



**APPROVED TRAINING ORGANIZATION
REQUIREMENTS AND PROCEDURES
FOR THE APPROVAL & RE-APPROVAL**

AIR NAVIGATION ORDER

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OFFICE OF PRIME INTEREST : Personnel Licensing Directorate

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A. AUTHORITY:

A1. This Air Navigation Order (ANO) is issued by the Director General, Civil Aviation Authority in pursuance of the powers vested in him under Rules 4(2)h, 4(3), 35 to 44, 52 to 58, 340, 342, 347,348,354,355,357,359, 360 and all other enabling provisions of the Civil Aviation Rules, 1994 (CARs, 94).

B. PURPOSE:

B1. The purpose of this Air Navigation Order (ANO) is to describe requirements and procedures for the approval, continued surveillance and re-approval of Aviation Training Organizations (ATO's) offering approved training for pilots, flight operation officers and air traffic controller licenses, whose principle place of business and registered offices are located within the Pakistan. Industry should read this ANO in conjunction with CAR's 94 and relevant ANO for specific category of License/ ratings.

C. SCOPE:

C1. This Air Navigation Order (ANO) relates to the requirement of approval, continued validity and re-approval of Approved Training organizations.

C2. It describe the requirements for conduct of approved training in an approved training organization for the issuance of flight crew, air traffic controllers and flight operations officers in an approved training organization.

C3. Approved training for flight crew and air traffic controllers and competency based approved training for flight operations officers shall be conducted within an approved training organization. All Training Organizations intending to conduct such approved trainings shall comply with the provisions of this ANO and obtain approvals for ATO and their Approved Trainings described herein prior to conduct of any such training.

Note – 1: *The approved training considered relates to approved training for the issuance of Personnel licence or rating only. It is not intended to include approved training for the maintenance of competence or for an operational qualification after the initial issuance of a licence or rating, as may be required for air traffic controllers or for flight crew, such as the approved training under Annex 6 — Operation of Aircraft, as applicable and as adopted by Pakistan CAA in relevant provisions.*

Note – 2: *Procedures supporting the development of competency-based training and assessment for aeroplane flight crew, air traffic controllers, aircraft maintenance personnel, remote flight crew and flight operations officers, including ICAO competency frameworks, are contained in the Procedures for Air Navigation Services — Training (Doc 9868, PANS-TRG).*

C4. All Flying/ Ground Training Organizations shall also be required to comply with applicable provisions of Licensing / certification of Flying / Ground Training Organizations given in ANO-001-ATNR in addition to compliance of the regulations described herein.

D. DESCRIPTION:

D1. DEFINITIONS:

The following terms shall have the meanings assigned to them hereunder. Any other term not defined here shall have the same meanings as given in Civil Aviation Ordinance, 1982 and Civil Aviation Rules, 1994 (CARs, 94).

D1.1 ACCOUNTABLE EXECUTIVE:

The individual who has corporate authority for ensuring that all training commitments can be financed and carried out to the standard required by the Civil Aviation Authority (CAA), and any additional requirements defined by the Approved Training Organization (ATO).

D1.2 **ALTERNATE MEANS OF COMPLIANCE:**

A pre-approved manner of achieving regulatory compliance that has been determined to be an acceptable substitute to the regulatory requirements.

D1.3 **ALTERNATIVE MEANS OF COMPLIANCE:**

An approved alternative to prescribed approaches, which has been demonstrated to consistently achieve or exceed the desired outcomes as intended through regulation.

D1.4 **APPROVED TRAINING:**

Training conducted under special curricula and supervision approved by Pakistan Civil Aviation Authority or a training conducted under special curricula and supervision approved by a contracting state and recognized by Pakistan CAA.

D1.5 **APPROVED TRAINING ORGANIZATION (ATO):**

An organisation approved by and operating under the supervision of Pakistan CAA in accordance with the requirements of this ANO to perform approved training.

D1.6 **AUTHORITY:**

Wherever used in this ANO means Licensing Authority of PCAA. (Authority denotes to Civil Aviation Authority or CAA Board as Civil Aviation Ordinance 1982.

D1.7 **COMPETENCY:**

A dimension of human performance that is used to reliably predict successful performance on the job. A competency is manifested and observed through behaviours that mobilize the relevant knowledge, skills and attitudes to carry out activities or tasks under specified conditions.

D1.8 **COMPETENCY-BASED TRAINING & ASSESSMENT:**

Training and assessment that are characterized by a performance orientation, emphasis on standards of performance and their measurement, and the development of training to the specified performance standards.

D1.9 **COMPETENCY STANDARD**

A level of performance that is defined as acceptable when assessing whether or not competency has been achieved.

D1.10 **COMPLIANCE:**

The state of meeting those requirements mandated through regulation.

D1.11 **CONFORMITY:**

The state of meeting established criteria, standards, specifications and desired outcomes.

D1.12 **EVALUATOR:**

A generic term used in the context of an ATO to describe a person who is qualified, authorized and assigned to carry out specific assessment, checking, testing and/or auditing duties to determine that all required standards of performance have been satisfactorily achieved.

Note – 1: *These standards of performance may be obligated as an end-state objective or be required to be met on a continuous basis. In either case, the evaluator is responsible for making a determination of the actual standards attained and any recommendations for immediate remediation.*

Note – 2: *Evaluator functions may be assigned to suitable ATO instructors for the continuous evaluation of students in a competency-based training program and for progress checks at the end of a phase of training. Evaluator functions, associated with the role of an examiner for the Licensing Authority, may also be assigned to ATO instructors for the final examination at the completion of the training program, either through a CAA designation or under an ATO process approved by the CAA.*

D1.13 **FINDING:**

A finding is a conclusion by CAA personnel that demonstrates either non-compliance with a regulation or non-conformity with a specific standard.

D1.14 **HAZARD:**

A condition or an object with the potential to cause injuries to personnel, damage to equipment or structures, loss of material, or reduction of ability to perform a prescribed function.

D1.15 **HEAD OF TRAINING:**

The individual responsible for the organization's activities, policies, practices and procedures while ensuring the continued maintenance of the training organization's approval status.

D1.16 **PERFORMANCE CRITERIA:**

Simple, evaluative statements on the required outcome of the competency element and a description of the criteria used to judge whether the required level of performance has been achieved.

D1.17 **POLICY:**

A document containing the organisation's position or stance regarding a specific issue.

D1.18 **PROCESS:**

A set of interrelated or interactive activities which transform inputs into outputs.

D1.19 **QUALITY:**

The totality of features and characteristics of product or service that bear on its ability to satisfy stated or implied needs.

D1.20 **QUALITY ASSURANCE:**

All the planned and systematic actions necessary to provide adequate confidence that all training activities satisfy given standards and requirements, including the ones specified by the approved training organisation in relevant manuals.

D1.21 **QUALITY AUDIT:**

A systematic and independent examination to determine whether quality activities and related results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve objectives.

D1.22 **QUALITY OF TRAINING:**

The outcome of the training that meets stated or implied needs within the framework of set standards.

D1.23 **QUALITY SYSTEM:**

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

D1.24 **SAFETY MANAGEMENT SYSTEM (SMS):**

A systematic approach to managing safety, including the necessary organizational structures, accountabilities, policies and procedures.

Note – 1: A safety management system, consisting of documented policies, processes and procedures designed to manage risks, integrates operations and technical systems with the management of financial and human resources to ensure aviation safety and the safety of the public.

Note – 2: The requirement to adopt SMS practices is restricted to only those entities whose activities directly impact upon the safe operation of aircraft.

D1.25 SAFETY MANAGER

The manager responsible for providing guidance and direction for the planning, implementation and operation of the organization's safety management system.

D1.26 SATELLITE AVIATION TRAINING ORGANIZATION:

A subsidiary establishment of an aviation training organization at a location other than the aviation training organisation's principal place of business.

D1.27 TESTING:

The comparison of the knowledge about a task, or the skill or the ability to perform a task against an established set of criteria to determine that the knowledge, skill or ability observed meets or exceeds, or does not meet, those criteria.

Note: The use of the words testing or checking depends on the CAA's preference because they are very similar in meaning, and their use may be dependent on the outcome of the event, e.g. a step towards a license issuance, are current evaluation of competency.

D2. APPROVED TRAINING ORGANIZATION (ATO) – GENERAL

D2.1. An ATO is an organization approved by the PEL Directorate to deliver specific approved training programs to aviation personnel for licensing purposes. As a pre-requisite to the approval process, prospective organization is to demonstrate its staffing, equipment, financial resources and capability to operate in a manner conducive to achieving and maintaining the required standards.

D2.2. Unlike non-approved training organizations, an ATO's is to follow the approved processes and oversight by the authority to optimally achieve and maintain training standards.

D3. APPROVED TRAINING ORGANIZATION (ATO) – REQUIREMENTS

D3.1 Subject to compliance of the requirements described in subsequent paras, PEL Directorate shall issue the approval document to ATO, which shall contain at least the following information:

D3.1.1 organization's name and location;

D3.1.2 date of issue and period of validity (where appropriate);

D3.1.3 terms of approval.

Note: For detailed guidance, ICAO Doc 9841 "Manual on the Approval of Training Organization" and CAAF-045-LCXX may be consulted.

D3.2 TRAINING AND PROCEDURES MANUAL (TPM):

D3.2.1 The training organization shall provide training and procedures manual for the use and guidance of personnel concerned. This manual may be issued in separate parts, if considered appropriate and shall contain at least the following information:

D3.2.1.1 a general description of the scope of training authorized under the organization's terms of approval;

D3.2.1.2 the content of the training programmes offered including the courseware and equipment to be used;

D3.2.1.3 a description of the organization's quality assurance system in accordance with D3.4;

D3.2.1.4 a description of the organization's facilities;

D3.2.1.5 the name, duties and qualification of the person designated as responsible for compliance with the requirements of the approval in D3.6.1;

- D3.2.1.6 a description of the duties and qualification of the personnel designated as responsible for planning, performing and supervising the training in D3.6.2;
- D3.2.1.7 a description of the procedures used to establish and maintain the competence of instructional personnel as required by D3.6.3;
- D3.2.1.8 a description of the method used for the completion and retention of the training records required by D3.7;
- D3.2.1.9 a description, when applicable, of additional training needed to comply with an operator's procedures and requirements; and
- D3.2.1.10 when a State has authorized an approved training organization to conduct the testing required for the issuance of a license or rating in accordance with D3.9, a description of the selection, role and duties of the authorized personnel, as well as the applicable requirements established.
- D3.2.2 The training organization shall ensure that the training and procedures manual is amended as necessary to keep the information contained therein up to date.
- D3.2.3 Copies of all amendments to the training and procedures manual shall be furnished promptly to all organizations or persons to whom the manual has been issued.

D3.3 TRAINING PROGRAMMES

- D3.3.1 ATOs have all their courses authorized under the terms of their approval. The content of each approved training programme, including the courseware and equipment used, needs to be documented.
- D3.3.2 While developing Training Programme, it must be ensured that Approved training shall provide a level of competency at least equal to that provided by the minimum experience requirements for personnel not receiving such approved training. PEL Directorate shall approve a training programme for a private pilot license, commercial pilot license, an instrument rating that allows an alternative means of compliance with the experience requirements, provided that the approved training organization demonstrates to the satisfaction of the Licensing Authority that the training provides a level of competency at least equivalent to that provided by the minimum experience requirements for personnel not receiving such approved training.

D3.4 QUALITY ASSURANCE SYSTEM

- D3.4.1 The training organization shall establish a quality assurance system, acceptable to PEL directorate granting the approval, which ensures that training and instructional practices comply with all relevant requirements.
- D3.4.2 The objective of Quality Assurance is to ensure the achievement of results that conform to the standards set out in the ATO's manuals and in those requirements and documents issued by the PEL Directorate. The effective application of QA principles will also aid the ATO in meeting all regulatory requirements.

D3.5 FACILITIES

- D3.5.1 The facilities and working environment shall be appropriate for the task to be performed and be acceptable to the PEL directorate.
- D3.5.2 The training organization shall have, or have access to, the necessary information, equipment, training devices and material to conduct the courses for which it is approved.
- D3.5.3 Synthetic training devices (STD, FSTD, ATC simulators) shall be approved according to requirements established by PCAA and their use shall be approved to ensure that they are appropriate to the task.
- D3.5.4 All synthetic training devices (STD, FSTD, ATC simulators) when being substituted, are to be approved by the PCAA for the exercises to be conducted.

D3.6 PERSONNEL

- D3.6.1 The training organization shall nominate a person responsible for ensuring that it is in compliance with the requirements for an approved organization.

- D3.6.2 The organization shall employ the necessary personnel to plan, perform and supervise the training to be conducted.
- D3.6.3 The competence of instructional personnel shall be in accordance with procedures and to a level acceptable to the PEL Directorate.
- D3.6.4 The training organization shall ensure that all instructional personnel receive initial and continuation training appropriate to their assigned tasks and responsibilities. The training programme established by the training organization shall include training in knowledge and skills related to human performance.
- D3.6.5 All training staff must be acceptable to and approved by the PCAA. The posts of Accountable Manager (AM), Head of Training (HT), Chief Flying Instructor (CFI), Chief Synthetic Flight Instructor (CSFI), Quality Manager (QAM), Chief Ground Instructor (CGI), Chief Instructors at an ATO offering approved training shall be filled by persons who are qualified in accordance with CAR's 94 and this ANO, and who are subsequently approved by the PCAA.

D3.7 RECORDS

- D3.7.1 The training organization shall retain detailed student records to show that all requirements of the training courses have been met as agreed by the PCAA. The records shall be kept for a minimum period of two years after completion of the training.
- D3.7.2 The training organization shall maintain a system for recording the qualifications and training of instructional and examining staff, where appropriate. The records required shall be retained for a minimum period of two years after the instructor or examiner ceases to perform a function for the training organization.

D3.8 EVALUATION AND CHECKING

- D3.8.1 PEL Directorate shall conduct its own examinations for the issuance of a license or rating. In specific cases, it may authorize an approved training organization to conduct the testing required for the issuance of a license or rating like AML.
- D3.8.2 The testing shall be conducted by designated personnel authorized by the PEL Directorate in accordance with criteria approved.

D3.9 SAFETY MANAGEMENT SYSTEM

- D3.9.1 An approved training organization exposed to safety risks related to aircraft operations during the provision of trainings shall implement Safety Management System acceptable to PEL Directorate for the approval of ATO.
- D3.9.2 The SMS of a ATO shall:
- D3.9.2.1 be established in accordance with the framework elements contained in Appendix 2; and
- D3.9.2.2 be commensurate with the size of the service provider and the complexity of its aviation products or services.
- D3.9.3 ATOs shall establish a system to share safety data as required by Pakistan CAA for safety data collection and processing systems (SDCPS) to capture, store, aggregate and enable the analysis of safety data and safety information.
- D3.9.4 The details of data collection and processing system should be incorporated according to ANO-002-XXSP.

D4. ATO APPROVAL, SURVEILLANCE AND RE-APPROVAL PROCESS:

D4.1 OBTAINING APPROVAL:

- D4.1.1 The procedures described herein should be followed for obtaining approval of an ATO.
- D4.1.2 With the application for the approval, draft copy of the proposed ATO's Training and Procedures Manual must be submitted to the PEL Directorate at least 60 days before the proposed commencement date of the training activities / operations. The requirements for the contents of TPM are described in D3.2.
- D4.1.3 PEL Directorate reviews the application for approval along with the contents of TPM. The

document evaluation phase involves detailed study of the manuals and other documents, which accompanied the formal application, for content and compliance. The set of documents and manuals should be complete and the detailed evaluation of them must satisfy the PCAA's requirements before the inspection phase can begin. If any deficiency or non-conformity is found to the established requirements, the applicant will be informed accordingly.

D4.1.4 When the application / TPM become acceptable to the satisfaction of PEL Directorate, PEL inspector(s) will conduct site inspection prior to grant of final approval. Upon successful completion of the process which includes the verification of TPM contents, PEL Directorate shall issues the approval document which shall contain at least the following information:

D4.1.4.1 organization's name and location;

D4.1.4.2 date of issue and period of validity (where appropriate);

D4.1.4.3 terms of approval.

D4.1.5 The approval document may consist of an approval certificate and additional documentation specifying the terms of the approval.

D4.1.6 Under the Convention on International Civil Aviation, PCAA have an obligation to ensure the validity of the documents that they issue and the competency of the document holders. Consequently, PCAA may impose restrictions on where holders of their PCAA-issued licences can train and what programs are considered acceptable for the purposes of gaining or maintaining the privileges attached to a license.

D4.1.7 The grant of approval by PEL Directorate authorizes the ATO to conduct the training courses specified in the terms of the approval document.

D4.2 **ATO - COURSE COMPLETION CERTIFICATE**

D4.2.1 An ATO shall issue a graduation certificate to each student who completes its approved training course and same is to be submitted to PEL Directorate for inclusion in personal file of the trainee.

D4.2.2 The graduation certificate shall contain at least the following information:

D4.2.2.1 The name and certificate number of the ATO;

D4.2.2.2 Full name of the graduate to whom it was issued;

D4.2.2.3 The title of course & training for which it was issued;

D4.2.2.4 The date of graduation;

D4.2.2.5 A statement that the student has satisfactorily completed each required stage of the approved course of training, including the tests for those stages; and

D4.2.2.6 A certification of the information contained on the graduation certificate by the chief instructor for that course of training/ Accountable Manager.

D4.3 **CONTINUED SURVEILLANCE AFTER THE APPROVAL:**

D4.3.1 After receiving an approval, the ATO will be subject to continued surveillance by the PEL Directorate to ensure that the ATO is operating within the terms of its approval.

D4.3.2 An ATO shall perform training, checking and testing, or part thereof, only for which it is authorized / approved and within the terms, conditions, and authorizations placed in its terms of approval. No person can operate an ATO without, or in violation of, an approval, ratings or training specifications issued under this ANO.

D4.3.3 The ATO shall display the approval in a place accessible to the public in the principle place of business of the training organization.

D4.3.4 The approval and training specifications issued to an ATO shall be available on the premises for inspection by the public and PCAA.

D4.3.5 Beside inspections for initial approval and re-approval, Pakistan CAA may at any time, inspect an ATO holder on the ATO holder's premises to determine the ATO compliance with this part.

D4.4 VALIDITY OF APPROVAL AND RE-APPROVAL:

- D4.4.1 An approval Certificate remains valid for a period of one year, or as stated on the certificate and will only be renewed provided there is a demonstrated compliance with the applicable PCAA regulations and the provisions of this ANO.
- D4.4.2 ATOs shall apply for re-approval of their organizations as an ATO 45 days before the expiry date of previous approval. ATO approval will be considered to be lapsed if the application for re-approval has not been submitted within stipulated time. A temporary extension may be granted in certain cases if the re-approval process could not be timely completed.
- D4.4.3 An organization shall not commence, conduct or continue training courses requiring approval unless it has the relevant approval documentation in its possession, except with the express consent in writing of PCAA.
- D4.4.4 A surveillance audit will be conducted by PCAA for issuance of approval certificate for re-approval of the organization to extend validity date. The audit will focus on the organization's maintenance of the necessary training standards and its compliance with the provisions of this ANO. They will pay particular attention to:
- D4.4.4.1 Action taken on any non-conformances raised at the last inspection
- D4.4.4.2 The operation of the organization's quality system
- D4.4.4.3 Any changes to the training management team and the current numbers of training staff
- D4.4.4.4 The training task since the last inspection and forecasts for the next approval period
- D4.4.4.5 Changes to the location of training facilities
- D4.4.4.6 Course structure and training aids
- D4.4.4.7 Training records which must be comprehensive and show that the approved course is being fully covered.
- D4.4.4.8 Examination results and analysis
- D4.4.4.9 Plans
- D4.4.5 The surveillance and re-approval audit will be conducted using checklist CAAF-045-LCXX.

D4.5 CHANGE IN THE SCOPE OF THE APPROVAL:

- D4.5.1 Aviation training is a dynamic activity, and it is likely that ATOs will ask regularly for a change in the scope of their approval; for instance, they may want to provide new training or change a training program to take advantage of new training equipment or facilities. In such a case, the applicant should provide supporting information to the PEL Directorate who will assess it using the applicable Standards, its ANO requirements and the relevant parts of this guidance material. An amendment to the approval document should be issued after a satisfactory assessment.
- D4.5.2 Changes or modifications in equipment, software, facilities, or key managerial personnel should be reported to PEL directorate to ensure that any required approvals are obtained without delay.

D5. ADVERTISING:

- D5.1 Approved Training Organization may not advertise as an approved training organization until an approved training organization approval has been issued and valid, to that facility.
- D5.2 Approved Training Organization may not make any statement either in writing or orally, about itself that is false or is designed to mislead any person.
- D5.3 Whenever the advertising of an ATO indicates that it is an approved organization, the advertisement must clearly state the ATO approval number.

D6. ENFORCEMENT

D6.1 REVOCAION, SUSPENSION OR VARIATION OF APPROVAL

D6.1.1. The PCAA may at any time in accordance with its procedures take action to limit, suspend or revoke, authorizations and approvals, if it is established that an applicant has not met or no longer meets, the requirements of the applicable CAR's and or the provisions set forth in this ANO. In accordance with PCAA Rules, an approval issued by the PCAA may be revoked, suspended or varied if the requirements cease to be met in part or in whole, or if the standards on which approval was granted are not maintained.

D7. SATELLITE ATO:

D7.1. The holder of an ATO approval may conduct training in accordance with a training program approved by the Authority at a satellite ATO if:

D7.1.1. The facilities, equipment, personnel and course content of the satellite ATO meet the applicable requirements; and

D7.1.2. The instructors at the satellite ATO are under the direct supervision of management personnel of the principal ATO, and

D7.1.3. The Authority has issued training specifications to the ATO that reflect the name and address of the satellite ATO and the approved courses offered at the satellite ATO.

E. EVIDENCES (ACRONYMS / RECORDS / REFERENCES):

E1. ACRONYMS:

AM	:	ACCOUNTABLE MANAGER
ANO	:	AIR NAVIGATION ORDER
ASC	:	AIR SAFETY CIRCULAR
ATC	:	AIR TRAFFIC CONTROL
ATCL	:	AIR TRAFFIC CONTROLLER LICENCE
ATO	:	APPROVED TRAINING ORGANIZATION
ATPL	:	AIRLINE TRANSPORT PILOT LICENSE
CARs	:	CIVIL AVIATION RULES
CAAF	:	CAA FORMS
CBT	:	COMPUTER BASED TRAINING
CFI	:	CHIEF FLYING INSTRUCTOR
CGI	:	CHIEF GROUND INSTRUCTOR
CPL	:	COMMERCIAL PILOT LICENSE
CSFI	:	CHIEF SYNTHETIC FLYING INSTRUCTOR
DAT&ER	:	DIRECTOR AIR TRANSPORT & ECONOMIC REGULATION
DOC	:	DOCUMENT
FOO	:	FLIGHT OPERATIONS OFFICER
FRTOL	:	FLIGHT RADIO TELEPHONIC OPERATOR LICENCE
FSTD	:	FLIGHT SIMULATION TRAINING DEVICE
FTO	:	FLYING TRAINING ORGANIZATION
GTO	:	GROUND TRAINING ORGANIZATION
HT	:	HEAD OF TRAINING
ICAO	:	INTERNATIONAL CIVIL AVIATION ORGANIZATION
IR(A)	:	INSTRUMENT RATING (AIRCRAFT)
LA	:	LICENSING AUTHORITY
MCC	:	MULTI-CREW COOPERATION
MMEL	:	MASTER MINIMUM EQUIPMENT LIST
NOTAM	:	NOTICE TO AIRMEN
OJT	:	ON THE JOB TRAINING
PCAA	:	PAKISTAN CIVIL AVIATION AUTHORITY
PF	:	PILOT FLYING
PNF	:	PILOT NOT FLYING (PILOT MONITORING)
PPL	:	PRIVATE PILOT LICENSE
QAM	:	QUALITY ASSURANCE MANAGER
SMM	:	SAFETY MANAGEMENT MANUAL
SMS	:	SAFETY MANAGEMENT SYSTEM
SOP	:	STANDARD OPERATING PROCEDURES

STD : SYNTHETIC TRAINING DEVICES
VFR : VISUAL FLIGHT RULES

E2. RECORDS:

E2.1 ATO Audit Checklist (CAAF-045-LCXX-2.0)

E3. REFERENCES:

E3.1 ICAO Annex – 1.
E3.2 ICAO Annex - 19
E3.3 ICAO Document 9841

IMPLEMENTATION:

This Air Navigation Order shall be implemented with effect from 25th October 2021 and supersedes ANO-007-LCXX-2.0.

(KHAQAN MURTAZA)
Flight Lieutenant (Retd.)
Director General,
Civil Aviation Authority

Dated: _____ **October, 2021**

(MUHAMMAD ZIA KHAN)
Air Cdre (Retd.)
Director Personnel Licensing

Dated: _____ **October, 2021**

File No. HQCAA/1136/290/RGLC/I

APPENDIX – “A”

FRAMEWORK FOR A SAFETY MANAGEMENT SYSTEM (SMS)

This appendix specifies the framework for the implementation and maintenance of an SMS. The framework comprises four components and twelve elements as the minimum requirements for SMS implementation:

1. **SAFETY POLICY AND OBJECTIVES**
 - 1.1. Management commitment
 - 1.2. Safety accountability and responsibilities
 - 1.3. Appointment of key safety personnel
 - 1.4. Coordination of emergency response planning
 - 1.5. SMS documentation
2. **SAFETY RISK MANAGEMENT**
 - 2.1. Hazard identification
 - 2.2. Safety risk assessment and mitigation
3. **SAFETY ASSURANCE**
 - 3.1. Safety performance monitoring and measurement
 - 3.2. The management of change
 - 3.3. Continuous improvement of the SMS
4. **SAFETY PROMOTION**
 - 4.1. Training and education
 - 4.2. Safety communication

 <p>پاکستان سول ایوی ایشن اتھارٹی</p>	<p>CIVIL AVIATION AUTHORITY SAFETY OVERSIGHT AUDIT REPORT</p>	<p><u>CAAF-045-LCXX-2.0</u></p>
	<p>Personnel Licensing Directorate</p>	

APPROVED TRAINING ORGANIZATION

Approval / Re-approval

Year _____

SCOPE

PEL Directorate's Safety Oversight Audit Report relates to the requirement of approval, continued validity and re-approval of Approved Training Organizations.

AUDIT RECORD

Name of Aviation Training Organization: _____

Address : _____

Type of Authorization:

- FTO GTO Others

Company Authorized Person (Tel/ Email/ Fax): _____

FINAL REMARKS:

Date of Audit: _____

Date: _____

LEAD AUDITOR

Name: _____

LIST OF ICAO DOCUMENTS RELATED TO THE SAFETY OVERSIGHT AUDIT:

- Doc – 7300 ⇒ Convention on International Civil Aviation
- Annex – 1 ⇒ Personnel Licensing
- Annex – 18 ⇒ The Safe Transport of Dangerous Goods by Air
- Annex - 19 ⇒ Safety Management
- Doc – 9683 ⇒ Human Factors Training Manual.
- Circular – 217 ⇒ Human Factors Digest No. 2, Flight Crew Training, CRM & Line Oriented Flight Training.
- Circular – 241 ⇒ Human Factors Digest No. 8, Human Factors in Air Traffic Control
- DOC 9626 ⇒ Manual of criteria for the qualification of flight simulation training devices
- Doc-9481 ⇒ Emergency Response Guidance for Aircraft Incidents involving Dangerous Goods
- Doc-9995 ⇒ Manual Of Evidence-Based Training
- Doc – 9734 Part A ⇒ Safety Oversight Manual - Establishment and Management of State Safety Oversight System
- Doc – 9859 ⇒ Safety Management Manual (SMM)
- Doc – 9841 ⇒ Manual on the Approval of Training Organization
- Doc – 4444 ⇒ PANS ATM
- Doc – 9375 ⇒ Dangerous Good Training Programme Book-2 (for Load Planners & Flight Crew)
- Doc – 9432 ⇒ Manual of Radio Telephony (FRTO)
- MATS ⇒ Manual of Air Traffic services

COMPANY OFFICIALS CONTACTED (Name/Designation):

- | | |
|----------|-----------|
| 1. _____ | 6. _____ |
| 2. _____ | 7. _____ |
| 3. _____ | 8. _____ |
| 4. _____ | 9. _____ |
| 5. _____ | 10. _____ |

CAA AUDIT TEAM MEMBERS (Name/Designation)

- | | |
|----------|----------|
| 1. _____ | 4. _____ |
| 2. _____ | 5. _____ |
| 3. _____ | 6. _____ |

Notes:

- ❖ Auditor is to audit only applicable areas & appropriately cater for scope of work & workload of organization.
- ❖ The auditor will record the audit outcome (“status”) for each item on the Audit Checklist by marking the corresponding check box as follows:
 - S – Satisfactory U – Unsatisfactory* P – Partial Non-conformity*
 - N – Not observed** N/A – Not applicable***
- * Description of any unacceptable condition(s) should be provided.
- ** Applicable mandatory criteria not observed in a prior audit must be observed at the next scheduled audit. In such cases, the auditor’s comments must also include the reason(s) that the criteria could not be observed.
- *** Criteria that do not apply to a specific ATO.

Audit Criteria:

- ❖ The criteria on the Safety Oversight Audit Checklist are mandatory appropriate to ATO.
- ❖ To obtain PEL Directorate’s Accreditation and its continued validity; an ATO must submit the required evidences to Safety Oversight Audit by PEL auditor and receive Satisfactory (S), Not Observed (N) or Not Applicable (N/A) status on each checklist item.
- ❖ Any checklist criterion marked “Unsatisfactory” or “Partial non-conformity” will require Corrective Action (C A) that the auditor will specify. Accreditation and continued validity will be granted depending on the severity of such non-conformities.

Part A – General Requirements applicable to all ATOs

Checklist Item	Status	Remarks
General		
CAA Authorizations, Licenses & Approvals available & valid.		
ATO has organogram and duties of each position are clearly defined.		
Implementation of documented policies, processes and procedures for monitoring of training services and process controls is in effect.		
Implementation of documented policies, processes and procedures for monitoring of personnel qualifications and training is in effect.		
Implementation of documented policies, processes and procedures for monitoring of training devices and equipment qualification, calibration and functionality, as applicable is in effect.		
Mechanism for conduct of internal and external audits exists.		
Organization takes corrective actions as required by PCAA.		
Organization takes preventive actions as required under its SMS.		
Official notices, technical circulars, literatures and other requirements are circulated by the institute to the instructional staffs as soon after receipt as practicable and all superseded publications are withdrawn promptly.		
ATO Course completion Certificates issued are in accordance with the requirements specified by PCAA.		
If ATO advertises for its activity, the relevant provisions specified by PEL Directorate are being complied with.		
Comments:		
Training & Procedures Manual		
TPM contains the general description of the scope of training authorized under the organization's terms of approval.		
TPM covers content of the training program offered including the courseware and equipment to be used.		
Description of the organization's quality assurance system which ensures the training and instructional practices comply with all relevant requirements is given in TPM.		
TPM describes the organizational facilities.		
Name, duties and qualification of the person designated as responsible for compliance with the requirements of the approval are given in TPM		
Description of the procedures used to establish and maintain the competence of instructional personnel as required is provided.		
TPM covers description of the method used for the completion and retention of the training records.		
Description, when applicable, of additional training needed to comply with an ATO's procedures and requirements has been included		

Any change in scope of TPM has been made and the approval has been obtained.		
TPM contains description of selection, role and duties of authorized personnel in case if it is authorized to conduct testing required for issuance of license or rating.		
The record has been maintained of sending the amended version of TPM to all organizations and persons concerned.		
Comments:		
Training Programmes		
ATO have approved trainings authorized under terms of their approval.		
Description of the duties and qualification of the personnel designated as responsible for planning, performing and supervising the training are described.		
Responsibility to verify through monitoring activities in the field of training regarding required standards as established by the ATO and any additional requirements of the PEL Directorate are being carried out properly.		
Comments:		
Quality Assurance		
ATO has established Quality Assurance System.		
Quality Assurance system describes how it performs the organization and management of its training operations in order to ensure it operates in conformity with the training and procedures manual and as approved by PCAA.		
The overall responsibility for the standard of quality including the frequency, format and structure of the internal management review and analysis activities has been clearly defined.		
The responsibility to verify, by monitoring activities in the field of training, that the standards as established by the ATO and any additional requirements of the PCAA are being carried out.		
ATO utilizes appropriate statistical analysis to identify and respond appropriately to trends?		

Comments:		
Facilities		
Training center maintains its principal business offices at the same place and address that was previously approved by CAA.		
Organization has an appropriate physical Infrastructure commensurate with its authorization, scope of work & load of work e.g. operations room with facilities to control the operations, flight planning room, adequate briefing rooms/cubicles of sufficient size, class rooms, simulator rooms, etc.		
Proper library is available, which provides ready access to students of documentation, aviation books, literature etc.		
Relevant ICAO Annexes & Documents, CARs, relevant ANOs, AIP Pakistan, relevant maps / charts necessary for the conduct of approved trainings are available with the training center.		
Documents available are updated from time to time and proper record is maintained.		
Organization conducts its business with written instructions & records e.g. SOPs and maintains a standing order register.		
Synthetic training devices used for training are appropriate for the task and are approved by PEL Directorate.		
Adequate training aids including audio-visual training aids, where applicable are available.		
The space used for instructional purpose is properly lighted and ventilated?		
Copying and printing facilities are available.		
Alarm bell and siren facilities at a suitable location are available.		
Sufficient numbers of fire extinguishers are available.		
First-aid room with proper kits is available with validity date on it.		
Trained manpower is available to handle safety services.		
Proper coordination with local fire station exists.		
'No-Smoking' signs are displayed at appropriate places.		
Toilet hygiene is maintained.		
Stores are available to maintain files and records in a manner that they provide safekeeping, identity, and ease of retrieval.		
Comments:		

Personnel		
A person is designated who is responsible for ensuring that it is in compliance with the requirements for an approved organization.		
Necessary personnel are deployed to plan, perform and supervise the training to be conducted and are approved, where applicable.		
Competence of instructional personnel is in accordance with the procedures and to a level acceptable to PCAA in terms of: Instructors hold valid license / rating ratings. Instructors are approved by PEL Directorate.		
Training organization ensures that all instructional personnel receive initial and continuation training appropriate to their assigned tasks and responsibilities.		
The training programme established by the training organization includes training in knowledge and skills related to human performance.		
Comments:		
Records:		
Training organization retains detailed student records to show that all requirements of the training courses have been met.		
Training records are kept for a minimum period of two years after completion of the training.		
Training organization maintains a system for recording the qualifications and training of instructional and examining staff, where appropriate for a minimum of two years after a instructor or examiner ceases to function for ATO.		
Comments:		
Evaluation and Testing		
ATO has been authorized for testing of candidates for theoretical examinations for issuance of licence / ratings.		
ATO has obtained approval of designated examiners to		

conduct such examinations.		
Designated examiners fulfill the requirements as set in the relevant regulations.		
Proper facilities are available to conduct examinations in a safe and secure manner free of any malpractice.		
Comments:		
Safety Management System		
The organization has implemented the Safety Management System.		
A safety manager has been appointed.		
The roles and responsibilities of the personnel in the Aviation Safety Management System documented.		
Appropriate safeguards are in place to ensure that the Aviation Safety Management System itself is properly evaluated.		
An effective ongoing hazard identification program is in effect.		
A mechanism for Risk Management Plan is implemented to mitigate the identified risks, real or potential, which were derived from the organizational risk profile exercise?		
An effective mechanism by which the Safety Manager or the Safety Committee reports to the Head of Organization and can make recommendations for change or action is effect.		
Employees are trained in the procedures and policy of the Aviation Safety Management System.		
Mechanism for data sharing for State Safety Data Collection and Processing System has been established.		
Comments:		
Satellite ATO		
ATO is using Satellite facility for its activities.		
The satellite ATO is Covered in TPM with clear defined functions to be performed.		
The Authority has issued training specifications to the ATO that reflect the name and address of the satellite ATO and the approved courses offered at the satellite ATO.		
The facilities, equipment, personnel and course content of the satellite ATO meet the applicable requirements.		
The instructors at the satellite ATO are under the direct supervision of management personnel of the principal ATO.		

Comments:

Part B – Specific requirements of ATOs

1. Flying Training Schools

Organization have an appropriate physical infrastructure commensurate with its authorization, scope of work & load of work in terms of:

- An operations room with facilities to control the operations.
- A flight planning room with the following facilities:
 - Appropriate current maps and charts.
 - Current AIS information.
 - Current meteorological information.
 - Communications to ATC and the operations room.
 - Maps showing standard cross-country routes.
 - Maps showing current prohibited, danger and restricted areas.
 - Any other flight safety related material.
- Adequate briefing rooms/cubicles of sufficient size and number.
- Furnished crew-room(s) for instructors and students.

Proper briefing/debriefing procedures are established.

Records are maintained to show that proper briefing/de-briefing of the trainee pilots is being conducted by CFI/FIs.

Records are maintained to show that each student has gone through proper ground training prior to starting flying.

Dossier of each trainee pilot is maintained and updated including the supporting documentation.

Availability and status of following documents.

- pilots logbook CAAD-603
- Flight Authorization CAAD-604
- Check Authorization CAAD-609
- Student Flying Training Record CAAD-604

Procedures are established to obtain preflight information.

A satisfactory system of dissemination of current NOTAMS to pilots/students is available.

Formulation of flying program in advance and its dissemination to students.

Procedures are established to ensure that the aircraft Centre of Gravity is within limits.

Standardized checklists are available for normal, abnormal and emergency procedures.

A checklist is available to show the documents required to be carried on board.		
Procedures are established under which the trainee pilots can be sent on their first solo and subsequent solos.		
Procedures are established under which the trainee pilots can be sent on their first solo cross-country flight.		
Procedures are established under which the trainee pilot could be sent for night flying.		
Flight & duty time records are maintained.		
Records are maintained to show that the flying training is being conducted in accordance with the approved syllabus prescribed in the approved training manual.		
A system to check that the flight timings certified by the institute tally with the aerodrome records(Log books VS Authorization book).		
Night training flights are carried out at the airport.		
Proper night flying facilities are available at the airport where night flying is being carried out.		
Proper traffic pattern has been established for carrying out the flying training.		
Proper drills have been established in case of aircraft emergency during flying at the airport.		
Procedures are established for the Chief Flight Instructor to carry out flying checks of Flight Instructors and the trainee pilots to ensure standardized flying training.		
Reports are available on various flying checks carried out.		
Pilots' folder is available and maintained as per PEL Directorate instructions.		
Results of various checks of the trainees at different stages are readily available.		
Adequate safety equipment is available for briefing purposes.		
Adequate space and equipment is available for demonstration, briefing and practicing different drills.		
Comments:		
ATCL Training Organizations		
Adequate numbers of simulators are available and in satisfactory condition to accomplish the task for the ATO terms of approval.		
Practical exercises for the trainees have been designed properly and are conducted realistically.		
Radio equipment of the ATC simulators is working properly.		
Clocks in the ATC simulators are properly synchronized and in good working condition.		

Strip marking is done the same way as being done actually in the ATS Units.		
Instructors are kept abreast with the latest developments in Air Traffic Control specially advancements in technology.		
Comments:		