holding Region and the Region providing the required service.

Each signing Region will conduct PPCs, In-flight Inspections and Cabin Safety Inspections as well as monitor recurrent training and Company Check Pilots (CCPs). All reports will be forwarded to the certificate holding Region, including recommendations, if any. For scheduling purposes, the air operator is authorized to liaise directly with the Region providing the regulatory service.

Non-certificate holding Regions will contact the air operator only on matters of immediate operational concern or for scheduling purposes. The certificate holding Region will be notified immediately in the event of PPC failures or serious operating irregularities.

The certificate holding Region will provide copies of the air operator's Company Operations Manual, Minimum Equipment List, Flight Attendant Manual, relevant Training Manuals and Standard Operating Procedures to any Region providing regulatory services, upon request. The certificate holding Region will also arrange for the air operator to provide amendment service for these manuals.

The attached addendum will specify the air operator, the certificate holding Region, the Region requested to provide inspection, surveillance and regulatory service, and any appropriate details (e.g. bases of operation, dates of operation, etc.). The addendum may be updated via memo or E-mail, provided copies of both the request and the acceptance are attached.

This agreement may be re-assessed as required to ensure that it is effective and meets the needs of the undersigned.

.../2

Appendix A - Continued

To confirm acceptance of the Terms and Conditions of this understanding, all parties have signed below.

yr/mo/day
Regional Manager
Commercial and Business Aviation
Atlantic Region

yr/mo/day
Regional Manager
Commercial and Business Aviation
Prairie and Northern Region

yr/mo/day
Regional Manager
Commercial and Business Aviation
Quebec Region

yr/mo/day
Regional Manager
Commercial and Business Aviation
Pacific Region

yr/mo/day
Regional Manager
Commercial and Business Aviation
Ontario Region

yr/mo/day
Chief
Airline Inspection Division

Attach.

"SAMPLE"

**ADDENDUM TO M.O.U. ON
INSPECTION, SURVEILLANCE AND PROVISION OF REGULATORY SERVICES
TO EXTRA-REGIONAL AIR OPERATORS**

Commercial and Business Aviation, Ontario Region, requests that Commercial and Business Aviation, Pacific Region, provides inspection, surveillance and regulatory services for the following air operators while operating in the Pacific Region.

Air Operator	File Number	Aircraft Types	Locations
123Air Cargo Ltd./123Air	5258-1234 PAXL	B737	Vancouver
		CV58	Vancouver
		SD330	Vancouver
ABC Holdings Corp.	5258-1235 PAXS	CV58	Vancouver
ABC Airways Inc.	5258-1236 PAXS	B737	Vancouver
ABC Air Services/XYZ Air	5258-1237 PAXL	B727	Vancouver

This request includes all operations until further notice.

This request will be amended or cancelled by this Region, should the requirement changes.

yr/mo/day
XXXXXXX
Regional Manager
Commercial and Business Aviation
Ontario Region

I hereby assume responsibility for the inspection surveillance and provision of regulatory services to the above air operators while conducting operations within the Pacific Region as specified above, in accordance with the Memorandum of Understanding "Inspection, Surveillance and Provision of Regulatory Services to Extra-Regional Air Operators".

yr/mo/day
XXXXXXX
Regional Manager Commercial and Business Aviation
Pacific Region

02/07/21

Appendix B

Agreement for Provision of Regulatory Services Outside Canada

THIS AGREEMENT made between:

HER MAJESTY IN RIGHT OF CANADA, represented herein by the Minister of Transport,
hereinafter called the “Minister”,

OF THE FIRST PART

- and -

_____ a body corporate duly incorporated, hereinafter called “the Applicant”.

OF THE SECOND PART

WHEREAS the Applicant will require from time to time that the Minister perform services outside Canada preparatory to the issue, renewal, amendment or endorsement of a Canadian aviation document whether or not that document is issued, amended or endorsed.

WITNESSES that in consideration of the mutual covenants herein contained:

1. The Minister shall provide the Applicant with the required services at a time and place to be mutually agreed.
2. The Applicant shall be liable for air and ground transportation, accommodation, meals and incidental expenses. These travel-related costs will be calculated in accordance with Treasury Board Travel Directive (Chapter 370 of Volume 13 of the *Personnel Management Manual*) in effect at the time. Subject to the Minister's agreement, the Applicant may provide transportation and accommodation in lieu of payment. Otherwise, payments shall be made in full and in Canadian funds to the Receiver General of Canada upon being invoiced.
3. Except where otherwise agreed by the Minister, the Applicant shall also be liable for the overtime costs of performing services or travelling to perform services on Saturdays, Sundays and statutory holidays. These overtime costs will be calculated in accordance with the appropriate collective agreement(s) in effect at that time. Payments shall be made in full and in Canadian funds to the Receiver General of Canada upon being invoiced.

Appendix B - Continued

4. The Minister will notify the Applicant of the estimated cost in advance of providing the services, if so requested.

5. The Minister and the Applicant may terminate this Agreement by giving reasonable notice to the other Party.

6. No Member of the House of Commons shall be admitted to any share or part of this Agreement, or to any benefit to arise therefrom.

IN WITNESS WHEREOF of the Parties hereto have executed this Agreement this

_____ day of _____, 20__ .

Applicant

for Minister of Transport

Aviation Regulation Confirmation of Inspection Request

1. Issued By (*Departmental Representative*)

2.

Client	Company Name
Address	
Name of Contact	Telephone Number

3. Services Requested

		4. Estimate of Cost	7. Actual Cost
Overtime	Travel	\$	\$
	On-the-Job		
Travel	Airfare		
	Accommodation		
	Meals		
	Ground Transportation		
	Other		
Total		\$	\$

5. Airfare Supplied by Client: Yes No

6. Estimated Date of Inspection:

8. Accepted by (*Company Representative*):

Chapter 3

In-flight and Ramp Inspections

3.1 Inspection Program

3.1.1 The inspection program is established to measure against the requirements of the CARs and CASS, the standards of operation of an air operator's route structure and is TC's most effective methods for achieving its air transportation surveillance objectives and responsibilities. Each inspection is a snapshot of the certificate holder's ability to operate within the aviation system, considering elements that are both internal and external to the carrier.

3.2 In-flight Inspection

3.2.1 The goal of the flight inspection program is to cover, within the bounds of the *Frequency Of Inspection Policy Document* (FOIPD), a large enough sample of the operator's route structure and stations, to assess the operator's compliance with regulations and standards and the relevancy of its operating procedures. The program consists of routine monitoring and special purpose inspections.

3.2.2 Routine flight inspections may be conducted on any scheduled or non-scheduled commercial flight including those conducted under Subparts 703, 704 or 705 of the CARs. When conducting an in-flight inspection, the inspector must always determine whether flights are conducted safely and in accordance with approved company manuals. In-flight inspections serve the operator's interest by increasing the knowledge against which CBA can assess proposals for new or extended services. The in-flight inspection provides an opportunity to view:

- a) An air operator's operation;
- b) The result of training programs, operating procedures, policies, equipment and facilities; and
- c) TC's/Nav Canada's facilities and services.

3.2.3 Special purpose inspections take priority over routine monitoring and are conducted when significant or unusual changes in an air operators operation occur. Priority is given to inaugural flights involving new aircraft types, mergers, new routes or labour disputes (strikes). An ACI should be on the majority of flights of a new operator starting operations until CBA is fully satisfied the operator meets the standards.

3.3 Personnel Authorized to Conduct In-flight Inspections

3.3.1 The following personnel are authorized to conduct in-flight inspections:

- a) ACIs who are qualified in accordance with section 3.4 or on a specific assignment;
- b) Cabin Safety inspectors in accordance with their terms of reference; and
- c) CBA supervisory personnel as authorized in writing by the Director, AARX, the Chief, AARXD or the appropriate RMCBA.

3.4 Qualifications

3.4.1 Except as detailed below, ACIs conducting flight deck in-flight inspections on any aircraft will normally be qualified on the aircraft type used. They need not, however, be current on the aircraft type.

3.4.2 An ACI does not require to be qualified on type if he/she is:

- a) Conducting the in-flight inspection on a propeller aeroplane of a type similar or comparable to one on which he/she is already qualified;
- b) Assigned in-flight inspection duties to observe specific operations (e.g., foreign air operators, navigation, etc.) or to assess operational control procedures or for general air transportation system oversight;
- c) Qualified on an equal and comparable aircraft and is assigned in-flight inspection duties for comparison;
- d) An inspector from AARXB conducting an evaluation of specific procedures, e.g., EROPS, MNPS, etc.

3.5 Preparation for In-flight Inspection

3.5.1 An itinerary should be prepared by the inspector in consultation with the POI or as directed by the master surveillance plan and approved by his/her supervisor prior to leaving his/her headquarters. Unless excessive delays result, inspectors conducting inspections outside of Canada should remain with the same operator. Where possible, inspectors should observe more than one crew during a long-range in-flight inspection.

3.5.2 It is standard practice to contact the operator's crew scheduling office at least 24 hours in advance to reserve the observer seat on the applicable flight. This courtesy allows the air operator some latitude in planning programs and time to book the jump seat. In-flight inspection, unless operationally urgent, should not interfere with company training programs. ACIs nevertheless retain full powers concerning ad hoc inspections and accessibility to observer seats. ACIs may wish to refer to chapter 2, sections 2.6 "ACI Powers" of this manual for further guidance on the matter.

3.5.3 If an ACI will not be able to make use of an observer seat, every effort shall be made to advise the operator.

- 3.5.4 Prior to conducting an in-flight inspection, review the air operator's file, operating certificate(s), operations specifications, operations manual, current company policy and operational procedures as well as FOM, MEL, and company-specific SOPs for the a/c type targeted to acquire background knowledge. This will provide a basis for conducting an in-flight inspection and may serve to explain some of the operational procedures employed by the flight crew in the air and on the ground.
- 3.5.5 When departing on an in-flight inspection, the following documents and forms shall be carried:
- a) Travel Authority, Advance and Claim (form 08-0166) if applicable;
 - b) Air Operator Flight Inspection report (form 26-0091, Appendix A);
 - c) Flight Publications (as required);
 - d) Airline Schedules (as required);
 - e) ACI's Credentials;
 - f) ACI Trip Passes (if applicable);
 - g) Passport/Visas (if applicable); and
 - h) Record of Immunization (if applicable).

3.6 Airline Check-in

- 3.6.1 If the ACI is unable to join the crew at dispatch, his/her credentials and trip pass shall be presented to the air operator's ticket agent for the intended in-flight inspection. For larger operators, this can usually be done prior to meeting the flight crew for briefing. Some air operators will assign a seat in the cabin, as well as provide the observer's seat, but the operator is not obliged to do so, therefore the ACI should not request it.

3.7 Report For Briefing

- 3.7.1 All ACIs shall adhere to the air operator's policy for briefing times.

3.8 Initial Contact With Crew

- 3.8.1 On initial contact with the crew, the ACI shall identify him/herself, present his/her credentials and make it clear that he/she is conducting an inspection.
- 3.8.2 An ACI will normally contact the crew when they report at dispatch in time to observe weather briefing, dispatch procedures, and flight preparation and checks. If this cannot be done, the crew should be joined at the earliest time thereafter.
- 3.8.3 ACIs travelling on a purchased ticket are not to carry out in-flight inspections on the flight deck. When travelling on a ticket, ACIs shall use their time to observe passenger handling, facilities and cabin safety procedures and then, if necessary, submit a “Cabin Safety Observation Report Form for Air Carrier/Airworthiness inspector” (Appendix B). If safety considerations or regulations are violated, the ACI should make his/her identity known.

3.9 Admission to the Flight Deck

- 3.9.1 The flight deck of an aircraft is a close society in which each member is proficient in his/her duties and aware of his/her responsibilities, position and rank. The introduction of an inspector into this type of environment may create a distraction and possibly add tension. The ACI's authority can be seen either as a threat to the individual flight crewmember or a challenge to the Pilot-in-Command's status. While maintaining the status of his/her own position, the ACI must recognize and support the Pilot-in-Command's authority unless he/she is obviously about to violate a regulation or operate in a hazardous manner. Even in these conditions, the ACI should at first appear to be acting in an advisory capacity and only resort to the powers vested in him/her by the aeronautical legislation as a last resort.
- 3.9.2 If for some reason, such as joining the flight at an en route stop, the crew could not be contacted prior to boarding the aircraft, the ACI should identify him/herself to a cabin attendant (CA) and have him/her present his/her credentials to the Pilot-in-Command. The CA should be requested to advise the Pilot-in-Command that an ACI wishes to join the crew on the flight deck for purposes on an in-flight inspection. The ACI's credentials and trip pass will constitute the ACI's on board authority.
- 3.9.3 When authorized by their supervisor, ACIs may occupy any observer seat without advanced notice to the operator or crewmembers. Occasions may arise, such as “ad hoc” inspections, when ACIs will not have had time to effect prior co-ordination as per 3.5.1 above. In this situation, an ACI's approach must demonstrate courtesy and common sense.
- 3.9.4 Where an aircraft is equipped with more than one observer seat, the operator shall make available the observer seat that permits optimal monitoring, by the ACI, of the flight deck instrumentation and controls, and the procedures used by flight crewmembers. Unless specified otherwise by CBA, that observer seat shall be that located in the most forward position.
- 3.9.5 ACIs requiring the use of the observer seat during the performance of their duties need to use trip passes **solely** when carrying checked baggage. Refer to chapter 1, Section 1.5 ACI Trip

Pass (form 26-02636) of this manual for details on use. (Note: AARXD Inspectors require trip passes on all inspection flights).

- 3.9.6 When carrying minimal hand luggage only, ACIs must seek permission from the pilot-in-command to carry this luggage into the flight deck. Such request should, whenever practicable, be made before entering the flight deck with luggage. ACIs' hand luggage carried in the flight deck shall in all cases be securely stowed during flight time – unless needed in the performance of their duties.
- 3.9.7 While on the flight deck, the ACI must avoid distracting the crew. This may not be easy, as another aspect of the flight deck environment is a degree of boredom brought about by repetitive duties and routines. The ACI is a new person to talk to, and a new source of information. A flight deck conversation can be valuable to the ACI as a source of information and to establish a good relationship with the flight crew but it must be carefully controlled so as to avoid distractions.
- 3.9.8 During the departure and approach phases of a flight, the ACI should silently observe cockpit policy and procedures. This does not preclude the inspector from advising the crew of a potential hazard or infraction.
- 3.9.9 Rarely, an ACI might be denied access to the observer seat. Such situations would likely occur during “ad hoc” inspections. If an ACI is denied access to the observer seat by an air operator's representative, during advanced bookings, airline checking, aircraft boarding, etc., or by the pilot-in-command in the cockpit, the ACI shall first obtain the reasons for denial from that person. This may lead to an early resolution of any misunderstanding. If, after analysis of the reasons given, the ACI still desires access to the observer seat, he/she shall ensure the air operator's representative understands:
- a) The legal provisions authorizing an ACI to occupy that position (subpart 703.21, 704.21 and 705.27 of the CARs); and
 - b) That further denial will be in contravention of subparagraph 7.3(1)(d) of the *Aeronautics Act* (wilful obstruction of any person in the performance of his/her duties), which may be processed by way of indictment.

Note: ACIs should refer to Chapter 1, Section 1.10 “**Confrontations**” for additional guidance on the handling of situations involving confrontation.

- 3.9.10 A more delicate situation arises when an ACI believes he/she is denied access to a flight deck or aircraft to prevent observation of a violation of the aeronautical legislation that does **not** jeopardize safety. Provisional detention powers under paragraph 8.7(1)(d) of the *Aeronautics Act* cannot be used in such instance. ACIs should then make every attempt to secure a maximum of perishable evidence and obtain police forces assistance as soon as possible. This is of course a less than ideal situation but inspectors are neither mandated nor expected to act beyond the scope of their authority. If it is necessary to detain an aircraft, the manager of the appropriate Region must be advised immediately.

3.9.11 If an ACI has reason to believe that an aircraft is unsafe or is about to be operated in an unsafe manner, he/she may detain the aircraft pursuant to subparagraph 8.7(1)(d) of the *Aeronautics Act*. Directing Air Traffic Services (ATS), where available, to deny take-off clearance could be the best course of action. This would give the ACI more time to co-ordinate other recourses such as obtaining assistance from police forces.

3.10 Procedure

3.10.1 The Air Operator Flight Inspection Report (form 26-0091, Appendix A) shall be completed for all in-flight inspections. The type of inspection should be completed according to the following examples:

- a) Routine – self-explanatory;
- b) Aircraft – new or modified type in service;
- c) Route – new service, change in route pattern, terrain;
- d) Equipment/Procedures – installation of Long Range Navigation Systems;
- e) Facilities – new approach aids, airport restrictions; and
- f) Crew – recent upgrade, crews new to aircraft, route or operator;
- g) For circumstances not covered by the above, the first sentence of the narrative should state the purpose of the inspection.

3.10.2 The inspector can evaluate elements that are both internal and external to the carrier. Internal elements are those elements that are the responsibility of the operator and are evaluated through the use of in flight reports and associated checklists.

3.10.3 External elements are those important elements outside the direct control of the operator that are observable. They include the following:

- a) Airport or heliport surface areas;
- b) Ramp and gate activities;
- c) Airport condition or construction activity;
- d) Aircraft movements;
- e) Air Traffic Control (ATC), and airspace procedures;
- f) Approach Procedures, SIDs, and STARs;
- g) Nav aids; and

h) Communications.

3.10.4 The inspector should observe and evaluate the crew during each phase of flight. Some of the areas to observe and evaluate are:

- a) Pre flight: Ensure the crew has all necessary information to include; weather, dispatch or flight release information, flight plan, NOTAMs, and weight and balance information. Any MEL items should be checked in accordance with the operator's procedures. Ensure pre-flight walk-around and interior inspections are in accordance with SOPs;
- b) Pre departure: Ensure all final weight and balance, performance calculations, pre departure, taxi, and before takeoff checklists, are completed. Observe the following:
 1. Use of checklists during taxi;
 2. Adherence to taxi clearance;
 3. Taxi speed control;
 4. Runway incursion avoidance procedures;
 5. Compliance with hold lines, and
 6. Pre-takeoff briefing.
- c) Takeoff: The takeoff is to be in accordance with company SOPs. Observe and evaluate the following activities during takeoff:
 1. Centerline alignment;
 2. Crosswind technique;
 3. Application of power;
 4. Takeoff power settings;
 5. SOP calls and coordination;
 6. Adherence to V speeds;
 7. Rate and degree of rotation;
 8. Use of Flight Director (FD), autopilot, auto throttles;
 9. Gear and flap retraction schedules; and
 10. Compliance with departure instructions.

- d) Climb: The climb is to be in accordance with company SOPs. Observe and evaluate the following activities during climb;
1. Climb profile;
 2. Airspeed control;
 3. Tracking/heading control;
 4. Engine control;
 5. Use of autoflight systems;
 6. Cabin altitude control;
 7. Cockpit procedures;
 8. Situational awareness;
 9. Compliance with ATC clearance; and
 10. Use of checklist.
- e) En route: The cruise portion of the flight is to be in accordance with company SOPs. Observe and evaluate the following activities while en route;
1. Cruise mach/airspeed control;
 2. Navigation;
 3. Compliance with ATC clearance;
 4. Use of radar if applicable;
 5. Turbulence procedures if applicable;
 6. Fuel monitoring;
 7. Awareness of aerodynamic limits (airspeed & altitude);
 8. Crew coordination;
 9. Compliance with O2 regulation if applicable;
 10. Situational awareness; and
 11. Compliance with ATC clearance.
- f) Descent: The descent procedure is to be in accordance with company SOPs. Observe and evaluate the following activities in the descent;

1. Descent planning;
 2. Briefings if required;
 3. Adherence to Vmo/Mmo and other airspeed restrictions;
 4. Compliance with ATC clearance;
 5. Use of radar if applicable;
 6. Navigation;
 7. Use of autoflight systems;
 8. Cabin altitude control;
 9. Situational awareness;
 10. Cockpit procedures;
 11. Crew coordination; and
 12. Use of checklist.
- g) Approach: The approach procedure is to be in accordance with company SOPs and as published. Observe and evaluate the following activities during the approach;
1. Use of checklist;
 2. Approach briefing;
 3. Compliance with ATC clearance;
 4. Navigation;
 5. Airspeed control;
 6. Flap and gear schedule;
 7. Use of flight director, autopilot and auto throttles;
 8. Compliance with approach procedures;
 9. Crew coordination; and
 10. Transition to visual.
- h) Landing: The landing procedure is to be in accordance with company SOPs. Observe and evaluate the following activities during the landing;

1. Threshold crossing height;
 2. Alignment with runway;
 3. Crosswind technique;
 4. Sinkrate to touchdown;
 5. Touchdown and roll out;
 6. Thrust reverser and braking procedures;
 7. Use of auto brake if required;
 8. Braking technique; and
 9. Runway incursion awareness.
- i) Taxi in and Gate procedures: The taxi in and gate procedures are to be in accordance with company SOPs. Observe and evaluate the following activities during taxi to the gate;
1. Use of checklist;
 2. Parking; and
 3. Passenger deplaning procedures.
- j) Post flight: Observe the post flight duties to include logbook entry and post flight reports.

3.11 Ramp Inspection

- 3.11.1 Ramp inspections may be conducted at originating, en route and destination stops. These inspections are conducted to determine the air operator's method for complying with regulatory requirements such as flight crew certification, instrument and equipment requirements, weight and balance procedure, dispatch procedures and an overall evaluation of the operations being conducted. Inspectors should take particular notice of the procedures used by ground personnel to determine if they are performing their assigned duties with a high degree of safety. Also ensure that company instructions through manuals and bulletins are adequate.
- 3.11.2 Discretion should be used in ramp inspections, i.e., unless safety is specifically a factor at the time, it should not interfere with flight or ground crew performing their normal duties. In the case of a departing flight, the inspection should be completed in sufficient time so that the scheduled departure time will not be affected. A ramp inspection will not normally be conducted on a flight that is scheduled for an in-flight inspection.

- 3.11.3 All Canadian commercial air operators may be ramp inspected for special surveillance purposes; this is particularly useful when time is not available for a scheduled in-flight route inspection. Ramp inspections can be done without prior arrangements with the air operator.
- 3.11.4 A sample “Ramp Check” inspection form is attached as Appendix C. Completed forms are to be retained by the office that conducted the inspection.
- 3.11.5 Special Surveillance: While ramp inspections are conducted on an aircraft and crew on a routine or when required basis, spot checks may be performed for a specific objective/purpose and involve weather, aircraft, loads, flight plans, air operator traffic movements records at Flight Service Stations (FSS) and control towers or a combination of all of the preceding, e.g., single engine at night with passengers, commercial air operator operations without a valid Operating Certificate and single engine land plane beyond gliding distance from shore.

3.12 Aircraft Critical Surface Contamination (ACSC)

- 3.12.1 The purpose of this section is to establish national procedures and guidelines to create a national standard for monitoring operations when conditions of ACSC are forecast or exist. The section also includes the regulatory process to follow in the event of non-compliance. The Civil Aviation Inspector Responsibilities include:
- a) Complete the initial and recurrent training outlined under Inspector Training 3.11.2;
 - b) Promote compliance with Section 602.11 of the CARs and 622.11 of the Standards;
 - c) Conduct ACSC surveillance as required;
 - d) Complete a Ramp check inspection form for each aircraft checked where potential ACSC infraction occurs;
 - e) Where a verbal warning has been given to the pilot-in-command, if the advisory is ignored and the flight is intending to depart, the Inspector shall:
 1. Detain the aircraft;
 2. Initiate the compliance process by completing a Preliminary Investigation report;
 3. Secure and ensure continuity of evidence;
 4. Provide copies of the completed reports to the appropriate managers; and
 5. Forward the evidence, statements if available and completed reports to the applicable Enforcement Branch.

3.12.2 Civil Aviation Inspector Training

- a) Complete the TC Aircraft Critical Surface Contamination (ACSC) training programme including video, booklet and the open book examination questions provided;
 - b) Review and self-study Section 602.11 and 622.11 of the CARs;
 - c) Review TC Ground Icing Operations Update (TP14052);
 - d) Review the current year TC HOT Guidelines posted on the TCCA website;
 - e) Review Aeronautical Information Publication (AIP) Airmanship Section 2.12 Flight Operations in winter.
- 3.12.3 When ground icing conditions exist, monitoring during ramp inspections should be directed to assuring that air operators have adequate training and procedures for operating under these conditions and, if applicable, have an acceptable ground icing operations program.
- 3.12.4 When monitoring flight operations on an airport or aerodrome, advise and coordinate communications with the appropriate ATS unit chief beforehand. Where an inspector has reason to believe that an aircraft is about to be operated and may cause an immediate threat to aviation safety the following procedures shall be used:
- a) On the Ground
 1. The Inspector shall identify him/herself advising the pilot-in-command of the requirements of Section 602.11 of the CARs and the inherent risks, and suggest inspection and or de-icing alternatives;
 2. Where necessary, invoke his/her authority pursuant to s.8.7(1)(d) of the *Aeronautics Act* to prevent the aircraft from taking off;
 3. Detaining an aircraft may be accomplished by contacting the appropriate ATS facility to deny take-off clearance. In extreme cases, it may be necessary to block the aircraft's access to the runway with the assistance of the police or an airport vehicle;
 4. Ensure that the aircraft is inspected and/or decontaminated before further flight.
 - b) Inspector on Another Aircraft
 1. As per above using radio communication
 - c) Inspector as a Passenger
 1. Whenever possible, ask to be assigned or choose passenger seats that give a clear view of the wing(s);
 2. Should the aircraft push-back/start-up occur while the wings are still contaminated, the Inspector should, where time permits, bring the contamination to the attention of a

flight attendant or in his/her absence a flight crewmember. Note: In some instances de-icing and anti-icing procedures are accomplished at a site remote from the terminal area – the flight deck is required to inform the passengers that the aircraft will be proceeding to the de-icing facility;

3. If the Inspector feels that the aircraft is about to depart with ACSC, he/she shall identify themselves by credentials and inquire in a tactful manner about observed conditions and decontamination options;
4. If the pilot-in-command does not make the required inspection or intends to depart with a contaminated aircraft the Inspector shall proceed to the cockpit, identify him/herself with credentials and request that the aircraft not take-off until it is decontaminated, pursuant to s 8.7(1)(d) of the *Aeronautics Act*;
5. Every effort must be made to be discrete yet firm and to keep the cockpit climate as rational as possible;
6. Ensure that the aircraft is inspected and/or decontaminated before further flight.

3.12.5 Guidelines For Programme Implementation: Traditionally in the spring, fall and winter, as part of the Regional Master Surveillance Plan (RMSP), resources should be directed to monitoring of ACSC concerning all aircraft operations. Activities can be broken down into the following areas:

- a) Major airports where De-icing Services are available
 1. When ACSC conditions are forecast, Inspectors should be assigned airport surveillance duties at major airports. The Airport Manager (APM) and ATS shall be advised accordingly;
 2. When Inspectors are assigned duties outside the Regional/District office, they are expected to conduct special surveillance for ACSC;
 3. Conducting inspections from passenger jetways, or on the apron/ramp area may be required;
 4. The Inspector(s) assigned these inspection duties should have direct contact with the ATS facility by the appropriate VHF Ground Control frequency or cellular phone;
 5. Holdover times of departing aircraft should be closely monitored. Ideally, an aircraft is de-iced/anti-iced just prior to take-off;
 6. Available data, the types of de-icing fluids currently available in Canada and the possible combinations of atmospheric conditions, make it difficult to determine a maximum holdover time between de-icing and actual departure;
 7. Inspectors should use their knowledge of aircraft types, the varied operations and meteorology to help determine when there is a risk of ACSC;

8. When ACSC conditions exist and aircraft are delayed for take-off, Inspectors should closely monitor ground operations.

Phases of Programme Implementation - Major Airports

When ACSC conditions exist the following plan will be implemented:

Phase I - Where an Inspector observes that an aircraft has exceeded the recommended hold-over times in freezing precipitation conditions or appears to have snow, ice or frost adhering to its critical surfaces, he/she will advise the pilot-in-command of the circumstances. This is normally done through the ATC facility.

Where an Inspector is certain in his/her judgement that an unsafe condition exists, he/she will invoke his/her regulatory powers under paragraph 8.7(1)(d) of the *Aeronautics Act* and detain the aircraft until it has been made safe for flight.

Phase II - When congestion or line-ups occur at the end of the departure runway and holdover times are being exceeded, Air Traffic Control will be directed to implement departure restrictions and other appropriate measures to reduce delays between the time the aircraft is de-iced and take-off.

Phase III - When Phase(s) I and II are ineffective, ATS will be directed to deny clearances, and, if necessary, the Inspector will obtain the assistance of the RCMP or airport personnel to prevent take-off.

b) Remote Operations.

1. Monitoring of air operators, corporate operators and general aviation that arrive and depart from remote airports and aerodromes when ACSC conditions are forecast should address the following:
 - a) Inspectors conducting external office functions during these period are expected to conduct special surveillance for ACSC;
 - b) Conducting frequent ramp checks and aircraft inspections may be required;
 - c) The Inspector(s) assigned these inspection duties should be in contact with the ATS facility by portable FM/VHF or cellular phone;
 - d) Aircraft departure delays should be closely monitored.

3.12.6 Inspector Equipment Required For ACSC Surveillance.

- a) Following is the minimum equipment required for Inspectors involved in ACSC surveillance:
 - 1) Cellular phone or a VHF portable tied to the ATS Ground Control frequency;

- 2) A vehicle may be required in some locations (a vehicle airside permit will be required).

3.12.7 Communication And Feedback Reporting System.

- a) An ACSC OPI should be appointed in each region. This person should be responsible for:
 1. ACSC information and liaison, advising regional Inspectors and managers of any significant changes or developments;
 2. Coordination with air carrier ACSC programs;
 3. Maintaining a library/chronology of:
 - a) Policy and guidelines information;
 - b) Regulatory information;
 - c) Accident/safety research data;
 - d) Advisory circulars (TC and FAA);
 - e) TC's "When in Doubt" video and associated information;
 - f) Surveillance/occurrence reports.
 4. Preparation and coordination of an ACSC surveillance plan and introduction of this plan when ACSC conditions are likely to occur or are forecast.

Air Operator Flight Inspection

Flight Deck Cabin

Date		Flight No.	Air Operator			File Number		
			From	Pilot-in-Command	Aircraft and Identification	Dep	Arr	Flight Time
1.			To					
2.			To					
3.			To					
4.			To					
5.			To					

Type of Inspection					
<input type="checkbox"/> Routine	<input type="checkbox"/> Route	<input type="checkbox"/> Aircraft	<input type="checkbox"/> Facilities	<input type="checkbox"/> Crew	<input type="checkbox"/> Equipment/Procedures

Inspector's Remarks, Recommendations and Follow-up Action	A. Flight Preparation
	B. Crew-Flight Deck and Cabin
	C. Operation of Flight
	D. Aircraft and Equipment
	E. Enroute Facilities
	F. Other Inspection Items Not Covered on List
	Routing Instructions
1.	
2.	
3.	

The above flights were conducted in a satisfactory manner, except as noted.

Name of Air Carrier Inspector (Print)

Date

Signature

Appendix A - Continued

A. Flight Preparation	C. Operation of Flight	D. Aircraft and Equipment
1. Weather Briefing 2. Dispatch <input type="checkbox"/> a. Personnel Hours of Operation <input type="checkbox"/> Operational Control b. Communication and Flight Watch <input type="checkbox"/> c. Ground Communication <input type="checkbox"/> d. Flight Planning Information <input type="checkbox"/> e. NOTAMS <input type="checkbox"/> 3. Flight Planning <input type="checkbox"/> a. Route Analysis <input type="checkbox"/> b. Fuel Computations <input type="checkbox"/> c. Alternates <input type="checkbox"/> d. Weights and Performance <input type="checkbox"/> 4. Weight and Balance Control <input type="checkbox"/> 5. A/C Servicing and Ramp Safety <input type="checkbox"/> a. Fuelling Procedures <input type="checkbox"/> b. Load Security <input type="checkbox"/> c. Ground Equipment & Handling <input type="checkbox"/> d. Aircraft Parking <input type="checkbox"/> 6. Pre-Flight Checks <input type="checkbox"/> a. Arrival at Aircraft <input type="checkbox"/> b. External Checks <input type="checkbox"/> c. Cabin and Flight Deck <input type="checkbox"/> d. Emergency Drills <input type="checkbox"/>	1. Pre-start Safety <input type="checkbox"/> 2. Starting Engines <input type="checkbox"/> 3. After Starting Checks <input type="checkbox"/> 4. Radio Procedures and ATC Clearance <input type="checkbox"/> 5. Pre Take-Off Checks & Cabin Security <input type="checkbox"/> 6. Taxing and Take-Off <input type="checkbox"/> 7. Departure Sequence <input type="checkbox"/> a. Engine Handling <input type="checkbox"/> b. ATC Procedures <input type="checkbox"/> c. Noise Abatement <input type="checkbox"/> d. Lookout <input type="checkbox"/> e. After Take-Off Checks <input type="checkbox"/> f. Radio Procedures <input type="checkbox"/> 8. Climb Procedures <input type="checkbox"/> 9. Cruise <input type="checkbox"/> a. Enroute Communications <input type="checkbox"/> b. Navigation Accuracy <input type="checkbox"/> c. Altitude and Track <input type="checkbox"/> d. Seat Belt Sign <input type="checkbox"/> e. Management of Flight <input type="checkbox"/> i. Power and Speed Control <input type="checkbox"/> ii. Fuel Management <input type="checkbox"/> iii. Weather Monitoring <input type="checkbox"/> iv. Turbulence Procedures <input type="checkbox"/> v. Revision of Flight Plan <input type="checkbox"/> 10. Approach Procedures <input type="checkbox"/> a. Organization of Approach <input type="checkbox"/> b. Descent <input type="checkbox"/> c. Final Facility Approach <input type="checkbox"/> i. Pre-Landing Check and Cabin Safety <input type="checkbox"/> ii. Coupled Approaches <input type="checkbox"/> iii. Category II & III Approaches <input type="checkbox"/> d. Final Facility Approach <input type="checkbox"/> e. Landing and Taxiing <input type="checkbox"/> 11. Shutdown <input type="checkbox"/> 12. Use of Charts and Check Lists <input type="checkbox"/> 13. Flight Logs and Records <input type="checkbox"/> 14. Snags - Recording and Clearing <input type="checkbox"/> 15. Weather Reporting <input type="checkbox"/>	1. No Go Items <input type="checkbox"/> 2. Certificates of Airworthiness & Registration <input type="checkbox"/> 3. Deferred Snags <input type="checkbox"/> 4. Maintenance Release <input type="checkbox"/> 5. Manuals and Log Books <input type="checkbox"/> 6. Engines - Function <input type="checkbox"/> 7. Systems - Function <input type="checkbox"/> 8. Instruments <input type="checkbox"/> a. Minimum Required <input type="checkbox"/> b. Function <input type="checkbox"/> 9. Radios - Navigation & Communication <input type="checkbox"/> a. Minimum Required <input type="checkbox"/> b. Function <input type="checkbox"/> 10. Intercom and PA <input type="checkbox"/> 11. Radar, Transponder, Doppler, LORAN, Flight Recorder, Voice Recorder, Inertial Guidance <input type="checkbox"/> 12. Emergency <input type="checkbox"/> a. Exits - Number, Access, Lighting and Marking <input type="checkbox"/> b. Fire Extinguishers <input type="checkbox"/> i. Number Required <input type="checkbox"/> ii. Weighed and Checked <input type="checkbox"/> c. Fire Axe <input type="checkbox"/> d. Oxygen <input type="checkbox"/> e. First Aid Kits <input type="checkbox"/> f. Survival Equipment <input type="checkbox"/> i. Minimum Required <input type="checkbox"/> ii. Last Inspected <input type="checkbox"/> 13. Seat Belts <input type="checkbox"/> 14. Souls on Board <input type="checkbox"/> Including Number of Infants 15. Carry On Baggage <input type="checkbox"/>
B. Crew Flight Deck and Cabin	E. Enroute Facilities	F. Other Inspection Items Not Covered
1. Reporting for Duty <input type="checkbox"/> 2. Minimum for A/C Type <input type="checkbox"/> 3. Licences <input type="checkbox"/> 4. Evidence of Competency <input type="checkbox"/> 5. Manuals and Equipment <input type="checkbox"/> 6. Crew Technique <input type="checkbox"/> 7. Crew Management and Discipline <input type="checkbox"/> 8. Flight and Duty Times <input type="checkbox"/> 9. Rest Facilities <input type="checkbox"/> 10. Cabin Attendant Form <input type="checkbox"/>	1. Company Communication & Flight Watch <input type="checkbox"/> 2. ATC - Coverage - Clearances <input type="checkbox"/> 3. Tower - Communication - Control <input type="checkbox"/> 4. Nav and Approach Aids - VOR/DME-RR - NBD - ILS - Markers - Radar - LORAN C - INS - Omega - GPS - Other <input type="checkbox"/> 5. Airport - Approaches - Marking - Lighting - Runways and Condition - Taxiways - Ramp & Passenger Control - Emergency & Fire Services <input type="checkbox"/> 6. Refuelling - Procedures and Facilities <input type="checkbox"/>	1. Dangerous Goods <input type="checkbox"/> 2. Security <input type="checkbox"/> 3. Passenger Briefing/Safety Features Card <input type="checkbox"/>
Inspector's Remarks		

Appendix B

Cabin Safety Observation Report Form for Air Carrier and Airworthiness Inspectors

Date	Flight Number
Aircraft Type	From To
Purser	Purser's Base
1. Before engine start-up or push-back, was an announcement made about baggage stowage? <input type="checkbox"/> Yes <input type="checkbox"/> No	
2. Was pre-flight briefing given? <input type="checkbox"/> Yes <input type="checkbox"/> No	
a. Seatbelts, Chair Backs, Table Trays	<input type="checkbox"/> Yes <input type="checkbox"/> No
b. Emergency Oxygen: Location, Presentation, Use	<input type="checkbox"/> Yes <input type="checkbox"/> No
c. No Smoking	<input type="checkbox"/> Yes <input type="checkbox"/> No
d. Exit Location, Emergency Escape path Lighting/Location and Purpose	<input type="checkbox"/> Yes <input type="checkbox"/> No
e. Location of Safety Features Card, Life Vests	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. Was briefing: <input type="checkbox"/> Pre-recorded <input type="checkbox"/> Live <input type="checkbox"/> Bilingual <input type="checkbox"/> English <input type="checkbox"/> French	
4. Was all galley equipment and baggage in sight stowed for take-off? <input type="checkbox"/> Yes <input type="checkbox"/> No	
5. Were cabin crew all seated when take-off commenced? <input type="checkbox"/> Yes <input type="checkbox"/> No	
6. Were all seat back and table trays in sight "upright" for take-off? <input type="checkbox"/> Yes <input type="checkbox"/> No	
7. Did cabin attendants remain seated after take-off until seat belt sign was "off"? <input type="checkbox"/> Yes <input type="checkbox"/> No	
8. When the seatbelt sign was turned off, was there an announcement instructing passengers to keep their seatbelts fastened while seated? <input type="checkbox"/> Yes <input type="checkbox"/> No	
9. Did anything "unusual" happen during cruise? (If so, describe, including how crew handled the situation) <input type="checkbox"/> Yes <input type="checkbox"/> No	
10. Was there a pre-landing briefing given to passengers? <input type="checkbox"/> Yes <input type="checkbox"/> No	

Appendix B - Continued

11. Was all galley equipment and baggage in sight stowed at landing? (If no, describe.)	<input type="checkbox"/> Yes <input type="checkbox"/> No
------------------------------------------------------------------------------------------------	----------------------------------------------------------

12.	Were cabin crew seated during landing? (If no, describe.)	<input type="checkbox"/> Yes <input type="checkbox"/> No
13.	Did cabin crew remain seated while the aircraft was taxiing? (If no, describe circumstances/duties performed.)	<input type="checkbox"/> Yes <input type="checkbox"/> No
14.	Was an announcement about remaining seated with seatbelts fastened made after landing?	<input type="checkbox"/> Yes <input type="checkbox"/> No
15.	Did passengers remain seated until aircraft reached the terminal?	<input type="checkbox"/> Yes <input type="checkbox"/> No
16.	Any other comments about flight? (if yes, describe)	<input type="checkbox"/> Yes <input type="checkbox"/> No

Signature_____
Region/Designator_____
Telephone

Forward completed form to Regional Cabin Safety Inspector for processing

Appendix C

Ramp Check

Inspector	Date (YY-MM-DD)			Location	A/C Type/Flight Number	A/C Registration				
Company				Registered Owner						
Pilot-in-Command				Licence Number/ Type Endorsed		Medical Valid to (YY-MM-DD)		PPC/Instrument Valid to (YY-MM-DD)		
Co-Pilot				Licence Number/ Type Endorsed						
Flight Attendant/Purser <input type="checkbox"/> Yes <input type="checkbox"/> No				Name		Current		<input type="checkbox"/> Yes <input type="checkbox"/> No		

Aircraft Document — Onboard Aircraft

	Yes	No	Amendment No./Date		Yes	No	Amendment No./Date
Aircraft Flight Manual				Operations Manual			
Cabin Attendant's Log				Radio Licence			
Certificate of Airworthiness				Snag Deferrals			
Certificate of Registration				Weight and Balance			
Journey Log Book				516/534 Authority			
Minimum Equipment Lists							
Baggage Check (Tie Down/Straps, Pallets)							
Cabin Safety (Seatbelts, Placards, Safety Feature Card)							
Emergency Equipment (First Aid Kits, ELTs)				Dangerous Goods <input type="checkbox"/> Carried <input type="checkbox"/> Authorized			
Notes							
Follow-up Required:							

Inspector's Signature _____

Date _____

Chapter 4

Company Manuals

4.1 General

- 4.1.1 Inspectors should, when requested by an air operator, provide as much assistance and information as possible in the preparation of and amendments to company manuals; however, it is the operator's responsibility to produce a satisfactory manual not for the inspector to provide a consultation service. The generic operations manual guides available in the TC website provide detailed information regarding the preparation of company operations manuals (COM).
- 4.1.2 The contents of COM will vary depending on the type of operation(s) authorized, number of aircraft types operated, etc. Each air operator should therefore be encouraged to produce practical manuals that accurately reflect their operations.
- 4.1.3 COM shall be reviewed by the vetting ACI(s) at least once per audit period (preferably before commencement of the audit) to ensure that they are up to date and accurately reflect the operator's current operations. Bear in mind that it is not the mandate of the inspector to write documents or manuals for the Industry, but rather to review or approve them on behalf of the Minister.

4.2 Approval Authority

- 4.2.1 Final approval is a multi-level process. ACIs have a shared responsibility with other civil aviation safety inspectors in many areas. Co-ordination of manual reviews is necessary to ensure operators are in compliance with regulatory requirements. An appropriate quality review process should be established for the review of manuals with individuals involved holding the appropriate Delegation of Authority. Service levels regarding documentation review are described within CBA Policy Letter 0143.

Each approval will be formally communicated by letter to the air operator, with prior internal co-ordination through the ACI and other interested parties as required.

Printing and distribution costs can be substantial. ACIs are advised to encourage their air operators to first discuss any proposed changes and to refrain from printing/distribution until they have received the formal letter of approval or acceptance.

4.3 Review of Company Operations Manuals and Amendments

- 4.3.1 An operator is required to provide CBA with two copies of its COM or amendments thereto. Following review, one copy of the manual or amendment must be returned to the operator, and the other copy retained by the regional office.

- 4.3.2 The copies submitted must contain a List of Effective Pages (LEP). The reviewing inspector should stamp and initial the LEP during the review process.
- 4.3.3 Inspectors will examine each COM to assess whether or not it meets the following general and specific requirements:
- a) The COM must contain all information required as itemized in Division IX of Subparts 722, 723, 724 and 725 of the applicable CASS. Wherever appropriate, cross-reference to the specific requirements of the CARs or CASS may be made to encourage the operator's familiarity with the regulations and standards. Large quotes from or reproductions of the CARs, CASS, information circulars or other official publications need not be included in an operations manual. Exceptions to that rule may be made where such quotes or reproductions are, in their entirety, pertinent and applicable to the type of service and/or equipment to be operated, and when they are accompanied by instructions concerning compliance.
 - b) The contents are consistent with Civil Aviation regulations, including the conditions imposed by the operator certificate and operations specifications forming part of the operating certificate.
 - c) The contents of a COM are not limited to and may extend to areas of responsibility other than that of the flight crew. Cabin attendants, maintenance, dangerous goods and de-icing can be included in the manual.
 - d) Areas where different manuals overlap must be consistent. The contents of a COM must not contradict, distort or otherwise interfere with the publications governing the activities of other personnel. This is particularly important for procedures. Operators may wish to establish a cross-reference system between their various publications where areas of responsibilities and procedures overlap.
- 4.3.4 Organization
- a) The organizational chart should accurately depict an operator's supervisory chain of command. Each supervisor should be responsible to only one superior. The chart should show the name of each supervisor and should agree with the approved maintenance manual and the approved cabin attendant manual, if applicable. Duties and responsibilities of each position on the organizational chart should be clearly stated in the duty/responsibility section and be consistent with the organizational chart.
 - b) Confirm that the Operations Manager and the Chief Pilot meet the qualifications of the applicable CASS.
 - c) Where one person is responsible for different managerial positions, pay particular attention to the resultant workload. Be mindful of the legislative definition of "full-time".

4.3.5 Operational Control

- a) Details of the company's Operational Control System must be included in the COM. Ensure that the type of operational control system is appropriate for the operation and that the company's system meets the requirements of the CASS.
- b) Procedures and responsibilities over initiation, execution, diversion, notification, termination and post-flight documentation of flights must be clearly defined.

4.3.6 Operational Requirements and Limitations

The COM will normally cover the operations specifications authorized and associated operational requirements and limitations. **This section shall only include operations authorized in the operations specifications.** Reference to aircraft types, equipment or procedures not used by or applicable to the air operator may confuse or mislead personnel and should not be accepted in the manual. For example, single-engine night VFR, single-pilot IFR operations, company night/IFR routes, take-off and landing limits other than as published in the *Canada Air Pilot* (CAP) etc., shall not be included in the manual unless specifically authorized in the operations specifications.

4.3.7 Aircraft Pre-flight External Inspections

- a) Pre-flight external inspections that are conducted during potential or actual critical surface contamination conditions are essential to aviation safety. COM shall clearly specify when inspections are required, and who is responsible for their completion.
- b) When qualified persons other than the flight crew (maintenance, servicing or de-icing personnel) are tasked to perform pre-flight inspections, the COM shall clearly establish the procedure to inform the flight crew that the required inspection was completed.
- c) Note that where qualified maintenance or servicing personnel can be called upon to perform pre-flight external inspections, the operator's Maintenance Manual shall also contain detailed guidance on those duties and responsibilities including co-ordination with flight crewmembers.

4.3.8 Fuelling

The COM must contain procedures for the fuelling of aircraft while passengers are emplaning, on board, or deplaning the aircraft. In order to be effective, the operator's established procedures must be well coordinated. The procedures must be crosschecked with the flight, cabin and ground crew and maintenance manuals to ensure consistency.

4.3.9 Aircraft Unserviceabilities Recording

The COM must contain guidance to flight crews on how to make entries in the aircraft journey log (or other approved logbooks). The *Air Operator's Maintenance Control Manual* (MCM) is an excellent reference.

4.3.10 In-Flight Procedures

The COM shall include information on operating in icing and/or avoiding conditions of ice, hail, thunderstorms, turbulence and other meteorological conditions. Procedures should apply to the aircraft types flown and the operator's area of operations. For example, operator's who only operate light twin-engine piston aeroplanes should not refer to the capabilities of high performance turbine-powered aeroplanes. Restrictions and limitations for flight in icing, turbulence, etc., must be in compliance with the air operator's operating manuals (AFM, AOM, etc.).

4.3.11 Company Forms

Current copies of forms used by flight crews and operations personnel must be contained in the COM. Since details are not given specifying which forms must be included, the inspector must therefore exercise good judgment in linking its demands to the legal requirement.

4.3.12 Training Programs

- a) Verify the training program meets the requirement of the CASS. If an operator uses outside resources for training verify that the operator has a program in place to make up any training shortfall.
- b) If an operator maintains a separate training manual, ensure it is referenced in the COM.
- c) For small operators such as single-person operation, ensure the manual specifies that the person receive training from another type qualified person other than him/herself.

4.3.13 Operations Manual Amendments Review Guidelines

- a) Generally speaking, amendments to an operations manual are required whenever the contents of the latter no longer accurately reflect the operator's operations. Amendments are necessary whenever changes occur in the following areas:
 1. Managerial personnel;
 2. Operations specifications;
 3. operating conditions or procedures; or
 4. Aircraft equipment.
- b) Each amendment to an operations manual will be examined along the same general guidelines as those given for the COM itself.
- c) Amendments shall include an amendment instruction sheet and each page of the amendment shall show the appropriate number and effective date. For ease of reference, it is recommended that a vertical bar or dashed line appear beside the item(s) amended.

The objective is to notify the reader of all changes. Shading the applicable change is also acceptable.

- d) COM amendments reflecting **proposed** changes in equipment or operating conditions may be submitted in advance of the formal application for issue of the operating certificate or amendments thereto. The covering letter or memorandum shall clearly specify that the amendment addresses a **proposed** change.

4.4 Processing Approvals for Company Operations Manuals or Amendments

4.4.1 The inspector should follow the procedure when processing documents for approval.

- a) The List of effective pages (LEP), or each page will be stamped and initialed by the reviewing inspector.
- b) The appropriate regional office (RMCBA's or AARXD's, as applicable) will retain a copy of the approved manual or amendment.
- c) At no time are Inspectors to rewrite or add to a submitted manual or document.
- d) Inspectors are to stop the review/approval process upon finding significant errors in a submitted manual or document (five significant items uncovered in a preliminary assessment) and return the manual or document to the originator for further action.
- e) Significant errors to manuals or documents are considered to be errors with respect to compliance with the CARs and Standards. Significant errors are not spelling or formatting. However, poor organization or presentation of material is a significant error.
- f) Significant errors shall be identified to the originator of the manual or document by quoting the Regulatory requirement and deficiency. i.e. "*Section XX of the submitted manual does not meet the requirement of paragraph c) of the Standard 725.135 in that it does not contain a list of effective pages*".
- g) If the originator then re-submits the manual or document and three significant errors are found, the manual or document is to be returned again to the originator for further action.
- h) The RMCBA at his discretion may continue the review/approval process after significant errors have been found.
- i) When typographical or editorial errors are observed, the approved manual/amendment will be returned with a covering letter requiring that the required changes be included in the next amendment.
- j) An approved copy will be returned to the operator with a covering letter attached signed by the approving authority.

- k) The operator will then be required to publish and distribute a copy of the approved version of the document.

Note: During company audits, the team should verify that the operator's master copy contains only approved pages, or current pages as per the latest LEP, and that copies agree with the master.

4.4.2 To reduce the administrative workload and avoid confusion, the following procedure will be adopted for those amendments to the COM that comprise only amended AOC or operations specification information.

- a) When the Regional Office receives revised or additional ACO and or operations specifications, it will forward the originals to the air operator without requiring a formal amendment. The operator will reproduce the originals and insert them into each copy of the COM.
- b) The Regional Office will insert a copy of the documents into their copy of the COM.

Note: Verify that operators amend their COM during base audits and inspections. Verify, for each AOC and date, that the applicable section of the manual is up-to-date.

4.5 Standard Operating Procedures (SOP)/Aircraft Operating Manuals (AOM)

4.5.1 Operators are required by the CARs to establish and maintain SOPs for all aircraft operated under Subpart 705 and for all aircraft that are required to be operated by two or more pilots under Subpart 702, 703 and 704. A future amendment to the CARs will require operators to develop SOPs for all of their aircraft. While most SOPs do not require approval, the region should review them.

4.5.2 Subpart 704 and 705 operators may develop Aircraft Operating Manuals for the guidance of crewmembers in the operation of aircraft. AOMs for subpart 705 operators, if developed, must be approved, while those for 704 operations only require review. Where an operator has developed an AOM, the SOPs shall form part of that manual.

4.5.3 Inspectors reviewing SOPs and AOMs should be familiar with the aircraft type. They shall ensure that procedures contained in the manuals do not contradict the AFM or the COM. In addition, Inspectors shall ensure that procedures contained in the manuals are consistent with safe operating practices for the aircraft type. Manuals must be crosschecked against the sections of the CASS pertaining to SOPs and AOMs.

4.5.4 SOPs and AOMs are normally derived from data and/or information supplied by the manufacturer, already in the AFM, or approved in the COM. Where there is doubt as to the validity or appropriateness of data, information or procedures documented in the AOM or SOP, the operator should consult the aircraft manufacturer and ask them to endorse the

material. This situation occurs most often when an operator rewrites or originates the SOPs and/or AOMs rather than buying the manuals from the manufacturer.

MANUAL CROSS REFERENCING LIST

This policy applies to air operators regulated under Subpart 705 of the CARs, Airline Operations.

Background

In Moshansky Commission Recommendation (MCR 77), Justice Virgil P. Moshansky, Commission of Inquiry into the Air Ontario Crash at Dryden, Ontario recommended that “TC, during the process of approval of air carrier manuals, ensure that the provisions of the proposed manuals are consistent and specifically, that they coordinate the duties of the cabin crew and those of the flight crew concerning hot-refuelling procedures, with appropriate cross-referencing between manuals”.

The Commission of Inquiry into the Air Ontario Crash at Dryden examined Transport Canada’s internal review, acceptance, and approval procedures to determine whether they required air operator manuals to be cross-referenced for consistency and whether the duties of flight and cabin crews had to be properly coordinated. Internal manuals were also reviewed for the same purpose.

A Task Group was assigned the responsibility of MCR 77. The Task Group agreed that Transport Canada’s internal measures were insufficient. The Task Group agreed that, in order for Inspectors to properly carry out their duties with regard to the verification of air operator manuals, guidelines were needed on which subject areas should be verified for consistency and which cross-referenced.

Regulatory Requirements

The CARs contain several regulatory requirements pertaining to air operator manuals, in particular Paragraph (2)(a) of CAR 705.135, which states, “A company operations manual shall be such that all parts of the manual are consistent and compatible in form and content”.

Other regulatory requirements include:

CAR 705.135, subsection (1).

CAR 705.134, subsections (1), (2), (3) and (4).

CAR 705.139, subsections (1), (2) and (3).

CAR 705. 17, subsections (1) and (2).

CAR 705.104, paragraphs (2)(a) and (2)(b).

CAR 705.138, paragraphs (1), (2) and (4).

Commercial Air Services Standard (CASS) 725.104, paragraph (2)(d).

CASS 725.07, paragraphs (2)(a)(i), (2)(a)(ii), (2)(d)(i), and (2)(d)(ii).

CASS 725.135.

CASS 725.138.

The content requirements of the flight attendant manual, as referenced in Paragraph 705.139 of the CARs, are contained in the *Flight Attendant Manual Standard, Document No. TP 12295*.

Appendix A - continued

Purpose

The purpose of this appendix is to provide Commercial and Business Branch Inspectors with a Manual Cross-referencing List for use when examining air operator manuals for approval to ensure a complete, consistent and cross-referenced Operations Manual, Standard Operating Procedures and Flight Attendant Manual.

Policy

In accordance with regulatory requirements, manuals must be cross-referenced when they are established and during any subsequent amendment process.

See Attachment for Manual Cross-referencing List.

Inspector Responsibility

Cabin Safety Inspectors are responsible for the cross-referencing of the Operations Manual and Standard Operating Procedures with the Flight Attendant Manual. Pilot Inspectors (OPI for an air operator) are responsible for providing Cabin Safety Inspectors with the Operations Manual and Standard Operating Procedures when they are established and during subsequent amendments.

Attachment

Manual Cross-referencing List (Operations Manual/Standard Operating Procedures/Flight Attendant Manual)

<p>1. The following procedures must be included and cross-referenced to ensure IDENTICAL INFORMATION in order to fulfill regulatory requirements:</p>	<p>2. The following must be included and be cross-referenced to ensure that the CONCEPT IS SIMILAR AND DOES NOT CONFLICT in order to fulfill regulatory requirements:</p>	<p>3. The following items are not required in the Operations Manual or Standard Operating Procedures. If included, ensure CONCEPT IS SIMILAR AND DOES NOT CONFLICT:</p>
<ul style="list-style-type: none"> • Planned Emergency - Preparation for emergency landing/ditching: All communication from flight deck to flight attendants in an emergency: <ul style="list-style-type: none"> - Notification of an emergency; flight deck to in-charge flight attendant briefing items - Signal for brace position - Evacuation signal - If both terms are used in the manuals, definition of evacuation and deplanement - Cancellation of evacuation (Ref. CAR 705.104, CASS 725.135, 725.138) • Passenger and Cabin Safety Procedures: <ul style="list-style-type: none"> - Communication from flight deck to flight attendants - Signal for flight attendants to be seated for take-off, landing and during periods of in-flight turbulence (Ref. CASS 725.135, 725.138) 	<p>Procedures in the Operations Manual and Standard Operating Procedures will be written for flight crewmember action, while the procedures in the Flight Attendant Manual will be written for flight attendant action.</p> <ul style="list-style-type: none"> • Carry-on baggage control (Ref. CASS 725.42, 725.135) • Emergency Procedures - Evacuation procedures: <ul style="list-style-type: none"> - initiation of evacuation - crew responsibilities (Ref. CAR 705.104, CASS 725.135) • Unplanned Emergencies: <ul style="list-style-type: none"> - Gate/apron emergencies - PTV mated to aircraft (if applicable) - APU/Engine torching/fire (if applicable) - Fuel spill/fire - Fuel fumes in cabin - Taxi emergencies - Runaway or over-speed propeller procedures (if applicable) 	<ul style="list-style-type: none"> - Operations policy - Transport Canada Inspectors - Sterile flight deck - Flight deck door locking procedures - Admittance to flight deck - Flight deck meal and beverage service - Minimum number of flight attendants for each aircraft type - Flight attendant stations (including policy on occupancy of available flight attendant seat) - Incapacitated flight attendant - Acceptance and carriage of special needs passengers - Exit row seating - Communication from flight attendant to flight deck in an emergency including means of communication on the ground, during critical phases of flight and in-flight - Alcohol & drugs/ crew members - Alcohol & drugs/ passengers - Impaired/unruly passengers - Passenger medical oxygen - Cabin supervision - Service on the ground

Manual Cross-referencing List (Operations Manual/Standard Operating Procedures/Flight Attendant Manual)

Page 2 of 5

1. Required to be included in manuals; must be identical. (Cont'd)	2. Required to be included in manuals; concept is similar. (Cont'd)	3. Not required in operations manual or standard operating procedures. If included, concept is similar. (Cont'd)
Intentionally left Blank.	<ul style="list-style-type: none"> – Pressurization/decompression procedures (if applicable) – Fire-fighting procedures – Smoke-removal procedures (if applicable) – Pilot In-capacitation (Ref. CAR 705.104, CASS 725.138) • Safety Procedures: <ul style="list-style-type: none"> – Standard Briefings - Pre-flight crew briefing (Ref. CASS 725.138), – Procedures for safe movement of passengers to/from aircraft and embarkation/disembarkation (Ref. CAR 705.40), – Passenger briefing procedures (Ref. CASS 725.135), – Procedures for fuelling with passengers onboard (Ref. CAR 705.40, CASS 725.40, 725.135, 725.138), – Fuelling with engine running (Ref. CASS 725.135) – Aircraft surface contamination procedures (Ref. CASS 725.135) – Rejected/aborted take-off/missed approach procedures (Ref. CASS 725.138) 	<ul style="list-style-type: none"> – Prisoners & escorts – Weapons – Circuit breakers – Flight duty time limitations and rest requirements for flight attendants (following promulgation of regulations) – Cabin log book procedures <p>(Ref. CAR 705.139/<i>Flight Attendant Manual Standard</i>)</p> <ul style="list-style-type: none"> – If applicable, emergency and normal procedures reflecting differences when one flight attendant is carried and when more than one flight attendant is carried. (Ref. CASS 725.104).

Manual Cross-referencing List (Operations Manual/Standard Operating Procedures/Flight Attendant Manual)

Page 3 of 5

1. Required to be included in manuals; must be identical. (Cont'd)	2. Required to be included in manuals; concept is similar. (Cont'd)	3. Not required in operations manual or standard operating procedures. If included, concept is similar. (Cont'd)
Intentionally left blank.	<ul style="list-style-type: none"> – Carriage of dangerous goods (Ref. CASS 725.135) – Portable electronic devices (Ref. CAR 705.40) – Carriage and securing of cargo, baggage, commissary and equipment (Ref. CASS 725.135) – Ramp/Gate procedures (no smoking, door closing procedures/signals, passengers to be seated prior to aircraft movement, cabin/galley secure procedures for take-off, passenger head count) (Ref. CASS 725.138) – Weight and balance (Ref. CASS 725.135, CAR 705.39) – Cruise (turbulence procedures, including procedures to discontinue service when level of turbulence exceeds light turbulence) (Ref. CASS 725.138) – Descent/Landing (fuel dumping if applicable, cabin/galley secure procedures for landing) (Ref. CASS 725.138) 	Intentionally left blank.

Manual Cross-referencing List (Operations Manual/Standard Operating Procedures/Flight Attendant Manual)

Page 4 of 5

1. Required to be included in manuals; must be identical. (Cont'd)	2. Required to be included in manuals; concept is similar. (Cont'd)	3. Not required in operations manual or standard operating procedures. If included, concept is similar. (Cont'd)
Intentionally left blank.	<ul style="list-style-type: none"> • General: Duties, responsibilities and succession of command of management and operations personnel (authority of pilot-in-command). (Ref. CASS 725.135) – Policy on occupation of observer seat (including admittance to flight deck) (Ref. CAR 705.27, CASS 725.135) NOTE: – It is the air operator's responsibility to ensure that MEL alleviations that relate to cabin safety items and require flight attendant procedures be included in Flight Attendant Manual and that these procedures are cross-referenced with the MEL. – It is also the air operator's responsibility to ensure that conditional procedures stipulated in any other document such as an Exemption, etc., (i.e. Stowage of Disposable Waste in Aircraft Lavatories) are included in the Operations Manual and Flight Attendant Manual and such procedures are cross-referenced. 	Intentionally left blank.

Manual Cross-referencing List (Operations Manual/Standard Operating Procedures/Flight Attendant Manual)

Page 5 of 5

1. Required to be included in manuals; must be identical. (Cont'd)	2. Required to be included in manuals; concept is similar. (Cont'd)	3. Not required in operations manual or standard operating procedures. If included, concept is similar. (Cont'd)
Intentionally left blank.	<ul style="list-style-type: none"> • Security (Unlawful interference): <ul style="list-style-type: none"> – Bomb threats - aircraft on the ground/aircraft in the air (Ref. CASS 725.135, 725.138) – Hijacking - aircraft on the ground/aircraft in the air. Use of code word(s) must be IDENTICAL. (Ref. CASS 725.135, 725.138) • Safety and Emergency Equipment: <ul style="list-style-type: none"> – List of emergency survival equipment carried and how to use equipment (Ref. CASS 725.135) – Inspection details and frequency of inspection of emergency equipment carried on board (Ref. CAR 705.96, CASS 725.135). 	Intentionally left blank.

Chapter 5

Simulator Condition Monitoring

5.1 Policy

- 5.1.1 The *Aeroplane and Rotorcraft Simulator Manual (TP 9685)* will be used in conjunction with the CARs to determine policy and procedures related to the approval and use of simulators.

5.2 Maintenance of Performance Standards

- 5.2.1 An Operator may continue to use a simulator for training or check-rides only if its condition and level of performance is maintained at the same level required for initial certification.

5.3 Action If Simulator Below Performance Standards

- 5.3.1 An inspector will terminate a check ride or training session when:
- a) The performance of a simulator does not accurately simulate the flight characteristics of the aeroplane; or
 - b) Special techniques not in common with the aeroplane are necessary to control the simulator; or
 - c) Any of flight or trim control system fails; or
 - d) Aircraft systems required for the checking or training event are unserviceable and no MEL relief is available; or
 - e) MEL relief is available, but the unserviceability interferes with the approved PPC or training program script.

For situations other than the preceding, an inspector may either continue or terminate the check at his or her discretion. However, the inspector may request a further check or briefing to establish the pilot's use and understanding of an inoperative or malfunctioning system.

- 5.3.2 For simulators situated in Canada, when it is necessary to terminate or restrict a check or training session, the inspector will:
- a) Inform representatives of the air operator leasing the simulator and the simulator operator that the simulator is not suitable for the conduct of a PPC (and/or training), as applicable; and

- b) In the simulator Journey Log, enter the statement “Simulator standard not suitable for the conduct of a Canadian PPC (and/or training)”, as applicable, and the discrepancy(s) forcing the termination or restriction of the check or training session; and
 - c) As soon as practical notify the Manager, Simulator Program (AARXDE) by e-mail detailing the simulator operator’s name, location, aircraft type, identification number (both TC and the local National Authority) and the discrepancy(s) forcing the termination or restriction of the check or training session.
- 5.3.3 For a simulator situated outside of Canada, when it is necessary to terminate or restrict a check or training session, the procedure is the same as for in Canada (paragraph 5.3.2) except the simulator Journey Log statement should read - “Simulator standard not suitable for the conduct of a PPC (and/or training)”, as applicable.
- 5.3.4 If the simulator, whether situated in or outside of Canada, can be returned to service without changes to its programming, an ACI qualified on type may authorize reinstatement of training and checking privileges. Should changes in the simulator programming be required, PPCs and/or training will not commence before authorization is received from the AARXDE.
- 5.3.5 Simulator operators are encouraged to develop “Simulator Component Inoperative Guides” (SCIGs), for each of their simulator types. These guides are analogous to an aircraft MEL and may provide relief from some simulator unserviceabilities to allow a training session to continue. Should there be unserviceabilities in a simulator for which a SCIG exists, the CAI will refer to the guide and determine the limitations to training imposed by the unserviceability. For those simulators without a SCIG, it is recommended the MEL be used to determine if an unserviceability may be accepted for the training or checking event; if there is MEL relief for the unserviceable item, the simulator should be considered acceptable unless the unserviceability interferes with the approved PPC or training program script. For additional guidance on permissions with actual simulator systems (ie. motion, visual) unserviceabilities, refer to Chapter 5 of *Aeroplane and Rotorcraft Simulator Manual* (TP 9685).

5.4 Simulator Condition Reports

- 5.4.1 ACIs are to monitor the maintenance standard and operation of simulators to ensure that they meet the performance standards required for certification. Where serious or long-term deficiencies are noted, the ACI will advise the air operator, and notify AARXDE by e-mail detailing the simulator operator’s name, location, aircraft type, identification number and the discrepancy(s).

Where the operator has used a SCIG, CAIs should verify that no training exercises prohibited or restricted by the guide have been conducted or credited to a candidate.

Chapter 6

Processing Certification Recommendations

6.1 General

6.1.1 This chapter's is intended to familiarize ACIs with the certification process and complements the Certification Manual. The *Air Operator Certification Manual* contains guidelines and administrative procedures for issuing AOC and their associated Operations Specifications. The Certification Manual also defines the relationship between TCSS and the Canadian Transportation Agency (CTA).

6.2 Completion of Operating Certificate Application Forms

6.2.1 **Form 26-0045 - Airports** - To be completed in accordance with the *Certification Manual*.

6.2.2 **Form 26-0046 - Aircraft** - The completed form(s) shall show that the aircraft(s) is/are adequately equipped for the operating conditions to be authorized by the Operations Specifications. The completed form shall be dated and should be signed by a managerial officer of the company who is familiar with flight operations, the CARs, the CASS and the AOC. Instructions on how to complete the form are on the reverse side of the form. The ACI shall verify the accuracy of the information using the aircraft's regional file, aircraft type approval or type certification data sheet, flight manual, and the aircraft inspection report before submitting the form(s) to the appropriate manager for signature.

6.2.3 **Form 26-0047 - Personnel** - Lists the qualified personnel who will operate the aircraft as per commercial air service application. Complete instructions are on the back of this form. The air operator shall complete the form and Regional ACIs and Cabin Safety Inspectors if applicable shall verify the following:

- a) Confirm that the Chief Pilot appointee meets the experience and qualification requirements in accordance with CASS. A resume of experience and qualifications for new Chief Pilot appointees shall be submitted to the regional office.
- b) Confirm that the Operations Manager meets the qualification requirements in accordance with CASS for the position.
- c) The "Summary of Chief Pilot/Operations Manager Qualifications" form (Appendix A) should be used.
- d) ACIs shall verify the information before recommending acceptance by the appropriate manager.
- e) If a first time appointee, the candidate for the Chief Pilot or the Operations Manager position of a 703 or 704 company must write a national qualification exam available at any of the TC Regional Offices or TC Centres (Civil Aviation) where exams are being

written. Following verification of the candidate's prerequisites, the POI shall issue the Chief Pilot or Ops Manager applicant a Letter of Recommendation to attempt the examination. The successful completion of the written examination will form part of the prerequisite for CASS 723/724 Chief Pilot appointment or CASS 723/724 Operation Manager appointment.

- f) The oral interview with the POI is a vital component in the applicant's ability to demonstrate knowledge to the Minister. The POI will ask the applicant to answer questions based upon the type and geographical location of air carrier operation.

6.2.4 **Form 26-0048 - Maintenance Facilities** - to be completed in accordance with the Certification Manual for initial issue of an AOC. A form 24-0070 needs to be completed where the air operator requires approval of its Aircraft Maintenance Organization. Where an air operator is qualified as an approved AMO under the terms of Chapter 573 of the *Airworthiness Manual*, this form constitutes proof of acceptability of maintenance facilities, equipment and personnel.

The region should ensure that a copy of the approval letters for AMOs, MCM, etc., are on the appropriate company file prior to the issuance of an AOC.

6.2.5 **Form 26-0049 - Summary and Recommendations** - to be completed in accordance with the Certification Manual for initial issue of an AOC and/or recommendation for change in authority [e.g., visual flight rules (VFR) to Night/VFR, VFR to instrument flight rules (IFR), change/addition of Operations Specifications, etc.

6.2.6 **Form 26-0440 – Aerial Work** – As applicable.

6.2.7 **Form 26-0448 – Cabin Safety** – As applicable.

6.2.8 **Form 26-0592 – Specialty Air Service Operations Canadian Operator** – Where an operator wishes to perform NAFTA operations in the USA or Mexico.

6.2.9 **Aircraft Inspection Reports** — Are required for each aircraft to be flown at night or under IFR on commercial operations. An ACI shall complete in detail the Aircraft Inspection Report (Appendix B). One copy of the report shall be maintained on the Air Operator's regional file. Deficiencies noted during the aircraft inspection shall be corrected before the AOC is issued.

6.3 Certification Checklists

- 6.3.1 The certification of a new air operator entering service, or the addition of new aircraft types, is a complex process that requires close liaison with the operator, the Region and, occasionally HQ. It involves many ACIs and air operator personnel, and it is therefore essential that a record of the status and progress of the certification process be maintained. Accordingly, the check lists detailed in sections 7.5 to 7.8 of this Manual have been developed. A “checklist” should be opened and kept current by the ACIs involved. In this manner, completed items can be signed off, outstanding items can be resolved, and discussions and decisions recorded.
- 6.3.2 The AOC and the CTA licenses are no longer issued together. The RMCBA or AARXD will issue an AOC when it is determined that the applicant meets the requirements of the CARs. The letter accompanying the AOC will state that an air operator must have in its possession a licence (temporary or permanent) issued by the CTA prior to commencing the service.

6.4 Operating Certificates

- 6.4.1 The *Certification Manual* outlines the procedures to be followed to issue or amend an AOC. The checklists included in this manual are designed to ensure that specific requirements of the CARs are met.
- 6.4.2 An air operator's main base of operation shall normally be from a certificated aerodrome. An air operator's main base of operations (float/ski aeroplane) shall be from a lake, river or area deemed by an ACI and the RMCBA, as suitable for the type of commercial air operations to be conducted.

6.5 New Operating Certificate

- 6.5.1 The required content of an application for an AOC is found in the CASS. The following items are to be completed by an ACI following receipt of the application:
- a) Base Inspection Report (must show that deficiencies are corrected); and
 - b) Aircraft Inspection Report. (see Appendix B)

6.6 VFR to Night VFR/VFR to IFR

- 6.6.1 When an operator wishes to upgrade his operations from VFR only to include Night VFR or IFR, the following forms may be necessary for the application:
- a) Form 26-0045 — If necessary to verify that the airport/aerodrome meets the aircraft requirements;
 - b) Form 26-0046 — For each aircraft to be flown night VFR or IFR;
 - c) Form 26-0047;

- d) Form 26-0049;
- e) Company Operations Manual amendments;
- f) Resume for Operations Manager (see Appendix A);
- g) Resume for Chief Pilot (see Appendix A);
- h) New national exams for the Chief Pilot and Operations Manager as required;
- i) Base Inspection Report (must show deficiencies were corrected);
- j) Aircraft Inspection Report (Appendix B). A copy is to be retained on Regional file (showing deficiencies corrected); and
- k) Application for approval of company routes inventory and Instruments Approach Procedures catalogue where applicable.

6.7 Addition Of New Aircraft Types

6.7.1 When an operator adds a new aircraft type, the items specified below may be required:

- a) **Form 26-0045** — Required if necessary to verify that the airport/aerodrome meets night VFR or IFR requirement;
- b) **Form 26-0046** — For each aircraft in the following categories:
 - 1. Pressurized aircraft;
 - 2. Aircraft to be flown night - VFR or IFR; and
 - 3. Rotorcraft;
- c) **Form 26-0047** — Required if necessary to verify that personnel meet night or IFR requirements;
- d) **Form 26-0049** — As per Form 26-0046 requirements;
- e) **Form 26-0070** — As per Form 26-0046 requirements;
- f) **Form 26-0448** – As applicable;
- g) Operations Manual amendments;
- h) Nomination form for Operations Manager (see Appendix A) - required when changes in scope, type and complexity of operation justify so;

- i) Resume for Chief Pilot (see Appendix A) and regional action (resume required only if new aircraft type is to be operated under a different sub-part of the CARs from the operators current operation).
- j) Aircraft Inspection Report (Appendix B) - for night VFR or IFR (to be retained on regional file); and
- k) Base Inspection Report if:
 - 1. There is a change from operating under sub-part 703 to 704 or from 704 to 705; or
 - 2. Any other change in the operation, which would indicate that base facilities should be examined to ensure the operation can be conducted safely.

6.8 Request for Single Pilot IFR — Aeroplanes

- 6.8.1 When an operator wishes to operate single pilot IFR under CAR 703 operations, the following items and actions are required:
- a) **Form 26-0046** — For each aircraft to be flown, single pilot IFR indicating the type of autopilot installed. If Form 26-0046 is already on file for a particular aircraft, a new form is only required when auto pilot data has been upgraded. Also ensure aircraft is equipped as required by CAR 703.66 for single-pilot IFR.
 - b) The air operator's request for single pilot IFR authority.
 - c) Company Operations Manual amendments covering single pilot IFR operations.
 - d) Issue of the appropriate NACIS operations specification(s).

Appendix A

Chief Pilot/Operations Manager Nomination

Chief Pilot Operations Manager

Name of Air Operator	Headquarters File Number	Regional File Number
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Name of Nominee	Licence Number
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Hours Flown

Pilot-in-Command Multi-Engine	Pilot-in-Command Single Engine	Grand Total Flying Time
-------------------------------	--------------------------------	-------------------------

Aviation Background (Companies, Duties and Aeroplane Types)	Dates					
	From			To		
Supervisory Experience	From			To		

Suitability for Duties as Laid Out in Company Operations Manual

I certify that to the best of my knowledge the information provided above is true.

Signature of Nominee

Date

Signature and Title of Company Executive

Date

Appendix A - Continued

Transport Canada Use Only

1. Recommendation of ACI (If Required)

Signature of ACI

Date

2. Regional Recommendation/Action

Signature of Regional Superintendent - Fixed Wing/Rotary Wing/Certification

Date

3. Headquarters Action (If Required)

Signature

Date

Aircraft Inspection Report

1. Operator

Air Operator		
Address		
Inspection Location		Date

2. Aircraft Registration/Certification

Aircraft Type	Registration	Registration Owner
Leased From/Term:		
Fuel Capacity (lbs):	Main/Normal _____	Auxiliary _____ Total _____
Aeroplane Maximum Gross Weight:		
Aeroplane Certification:	<input type="checkbox"/> VFR	<input type="checkbox"/> IFR <input type="checkbox"/> Night
Helicopter Maximum Gross Weight:	<input type="checkbox"/> Internal	<input type="checkbox"/> External
Helicopter Certification:	<input type="checkbox"/> VFR <input type="checkbox"/> IFR <input type="checkbox"/> Night	<input type="checkbox"/> Category A <input type="checkbox"/> Vertical Category A

3. Aircraft Documentation

Certificate of Airworthiness	Category	
Certificate of Registration	Transferred	Category
Flight Manual	Amendment Number	Supplements (Configuration)
Weight and Balance (Configuration)	Supplement Type Certificate	Number
Radio Licence Valid To	Aircraft Last Weigh Date	Pitot Static Test Date

4. External Inspection

Aeroplane Configuration:	<input type="checkbox"/> Wheels	<input type="checkbox"/> Floats	<input type="checkbox"/> Skis
Helicopter Configuration:	<input type="checkbox"/> Wheels	<input type="checkbox"/> Floats	<input type="checkbox"/> Skis <input type="checkbox"/> Emergency Floatation Equipment
Cargo Hook/Hoist Capacity:	_____	_____	
External Lights:	<input type="checkbox"/> Rotating Beacon	<input type="checkbox"/> Strobes	<input type="checkbox"/> Navigation <input type="checkbox"/> Landing <input type="checkbox"/> Taxi <input type="checkbox"/> Searchlight

Appendix B - Continued

5. Cabin

Maximum No. of Passengers	No. of Seats	<input type="checkbox"/> Flight Attendant Seat	<input type="checkbox"/> Jump Seat	<input type="checkbox"/> Seat Belts	<input type="checkbox"/> Ash Trays
<input type="checkbox"/> Safety Features Cards	<input type="checkbox"/> Safety Features Decals	<input type="checkbox"/> Cabin Lights	<input type="checkbox"/> Exit Markings	<input type="checkbox"/> Exit Lighting	

6. Flight Deck Instrumentation/Equipment

Flight Instruments			
	PIC	FO	Comments
ASI			
Press Altimeter			
Encoding Altimeter			
Radar Altimeter			
Turn and Back			
VSI / IVSI			
DG			
Gyro Compass			
RMI / HSI			
Altitude Indicator			
Flight Director			
<input type="checkbox"/> Third Gyro Horizon		<input type="checkbox"/> Power Source	Aeroplane: <input type="checkbox"/> Auto Pilot <input type="checkbox"/> Flight Management System (FMS)
Helicopter:		<input type="checkbox"/> SAS	<input type="checkbox"/> AFCS <input type="checkbox"/> Stab Aug <input type="checkbox"/> Coupled
Navigation Equipment			
<input type="checkbox"/> Magnetic Compass	Swung:	<input type="checkbox"/> DG	Number:
<input type="checkbox"/> Gyro Compass	Number:	Swung:	<input type="checkbox"/> Radar (Type)
Helicopter:		<input type="checkbox"/> SAS	<input type="checkbox"/> AFCS <input type="checkbox"/> Stab Aug <input type="checkbox"/> Coupled
Navigation Systems (Number/Serviceable)			
ADF		VOR	ILS
RNAV		GPS	Loran C
			MLS
			Marker Beacons
Communication Systems (Number/Serviceable)			
VHF		HF	FM
RNAV			Transponders

Appendix B - Continued

6. Flight Deck Instrumentation/Equipment (Continued)

Other Equipment (Number/Serviceable)												
OAT			Clocks			Altitude Alert			FDR/CVR			
TCSS's			Wipers			<input type="checkbox"/> Checklists		<input type="checkbox"/> Jump Seat				
<input type="checkbox"/> Flight Manual Placards			<input type="checkbox"/> Operations Manual			<input type="checkbox"/> Journey Log						
Anti/De-Ice Systems (Number/Serviceable)												
Pitot Heat			Alternate Static Source					Windshield			Engine	
Ice Detector			Propeller/Rotor					Wing/Tail				

7. Emergency Equipment (Number/Type/Serviceable)

ELT Land				ELT Sea				Survival Equipment			
Rations				Life Jackets				Life Rafts			
Life Raft Capacity versus Maximum Number of Passengers Carried:											
First Aid Kits				Fire Extinguishers							

8. Comments

Inspector	Date
-----------	------

Appendix C

Inertial Navigation Systems Operational Evaluation (Crew)

5258 - _____

5260 - _____

Air Operator	Flight Number	Aircraft Type	Date
To	From	Flight Plan Distance	
Total Time INS Used	Inspected By	Office	

Crew Qualifications

Line #	Item	Captain	First Officer
1	Date Ground School Completed		
2	Number of Completed One-Way Flights		
3	Date INS Qualified		

■ Pre-flight: Operations

Line #	Item	PIC		SIC		Remarks
		U	S	U	S	
4	Computer Flight Plan Prepared and Checked					
5	Weather Checked and Flight Chart Prepared					
6	Fuel Request and Flight Release Completed					

■ Pre-flight: Aircraft

Line #	Item	U	S	U	S	Remarks
7	Circuit Breakers Lights - Checked - MSU to Standby					
8	Gate Latitude and Longitude Entered and Checked					
9	Fuel Request and Flight Release Completed					
10	Navigation Ready Light Time on Noted MSU to Navigation					

■ Enroute

Line #	Item	U	S	U	S	Remarks
11	INS-VOR Selection-Track Change Procedures-Auto Pilot Coupled					
12	Proper Entries on Flight Plan/Log Track and Distance Check					
13	Proper Completion of Flight Plan for Diversion					
14	Diversion Procedures					
15	Malfunction Analysis					
16	Use of Dead Reckoning Procedures - VOR ADF - Weather Radar					
17	Accuracy Checks and Updating Procedures					
18	Demonstrate Knowledge All Annunciators and Readouts					
19	Dual Failure Emerg. Proc. N. Atl. Contingency Proc. Waypoint					

■ Arrival

Line #	Item	U	S	U	S	Remarks
20	Recording of Final Readouts					
21	Shutdown of System					
22	Transit Station Procedures					
23	Overall Performance					

Inspector's Comments

Type INS Used: _____

Inspector's Signature: _____

Appendix C - Continued

Inertial Navigation Systems Operational Evaluation (Equipment)

Air Operator	Flight Number	Aircraft Type	Date of Flight
Captain	First Officer	INS Check Captain	Serial No. and Type INS
			#1
To	From		#2
			#3
Inspector	Time Start Align	Time In Navigation	Minutes to Align and Align Status
	#1	#1	#1
	#2	#2	#2
	#3	#3	#3
From		To	
Out		In	
Gateway	Coordinates	Gateway	Coordinates
Time	INS Coordinates	Time	INS Coordinates
Elapsed Time Since Aligned (Hours)	Miles to Go at Overhead	Elapsed Time Since Aligned (Hours)	Miles to Go at Overhead
	#1		#1
	#2		#2
	#3		#3
Track Keeping Information			
$\frac{MTG @ Overhead}{Time Since Align} = Error NMPH =$	#1	Maximum INS Deviation from Flight Plan	#1
	#2		#2
	#3		#3
Destination Ramp Coordinates	How was deviation determined?		
INS Position	#1	Navigation Plotting Chart Attached	
	#2		
	#3		
Track and Distance to Go at Ramp	Shutdown Time	Platform Time	Error NMPH (Divide Distance to go by Platform Time)
#1	#1	#1	#1
#2	#2	#2	#2
#3	#3	#3	#3

Remark - Describe (Malfunctions, If Any), e.g., Residual G/S or W/V

Chapter 7

Dispatcher Qualifications

7.1 General Policy

- 7.1.1 The Check Flight Dispatcher program has been instituted to allow an air operator to develop and maintain a program of flight dispatcher competency checks independent of the availability of Inspectors. Check Flight Dispatchers must, however, be constantly aware that they perform their checking duties as delegates of the Minister according to section 4.3(1) of the *Aeronautics Act*.
- 7.1.2 The Check Flight Dispatcher program is designed to supplement inspection requirements by delegation of certain powers. The Check Flight Dispatcher's conduct of competency checks is closely monitored by and at the option of TC. An Inspector may conduct any of the dispatch competency checks referred to in this manual. An Inspector may monitor any Check Flight Dispatcher conducting any competency check.
- 7.1.3 Qualified personnel nominated by an air operator may be designated by the RMCBA, Chief AID or his/her delegate pursuant to Section 725.124(4) of the CASS to act as a Check Flight Dispatcher. The authority is not transferable between Air Operators except when one has been issued authority to exercise control of flight operations over another by an amendment to Operations Specifications.
- 7.1.4 Formal approval for a Check Flight Dispatcher is in the form of an authority document issued to the air operator, authorizing employment of a dispatch nominee as a Check Flight Dispatcher subject to the conditions listed therein.
- 7.1.5 RMCBA or Chief AID may approve a nominee not meeting all of the stated requirements. Justification is to be included with the nomination application form.
- 7.1.6 An air operator shall advise TC when a Check Flight Dispatcher is no longer employed by the Company or will not be required to perform Check Flight Dispatcher duties during the coming 24 months. The issuing authority shall issue a notice of withdrawal.

7.2 Check Dispatcher Authorization

- 7.2.1 See *Approved Check Dispatcher Manual*.

7.3 Validity Period

- 7.3.1 A flight dispatcher who has successfully completed the generic examinations, completes the air operator's specific training, on-the-job training, cockpit familiarization and competency check, shall be issued a Canadian Aviation Document called a Flight Dispatcher Certificate. (CASS 725.124)

A Flight Dispatcher Certificate shall be issued and remain valid only when:

- a) The flight dispatcher has passed, in the case of initial issue, the TC - Civil Aviation generic examinations, completed the air operator's approved initial or recurrent specific training program and passed all associated examinations; and passed a competency check within the previous 12 months;
- b) The flight dispatcher continues to be employed by the air operator named on the Flight Dispatcher Certificate;
- c) When a competency check is completed successfully within the 90-day period preceding the date on which it becomes due, it shall be deemed to have been completed on the date on which it became due; and
- d) The validity period for a competency check may be extended for a period of 60 days when authorized prior to the expiry date by the appropriate delegated authority (RMCBA or Chief, AID).

The Flight Dispatcher Certificate shall be signed and issued by an authorized person appointed by the Minister after it has been verified that the candidate has met all the requirements for issuance of this document.

7.4 Guidelines for Inspection at Air Operator Facilities/Bases/Stations

7.4.1 The operational control system inspection's objective is to ensure that the air operator is in compliance with the minimum requirements of the applicable sections of the CARs, CASS and the COM. Air operators commonly have operations co-ordination representatives at line stations or central locations. These persons are not authorized to exercise any operational control or release of flights. Inspectors conducting inspections should be familiar with the COM outlining the responsibilities of operations co-ordination personnel and their relationship with the operational control of flight operations. The following are suggested lists of check items during inspection of flight dispatch centers.

- a) The inspector must evaluate and ensure that the air operator:
 1. Has trained operational control personnel to the level outlined in CASS;
 2. Has, at the flight dispatch center, the required manuals including AFM, performance, AOM, MEL, etc. for each aircraft type and the COM;
 3. Has provided operational control personnel with the necessary information for the safe planning, control, and conduct of all flights;
 4. Has the communications capabilities as required in the CASS;
 5. Has provided adequate facilities for flight watch procedures, weather and NOTAM warnings;

6. Has in place the system, with a sign off procedure, for dissemination of new information to the flight dispatchers, and if it is up to date;
 7. Has in place a system to verify dangerous goods are on board an aircraft and that dispatchers can access this information during emergency situations; and
 8. Has direct communications with flights enroute, ATC facilities, control tower, and that the flight dispatcher is aware of any special procedures when dealing with the flight or facilities.
- b) The Inspector should monitor the following items during shift change in the flight dispatch center. The flight dispatchers should be able to answer the questions listed. *Inspectors should be aware that all items or questions may not be applicable to a particular air operator.* Items to inspect and questions should be selected as appropriate. It is recommended that questions asked pertain to actual or possible events related to actual flights. Care shall be taken to conduct the inspection with minimal interference to regular operations.
1. At Start of Shift
 - i) The oncoming flight dispatcher must verify weather data and become familiar with the overall weather effecting the areas of operation;
 - ii) The departing flight dispatcher must brief the oncoming flight dispatcher on the following:
 1. Weather at departure/alternate/arrival and enroute airports under the dispatcher's jurisdiction, and on any other system or route limitation that may effect a flight;
 2. PIREPS from flights during the previous shift;
 3. All aircraft deviations and NOTAM information effecting operations; and
 4. Any additional items that may affect the safety of flights under the flight dispatcher's jurisdiction such as any abnormal incident that may have occurred during the previous shift.
 2. During Shift
 - i) The Inspector should:
 1. Monitor the flight dispatcher's ability to exercise flight watch during the shift. Flight watch consists of monitoring weather, NOTAMs and passing, to the flight any information that may effect the flights safety;
 2. Verify that flight reports are directed to the flight dispatcher as per Section 725.20 of the CASS, Type A (5)(c);

3. Verify the flight dispatcher is thoroughly checking the runway limitations requirements; and
 4. Check the de-briefing process after a flight has terminated.
- c) Flight Dispatcher's General Knowledge
1. The Inspector should verify that the flight dispatcher:
 - i) Has knowledge of abnormal operations (example: fuel calculations for gear down operations, landing distances for anti-skid inoperative, conditions requiring specific paperwork/authorization from TC or the air operator, etc.);
 - ii) Has a good working knowledge of TC and air operator's emergency procedures;
 - iii) Is familiar with the documents required for off line operations, government requirements or unscheduled landings (example: permit to proceed in the US, handling of contracting agencies at unscheduled airports, etc.);
 - iv) Knows where to find data for airports at unscheduled landings (where it is found in the CAP, company charts, etc.).
- d) Additional check items
1. The Inspector should also check the following:
 - i) Ensure all flights have been authorized by a flight dispatcher;
 - ii) Monitor the flight release to make sure the time and date specified is consistent with the operational flight plan;
 - iii) Is aware of ATC requirements during an emergency;
 - iv) Check the flight dispatcher's ability to react to emergency or abnormal.

7.5 Responsibility

7.5.1 The Concept of Co-authority Dispatch (or Co-dispatch).

Operational control begins with the formation of the operational flight plan (at the beginning of flight planning, normally two to three hours prior to the arrival of the flight crew at the flight dispatch center) and continues until the termination of the flight.

CASS requirements for operational control systems Type A and B are co-authority (or co-dispatch) systems. The sharing of responsibility is different from the pre-flight phase and the airborne phase of the flight.

a) Pre-acceptance of OFP:

1. In the pre-flight phase of the flight, the responsibility for the flight is shared between the flight dispatcher and the PIC;
2. Flight dispatcher's tasks include all items required in preplanning a flight. The flight dispatcher must take into consideration weight and balance, aircraft performance, MEL items, weather, NOTAMS or any other restriction that may effect the safety of the flight;
3. Although the operational flight plan is prepared by the flight dispatcher, the flight dispatcher and the PIC do share equal responsibility for the planning of the flight. Both must agree on the operational flight plan before accepting the flight plan. In case of disagreement on the operational flight plan, the disagreement must be resolved before the flight proceeds. The COM must clearly define how the PIC indicates acceptance of the flight plan;
4. The company must specify a procedure in the COM for resolving disagreement between the PIC and the flight dispatcher during the flight planning.

b) After acceptance of OFP:

1. There is a change in the responsibility of the flight dispatcher when the PIC accepts the OFP. From this moment, the PIC has final decision over the flight;
2. The flight dispatcher has now the responsibility to monitor the flight's progress and to forward any information related to the safety of the flight to the PIC. Events like enroute turbulence, thunderstorms, terminal weather, changes to weather forecasts or pertinent NOTAMS, must all be relayed to the PIC;
3. The PIC is equally responsible for transmitting to the flight dispatcher any flight plan change or flight conditions that significantly vary from the mutually agreed or discussed plan;

4. Where the PIC ignores the flight dispatcher's recommendation or advice, the flight dispatcher still has the responsibility to forward all safety related information to the PIC.

7.6 Communication Requirements

- 7.6.1 The communication requirements for Type A operational control systems are very complex. The intent of the CASS is to ensure direct communication between the flight dispatcher and the PIC. The ability to maintain direct communications is not always available. Air operators involved in operations where direct communications cannot be provided must clearly define in the COM how the necessary information will be exchanged between the flight dispatcher and the PIC.

Where ground communication at a remote destination is not available even with cellular phones, the COM should outline specific procedures that will be carried out at the last available communication facility. Specific procedures can be as simple as: "the flight dispatcher and/or PIC must establish contact through the last available radio facility, and from this time plus three hours, information must be received with regard to the departure". It is intended that after the stipulated time period the flight dispatcher will initiate certain procedures.

The following is an example trying to illustrate options available:

- a) An air operator is operating into a remote destination in South America on weekend flights during the winter months:
 1. The cost of full direct radio communications would be prohibitive for this type of operation;
 2. The air operator may contract a third party for communications enroute and/or at the remote destination, but must be assured that personnel at the remote destination have the ability to communicate in the common language of the air operator;
 3. The air operator may indicate in the COM how communications for remote destinations will be handled and that an operating document will be provided to the PIC and to the flight dispatcher when operating to these destinations;
 4. The procedure in the COM and the content of the operating document may include airport radio frequencies (ground and tower), radio frequencies and phone number of handling agencies and, if contract radio agencies are used, how and when it will be used;
 5. Example of an operating document issued for operations to remote destinations:
 - i) Flight 123 operating Ottawa - Baranquilla on Nov. 16;
 - ii) Will use Houston Radio frequency XXX.XX to provide dispatch with a progress report over the following position(s);

- iii) Upon arrival in Baranquilla, the PIC will insure that the handling agent has forwarded the arrival times to the flight dispatcher (or the captain will call the flight dispatcher with the arrival times);
- iv) Departure times will be forwarded to dispatch by the handling agent immediately on receipt of the departure times from the flight crew; and
- v) The flight crew will also send the departure times to dispatch through Houston Radio no more than one hour after takeoff.

7.6.2 Type B System - General

Communication Facilities Missing

- a) Where a flight has to depart as a pilot self-dispatch flight because of lack of communication facilities, the flight must undergo detailed planning:
 - 1. Operational flight plans shall be calculated and recorded on a form provided by the air operator, in the same detail as if the flight was a co-dispatch flight;
 - 2. Enroute and terminal weather, NOTAMS, MEL considerations and all other pertinent data should be assessed by the flight crew;
 - 3. Weight and balance information shall also be shown on the operational flight plan or a form provided by the air operator;
 - 4. A copy of the entire flight planning package should be left at a point of departure or communicated to a responsible company authority for retention and action as may be required; and
 - 5. The PIC should signify approval of the operational flight plan by attaching his/her signature to the form used for flight planning.

7.7 Flight Watch

7.7.1 “On” and “Off” times

For flight watch purposes, the dispatcher is aware of when the aircraft becomes airborne and when it lands.

The “off” and “on” times are transmitted to the flight dispatcher so that flight watch may begin and terminate. Additionally, any unexpected mechanical or meteorological phenomena should be transmitted at this time. At no time should this report take precedence over SOPs and proper traffic lookout.

The “off” and “on” times may be transmitted to the company via radio, ACARS or any other means that satisfies the requirement. In some circumstances it may be necessary to relay times via a government or other agency. This report should take place as soon as safely possible but in no cases later than one hour after takeoff.

7.8 Guidelines for Competency Check for Flight Dispatcher

The air operator can request that a CAI Inspector conducts a flight dispatcher competency check. It is expected that only the smaller operator will require inspectors to perform these checks. The normal procedure used by the air operator in appointing a person to represent the Minister of Transport and insure that all training and familiarization has been completed is outlined in the CASS.

7.8.1 Competency Check

The competency check for flight dispatcher in the CASS, sub-paragraph 725.124(21)(i), gives a list of items to be covered during the check. The list is a minimum and may be expanded at the air operator’s discretion. The following is a suggested list of check items during competency check of a flight dispatcher.

a) **At Start of Shift:**

1. The oncoming flight dispatcher must ensure he is briefed on the following by the departing flight dispatcher:
 - i) The overall weather effecting the areas of operation;
 - ii) Weather at departure/alternate/arrival and enroute airports under the dispatcher’s jurisdiction and on any other system or route limitation that may effect a flight;
 - iii) PIREPS from flights during the previous shift;
 - iv) All aircraft deviations and NOTAM information effecting operations; and
 - v) Any additional items that may affect the safety of flights under the dispatcher’s jurisdiction such as any abnormal incident that may have occurred during the previous shift.

b) **During Shift:**

1. The Inspector should:
 - i) Monitor the flight dispatcher’s ability to exercise flight watch during the shift. Flight watch consists of monitoring weather, NOTAMS and passing, to the flight any information that may effect the flights safety;
 - ii) Monitor the flight dispatchers ability to efficiently use Jeppeson, CAP, and/or company route charts, without reference to the legend;

- iii) Monitor the flight dispatchers ability to quickly calculate the fuel to alternates from the flight plan during enroute or emergency situations;
- iv) Ensure that the flight dispatcher thoroughly check the runway limitations requirements;
- v) Check the flight dispatcher's knowledge of emergency or incident procedures as outlined in the *Air Operators Operations Manual*.

c) **Flight Dispatcher's General Knowledge**

1. The inspector should ensure that the flight dispatcher:
 - i) Has a good working knowledge of the air operator's computer system;
 - ii) Has a good knowledge of CARs and CASS as they pertain to the company operation;
 - iii) Has a working knowledge of the air operator's operating rules and policies;
 - iv) Is familiar with the air operator's approved fuel release procedures including a re-release procedure, the information required on the release, the responsibilities for revising a release including foreign destination requirements, etc.;
 - v) Has knowledge of abnormal operations (example: fuel calculations for gear down operations, TC requirements, air operator's requirements);
 - vi) Has a good working knowledge of TC and air operator's emergency procedures;
 - vii) Has knowledge of Transportation of Dangerous Goods Regulations (TDG) and flight dispatcher's responsibilities. The flight dispatcher must be familiar with TDG codes and accurately assess and adjust operational planning for TDG;
 - viii) Has knowledge of the air operator's weather operating minima and associated flight operations requirements;
 - ix) Is familiar with the requirements for content of an operational flight plan as indicated in the CASS;
 - x) Is familiar with the individual fields on an International Civil Aviation Organization (ICAO) flight plan if applicable;
 - xi) Is able to file accurately and quickly an ICAO flight plan;
 - xii) Is familiar with ETOPS procedures if applicable;

- xiii) Has a working knowledge of the FAR's or other foreign countries regulations effecting the air operator's operation if applicable;
- xiv) Is familiar with the documents required for off line operations, government requirements or unscheduled landings (example: permit to proceed in the US, handling of contracting agencies at unscheduled airports, etc.);
- xv) Knows where to find data for airports at unscheduled landings (where it is found in the CAP, company charts, etc.);
- xvi) Knows how the operator handles the transportation of deportees, prisoners, carrying of fire arms etc.);
- xvii) Is aware of ATC requirements during an emergency.

d) **Abnormal Procedures**

1. The Inspector should verify the flight dispatcher's:
 - i) Ability to react to emergency or abnormal operations;
 - ii) Knowledge of information required by government during an abnormal procedure or incident (e.g. documents or authorization to be obtained to operate an aircraft with one engine inoperative, etc.);
 - iii) Knowledge of standard procedures and documents required for investigation of emergencies or accidents (e.g. information that a flight dispatcher should ascertain if an unlawful threat is received: (male/female, any accent, young or old voice, etc.).

NEW DISPATCH CERTIFICATE CHECK LIST

1. Receive Applications from Air Operator - Cover letter and copy of training records submitted - Initial Training Record including generic exam and specific training dates and copy of Flight Dispatchers Competency Check Form		
2. Check FTAE by file number (5802) to ensure generic exams passed within previous two-year period		
3. Check that training record form is complete and that specific training and cockpit familiarization is complete IAW TC approved training program (Cockpit fam form may also be attached)		
4. Check that Dispatcher Competency Check has been successfully completed		
5. Sign bottom of training record page		
6. Complete Flight Dispatcher Certificate large form and wallet size copy. Template on g drive: Pax/Paxc/Dispatch/Dispatch Certificate Templates Date on certificate is Competency Check date. Valid to date is 1 st day of 13 month Print on COLOR Printer		
7. Advise Jim King (AARXB 613 990 1081) by email that certificate has been issued for updating NACIS		
8. Prepare cover letter to Air Operator and fax. Send hard copy in the mail. Template on g drive: x/Paxc/Dispatch PA to Company file copy of cover letter, certificate, and application w/ paperwork from Air Operator (i.e. 5258-107-9)		

ANNUAL RECURRENT TRAINING

1. Receive notification from Air Operator Check Dispatcher that: Annual Training, Competency Check and Familiarization flight completed		
2. Usually accompanied by: copy of Dispatcher Competency Check Form and Dispatchers Competency Check Report - (See Section A for form)		
3. Send email to Jim King advising of candidates name and 5802 file #, date of Competency Check for inclusion in NACIS		
4. Air Operator will sign for Minister of Transport under Annual Re-qualification on Flight Dispatchers Certificate. Input Date and Valid to date. Date = "Competency Check" date, and Valid to date is: 1 st day of 13 month. Normally we will not get copy. You can ask for one. Item to be checked during inspection/audit.		

SCHEDULE OF FLIGHT DISPATCHER COMPETENCY CHECKS

1. Air Operator should submit "Schedule of Flight Dispatcher Competency Checks" form each month to TC so inspector can plan monitor as required and ensure comp check completed in time.		
2. Information available from NACIS. Check schedules maybe sent from HQ.		

FLIGHT DISPATCHER EXTENSION REQUEST

1. Receive request from Air Operator for extension per "Flight Dispatcher Extension Request/Approval" form		
2. Complete form, prepare cover letter, mail out to Air Operator		
3. File correspondence		
4. Email Jim King AARXB to update NACIS kingje@tc.gc.ca		

CERTIFICATE CANCELLATION

1. Receive written notification from Air Operator Check Dispatcher of candidates date of leaving their employ		
2. Air Operator to return Dispatch Certificate		
3. Advise Jim King by email of cancellation date including candidates name and 5802# to update NACIS		
4. File information to Air Operator's file		

CHECK DISPATCHER CERTIFICATION

1. Receive Air Operator request with completed nomination form "Nomination and Acceptance for Check Flight Dispatchers Position" OR the "Nomination for ACFD" form and resume from Air Operator		
2. Check validity of candidates Flight Dispatch Certificate - i.e. Competency Check dates etc.		
3. Conduct dispatch monitor of candidate and complete "Dispatchers Competency Check Report" and "Check Flight Dispatchers Monitoring Report".		
4. Prepare Check Dispatcher Authority and cover letter for PAX signature		
5. Fax/mail authority letter to Air Operator		
6. PA all correspondence. Put copy of authority in Check Dispatcher Binder		
7. Email Jim King in HQ to update NACIS		

CHECK DISPATCHER ANNUAL RENEWAL

1. Review Check Dispatcher and Candidates training file for completion of annual training		
2. Review candidates Flight Dispatcher Certificate for validity		
3. Brief Check Dispatcher		
4. Conduct Monitor		
5. Debrief Check Dispatcher		
6. Complete Check Dispatch Monitor paperwork and file. Email Jim King AARXB to update NACIS		

WITHDRAWAL

1. Receive notification from Air Operator that candidates ACFD is to be withdrawn, or upon TC recommendation		
2. Prepare form "Withdrawal ACFD Approval" for signature and cover letter		
3. File correspondence and have authority removed from NACIS		
4. Email Jim King in HQ to update NACIS		

Forms

The following forms are intended for the Inspectors and Air Operator use. Modifications to the forms to better suit the needs of TC or the air operator is permitted. The forms are available electronically for use by Inspectors or the Air operator.



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Operational Control Inspection Report

Appendix A

Air Operator: _____ File 5258 _____

Type of Operational Control System: A B C Date: _____
(yy/mm/dd)

Name of Inspector: _____ 5802-
S – Satisfactory SB - Satisfactory with briefing U – Unsatisfactory N/O - Not observed

1. Flight dispatch Centre	S	SB	U	N/O
• COM/AOM/MEL/AIP/CAP/Jeppesen/MANOPS/Emergency Manuals etc.				
• Operations/Safety Bulletins				
• Operational /Safety bulletins (signed off)				
• Abnormal Incidents				
• Weather Analysis				
• PIRPES				
• NOTAMs				
• Communications Capability: VHF, HF, SECAL, ACARS Other				
• OFP Preparations/Fuel Requirements				
• Flight Crew Brief/Debrief				
• Inflight Advisories				
• Flight Watch				
• Departure/Arrival Messages				
2. Flight Dispatchers Training Program				
• Initial specific				
• Cockpit Familiarization				
• Competency Check				
• Flight Dispatcher Certificate				
• Recurrent				
• Radio License				
3 Flight Dispatcher Name:	5802-			
• Shift Change Brief				
• Knowledge:COM/M/MEL/AIP/CFS/Jeppesen/MANOPS/AirportEmgncy/CARs/AOC/Ops Specs				
• OFP Preparation				
• Fuel Requirements				
• Weather/NOTAM/PIREPS				
• Flight Crew Briefing				
• Flight Watch/Abnormal Ops				
• Dangerous Goods				
• A/C System/Surface Contamination				
• A/C Performance/Aerodrome/ Route analysis				
• Knowledge of Operator Emergency Response Plan				
4. Check Dispatcher/Monitor Name	5802-			
• Briefing				
• Scope of competency Check				
• Conduct of Competency Check				
• De-Briefing				
• Competency Check Report				
1. Comments: (please use other side for additional comments)				



Schedule of Flight Dispatcher Competency Checks

To: Transport Canada Regional Office

Dear Sir/Madam:

In accordance with the requirements of the *ACI Manual* TP 3783E Chapter 8, the following is the list of Dispatcher Competency Checks scheduled for the month of _____ of 20____.

Please Type or Print

Candidate's Name	5802 Number	Date of proposed check (YY/MM/DD)

Signature of ACFD or Manager Dispatch (Date - YY/MM/DD)

1 Indicate if Initial or annual Competency check

(This form is generic and can be expanded by the air operator)



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Appendix C

Dispatchers Competency Check Form

Date

Dispatchers Name 5802 -.

Name of Operator 5258 -

Recurrent Date yy/mm/dd

Date of competency Check

Original Valid to Date: yy/mm/dd

Re qualification Date: yy/mm/dd

Check completed by 5802 -

Competency Check Removal Illness Re Qualify

Comments

(This form is available electronically and used to update TC's computer database)



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Appendix D

CHECK FLIGHT DISPATCHER MONITORING REPORT RAPPORT DE CONTRÔLE DU DISPATCHER VÉRIFICATEUR						Company - Compagnie 5258-			
<input type="checkbox"/> Dispatcher Proficiency Check <input type="checkbox"/> Vérification de vol pour compétence dispatcher <input type="checkbox"/> Initial Monitor/Check <input type="checkbox"/> Recurrent Monitor						Check Date – Date de la vérification			
Company Check Dispatcher						5802-			
Candidate – Candidat (e)						5802-			
TC Inspector – Inspecteur TC						5802-			
MARKING GUIDE GUIDE D'ÉVALUATION		S	Satisfactory Satisfaisant	SB	Satisfactory with Briefing Satisfaisant avec conseils	U I	Unsatisfactory Insatisfaisant	N/O	Not Observed Non observé
<i>Comments required for each "SB" and "U" assessment - Commentaires nécessaires pour chaque évaluation "SC" et "I"</i>									
PRE-SIFT BRIEFING EXPOSÉ AVANT LE VOL		Content Adequacy Contenu adéquat							
		Clarity Clarté							
		Rapport with Candidate Rapport avec le/la candidat(e)							
SCOPE OF CHECK PORTE DE LA VÉRIFICATION		Use of Questions Recours aux questions							
		Required Items Covered Détails nécessaires couverts							
		Relative to Briefing Concernant l'exposé							
CONDUCT OF CHECK CONDUITE DE LA VÉRIFICATION		Standard Procedures Procédures normales							
		Relative to Briefing Concernant l'exposé							
		Rapport with Candidate Rapport avec le/la candidat(e)							
POST BRIEFING COMPTE RENDU		Content Adequacy Contenu adéquat							
		Relative to Flight Check Concernant la vérification en vol							
		Coverage - Errors/Weaknesses Rapport des erreurs ou faiblesses							
CHECK REPORT RAPPORT DE LA VÉRIFICATION		Coverage - Errors/Weaknesses Rapport des erreurs ou faiblesses							
		Content - General Contenu général							
		Assessment - Validity Validité de l'évaluation							
GENERAL COMMENTS – COMMENTAIRE GÉNÉRAL						GENERAL ASSESSMENT - ÉVALUATION GÉNÉRALE <input type="checkbox"/> S <input type="checkbox"/> SB <input type="checkbox"/> U <input type="checkbox"/> N/O <input type="checkbox"/> I			
						_____ Inspector's Signature - Signature de l'inspecteur			



Transport Canada Transports Canada

330 Sparks Street, 4th Flr
Tower C, Place de Ville
Ottawa, Ontario
K1A 0N8

www.tc.gc.ca

Appendix E

Your file Votre référence

Our file Notre référence
(AARX) (Air Operator Nr.)

Captain
Director, Flight Operations
Air Operator
Address

Dear Captain ,

This letter refers to the nomination of Mr./Ms. for the position of (*Air Operator*) Check Flight Dispatcher. Mr./Ms. recently received his/her interview and initial monitor and TC finds him/her to be an acceptable Check Flight Dispatcher in accordance with subparagraph 725.124 (4)(f)(ii) of the *Commercial Air Services Standards*.

In this capacity, Mr./Ms. has been informed he/she may administer flight dispatcher competency checks as a delegate of the Minister of Transport. Attached for your information and records, is a copy of the letter of authority forwarded to Mr./Ms. . If you have any questions please do not hesitate to contact (*POI's Name*) at ().

Sincerely,



Transport Canada Transports Canada

FLIGHT DISPATCHER EXTENSION REQUEST/APPROVAL

You may wish to copy onto your letterhead, then use as your FAX cover

To: (Name of Inspector)	From:
Title:	Title:
Phone:	Phone:
FAX:	FAX:
Company:	File #5258-
Dispatcher Name: (Please use full legal name, per certificate)	File #5802- (Dispatcher cert. Nr.)

Reason for extension:

Type of Extension	Current Expiration	Planned Competency Check Date	Requested
Dispatcher Certificate 30 day <input type="checkbox"/> 60 day <input type="checkbox"/>	/ / year month day	/ / year month day	/ / year month day

All extension requests should be received at least 4 days prior to the date of expiry.

Submitted by: _____

Title: _____

Signature _____ Date _____

EXTENSION REQUEST HAS BEEN APPROVED BY

This constitutes a Competency Check extension in accordance with CASS 725.124 (21) (l). For

_____ to _____

(Name of Air Operators) (Name of dispatcher & 5802) (Date shown above), or to the next Competency Check, whichever is earlier)

Please note that the currency provisions of CASS 725.124 (21)(k) still apply.

A copy of this approval should be attached to the flight dispatcher's file.

Signature: _____

Title: _____

Dated: _____



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Appendix G

Inspectors Operational Control Inspection Report

1. Air Operator	2. File Number
	4. Date (YY/MM/DD)

Operational Control System Type: A Type B Type C (use check mark for appropriate system)

Flight Dispatch Centre	Satisfactory (s)	Briefing (b)	Unsatisfactory
Dispatch Centre Publications			
Operational/Safety manuals			
Abnormal Incidents			
Company Operations manual			
Aircraft Operating Manual AOM			
Minimum Equip List MEL			
Aeronautical Information Publication AIP			
Canada Flight Supplement CFS & CAP			
Route Manuals			
Airport Emergency manuals			
Dispatcher /Crew Briefing			No Briefing Performed*
Flight Plan	Signatures	Signatures	
Captain	YES	NO	
Dispatcher	YES	NO	
Signed Prior to Release	YES	NO	
Signed Copy Left Behind	YES	NO	
Minimum Equipment List (MEL)	Appended to OFP	Separate Message	
Enroute Reserves	Appended to OFP	On Separate Form	
Contingency Fuel	ATC	Weather	Other
Alternates (including take off)			
Take off restrictions (MTOW)	Temp Restricted	Altitude restricted	Pressure Restricted
Weather			
Wx Seq & NOTAMS	Destination	Arrival	Enroute
De Icing	Gate Deicing	Centre Deicing Facility	Required & Inspected
Rwy Conditions	JBI reading	Type of Condition: Snow <input type="checkbox"/> Ice <input type="checkbox"/> Water <input type="checkbox"/> Other <input type="checkbox"/> Explain	
Flight Watch			
Communications	Direct	Indirect	
Flight Movement Messages	Dep. Sent YES NO	Arr. Sent YES NO	During Flt Yes No
Enroute Information sent to DXR	Yes	No	
OFP Changes Communicated to DXR	Yes	No	
PIREPS	Sent by Crew	Received from DXR	
OFP Changes Communicated to DXR	Yes	No	
Flight Dispatchers Training Program			
Initial specific	Yes	No	
Cockpit familiarization	Yes	No	
Competency checks	Yes	No	
Flight dispatcher Certificate	Yes	No	
Recurrent Training	Yes	No	
Wind Comp Avg. as planned	Rwy conditions	JBI Reading	Type of Contamination

(* Give reason for no Crew briefing) (** Electronic signatures are acceptable) (Use reverse side for comments)

Name of Inspector: _____ Signature: _____ Date: _____



Transport Canada Transports Canada

VIA FAX

Air Operator	Operations Manager
--------------	--------------------

REVOCATION OF FLIGHT DISPATCHER APPROVAL

The approval dated ____, authorizing _____ to employ _____,
Name of Air Operator Dispatcher Name
 _____ as an approved Flight Dispatcher, pursuant to Section 705.110 of the CARs,
Certificate No
 is hereby revoked.

Dated at _____, _____, Canada, this _____ day of _____, 20.
City Province date Month

Regional Superintendent
 Aeroplanes
 Commercial and Business Aviation
 For the MINISTER OF TRANSPORT

cc: AARXB
 Company POI
 NACIS update



Transport Canada Transports Canada

Appendix I

Flight Dispatcher Training & Proficiency Record

Dispatcher Name _____ 5802 #. _____

Date of Hire _____

Initial Competency Check date: _____

Year #1	Annual Recurrent Training	Subjects Covered
7.9 Spring Date		
Fall Date		
Instructor		
Total Hours		Date annual competency check completed:
7.9.1 Familiarization		
1.9.1.1.1 Date Completed		
Hours/ Legs		
Year #2	Annual Recurrent Training	Subjects Covered
1.9.1.2 Spring Date		
Fall Date		
Instructor		
Total Hours		Date annual competency check completed:
1.9.1.2.1.1 Familiarization		
1.9.1.3 Date Completed		
Hours/Legs		
Year #3	Annual Recurrent Training	Subjects Covered
1.9.1.4 Spring Date		
Fall Date		
Instructor		
Total Hours		Date annual competency check completed:
Familiarization		
1.9.1.4.1 Date Completed		
1.9.1.4.2 Hours/Legs		



(This form is generic and suggested for air operator use)

Generic Route Familiarization Report

Dispatchers Name					
Captains Name					
Flight Number	Route Legs and Hours	Date	Aircraft Type	Jump Seat Occupied Yes No	
Reason for Not Occupying Jump Seat:					
Event	Comments				
Pre-Planning	Crew Briefing flight plan preparation:				
Cockpit	Aircraft Walk-around cockpit set up:				
Operating Procedures	Confirm Operating Procedures conform to Company Standards				
Performance	Calculation of Load Information MEL, abnormal operations, take off calculations				
Communication	Interaction with ATC, and company personnel: forwarding PIREPS to or from dispatch				
Emergency & Abnormal Procedures	Record any abnormal procedures:				
General	Recommendations for improved operations				
Facility Liaison	Note visits to station offices (operations or marketing)				
Additional Comments	Use other side of sheet for further information				

Dispatchers Signature: _____

Captains Signature: _____

(This form is generic and suggested for air operator use)

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Appendix K

Check Dispatcher (CD) Application Form		
Initial <input type="checkbox"/>		
Revision <input type="checkbox"/>	Date (yy/mm/dd)	
Name of Nominee	5802 #	
<u>CD Authority Requested:</u>		
<input type="checkbox"/> Type "A" Operational Control System	<input type="checkbox"/> Type "B" Operational Control System	
Conduct Initial Dispatch Competency Checks <input type="checkbox"/>	CAR (to be operated under) 704 <input type="checkbox"/> 705 <input type="checkbox"/>	
Conduct Annual Dispatch Competency Checks <input type="checkbox"/>		
<u>Approved Check Dispatcher Course & Briefings</u>		
<input type="checkbox"/> Completed	<input type="checkbox"/> Briefing	<input type="checkbox"/> N/A
Location(s)	Date (s) (yy/mm/dd)	
Inspectors name	5802#	
<u>Declarations</u>		
For <input type="checkbox"/> CD (to be signed by the Air Operator)		
This certifies that the nominee named above meets all requirements for an Approved Check Dispatcher for the CD authority requested, except as otherwise indicated on this form or attached resume.		
Name		Position
DFO Signature		Air or Private Operator
for <input type="checkbox"/> Contract CD (to be signed by the facility)		
This application is made for the purpose of obtaining authority for the CD nominee to conduct DCCs on dispatchers employed by our company on a recurring basis.		
Name		Position
DFO Signature		Name of Air Operator
<u>Air Operator's Acknowledgement</u>		
This acknowledges and confirms our agreement for the CD nominee named herein to obtain authorization to conduct competency checks as a <input type="checkbox"/> CD <input type="checkbox"/> Contracted CD		
Name (DFO or delegate)		Position
DFO Signature		Name of air Operator

CD Nominee	
This certifies that the information provided in this application and the attached resume (for initial applications only) is accurate and that I will abide by the policies and procedures specified in the Approved Check Dispatcher Manual (TP 6533).	
Signature of Nominee	Date (YY/MM/DD)

1.9.1.4.2.1.1.1.1 See over for Transport Canada Verification

For Transport Canada use only

Inspector Verification:

Initial Authority:

The CD Nominee named above

- Meets all applicable requirements of the CD Manual, or deviations from the required qualifications and experience are justified.
- Has been briefed on competency check procedures, and
- Has successfully completed an initial CD monitor where applicable.

Revised Authority

- Meets all applicable requirements of the CD Manual for the revised authority.

Recommendation for Approval Yes No

As requested Recurrent DCC only

Comments:

Inspector's Name	Signature	Date (yy/mm/dd)
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CD Authority Approval: Yes No

As requested Recurrent DCC only

Comments:

Issuing Authority	Signature	Date (yy/mm/dd)
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Revised Authority

This approval supersedes and cancels the approval dated _____

Date (yy/mm/dd)

Chapter 8

Operational Evaluations

8.1 General Policy

- 8.1.1 When a manufacturer builds a new aircraft, an inspector may have to participate in the Operational Evaluation (OE) for that aircraft type. TP12993 *The Aircraft Common Qualification and Training Manual*, Chapter 2 - *Operational Evaluation and Aircraft Type Qualification* details the OE procedure to be followed. More frequently, OEs are conducted on existing aircraft types that are newly introduced into Commercial Service in Canada. An inspector may also wish to report on an aircraft course he is attending and share the results with other Inspectors. The process to evaluate the training of type certified aircraft is as detailed in this chapter.

8.2 Concept

- 8.2.1 The concept of the OE for CBA is to verify that the training provided for a newly introduced aircraft type is adequate for Canadian Operators and that the aircraft is suitable for its intended use. Except for an operator's training program, the purpose is not to approve the training program but rather to identify areas where the training provided might not meet the CARs or the CASS. If so requested by the training provider the Inspector may provide suggestions or a copy of his/her report. He/she would not expect the training provider to modify his/her training and would not need to conduct a follow-up.

8.3 Course Evaluation

- 8.3.1 The evaluation is subjective. The Inspector has to rely on experience and judgment to decide if the subject matter covered would be sufficient for a candidate to pass his PPC. The subjects must be taught in a logical fashion and in a setting that encourages learning. Student instructor interaction must be considered, as is the instructor's depth of knowledge. Training aids and simulator instruction if offered are also assessed.
- 8.3.2 The Inspector has the difficult task of learning the material and evaluating the content concurrently. The intention of the course evaluation is to verify that an average pilot can achieve the training objectives as stated in Sections 723.98, 724.115, or 725.124 of the CASS.

8.4 Written Report

- 8.4.1 **General:** The written report is the sum total of the inspector's work. A poorly produced report is of little use to other Inspectors. The report should be produced shortly after the actual evaluation. To avoid forgetting important details, the Inspector should write detailed notes at the end of each day. The report should consider the following.

8.4.2 **Status:** This section should provide the reader with an overview of the course evaluation. It is the “who, what, where, when and why” of the course.

A statement along the following lines would appropriately answer the “what” element.

The training program was measured against CARs and CASS related to Air Taxi (703) operations. It was evaluated to ensure that each flight crewmember became knowledgeable with respect to aeroplane systems and all normal, abnormal, non-normal, and emergency procedures. The following specific subjects were evaluated:

- a) Aeroplane systems operation and limitations as contained in the pertinent manuals and standard operating procedures;
- b) Operation of equipment that is installed in the aeroplane;
- c) Applicable standard operating procedures for pilot duties for normal, abnormal and emergency procedures for the aeroplane;
- d) Aeroplane performance and limitations; and weight and balance procedures.

8.4.3 **Classroom Instruction:** This section will comment on what was covered in the classroom. Similar to the course syllabus the section will also include any findings as to the quality of instruction and content of the material taught. There may also be a recommendation section at the end of the section for example;

Day 5
Weight and Balance Procedures
Course Review
Final Examination and Critique

Day 6
Time available for more lessons

Findings are as follows:

- 1) The total time of 15 hours for classroom instruction is inadequate;
- 2) There were a few minor errors in system explanation;
- 3) Standard instructional techniques i.e. introduction, outline, content, summary/review were not effectively applied;
- 4) There was an excellent discussion/lesson on limiting Mach given;
- 5) There was little time for the instructor to ask questions in class;

- 6) Several subjects such as propeller, engine oil, flight controls, avionics and environmental systems were very lightly glossed over and insufficient for the average pilot;

Recommendations: All aircraft systems listed under finding #6 should be thoroughly covered in ground school.

- 8.4.4 **Flight Training Device (FTD):** This section should also follow the format of the Classroom Instruction section. For example;

Day 6
Normal Procedures
Normal Takeoff and Landings

Findings are as follows:

- 3) The time allotted for the FTD is considered satisfactory (6 sessions at 2 hours per session);
- 4) The benefit of observing another student from the right hand seat was invaluable and cannot be underestimated;

Recommendation:

The GPS, EADI and EHSI systems should be learned prior to beginning FTD sessions.

- 8.4.5 **Pilot Reference Manual:** Comment and make recommendations on the manual if provided or required.
- 8.4.6 **Pilot Operating Handbook (POH):** Comment and make recommendations on the manual if provided or required.
- 8.4.7 **System Trainer:** Comment and make recommendations on the systems trainers if used.
- 8.4.8 **Cockpit Procedures Trainer (CPT):** Comment and make recommendations on the CPT if used.
- 8.4.9 **Airborne Flight Training:** Comment and make recommendations on airborne training if required.
- 8.4.10 **Pilot Proficiency Check (PPC):** If a PPC was conducted comment on the course's effectiveness in preparing the candidate for the PPC.
- 8.4.11 **Summary:** A brief summary of the main findings giving an overall evaluation of the training programme.

8.4.12 **Conclusion:** The course evaluator provides recommendations to senior managers and various POIs and with respect to the suitability of the course for Commercial Operators.⁹