



FLIGHT OPERATIONS INSPECTOR MANUAL

INSPECTOR QUALIFICATIONS TRAINING AND DUTIES

PREFACE

This volume of the manual has been prepared for the use and guidance of Flight Operations Inspectors in the performance of their duties.

It is emphasized that all matters pertaining to an inspector's duties and responsibilities cannot be covered in this manual. Inspectors are expected to use good judgement in matters where specific guidance has not been given. Changes in aviation technology, legislation and within the industry will necessitate changes to requirements.

Comments and recommendations for revision/amendment action to this publication should be forwarded to the Chief Flight Standards/Director Flight Safety & Regulations for the Director General, Civil Aviation Authority/Civil Aviation Department XXXX (Insert State).

Director General
Civil Aviation Authority
XXXXX (Insert State)

TABLE OF CONTENTS

CHAPTER 1	THE FLIGHT STANDARDS DIVISION / DIRECTORATE OF FLIGHT SAFETY& REGULATIONS
1.1	INTRODUCTION
1.2	STATUTORY AUTHORITY
1.3	STAFFING REQUIREMENTS
1.4	DUTIES OF FLIGHT OPERATIONS INSPECTOR
1.5	TECHNICAL TRAINING FOR FLIGHT OPERATIONS INSPECTORS
1.6	QUALIFICATIONS REQUIRED FOR INSPECTOR ACTIVITIES
1.7	TRAINING FILES FOR INSPECTORS
CHAPTER 2	INSPECTOR RESPONSIBILITIES, ADMINISTRATION, AND CONDUCT
2.1	GENERAL RESPONSIBILITIES
2.2	SPECIFIC DUTIES
2.3	ADDITIONAL FUNCTIONS OF FLIGHT OPERATIONS INSPECTORS
2.4	OTHER RESPONSIBILITIES
2.5	FLIGHT OPERATIONS INSPECTOR TRIP PASS
2.6	ADMISSION TO THE FLIGHT DECK
CHAPTER 3	PERSONAL ETHICS AND CONDUCT
3.1	PURPOSE
3.2	ON-THE-JOB ETHICS AND CONDUCT
3.3	OUTSIDE EMPLOYMENT, FINANCIAL INTERESTS AND GIFTS
3.4	DRESS

CHAPTER 4 FLIGHT OPERATIONS INSPECTOR (FOI) CREDENTIALS

- 4.1. GENERAL**
- 4.2. TYPES OF CREDENTIALS**
- 4.3. ELIGIBILITY REQUIREMENTS**
- 4.4. APPLICATION PROCEDURES**
- 4.5. USE OF CREDENTIALS**

- APPENDIX 'A' PROPOSED CIVIL AVIATION DIRECTIVE**
LINE FLYING CURRENCY PROGRAMME
CIVIL AVIATION FLIGHT OPERATIONS INSPECTORS
- APPENDIX 'B' FOI ON JOB TRAINING GUIDE**

CHAPTER 1 THE FLIGHT STANDARDS DIVISION / DIRECTORATE OF FLIGHT SAFETY AND REGULATIONS

1.1 INTRODUCTION

- 1.1.1 The Flight Standards Division/Directorate of Flight Safety & Regulations has been formed to perform the CAA/CAD task of maintaining regular surveillance of the operational aspects of all Air Transport Operators in order to ensure safe and efficient commercial air transport services in the country. This surveillance covers not only Airlines operating scheduled services but also non-scheduled operators and General Aviation; and includes both fixed wing aircraft and helicopters. The Division/Directorate will be responsible to carry out Surveillance Inspection of the system and Certification Checks of aircrew as a part of its regular inspection programme. The personnel of this Division/Directorate are responsible for carrying out all of the Safety Oversight Responsibilities assigned by the Convention on International Civil Aviation and its Annexes except for those elements that pertain to determining whether or not there is a need for a service and for determining the financial viability of an operator or a potential operator. The issuance of a license to an operator or a potential operator is the prerogative of Air Transport (Delete if not applicable). Flight Standards Division / Directorate of Flight Safety & Regulation may provide information concerning a potential operator's technical capabilities if asked to do so.
- 1.1.2 In order to accomplish these tasks, qualified Flight Operations Inspectors will be appointed to the CAA against established posts, who will conduct Surveillance/Inspection/Checks as per the policies laid down by the DGCA.

1.2 STATUTORY AUTHORITY

- 1.2.1 The Flight Standards Division/Directorate of Flight Safety and Regulations is organised as a component part of CAA. It is authorised by the Government of XXXXX (Insert State) and is charged by the Director General of Civil Aviation to carry out all required functions.
- 1.2.2 The activities of the Flight Operations Inspectors will be governed by the following:-
- (a) Civil Aviation Rule/Regulation/ANO XXXXX (Insert as Applicable) for exercising the duties and functions under the CAR's/ANOs.
 - (b) Flight Operations Inspector Manual.
 - (c) Flight Operations Inspector Circulars (If applicable and being issued).
 - (d) Other relevant directive and instructions that may be issued from time to time by the Director General Civil Aviation Authority XXXXX (Insert State).
- 1.2.3 Documents which may be needed for additional guidance have been listed in the introductory note of the Manual for Flight Operations Inspectors (Retain if applicable).

1.3 STAFFING REQUIREMENTS

1.3.1 General

1.3.1.1 Staffing of the Flight Standards Division / Directorate of Flight Safety and Regulations with a sufficient number of suitable Flight Operations Inspectors, experienced, qualified and capable of accomplishing the wide range of activities covered in the Flight Operations Inspector Manual is paramount to the success of the Safety Oversight Programme of the Civil Aviation Authority.

1.3.1.2 Flight Operations Inspectors (FOI's) must not only have the knowledge, experience and qualifications to carry out their duties in a professionally sound manner, but also possess the personality to win the respect and confidence of the operators. This would require a reasonable level of tact, understanding, firmness, impartiality, integrity and an exemplary personal conduct both in the air and on the ground.

1.3.2 Authorised Strength of Flight Operations Inspectors

1.3.2.1 The number of Flight Operations Inspectors required will be determined by the level of and the growth of aviation in the country. A periodic review will take place from time to time as required to determine whether or not there needs to be a change in the number of Inspectors authorised.

1.3.2.2 The following guidelines are considered to be the minimum number that is reasonable for Flight Operations Inspectors to carry out their tasks.

(a) One Flight Operations Inspector per approximately ten aircraft of a particular type. This is only a rough rule of thumb. States will, however, need to take into consideration the number of operators that are operating and the complexity of the air operations as these would affect workload.

(b) Because of the diversity of aircraft operating in General Aviation, the ratio mentioned in (a) above may not be applicable for General Aviation. In such cases, a ratio of one Flight Inspector for fifteen aircraft (by judiciously combining two or more types) is considered a suitable option. Where qualified inspectors are not available for a particular type, any Flight Operations Inspector may carry out any required check from the forward observer seat.

1.3.3 Qualification of a Flight Operations Inspector

1.3.3.1 Persons seeking a position as a Flight Operations Inspector should have held previous appointments either in operational management as an airline pilot/flight engineer or training instructor, or as a military pilot/flight engineer where experience in air transport operations would have been acquired.

1.3.3.2 A flight operations inspector should have extensive operational experience, not less than 5,000 hours as pilot in command/flight engineer of air transport civil or military aircraft (Note: This is an ideal requirement. States may wish to lower this requirement if pilots with indicated experience are not available. However, care must be taken not to assign the Inspector with tasks that would be difficult to perform with his limited experience.

1.3.3.3 The Flight Operations Inspectors should have the following qualifications.

- (a) For Airman Certification tasks, they should hold a current ATPL/CHPL/FE license with an endorsement on the type of aircraft for which they are being utilised;
- (b) For Surveillance tasks, they must hold or have held a ATPL/CHPL/FE license within the past two years. For airline surveillance, they must hold or have held a type rating on a jet/turbo prop aircraft similar to the class and type on which they are required to conduct surveillance. A type rating on a particular type of aircraft is not required for the conduct of cockpit enroute inspections;
- (c) They should have a broad air transport background of 5 years or more, either airline or military;
- (d) Experience with problems of operating or maintaining transport aircraft;
- (e) Meteorological and climatological knowledge and experience;
- (f) Experience with technical training including visual aids, training devices and aircraft flight simulators;
- (g) Have a reputation for possessing qualities of initiative, tact, tolerance and patience; and
- (h) In all cases, they must have successfully completed a CAA approved Basic Course for Flight Operations Inspectors. (Note: CAAs should arrange for the recently inducted FOIs to successfully complete a Basic FOI Course before employing the FOI on Inspector Job Functions). Subsequently, the FOI must also successfully complete a course of instructions in the under mentioned areas:
 - (i) Advance Inspector Course
(The syllabus should include ETOPs, Cat II & III Operations, RVSM/MNPS, MMEL; and may be covered in different phases)
 - (ii) Audit Policy and Procedures Course
 - (iii) Designated Check Pilot Course
 - (iv) Aircraft Performance Course
 - (v) Aircraft Type Training (as required)
 - (vi) Crew Resource Management Course
 - (vii) Simulator Evaluation & Approval Course (Depending on Assigned Duties)
 - (viii) Dangerous Goods Course (Depending on Assigned Duties)

- (ix) Accident Investigation Course (Depending on Assigned Duties)
- (x) Aviation Safety Promotion Course (Depending on Assigned Duties)
- (xi) Personnel Licensing Course (Depending on Assigned Duties)
- (xii) Aerodrome Certification Course (Depending on Assigned Duties)

1.3.3.4 In cases where suitable pilots fulfilling the above criteria are not available, the Director General of Civil Aviation may, at his discretion, relax the requirements, taking into consideration the pilot's seniority, past performance, flying record, experience, progression towards a higher rating and utility of the Flight Operations Inspectors.

1.4 DUTIES OF FLIGHT OPERATIONS INSPECTOR

The duties and responsibilities of Flight Operations Inspectors are laid down in the Flight Operations Inspectors Manual and are divided into Surveillance, Operational Inspections that could lead to Certification of an Operator and the subsequent issue of an Air Operator Certificate by the Director General, and Airman Certification. These Job Functions cover both ground and in-flight inspections. The in-flight inspections cover checks from the observer's seat as laid down in the Flight Operations Inspector Manual.

Flight Operations Inspectors are to particularly ensure that: -

- (a) Proper analytical reports are submitted promptly to the Chief, Flight Standards Division/Director, Flight Safety and Regulations Directorate on their inspections.
- (b) Flying and surveillance programmes are submitted about 10 days in advance of each month.
- (c) For important occurrences requiring immediate action, a report is submitted immediately.
- (d) Tasks assigned/information requested by other CAA Departments is responded to promptly. Reports are to be submitted through the Chief, Flight Standards Division/Director, Flight Safety and Regulations Directorate.
- (e) All orders/notices/circulars issued by the Chief Flight Standards Division /Director, Flight Safety and Regulation Directorate are adhered to and responded to promptly where necessary.
- (f) Use initiative to pursue any matter that needs to be attended to by the CAA in the interest of air safety and for efficiency of the system.
- (g) Ensure that the confidentiality is always maintained.

- (h) Maintain a constant dialogue with operators and officials in the aviation industry on professional matters in order to keep up to date with latest developments.

1.5 TECHNICAL TRAINING FOR FLIGHT OPERATIONS INSPECTORS

Technical Training of Flight Operations Inspectors may be accomplished from several sources. These can be contracted to an operator who offers a course that is approved for use in that country for use by their citizens, or from aircraft manufacturers or from operators of XXXXX (Insert Name of State).

An Inspector is required to undergo a full type-rating course before embarking on airman certification activities on that type of aircraft. Routine surveillance activities can be accomplished on any aircraft in airline service whether or not the Inspector is type rated on that particular type. In cases where the inspector is conducting a surveillance function on an aircraft in which he is not type rated, he must limit his observations and remarks to those elements that are not specific to that type of aircraft unless the occurrence is self-evident and would not take a type rated person to make an observation of that nature. An example of that would be not leveling at the altitude to which cleared or not complying with an ATC clearance.

If the inspector is a flight engineer who does not hold a pilot's license, he will make an effort to conduct cockpit enroute inspections on aircraft that has a flight engineer as a required crewmember, however, if the aircraft does not have a flight engineer position, the flight engineer Inspector can conduct a cockpit enroute inspection on any aircraft in airline service. He will confine his observations to those items that are common to all aircraft, such as ATC clearances, situational awareness, altitude control, airspeed control and other general items. He will observe and make appropriate comments to the crew concerning those occurrences that are self evident and would not require a type rated person to make an observation of that nature.

- 1.5.1 The organisation of the Flight Standards/Flight Safety and Regulations is designed to carry out operational surveillance, certification inspections and airman certification. Its functions cover both surveillance and certification of aircrew and operators. The Flight Standards Division/Directorate of Flight Safety and Regulations requires a dedicated specialised staff to carry out its function. A specialised training course for Flight Operations Inspectors is a necessary pre-requisite for the Flight Operations Inspectors to carry out their Safety Oversight task(s). In the final analysis, the Flight Operations Inspectors will require continuous training to keep pace with the growth of aviation in the country.
- 1.5.2 In view of the increasing complexity of modern operating techniques, aircraft and equipment, there is a continuous need to review the scope of inspections and related techniques and procedures in order to better evaluate specific areas of interest and assure effective use of the Flight Standards Division/Directorate of Flight Safety and Regulations resources.

- 1.5.3 Inspector recurrent/refresher training; Flight Operations Inspectors must be scheduled for a minimum of one refresher/recurrent training course followed by a proficiency check in a year. This training can be accomplished either in an aircraft or an approved simulator. [Note: States may opt to go in for the Line Flying Currency Programme in which case an FOI may be attached with an Operator (through a Mutual Agreement). A proposed Civil Aviation Directive for Line Flying Currency Programme of Civil Aviation Flight Operations Inspectors is placed at Appendix 'A' for guidance.]
- 1.5.4 When an Inspector is rated on two types of aircraft, he must be scheduled for refresher/recurrent training on 'type A' one year and the next year he would be scheduled for training on 'type B'. Training requirements would alternate thereafter from 'type A' to 'type B'; etc. It is not anticipated that an Inspector will be required to maintain currency in this manner in more than two types of aircraft during any one period. To add a different type aircraft, the inspector would be required to complete the required type rating training for that type of aircraft and then replace one of the previous types with the new one, for purposes of currency.
- 1.5.5 Proficiency checks for a CAA Flight Operations Inspector must be conducted by a CAA Flight Operations Inspector. When this is not possible or practical because of time / distances and/or expenses, by prior arrangement, a check carried out by a Flight Operations Inspector of the country in which the check is to be carried out to the level required by that authority for their own Inspectors, or to the level required by the rules of XXXXXX (Insert State) would be acceptable to CAA XXXXXX (Insert State)
- 1.5.6 Flight Operations Inspectors are not exercising the privilege of their pilots/flight engineer license and are not carrying passengers for hire or compensation when they are performing CAA required certification or surveillance activities, therefore, they are not required to maintain the same level of currency as are required of pilots/flight engineers that are exercising the privilege of their license and carrying passengers for hire or compensation.
- 1.5.7 There may be an occasion where there is no inspector qualified and current on a particular type of aircraft and there is a need for one to accomplish a task that normally required a type rating. In such a case, an inspector with a type rating on a similar aircraft could accomplish the required task after being issued a letter of authorisation from the Director General or his designated representative.

1.6 QUALIFICATIONS REQUIRED FOR INSPECTOR ACTIVITIES

The following is a synopsis for the qualifications required by an inspector for the carrying out of the various activities under the CAA Safety Oversight Programme:

1.6.1 AIRMAN CERTIFICATION DUTIES

- 1.6.1.1 Completion of a basic inspector course; and
- 1.6.1.2 Completion of type rating training on that type of aircraft within the preceding 12 months or if the initial training was completed

more than 12 months, have completed recurrent training and a proficiency check as described in paragraph 1.5.3 above. This type of duty includes:

1.6.1.2.1 Conduction of Licensing checks, line checks, proficiency checks or any other certification checks as directed for an operator's pilot(s)/flight engineer(s).

1.6.2 SURVEILLANCE ACTIVITIES

1.6.2.1 Completion of a basic inspector course; and

1.6.2.2 Hold a type rating either as a pilot or flight engineer on any type of aircraft in scheduled airline service in XXXXXX (Insert State). This type of duty includes:

1.6.2.2.1 Conduct Cockpit enroute inspections, Cabin enroute inspections and any other surveillance checks/inspections as directed.

1.7 TRAINING FILES FOR INSPECTORS

1.7.1 To ensure systematic and comprehensive training of Flight Operations Inspectors it is necessary to maintain a Training File for each Inspector. The Training File records must be reviewed and updated at regular intervals.

1.7.2 Record of all 'On Job Training' imparted to an Inspector must be maintained in the Training File.

1.7.3 An FOI On Job Training Guide has been developed to assist Supervisors with the training of Flight Operations Inspectors. The Guide is placed at Appendix 'B'

CHAPTER 2. INSPECTOR RESPONSIBILITIES, ADMINISTRATION, AND CONDUCT

2.1 GENERAL RESPONSIBILITIES

This chapter addresses many, but not all, of the responsibilities and standards of conduct, of flight operations inspectors (FOI) assigned to air transportation job functions. This section describes the general responsibilities of the Flight Operations Inspector (FOI). FOIs of the Civil Aviation Authority (CAA) play a key role in ensuring that the XXXXX(Insert State) aviation system continues to be the safe. This responsibility for safety in air travel covers almost every facet of aviation, including the certification of aircraft and airmen; the operation and maintenance of aircraft; aircraft manufacturing; and the approval of new aircraft design. Within the Flight Standards Division/Directorate of Flight Safety & Regulation of the CAA, FOIs are divided by specialty; and subdivided by specific position description.

2.2 SPECIFIC DUTIES

Air Carrier Flight Operations Inspectors (Pilots) are experienced pilots who specialize in the operation of aircraft and who ensure compliance with the Civil Aviation Regulations (CAR's). Air Carrier Flight Operations Inspectors (Flight Engineer) are experienced flight engineers who specialize in the operation of aircraft engineer systems and who ensure compliance with the Civil Aviation Regulations (CAR's). These inspectors have responsibility for scheduled air carriers, and commercial operators. Air Carrier FOIs may administer tests (written, oral, and practical) for a variety of certificates and ratings, perform cockpit and cabin en route inspections, and conduct surveillance on various other aspects of an air carrier's operation. These other aspects typically would include evaluating the operations of air carriers and similar commercial aviation operations for adequacy of facilities, equipment, procedures, and overall management to ensure safe operation of aircraft. Other important functions of air carrier FOIs include the examination of airmen (pilots, dispatchers, flight engineers) for initial and continuing qualification, as well as the evaluation of airman training programs, equipment, and facilities. When, in the course of an inspection, inspectors find an aircraft or airman not in compliance with the CARs, they may recommend an enforcement action. Such enforcement can range from administrative action to civil penalty and possible suspension or revocation of their license.

2.3 ADDITIONAL FUNCTIONS OF OPERATIONS INSPECTORS

2.3.1 An additional role is the investigation of aircraft accidents in cooperation with the Accident Investigation Board (AIB) [Note: In some States, AIB may be a part of the CAA itself. The contents of this paragraph may, therefore, need suitable amendment], the Civil agency primarily responsible for investigating accidents. Air carrier FOIs may also speak to student groups about career opportunities in the field of aviation, and may conduct seminars and briefings on pertinent aviation topics for pilots, dispatchers, and airline officials. Inspectors may also, from time to time, be called upon to testify in administrative hearings and trials.

2.3.2. Investigations

Three areas that FOIs are responsible for investigating are accidents, incidents, and enforcements.

A. Accidents. FOIs may be required to conduct on-site accident investigations when serious injuries or fatalities have occurred. The inspector may work closely with the AIB, or be solely responsible for the investigation.

B. Incidents. FOIs are responsible for the investigation of incidents, as appropriate. Some of the incidents that require investigation are as follows:

- * Foreign air carrier incidents
- * Reports of emergency evacuation
- * Incidents involving hazardous materials
- * Noise complaints
- * Damage caused by a civil aircraft

C. Enforcement. FOIs are required to investigate, analyze, and report enforcement findings. In situations that involve alleged noncompliance with the CARs, FOIs are required to make recommendations concerning enforcement action.

2.3.3. Surveillance

A. Airman Surveillance. FOIs are responsible for the surveillance of airmen who have been certified under the CARs. Some of the airmen that an FOI may surveil are as follows:

- * Flight instructors
- * Designated Check Pilots (DCP)
- * Designated Flight Engineers (DCFE)
- * Dispatcher Examiners

B. Air Carrier Operator Surveillance. A number of the surveillance activities that FOIs shall perform are as follows:

(1) FOIs shall conduct the following:

- * Ramp inspections
- * Cabin en route inspections
- * Cockpit en route inspections
- * Pilot proficiency and competency checks for operators
- * FE proficiency checks for operators

(2) FOIs shall inspect the following:

- * Operators' trip records
- * Operators' training programs (including Cabin Crew if no Cabin Specialist is available)
- * Operators' crew and dispatch records
- * Operators' flight-following and flight-dispatch procedures
- * Operators' flight-following or flight-locating procedures
- * Operators' designated check pilots/flight engineers.
- * Operators' line stations
- * Operators' main base or sub base
- * Operators during a strike
- * Operators' deicing programs
- * Operators' manuals
- * Operators' Flight and Duty Time limitations programme
- * Operators' Flight Safety Programme
- * Operators' Dangerous Goods Programme
- * Flight simulators or flight training devices (FTD)

2.3.4. Certification

A. Airmen. Some of the FOIs certification duties involve the following:

- * Certificate a Pilot, Flight Engineer or Flight Navigator
- * Certificate renew a DCP (A) and or (B), DCFE within a designated check program

B. Air Carriers. FOIs are heavily involved in the certification of air operators. Some of the many duties of the FOI in air operator certification are as follows:

- * Approve operators' exit seating plans
- * Approve operators' carry-on baggage programs
- * Conduct proficiency checks of operators' pilots
- * Conduct proficiency checks of operators' flight engineers
- * Conduct emergency evacuations or ditching demonstrations
- * Conduct aircraft proving and validation tests
- * Evaluate an Operator's minimum navigation performance specification (MNPS) qualifications

- * Evaluate an Operator for ETOPs Certification.
- * Monitor the Operator's Designated Check Pilot/Flight Engineer Programme
- * Evaluate operators' compliance statements
- * Evaluate flightcrew training programs
- * Evaluate dispatcher training programs
- * Evaluate operators' operations manuals
- * Evaluate approved flight manuals or company aircraft operations manuals
- * Evaluate operators' aircraft checklists
- * Evaluate operators' airport and weather aeronautical data
- * Evaluate operators' special means of navigation
- * Evaluate operators' powerback procedures
- * Evaluate operators' airport/runway performance data analysis systems
- * Evaluate operators' minimum equipment lists (MEL)
- * Evaluate operators' hazardous materials (HAZMAT) programs
- * Evaluate passenger briefing cards
- * Evaluate operators' crew records keeping systems
- * Issue and amend operations specifications
- * Recommend issue an air carrier operating certificate
- * Evaluate operators' flight-locating procedures
- * Evaluate operators' flight/trip records
- * Review operators' compliance statements
- * Review operators' ETOPS procedures
- * Evaluate operators' CAT II and CAT III procedures
- * Evaluate Operators' Load Control Procedure

2.4 OTHER RESPONSIBILITIES

FOIs participate in other activities, such as accident prevention, and the issuance of authorizations. FOIs also perform many other duties, including the ones that follow:

- * Make a deposition or court appearance
- * Process a voluntary surrender of an operator's certificate
- * Provide technical assistance

2.5 FLIGHT OPERATIONS INSPECTOR TRIP PASS

- 2.5.1 The use of a FOI Trip Pass and Baggage Check (Insert Form Number if System Developed) was negotiated with specific XXXXXX(Insert State) air operators to provide the documentation required by national and international passengers (non-crew) regulations and to facilitate the movement of FOIs on inspection duties. FOIs 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., pilot proficiency checks (PPC), etc.) involving air travel with that same carrier; and
 - (c) When accompanying flight crew members on familiarization flights, unless the operator provides otherwise.
- 2.5.2 Trip passes are not to be used for personal travel. Under no circumstances will the holder of a trip pass permit another inspector, not designated by Rules / Regulations to use a FOI trip pass.
- 2.5.3 Persons issued trip passes shall sign and return the applicable receipt, and thereafter be responsible for its proper use and safekeeping.
- 2.5.4 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 Chief, Flight Standards Division/Director, Flight Safety and Regulations at the end of each month.

Note: If no such arrangement exists between the CAA and the Operators the para 2.5 may be deleted

2.6 ADMISSION TO THE FLIGHT DECK

- 2.6.1 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 FOIs authority can be seen either as a threat to the individual flight crew member or a challenge to the Pilot-in-Command's status. While maintaining the status of his/her own position, the FOI 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 FOI 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.
- 2.6.2 FOI shall, under normal circumstances, make every effort to reserve the use of any observer seat through the operator's flight dispatch or other designated office at least 24 hours prior to scheduled departure time unless a no notice inspection is authorized.

- 2.6.3 If for some season, such as joining the flight at an enroute stop, the crew could not be contacted prior to boarding the aircraft, the FOI 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 FOI wishes to join the crew on the flight deck for purposes on an in-flight inspection. The FOIs credentials and trip pass will constitute the FOIs on board authority.
- 2.6.4 When authorized by their supervisor, FOIs may occupy any observer seat without advanced notice to the operator or crew members. Occasions may arise, such as "ad hoc" inspections, when FOIs will not have had time to effect prior co-ordination. In this situation, an FOIs approach must demonstrate courtesy and common sense.
- 2.6.5 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 FOI of the flight deck instrumentation and controls, and the procedures used by flight crew members. Unless specified other wise by CAA **XXXXX(Insert State)**, that observer seat shall be that located in the most forward position.
- 2.6.6 While on the flight deck, the FOI 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 FOI is a new person to talk to, and a new source of information. A flight deck conversation can be valuable to the FOI 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 at critical times.
- 2.6.7 During the departure and approach phases of a flight, the FOI should silently observe cockpit policy and procedures. This does not preclude the inspector from advising the crew of a potential hazard or infraction.
- 2.6.8 Potential for the type of situation referred to below is minimal. Such situations would likely occur only during "ad hoc" inspections:
- (a) The legal provisions authorizing an FOI to occupy that position.
 - (b) That further denial will be in contravention of Civil Aviation Rules/Regulation, which may be processed by way of enforcement action.
- 2.6.9 If an FOI 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 Civil Aviation Rule / Regulation **XXXXX(Insert Rule)**. Directing Air Traffic Services (ATS), where available, to deny take-off clearance could be the best course of action. This would give the FOI more time to co-ordinate other recourses.

CHAPTER 3. PERSONAL ETHICS AND CONDUCT

3.1. PURPOSE

This section contains direction and guidance for Flight Operations Inspectors (FOI) pertaining to principles of ethics and conduct as they affect the performance of duties. (This section uses 'FOI' to refer also to Airworthiness Inspectors and cabin safety specialists.)

Although some FOIs outlines are listed in this section, all circumstances that an Inspector may encounter cannot possibly be covered. As Inspectors are always in the public eye, they are expected to exercise good judgment and professional behavior at all times while on and off duty.

A. Unique Responsibilities of Flight Operations Inspectors; FOIs are exposed to a number of circumstances that are critical to their positions and which are not pertinent to other Civil Aviation Authority (CAA) job functions. The Inspector has the critical position of frequently interpreting and evaluating the quality of training programs, operations and maintenance manuals, pilot and mechanic performance, and overall safety activities. It is imperative that all Inspectors be sensitive to the responsibilities and demands of their positions and be objective and impartial while performing their duties. Inspectors must also be sensitive to actual as well as perceived appearances of any conflict that could disrupt the effectiveness or credibility of the Flight Standards/Directorate of Flight Safety and Regulations mission.

B. Civil Aviation Authority Requirements; Inspectors are required to comply fully with the letter and spirit of the standards of conduct as set forth by this section; and with those set forth in XXXXX (Insert State) Government publication, "CAA Service Rules"; The Authority's policy on employee conduct is designed to encourage employees to maintain a level of professionalism that will promote the efficiency of the CAA and conform to accepted principles of conduct.

3.2. ON-THE-JOB ETHICS AND CONDUCT

The conduct of an FOI has a direct bearing on the proper and effective accomplishment of official job functions and responsibilities. Inspectors are required to approach their duties in a professional manner and to maintain that attitude throughout their activities. Through their conduct, Inspectors working in direct contact with operators, and with the public, bear great responsibility in the determination of public perception of the CAA.

A. Rules of Conduct. All Inspectors must observe the following rules of conduct:

- * Report for work on time and in a condition that will permit performance of assigned duties
- * Render full and industrious service in the performance of their duties
- * Maintain a professional appearance, as appropriate, during duty hours
- * Respond promptly to directions and instructions received from their supervisor
- * Exercise courtesy and tact in dealing with co-workers, supervisors, and members of the public

- * Obtain approval of all absences from duty
- * Conserve and protect CAA property, equipment, and materials (Inspectors may not use or permit others to use CAA equipment, property, or personnel for other than official business.)
- * When duties concern the expenditure of public funds, have knowledge of and observe all applicable legal requirements and restrictions
- * Safeguard classified information and unclassified information that should not be given general circulation as provided by CAA Order XXXXXX (Insert Number). (Inspectors shall not disclose or discuss any classified information or "official use only" information unless specifically authorized to do so. Retain if applicable)
- * Observe the various laws, rules, regulations, and other authoritative instructions, including all rules, signs, and instructions relating to personal safety
- * Uphold with integrity the public trust involved in the position to which assigned
- * Report known or suspected violations of law, regulations, or policy through appropriate channels
- * Not engage in private activities for personal gain or any other unauthorized purpose while on government property
- * Give any supervisor or official conducting an official investigation or inquiry all information and testimony about all matters inquired of, arising under the law, rules, and regulations administered by the CAA
- * Not use illicit drugs or abuse alcohol or other substances
- * Not participate in telephone eavesdropping (Advance notice must be given whenever any other person is placed on the line for any purpose whatsoever). An advance verbal warning must be given when an automatic recording device or a speaker telephone is used. The use of recording devices, portable or otherwise, on telephones shall be limited to areas involving air safety.)
- * Not make irresponsible, false, or defamatory statements that attack, without foundation, the integrity of other individuals or organizations (Inspectors are accountable for the statements they make and the views they express.)

3.3. OUTSIDE EMPLOYMENT, FINANCIAL INTERESTS, AND GIFTS

- A. Business Interests. FOIs and their immediate families should seek clarification and guidance before engaging in any airline or other business activity for which the CAA has oversight responsibility. If an Inspector holds any interest that may give the appearance of impropriety, the Inspector should immediately consult his superior and the legal department for a determination.
- B. Conflict of Interest. Inspectors may hold employment or own businesses that do not present a conflict of interest with their official job functions. Inspectors who wish to participate in

outside aviation activities (such as flight instruction, commercial flying, or any other aviation-related activity) should seek clarification and approval from the Director General.

- C. **Public Speaking.** Inspectors may not receive payment for speaking on issues that deal with their official job functions. Teaching or instructing at colleges, universities, or vocational schools may be acceptable, but should be coordinated and approved by the Director General.
- D. **Fund Raising.** FOIs may not participate in fund raising or soliciting donations from any business or activity for which their office is assigned oversight responsibility. Exceptions to this requirement may exist for donation of prizes/gifts for speakers in aviation safety seminars arranged under the aviation safety program. They should, however, seek official approval.
- E. **Gifts.**
 - (1) **Avoiding Conflict of Interest.** Gifts should be accepted only when the Inspector knows that the gift will not give the appearance of a conflict of interest.

NOTE: Inspectors shall exercise the utmost discretion when giving or receiving gifts.

3.4 DRESS

- 3.4.1 FOIs should be aware that their personal appearance affects their professional image; therefore, they should adhere to the guidelines below:
 - (a) On visits to air operator facilities, FOI should dress semi-formally (Jacket and tie for men, dress or slacks for women).
 - (b) During pilot proficiency checks in aircraft or simulators, the semi-formal wear noted above is recommended, regardless of air operator practices.
 - (c) During training FOIs dress should be compatible with the air operator's practice but should lean towards formality.
 - (d) During in-flight inspection, 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, FOIs should maintain a low profile, dress conservatively, restrict movements between cabin and flight decks and wear the Airport Security Pass.
 - (e) When conducting FOI duties at an airport, the Airport Security Pass must be used to follow crew access routes and shall be worn at all times on the ramp and air-side of the terminal

Chapter 4

FLIGHT OPERATIONS INSPECTOR (FOI) CREDENTIALS

5.1 GENERAL

This section contains information for Inspectors concerning the types of Flight Operations Inspector (FOI) credentials and the Inspector eligibility requirements and application procedures for those credentials. This section also contains direction and guidance to be used by Inspectors when employing FOI credentials during the performance of inspector tasks.

5.2 TYPES OF CREDENTIALS

FOIs are issued two types of credentials: (1) CAA Inspector Identification that identifies the Inspector as an “Authorised Person” for the purpose of Rule XXXXXX (Insert Rule) of the Civil Aviation Rules/Regulation and authorised to perform the duties and exercise the powers under said rule; and (2) Functionary Identification from Airports Security which provides for access to different areas of any XXXXXX (Insert State) airport and aircraft, as indicated on the credential

5.3 ELIGIBILITY REQUIREMENTS.

FOIs assigned to positions involving air transportation inspections and surveillance are eligible to receive the CAA credential; however, the inspector must have also completed a "Basic Flight Operations Inspector" course. To be eligible for the Airport credential, the FOI must possess (or be concurrently issued) the CAA credential; have fulfilled the requirements set forth in this handbook authorizing the conduct of enroute inspections; and have a job function that requires the conduct of inspections.

5.4 APPLICATION PROCEDURES

Inspectors shall apply for the two credentials by completing an application for a CAA Inspector Credential and an Airport Security Credential in accordance with the procedures. (State may specify their procedure) To expedite the issuance of the credentials, the application may be initiated before the inspector meets the training and qualification requirements outlined in this manual.

5.5 USE OF CREDENTIALS

Although the credentials contain the general authorization for the inspector to conduct CAA work functions, specified work functions may only be performed after the inspector has been authorized by an appropriate supervisor and has satisfied the training and qualification requirements specified in this handbook. The work functions for the two credentials are as follows:

A. CAA Inspector Credential. The CAA Inspector credential identifies an individual as an “authorised Person” for the purposes of Rule XXXXXX (Specify Rule) of the Civil

Aviation Rules/Regulations and authorises that individual to perform the duties and exercise the powers under the rules. These official duties include the conduct of cockpit enroute inspections. An inspector who meets all training and qualification requirements, with the exception of not yet possessing an airline transport pilot (ATPL) license or a flight engineer rating with an airplane type rating, may conduct cabin enroute inspections.

B. Airport Security pass Credential. The Airport Functionary credential contains authorization for an inspector to be given free and uninterrupted access to restricted areas at airports governed by the CARs while the inspector is performing official duties to the extent stated on the credential. These official duties include those types of inspections such as ramp inspections etc.. An inspector must display this credential on an outer garment to be permitted entry into airport secured areas, and while working in these areas. While employing the Airport Functionary credential, inspectors should consider the following procedures:

(1) Physical Barriers. Although this credential is an authorization for inspectors to be in secured areas, for physical barriers such as locked doors and gates, an inspector may need to seek local assistance to gain access. Inspectors should ask at the time of entry if the operator has any specific security program practices and procedures that need to be followed.

(2) Passenger Screening Points. Inspectors approaching passenger screening points may not bypass that screening; however, if the inspector is unable to afford the delay that may be involved in passenger screening, then arrangements should be made with the airport or operator personnel to enter the secured areas at other entry points.

A. Lost or Stolen Credentials. If either one or both of these credentials are lost, stolen, or damaged, the inspector should report the occurrence immediately to the inspector's supervisor and to the Chief of the Flight Standards Division/Director, Flight Safety and Regulations.

PROPOSED CIVIL AVIATION DIRECTIVE
LINE FLYING CURRENCY PROGRAM
CIVIL AVIATION FLIGHT OPERATIONS INSPECTORS

Policy

Civil Aviation Flight Operations Inspectors (FOIs) may participate in an Line Flying Currency Program (LFCP) with an air operator or private operator in keeping with the specific conditions of this directive.

Upon termination of an LFCP agreement, a FOI will be considered as having qualified for Flying Allowance as applicable.

Objective

The LFCP will provide training to FOIs to ensure they become or remain technically competent and have a complete understanding of operating practices, norms, and company (Air Operator) cultures by direct participation in company (Air Operator) operations on a periodic or continuing basis.

Cost Effectiveness of the Program

Since all FOIs are eligible to participate in the LFCP, and in order to make it cost effective, a supervisor must take into consideration the type of aircraft experience the FOI already has (or is about to have) in relation to his/her duties and responsibilities.

The LFCP must be managed to be cost neutral and every effort is to be made to realize its potential for significantly reducing overall training costs.

Cost Effective Program Management

Sound management of the LFCP is critical to its success. It is important to note that savings are dependant not only on proper management, but also on the kind of contractual agreement between the air operator and **CAA XXXXX (Insert State)**, and may vary from one case to another. In order to ensure that cost effective management is maintained throughout the LFCP, this training directive includes the following direction/guidelines to managers:

1. Chief, Flight Standards (CFS)/Director, Flight Safety & Regulations (DFSR) [Supervisors] may only allow FOIs to train on aircraft that they are currently qualified on, or are about to be qualified on as a result of their duties and responsibilities. Deviations from this requirement may be allowed if it has been demonstrated to be cost effective.

2. CFS/DFSR may be required to limit the number of FOIs that are participating in the program in order to ensure that there is no disruption of service to **CAA XXXXX (Insert State)** clients.
3. Managing the number of days the FOIs may be allowed to train is paramount in ensuring the effectiveness of this program. The FOI's Supervisor and the air operator are required to work out an arrangement that is suitable to everybody's needs. These needs may vary from one case to another depending on the type of operation and the supervisor's ability to release his/her FOI to conduct training duties. Frequency of training must be limited in order to ensure that the benefits of the program are fully realized.

Program Operating Principles

The principles fundamental to the success of the LFCP are:

1. The program must be of benefit to both **CAA XXXXX (Insert State)** and industry;
2. **CAA XXXXX (Insert State)** regulatory programs must operate free from bias, and hence the LFCP must be managed in a manner that withstands public scrutiny;
3. The LFCP must not increase, and should substantially reduce **CAA XXXXX (Insert State)** overall program costs;
4. Supervisors delegated the responsibility to approve a FOI to conduct LFCP training shall be accountable to ensure adherence to the directive in a manner that is consistent with **CAA XXXXX (Insert State)** objectives and in a manner so as not to subject the department to public criticism;
5. Participant operators in this program shall be advised of all conditions under which they must operate, and enter into a written agreement setting out their commitment to those conditions; and
6. Participating FOIs must be fully briefed and acknowledge in writing their duties and responsibilities under this directive.

Conflict of Interest

The potential for a real or perceived conflict of interest is a valid and serious concern with respect to the implementation of this directive.

As in the Air Carrier Designated Check Pilot Program, the risk of real or perceived conflict of interest is addressed by making all aspects of the program and its controls public and open to scrutiny.

The following controls apply:

1. Before being allowed to participate on the LFCP, the FOI will be provided with written guidance and direction on how to avoid and/or deal with perceived conflict of interest issues associated with training.
2. Any FOI suspected to be in a conflict of interest with the operator shall be immediately removed from all training activities pending a review.
3. FOIs are to conduct themselves as company line pilots while at the host operator, and will not act as a training or Air Carrier Designated Check Pilot. FOIs shall adhere to all requirements of the **CAA XXXXX (Insert State)** approved Company Operations Manual and other related documents.
4. Irregularities shall be acted upon and reported to the operator's supervisory personnel through normal company channels in the manner that would be expected of a conscientious company employee.
5. A FOI shall invoke his/her full authority in situations that involve an immediate threat to aviation safety including detaining the aircraft and/or issuing a Notice of Suspension as deemed appropriate. These situations shall be reported immediately to **CAA XXXXX (Insert State)** and the air operator.
6. Any situation that involves an accident/incident and/or has a potential for media attention shall be reported to FOI's supervisor immediately.
7. A FOI shall not participate in any certification, inspection or audit of the host air operator while actively in the program with the host operator.

LFCP Agreement Conditions

Priority and Responsibilities

A participating FOI's primary duty is to **CAA XXXXX (Insert State)**. Training duties shall not interfere with **CAA XXXXX (Insert State)** tasks.

Qualification for Duty

The participating FOI shall meet all air operator hiring requirements, undergo all relevant air operator and aircraft training and in all respects qualify for and exercise their flight deck duties as a normal air operator pilot.

Remuneration and Compensation

A FOI will receive no remuneration from the hosting operator. A FOI is entitled to normal company-provided items such as uniforms and company standard crew rest facilities.

CAA XXXXX (Insert State) will remain the Employer for the purposes of remuneration and benefits.

CAA XXXXX (Insert State) will fund initial and recurrent aircraft training up to the point of completion of the Pilot Proficiency Check and Type Rating, if required.

Program Assessment

The FOIs Supervisor retains the mandate to ensure his or her members of staff are fully qualified to perform their intended roles. In support of this mandate, the supervisor may elect to review the FOIs participation in an LFCP and make recommendations or re-assignments as required.

A FOIs performance in connection with training, as in any other regulatory program, is subject to review under the performance review process. The **CAA XXXXX (Insert State)** supervisor may request information in support of program and FOIs performance review from the host operator as required.

Suspension or Termination of the Agreement

An LFCP training agreement may be terminated at any time by **CAA XXXXX (Insert State)** or the hosting operator. Termination will normally occur with sufficient notice to minimise disruption at the hosting operator.

An LFCP training agreement may be temporarily suspended at either party's request in such cases as an audit or pending regulatory action, a complaint regarding the program or other unusual circumstance. A request for suspension should include the reason for suspension and its anticipated duration.

Liability

Although liability to third parties cannot be limited by an agreement between the **CAA XXXXX (Insert State)** and the operator, an agreement between **CAA XXXXX (Insert State)** and the host air operator as to who shall pay the damages assessed in respect of the negligence of the FOI is required. The agreement shall include a waiver and indemnity provision whereby the operator agrees, first not to sue the **CAA XXXXX (Insert State)** for any damages caused by the FOI and, secondly to pay any damages to third parties assessed against the **CAA XXXXX (Insert State)** as a result of an FOIs actions while in the LFCP. The operator would also be required to maintain insurance to cover possible damages.

The fact that the inspector is or is not the pilot-in-command would have no bearing on the **CAA XXXXX (Insert State)**'s liability.

Procedure to Establish an LFCP

An operator initiates the process with a letter of invitation naming the assigned FOI. This letter should be directed to the Director General, Civil Aviation Authority **XXXXX (Insert State)**

1. The DG CAA and host operator agree on specifics such as company-reimbursed items, training requirements and liability issues;
2. An LFCP Agreement which sets out all associated conditions is signed by the CFS/DFSR, hosting operator and participating FOI.

3. Upon termination of an LFCP, the FOI qualifies automatically for Flying Allowance as appropriate (if applicable).

Review

This directive on training will be reviewed two years after implementation to ensure the objectives of the program are being met, it remains cost-effective and conflict-of-interest is not an issue.

FOI On-Job-Training Guide

The following guide has been developed to assist Supervisors with the training of Air Carrier Flight Operations Inspectors. It is only a guide and should not be considered limiting. Some of the subject areas are dealt with into in greater detail in other manuals and these manuals should be used to assist with training (i.e. FOI Manual, DCP Manual).

Air Carrier Flight Operations Inspector (FOI) activities often interact with Airworthiness, Cabin Safety (CS), Dangerous Goods (DGs). These specialty activities are briefly mentioned within this checklist.

The following Branches will normally deal with issues listed:

Cabin Safety:*

- Safety Features Cards
- Cabin Attendant Manuals
- Cabin Attendant Training Programs

Dangerous Goods:*

- Company Operations Manual DGs Chapter Review
- Company DGs Permit(s) for Equivalent Level of Safety
- DGs Specialty Audits and Inspections
- DGs Cargo Facility Inspections
- DGs Random Ramp Inspections
- DGs Passenger Terminal Inspections
- DGs Surveillance Operations
- DGs Packaging Inspections
- DGs Investigations and Compliance Actions
- Company DGs Records and Document Retention programs
- ICAO Doc 9284 Technical Instructions for Safe Transport of DG, by Air

Airworthiness:

- MELs
- Defect Procedures (Operations Manuals)
- Type Approvals
- Maintenance Programs

This checklist has been written with the intent of capturing most activities encountered by Air Carrier Flight Operations Inspectors. It is not meant to reflect specific tasks, such as certain office routines or methods on how particular situations are dealt with.

Note: * If these Inspectors are not available/catered for in the organization, the qualified FOIs shall be entrusted with these activities as deemed appropriate by the Chief, Flight Standards/Director, Flight Safety and Regulations.

Table of Contents

Section 1 - Office Administration Activities

Section 2 - Operational Activities (Admin).....

Section 3 - Flying Activities

Section 4 - Field Activities

On-Job-Training Activities Checklist

Section 1 - Office Administration Activities

1. Meet the staff and receive a brief outline of their responsibilities.

2. Review the following documents.

- 2.1 Job Description
- 2.2 Delegation of Authority
- 2.3 Access to Information

3. Explain Office Procedures and Policy.

- 3.1 Approval of Leave
- 3.2 Working Hours
- 3.3 Employee In/Out Board
- 3.4 Vehicle Sign Out
 - 3.4.1 Procedures for accident reporting
- 3.5 Personal vehicle use
- 3.6 Inspector Scheduling System
 - 3.6.1 Booking of rides
 - 3.6.2. Use of receipt book

4. Explain Administrative Procedures

- 4.1 Forms, training, flight pay
- 4.2 Travel Claims and Advances
- 4.3 Cheque Pick-up
- 4.4 File Register - Correspondence
- 4.5 Work at home

5. Review Documents:

Civil Aviation Rules/Regulations
Flight Operations Inspector Manual
Manual of Regulatory Audits
Designated Check Pilot Manual
MMEL /MEL Policy and Procedures Manual
Policy Letters
Air Safety Circulars
Air Navigation Orders
Enforcement/Compliance Manual
ICAO Annex 1 to 18
ICAO Docs 8335, 9376, 9481 and other related documents
ICAO Doc 7300 Convention on International Civil Aviation

6. Training

6.1 Review Training Policy Letters.

6.2 Training Calendar of Courses

- 6.2.1 Basic Flight Operations Inspector Course
- 6.2.2 Advance Flight Operations Inspector Course (To include - ETOPS, CAT II & III, RVSM/MNPS, MMEL)
- 6.2.3 Audit Policy and Procedures Course
- 6.2.4 Designated Check Pilot Course
- 6.2.5 Aircraft Performance Course
- 6.2.6 Aircraft Type Training (as required)
- 6.2.7 Crew Resource Management Course
- 6.2.8 Simulator Evaluation and Approval Course (Depending on Assigned Duties)
- 6.2.9 Dangerous Goods Course (Depending on Assigned Duties)
- 6.2.10 Aviation Safety Promotion Course (Depending on Assigned Duties)
- 6.2.11 Accident Investigation Course (Depending on Assigned Duties)
- 6.2.12 Personnel Licensing Course (Depending on Assigned Duties)
- 6.2.13 Aerodrome Certification Course (Depending on Assigned Duties)

6.3 Personal Development

- 6.3.1 Development Course
- 6.3.2 Computer and Work Processing Courses

Section 2. Operational Activities (Admin.)

1. Process Applications for Operating Certificates

- 1.1 Check and confirm application is complete
Inspector must know:
 - a) what comprises a complete application package
 - b) refer to Certification Manual and Air Carrier Flight Operations Inspector Manual and ICAO Doc 8335
 - c) details required to complete application
 - d) what form application should take
- 1.2 Circulate forms to appropriate branches
Inspector must know:
 - a) which sections share certification responsibilities
 - b) what forms to circulate

- 1.3 Verify management personnel qualifications
Inspector must know:
- a) what qualifications are required from CARs
 - b) whether the qualifications submitted are consistent with company operations
- 1.4 Review manuals ensure they are compatible with requirements
Inspector must understand:
- a) the requirements of the CARs
 - b) that Operations Manual must accurately reflect carrier's operation
 - c) the Cabin Safety Manual must cover all Safety Emergency Procedures
 - d) Flight Dispatch Manual
 - e) the Aircraft Manuals including Training Manual
 - f) Dangerous Goods Manual
- 1.5 Recommend required approvals
Inspector must know:
- a) how to make an overall assessment of company submission to ensure compliance with terms of license and applicable CARs
 - b) how to complete all relevant forms
 - c) the Certification Manual
 - d) what approvals are required for Dangerous Goods (DGs)
 - e) approve training program
- Program should include:
- (i) A/C Type (To Include Initial, Recurrent, upgrade and Line Indoctrination)
 - (ii) EPT Training
 - (iii) MEL
 - (iv) Company Orientation
 - (v) DGs
 - (vi) Dispatch Training
- f) Confirm Cabin Safety (CS) material has been approved
 - i) approval of evacuation procedures (CS)
 - ii) approve carriage of passengers (CS)
 - iii) accept instructor qualifications (CS)
- 1.6 Arrange for Base Inspection
Inspector must know:
- a) how to plan and conduct an initial inspection as per Manual of Regulatory Audits;
 - b) who to contact to make arrangements

- 1.7 Arrange PPC's (if required)
Inspector must know:
 - a) how to coordinate, conduct and process initial PPC's during certification process
 - b) how to conduct an initial PPC
- 1.8 Ensure file is complete and all recommendations received
 - a) attach pax safety recommendation
 - b) passenger safety requirements for certification (CS)
 - c) dangerous goods authorities signed off.

2. Process amendments to Operations Manual and Operations Specifications

- 2.1 Confirm change is consistent with operation
Inspector must know the:
 - a) scope of the operation
 - b) operator's authority
- 2.2 Advise carrier of necessary changes (if required)
Inspector must know:
 - a) the standards relative to change requested
 - b) effective writing techniques
- 2.3 Verify accuracy of final draft
- 2.4 Recommend acceptance/approval
 - a) differentiate between approvals and acceptances
 - b) recommendation procedure

3. Minimum Equipment List Approvals

- 3.1 Compare proposed MEL to MMEL
 - a) research standards, legislation, requirements and procedures
 - b) aircraft systems
 - c) purpose of proposed MEL
 - d) location of master MEL
- 3.2 Ensure proposed MEL does not conflict with any legislation
 - a) review pertinent legislation
- 3.3 Ensure proposed MEL is appropriate to operation

- a) review particular type of operation
- 3.4 Recommend changes to MEL/MMEL
Inspector must be familiar with:
 - a) minimum equipment required to proposed type of operation
 - b) the approving authority for MEL's
- 3.5 Issue approval
 - a) the approval procedure

4. Regulatory Compliance Investigations

- 4.1 Conduct preliminary investigation
 - a) how to collect information
 - b) how to complete Preliminary Investigation Report

Section 3 - Flying Activities

1. In-Flight Inspections

- 1.1 Planning an in-flight inspection
 - a) Determine the objectives of the inspection
 - 1. types of inspections
 - 2. routine
 - 3. special
 - 4. what is scope of inspection
 - 5. where authority is found
 - 6. what type of a/c is to be used.
 - b) Review all company files and pertinent documentation
 - 1. operating certificates
 - 2. operations specifications
 - 3. what is scope of inspection
 - 4. where authority is found
 - 5. what type of a/c is to be used
 - c) Review Company Operating Procedures
 - 1. what operating procedures to review
 - 2. company Operations Manual
 - 3. cabin Safety Manual

- d) Review Route
 - 1. where to find route information
 - 2. operations manual
 - 3. published schedule
 - 4. approved route inventory

- e) Develop itinerary
 - 1. where to record itinerary information
 - 2. form

- f) Coordinate scheduling
 - 1. who to call to coordinate schedule
 - 2. company contacts
 - 3. regional contacts

- g) Make travel and accommodation arrangements
 - 1. domestic
 - 2. international
 - 3. how to book using local travel procedures
 - 4. advance
 - 5. authorization
 - 6. what is needed for travelling
 - 7. passport
 - 8. currencies
 - 9. inoculations
 - 10. visas

2. Evaluate Pre-Flight Activities

2.1 Check airport and air carrier security

- a) purpose of security
- b) what to check
- c) limits of current local system
- d) what to do about breaches of security
- e) appropriate credentials

2.2 Determine crew qualifications

- a) what crew qualifications are required Personnel Licensing Regulations and Standards

- 2.3 Monitor weather briefing
 - a) whether briefing is adequate
 - b) what should be in complete weather briefing
- 2.4 Evaluate dispatch system
 - a) what is in Company Operations Manual concerning dispatch system
 - b) duties of a dispatcher as per standards
- 2.5 Evaluate flight planning
 - a) company authorized forms
 - b) specific a/c performance
 - c) company SOPs
 - d) canned weight and balance forms
- 2.6 Inspect load control
 - a) a/c basic weight and balance data
 - b) system that is used by company to establish weight and balance
 - c) classification of cargo
 - d) cargo manifest
 - e) weight and balance Report
 - f) cargo security system
 - g) pertinent regulations
ICAO DGs Instructions
- 2.7 Evaluate passenger handling facilities
 - a) special passenger handling requirements:
 - 1. stretchers
 - 2. prisoners
 - 3. disabled pax
 - 4. deportees
 - 5. animals
 - 6. passenger transfer vehicles
 - 7. vehicles
 - 8. standard pax handling facilities
 - 9. pax assembly
 - 10. pax loading equipment
 - 11. baggage handling
 - 12. check-in counter
- 2.8 Inspect aircraft servicing and ramp safety
 - a) refueling procedures
 - b) with pax

- c) without pax
- d) crowd control
- e) fire regulations
- f) loading pax while engines/rotors are running
- g) a/c evacuation procedures
- h) vehicle control
- i) airport lighting

2.9 Monitor cabin safety briefing

- a) what should be in a complete cabin attendant briefing
- b) emergency position
- c) emergency equipment
- d) special pax
- e) first aid
- f) minimum crew

2.10 Inspect cabin

- a) what emergency equipment should be carried
- b) its location
- c) how to operate it
- d) demonstration equipment
- e) a/c galley systems
- f) intercommunication system
- g) unauthorized objects

2.11 Inspect aircraft/crew documentation

- a) a/c journey log
- b) crew certificates
- c) Certificate of Airworthiness
- d) Certificate of Registration
- e) radio license
- f) weight and balance report
- g) flight manual
- h) company operations manual
- i) pilots licences, medical certificate, PPC cards, radio operators certificate

2.12 Monitor pre-flight check

- a) a/c check list
- b) assigned company duties

3. Evaluate the Flight

3.1 Check company manuals and aircraft equipment required for the flight

- a) what manuals and equipment are required for the flight

- b) company operating procedures (Passenger Safety)
- c) ensure required equipment is operated or properly deferred

3.2 Monitor crew coordination and procedures

- a) check cabin crew boarding positions
- b) how to use the checks lists, company SOPs
- c) how to evaluate coordination between cockpit and cabin crews
- d) role of cabin crew
- e) XXXXXXXX(Insert State) minimum cabin crew requirement
- f) monitor cabin service on the ground

3.3 Monitor carrier's operating procedures and flight watch

- a) what pre-flight paper work and computations are needed to initiate the flight
- b) aircraft performance and handling characteristics
- c) company radio procedures (domestic and international)
- d) company flight watch system
- e) regulations governing airspace usage and international flight requirements, customs and immigration procedures

3.4 Check carry on baggage stowage

- a) observe pre-take-off passenger briefing
- b) observe Cabin Crew seating position for T/O
- c) monitor in-flight service procedures
- d) monitor pre-landing announcements and cabin checks

3.5 Monitor Cabin Crew seating position for landing

3.6 Check after landing procedures

- a) observe taxi procedures
- b) observe deplaning procedures
- c) observe ramp safety

4. Evaluate Misc Items Within The Flight Environment

4.1 Evaluate Airport and enroute facilities

- a) enroute ATS procedures (dom. & int.)
- b) enroute weather facilities

4.2 Assess Air Traffic Services

- a) approach aids
- b) airport lighting and marking
- c) condition of taxiways, runways and ramp areas
- d) ramp control

- e) standards for ATC clearances, flow control procedures (techniques)
- f) standard terminal arrival (STARS)
- g) standard instrument departures (SIDS)

5. Evaluate Post-Flight Activities

5.1 Unloading of aircraft

- a) how to clear customs and immigration
- b) how to complete a journey log
- c) how to complete a crew duty flight sheet
- d) how to complete all associated paper work generated by flight and methods of filing
- e) how to arrange for off-loading of passengers and/or cargo
- f) snag reporting
- g) refueling
- h) securing aircraft

5.2 Observe special passenger handling

5.3 Verify cabin log book unserviceable items

6. Follow-Up Action

6.1 Complete In-Flight Inspection Form

- a) which form to use
- b) form numbering and forwarding instructions
- c) ICAO technical instructions for transportation of Dangerous Goods

6.2 Debrief Crew and Supervisors (as required)

- a) discuss safety related discrepancies with the Captain (in the presence of the in-charge cabin crew)
- b) the discrepancies - when and how to brief the crew
- c) how to deal effectively with people
- d) system/versus personal fault

6.3 Prepare formal report if required

- a) how to write effective reports and letters
- b) who to contact in event of an incident

6.4 Submit expense claim

- a) expense allowances
- b) expense form
- c) expense claim procedure
- d) local administrative procedures

7. Conduct Check Rides

- 7.1 Check candidate's licences and training file
 - a) licensing and qualification requirements
 - b) records required
- 7.2 Brief the candidate or company training pilot
 - a) flight check requirements
 - b) briefing techniques
- 7.3 Fees
 - a) methods of payment
 - b) schedule of fees

8. Conduct the In-Flight Check

- a) flight check procedures
 - b) safe training practices
 - c) aircraft performance and limitations
 - d) local ATS procedures
 - e) pass/fail parameters
 - f) aircraft handling techniques
 - g) testing techniques
- 8.1 Complete appropriate "flight check" form
 - a) content of the flight check form - rotary and fixed wing
 - b) form completion procedure
 - 8.2 Debrief candidate
 - a) pilot grading and evaluation
 - b) candidate's strengths and weaknesses
 - c) flight check parameters
 - d) debriefing techniques
 - 8.3 Take licensing action as necessary
 - 8.4 Process documentation
 - a) which forms and file processing procedure

9. Monitor Designated Check Pilots

- 9.1 Verify Designated Check Pilot's qualifications
 - a) how to locate information in Designated Check Pilot Manual
 - b) qualifications of candidate
 - c) the DCP authority requested
- 9.2 Brief Designated Check Pilot
 - a) the check pilot duties
 - b) pertinent CARs and standards
 - c) how to complete a PPC and line check form
 - d) instructional and assessment techniques
 - e) manual of all weather operations
 - f) personnel licensing regulations and standards
 - g) Designated check pilot manual
 - h) techniques for pre-flight and post-flight briefings
 - i) techniques for organizing and conducting a flight check
- 9.3 Evaluate Designated Check Pilot's flight test
 - a) limits and performance standards required by pertinent publications
- 9.4 Complete "Pilot Monitor Form"
 - a) how to complete "Pilot Monitor Form"
- 9.5 Debrief Designated Check Pilot
 - a) how to assess candidates strengths and weaknesses debriefing techniques
- 9.6 Process documents
 - a) branch procedure for processing retaining form
- 9.7 Update file

Section 4 - Field Activities

1. Aircraft Inspections

- 1.1 Inspect aircraft documents
 - a) documents that are required
 - b) C of A requirements
 - c) registration and leasing requirements
 - d) weight and balance report, amendments and validity

- e) aircraft flight manual
- f) supplements and amendments
- g) journey log requirements

1.2 Inspect instrumentation and associated navigation equipment

- a) instruments and navigation equipment required for particular type of operation
- b) instrument markings
- c) compass card validity
- d) auto-pilot/Stabilization Augmentation Systems
- e) De-ice/Anti-ice Systems

1.3 Inspect emergency equipment and emergency exits

- a) safety equipment
- b) proper exit marking and lighting
- c) exit accessibility
- d) ELT requirements
- e) what emergency equipment required when transporting DGs
- f) fire extinguishers

1.4 Check safety information is available and adequate

- a) requirements
- b) acceptable format
- c) where located
- d) Passenger, Safety Information Card

1.5 Inspect cargo restraint system and other auxiliary equipment

- a) operate load release systems
- b) restraining loads
- c) various methods of restraint
- d) external load release
- e) external load methods
- f) segregation (DGs)

2. Ramp Checks

- 2.1 Use of scales
- 2.2 Delaying of flights