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Supplementary Staff Instruction

Subject: **Approved Check Pilot Program**

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1.0   INTRODUCTION

1.1   Purpose

(1)   The purpose of this document is to provide Ontario Region, Civil Aviation personnel with a consistent approach in conducting Approved Check Pilot (ACP) activities, which include:

   (a)   Processing Approved Check Pilot requests;

   (b)   Knowledge assessments and monitors;

   (c)   Oversight activities; and

   (d)   Administrative duties.

(2)   This document cannot cover every situation that might occur during the activities associated with the ACP program. Regional Civil Aviation personnel are expected to contact the Ontario Region ACP representative (ACP REP) if information or issues not defined by this process arise.

1.2   Applicability

(1)   This document applies to all Transport Canada Civil Aviation (TCCA) Ontario Region personnel who are involved in Approved Check Pilot activities.

1.3   Description of Changes

(1)   Not applicable.

2.0   REFERENCES AND REQUIREMENTS

2.1   Reference Documents

(1)   It is intended that the following reference materials be used in conjunction with this document:

   (a)   *Aeronautics Act* (R.S., 1985, c. A-2);

   (b)   Part VII, Subpart 02 to 05 of the Canadian Aviation Regulations (CARs);

   (c)   Standard 722 of the Commercial Air Service Standards (CASS) — *Aerial Work – Aeroplanes and Helicopters;*

   (d)   Standard 723 of the CASS — *Air Taxi – Aeroplanes and Helicopters*;

   (e)   Standard 724 of the CASS — *Commuter Operations – Aeroplanes and Helicopters*;

   (f)   Standard 725 of the CASS — *Airline Operations – Aeroplanes*;

   (g)   Civil Aviation Directive No. 3 (CAD 3), Revision 4, October 4, 2002 – *Recovering the Incremental Costs of Providing Services Inside/Outside Canada*;

   (h)   Transport Canada Publication, TP 6533E, November 2007 — *Approved Check Pilot Manual*;

   (i)   Transport Canada Publication, TP 14727E, November 2007 — *Pilot Proficiency Check and Aircraft Type Rating Flight Test Guide - Aeroplanes*;

   (j)   Transport Canada Publication, TP 14728E, November 2007 — *Pilot Proficiency Check and Aircraft Type Rating Flight Test Guide - Helicopter*;

   (k)   Staff Instruction (SI) 700-002, Issue 01 — *Approved Check Pilot Monitoring Procedures*;

(l)   SI SUR-014, Issue 01 — *Suspension or Cancellation of Canadian Aviation Documents for Safety Reasons;*

(m)   SI SUR-016, Issue 01 — *Suspension or Cancellation of Canadian Aviation Documents for Regulatory Purposes;*

(n)   Transport Canada Form Number 26-0387 (RDIMS #7294147) — *Approved Check Pilot (ACP) Monitor Report*;

(o)   Transport Canada RDIMS No. 4726364 — *Inspector on Type List;*

(p)   Transport Canada RDIMS No. 4179408 — *Risk Indicator Table – Approved Check Pilots;*

(q)   Transport Canada RDIMS No. 5832411 — *ccmMercury ATS Business Process Guidelines;*

(r)   Transport Canada RDIMS No. 6761663 — *Assessment for ACP Delegation Extension Checklist;*

(s)   Transport Canada RDIMS No. 6771136 — *Extension to Delegation Authority Letter;*

(t)   Transport Canada RDIMS No. 6831091 — *Outstanding Requirement Notification Letter;*

(u)   Transport Canada RDIMS No. 6873715 — *CAS Form ACP Recurrent Monitor Process Confirmation Checksheet*;

(v)   Transport Canada RDIMS No. 6999542 — *Decision Making Record CASI One-Time Flight Checking Authorization*;

(w)   Transport Canada RDIMS No. 6999558 — *ACP Monitor Request Form;*

(x)   Transport Canada RDIMS No. 6999920 — *Memo from Regional Director – CASI Flight Operations – Qualifications for ACP Monitoring;*

(y)   Transport Canada RDIMS No. 7018763 — *ACP Delegation of Authority Letter*,

(z)   Transport Canada RDIMS No. 7192306 — *Initial ACP Approval Process Confirmation Checksheet;*

(aa)   Transport Canada RDIMS No. 7229637 — *ACP Initial Application Ontario Region – Appendix B;*

(ab)   Transport Canada RDIMS No. 7256905 — *ACP Initial Application Ontario Region – Appendix A;*

(ac)   Transport Canada RDIMS No. 7332282 — *ACP Revision Application Form;*

(ad)   Transport Canada RDIMS No. 7537298 — *Terms of Reference ACP Team Members Ontario Region;*

(ae)   Transport Canada RDIMS No. 7545299 — *ACP Delegate Assessment Questions and Marking Guide;*

(af)   Transport Canada RDIMS No. 7603956 — *ACP Non-Conformance Notification Letter*, and

(ag)   Transport Canada RDIMS No. 8334241 — *ACP Extension Request form.*

2.2   Cancelled Documents

(1)   By default, it is understood that the publication of a new issue of a document automatically renders any earlier issues of the same document null and void.

2.3 Definitions and Abbreviations

(1)   The following definitions are used in this document:

    (a)   **ACP:** Within the context of this SSI, it means a delegated approved check pilot, a delegated approved check pilot that is applying for revision to their delegation, or an applicant who is applying for an initial approved check pilot delegation.

    (b)   **ACP -Type A:** A delegate of the Minister approved to conduct Pilot Proficiency Checks and/or Line Checks.

    (c)   **ACP-Type B:** An ACP who conducts line checks as required in CARs 705.106(1)(d).

    (d)   **Administrative Non Conformance:** Documentation issues/errors that do not compromise the safety of people or the aircraft that are not identified in the definition of safety issues.

    (e)   **Issuing Authority:** A Civil Aviation Manager or Associate Director that holds the appropriate delegation to issue an ACP delegation, or issue notices of refusal to issue, suspension, refusal to renew or cancellation of an ACP delegation.

    (f)   **Safety Non Conformance:** Issues or errors that compromise the safety and well being of people and the aircraft.

(2)   The following abbreviations are used in this document:

    (a)   **ACP:** Approved Check Pilot

    (b)   **ACP REP:** Approved Check Pilot Regional Program Representative

    (c)   **ACP TM:** Approved Check Pilot Regional Program Team Member

    (d)   **ADO:** Associate Director, Operations

    (e)   **ARASS:** Activity Reporting and Standards System

    (f)   **CAS:** Civil Aviation Services

    (g)   **CASI:** Civil Aviation Safety Inspector

    (h)   **CASO:** Civil Aviation Services Office

    (i)   **CASS:** Commercial Air Service Standard

    (j)   **DIS:** Delegation Information System

    (k)   **EMIS:** Enforcement Management Information System

    (l)   **FTAE:** Flight Training Aviation Education

    (m)   **NACIS:** National Aviation Company Information System

    (n)   **POI:** Principal Operations Inspector

    (o)   **PPC:** Pilot Proficiency Check

    (p)   **RDIMS:** Record Document Information Management System

    (q)   **SI:** Staff Instruction

    (r)   **SSI:** Supplementary Staff Instruction

    (s)   **TATC:** Transportation Appeal Tribunal of Canada

    (t)   **TCC:** Transport Canada Centre

    (u)   **TCCA:** Transport Canada Civil Aviation

    (v)   **TTL:** Technical Team Lead

3.0   BACKGROUND

(1)   Changes to program delivery and structures within TCCA remove the authorization capacity from one individual and delegate to multiple persons within the Flight Operations group. To ensure a consistent approach, the Ontario Region has developed this guidance material outlining the ACP certification process for initial and recurrent delegations for ACPs.

4.0   RESPONSIBILITIES

(1)   **Issuing Authority** – Sign delegation authority letters, or notices of refusal to issue, suspension, refusal to renew or cancellation.

(2)   **TTL** – Review ACP requests through ccmMercury and assign the work to an appropriate CASI to conduct the activities in accordance with this SSI.

(3)   **ACP REP** – Manage the regional ACP program in accordance with the applicable national ACP guidance documents and this SSI.

(4)   **ACP Team Member** – Conduct ACP knowledge assessments, regional briefings or other assigned ACP activities in accordance with this SSI.

(5)   **CASI** – Conduct assigned ACP activities in accordance with this SSI.

(6)   **CAS Officer** – Review ACP requests through ccmMercury, attach applicable documents to the record, conduct Enforcement checks, route requests to the appropriate TCC, and conduct document issuance and closure activities, all in accordance with this SSI.

(7)   **CAS Operational Support** – Retrieve ACP requests from the CASO e-mail account, create ccmMercury records and routings to process requests, and conduct any other assigned administrative activities in accordance with this SSI.

(8)   **TCC Operational Support** – Contact the applicant or company to provide them with the contact information with regards to the ACP monitor, and conduct any other assigned administrative activities in accordance with this SSI.

5.0   INITIAL APPLICATION

(1)   All requests for initial ACP authority received by TCCA must be forwarded to Civil Aviation Services (CAS).

(2)   When a request for initial ACP authority is received, the CAS Operational Support will:

(a)   Ensure the request has been saved into RDIMS as per section 21.1;

(b)   Create a ccmMercury record and attach the request as per section 21.2; and

(c)   Route the activity to a CAS Officer for further processing.

(3)   When the routing is received, the CAS Officer will:

(a)   Ensure the request was submitted in the form of an ACP Application (RDIMS #7256905). When submitted in another format, send the ACP Application to the applicant for completion;

(b)   Review the application for completeness, which should include a copy of the ACP course certificate, if the application indicates that a course was completed;

(c)   Contact the applicant when information is missing from the application;

(d)   Request a History of Enforcement Check in accordance with section 8.0;

(e)   Retrieve the following documents, save them as new documents into the pilot's 5802 RDIMS file, with edit rights to all CASIs, as per section 21.1 and attach them to the ccmMercury record:

    (i)   Initial ACP Approval Process Confirmation Checksheet (RDIMS #7192306);

    (ii)   ACP Initial Application Ontario Region - Appendix B (RDIMS #7229637);

    (iii)   ACP Delegate Assessment Questions and Marking Guide (RDIMS #7545299);

    (iv)   ACP Monitor Report Form 26-0387 (RDIMS #7294147). Save the report using the naming convention: "REPORT ACP MONITOR - ACP NAME – YYYY-MM-DD"; and

(f)   Create a routing to AAR-PA-PAX-HAM to further process the application.

Note: The current Ontario Region ACP REP is located at the Hamilton TCC.

5.1   Initial Application Review

(1)   When a routing for an ACP Initial Application is received by AAR-PA-PAX-HAM, the TTL routes the record to the ACP REP.

(2)   When the routing is received, the ACP REP reviews the request to identify the applicant type:

(a)   **Type "A" ACP:** A delegate of the Minister approved to conduct Pilot Proficiency Checks and/or Line Checks.

(b)   **Type "B" ACP:** A delegate of the Minister that conducts Line Checks as required in CARs 705.106(1)(d). This authorization will only be granted when an air operator requires Enroute RNAV proficiency, cruise relief pilot certifications and/or ETOPs certification. Type "B" ACPs require an initial monitor and an ACP recurrent course every three (3) years. No annual monitor is required.

Note: Type "B" ACPs are authorized to conduct Line Checks where the air operator requires RNAV proficiency checks, cruise relief pilot certifications and or ETOPS certifications. RNAV checks are required when the equipment in the aircraft is not installed in the simulator therefore the RNAV check could only be completed in the aircraft. These checks can be done by ACPs with either Type A or B authorization. Air operators wishing to employ line check pilots who are not required to perform RNAV proficiency checks, cruise relief pilot certification and/or ETOPS certification(s) do not need those line check pilots to hold an ACP authority. (Reference ACP Bulletin 02-08).

(3)   The ACP REP determines the applicant's eligibility by verifying if they hold the currency and authority to conduct pilot proficiency checks (PPC) on the aircraft type(s) requested. This information can be retrieved from the FTAE and DAPLS databases.

(4)   When eligibility has been established, the ACP REP will:

(a)   Notify the applicant;

(b)   Close the ccmMercury routing;

(c)   Based on the applicant's geographical location, determine which ACP TM to assign, (Refer to Terms of Reference ACP Team Members Ontario Region (RDIMS #7537298));

(d)   Create a new routing to the assigned ACP TM to conduct the applicant's knowledge assessment and regional briefing as per sections 5.2, 5.3 and 5.4; and

(e)   Create a routing to the CAS Officer to send the applicant a Monitor Request Form (RDIMS #6999558).

(5)   When notified by the ACP REP to continue with the application, the CAS Officer will retrieve the ACP Monitor Request Form (RDIMS #6999558), add the ccmMercury ATS tracking # on the form, and send it to the applicant for completion.

Note: To avoid duplication, the form does not need to be saved into RDIMS at this time.

(6)   When eligibility has not been established, the ACP REP will:

   (a)   Notify the applicant in writing using the ACP Outstanding Requirement Notification template letter (RDIMS #6831091), identifying the requirements that were not met;

   (b)   Save the letter into RDIMS using the naming convention: "LETTER ACP OUTSTANDING REQUIREMENT NOTIFICATION, ACP NAME, LICENCE #, MONTH and YEAR";

   (c)   Close the ccmMercury routing, and create a new routing to the "client"; and

   (d)   Update the record status to "pending".

5.2   Planning the Knowledge Assessment and Regional Briefing

(1)   When an ACP TM receives a routing to conduct an ACP knowledge assessment and regional briefing, they must contact the applicant to book a date to conduct the activities, and schedule the following in their MS outlook:

   (a)   Sufficient time to conduct the assessment and regional briefing (it is recommended to schedule a full day); and

   (b)   Preparation time, which will vary based on the complexity of the regional briefing.

Note: It is recommended that the assessment and regional briefing be completed no later than 1-2 weeks prior to the date(s) of the ACP Monitor(s).

5.3   Knowledge Assessment

(1)   Prior to submitting an application for initial ACP delegation, the applicant must meet the knowledge requirements as outlined in the ACP Manual (i.e. complete an Initial ACP course).

(2)   TCCA is responsible for conducting an assessment to validate the applicant's knowledge as identified in section 5.3 (1).

(3)   The ACP TM will assess the ACP's knowledge using the ACP Delegate Assessment Questions and Marking Guide (RDIMS #7545299).

(4)   When an ACP course provider has supplied the applicant with an Evaluation Form or Report, which identifies areas where the applicant should pursue further study, this information will be utilized to ensure an acceptable level of knowledge in those areas.

(5)   The assessment will consist of a total of twenty-five questions, of which, twenty are mandatory and marked as "M". An additional five questions shall be selected by the ACP TM from the list of optional questions marked as "O". These questions will be selected based on the applicant's requested delegation scope/privileges.

(6)   Prior to the knowledge assessment the ACP TM will:

   (a)   Arrange an agreeable date and location, with the applicant, to conduct the assessment;

   (b)   Enter the date, time, location and other details in MS Outlook;

   (c)   Review the ACP Delegate Assessment Questions and Marking Guide (RDIMS #7545299), and select the five additional questions that will be included in the assessment from the bank of questions marked with an "O";

(d)   Print a copy of the ACP Delegate Assessment Questions and Marking Guide and highlight the selected "O" questions; and

(e)   Review the questions and expected answers in order to become familiar with them.

Note: The ACP Delegate Assessment Questions and Marking Guide are for internal use only. DO NOT give out copies externally.

(7)   During the assessment, the ACP TM will:

(a)   Ask the applicant the selected questions;

(b)   Using the ACP Delegate Assessment Questions and Marking Guide, check-off the correct answers given by the applicant from the "Answer" column; and

(c)   Record the number of prompts (cues or hints) provided during the assessment in the "Prompts" column.

Note: Instructions on the usage of the prompts are identified on the ACP Delegate Assessment Questions and Marking Guide.

(8)   After the knowledge assessment, the ACP TM will:

(a)   Evaluate the applicant's responses against the expected answers using the instructions for marking, and identify the grade for each question in the "Grade" column;

(b)   Determine if the applicant is successful;

Note: A successful knowledge assessment is one where the applicant has achieved a minimum mark of 70%.

(c)   Advise the applicant of the results (i.e. successful or not) and any weak areas; and

(d)   Save all documents into RDIMS and attach to the ccmMercury record.

(9)   When the ACP TM determines that the applicant has successfully completed the knowledge assessment, they will proceed with the ACP Regional Briefing as per section 5.4.

(10)   When the ACP TM determines that the applicant does not meet an acceptable level of knowledge, the following will be conducted:

(a)   During the first attempt - debrief the applicant on the area(s) that require further study;

(b)   After the second attempt - direct the applicant to contact an ACP course provider for remedial training; and

(c)   After the third attempt - send the ACP REP a recommendation for issuance of a "Notice of Refusal to Issue" in accordance with section 18.0.

5.4   ACP Regional Briefing

(1)   The ACP TM will supplement the applicant's knowledge on the following areas:

(a)   The ministerial delegation;

(b)   Principles of evaluation;

(c)   Conducting PPC's on behalf of the Minister; and

(d)   Administrative procedures applicable to Ontario Region.

(2)   The ACP TM will prepare for and conduct the regional briefing utilizing the ACP Regional Briefing Checklist (RDIMS #7537841). This checklist encompasses all the information, handouts and power-point presentations.

(3)   Upon return to the office, the ACP TM conducts the following:

(a)   Update the ACP Application Process Confirmation Checksheet;

(b)   Close the ccmMercury routing; and

(c)   Create a new routing to the ACP REP for further processing.

(4)   When the routing is received the ACP REP will:

(a)   Conduct a cursory review of the checklist and associated documents to ensure all requirements have been addressed;

(b)   Ensure the experience requirements have been met as per section 5.5; and

(c)   Create a ccmMercury routing to the applicable TTL to assign a CASI to conduct the ACP Monitor in accordance with section 6.0.

5.5   Experience

(1)   Where the applicant has completed an Initial ACP course by an approved course provider, the experience requirement has been met.

(2)   Where the applicant does not attend an Initial ACP course, they must meet the experience requirements as outlined in the ACP Manual (Refer to section 2.1 for Reference Documents).

6.0   ACP MONITOR

(1)   TCCA is responsible for conducting the following types of ACP monitors:

(a)   Initial monitor(s) for new ACP applicants;

(b)   Revision monitor(s) for ACPs revising their delegated authority; and

(c)   Recurrent monitor(s) for delegated ACPs.

(2)   ACP Monitors will be conducted in accordance with SI 700-002 – ACP Monitoring Procedures.

(3)   The intent of the monitor is to observe an ACP/applicant performing a PPC to ascertain his/her ability to perform the delegated duties.

(4)   For initial monitors, where an applicant is requesting the authority to conduct PPC's in both an aircraft and a simulator, monitors on both are required (two PPC monitors will be conducted).

(5)   For initial or recurrent monitors, where the ACP/applicant is requesting or holds multiple aircraft type ratings, the aircraft type upon which the monitor is conducted will be determined at the discretion of the ACP REP and the Issuing Authority. One monitor will usually cover all types.

(6)   For recurrent monitors, where the ACP conducts PPCs in both aircraft and simulator, only one monitor is required; however, it is expected that the monitoring event will alternate between the aircraft and simulator (i.e. when the previous monitor is conducted on an aircraft, the next monitor must be conducted in a simulator). Deviations from this expectation must be discussed with the ACP REP.

(7)   The validity period of an initial ACP monitor expires on the first day of the thirteenth month following the month in which the ACP monitor was completed.

(8)   The validity period of a recurrent ACP monitor expires on the first day of the twenty-fifth month following the month in which the ACP monitor was completed. Where an ACP monitor is renewed within the last 90 days of its validity period, the existing validity period is extended by 24 months.

(9)   The Issuing Authority may extend the validity period of an ACP monitor by up to 60 days. Where the validity period of an ACP monitor has been extended and the ACP monitor is renewed after the initial expiry date, the new monitor expires on the first day of the thirteenth month following the month in which the ACP monitor was completed (Refer to section 16.0 for extensions).

6.1   Monitor Request

(1)   All ACP Monitor requests must be forwarded to the CASO-SACO@tc.gc.ca e-mail account.

(2)   When the CAS Operational Support receive an ACP Monitor request, the following will be conducted:

    (a)   When the request identifies an initial monitor, search ccmMercury for the existing record;

    (b)   When there is an existing record:

        (i)   Attach the ACP Monitor request to the ccmMercury record; and

        (ii)   Route the activity to the ACP REP for further processing;

    (c)   When there is no existing record (i.e. recurrent and revisions):

        (i)   Create a ccmMercury record in accordance with section 21.2;

        (ii)   Attach the ACP Monitor request to the ccmMercury record; and

        (iii)   Route the activity to the CAS Officer for further processing.

(3)   When an ACP Monitor request is received, the CAS Officer will:

    (a)   When the request is received in another format then the ACP Monitor Request form (RDIMS #6999558), send this form to the applicant for completion;

    (b)   Review the request for completion;

    (c)   Conduct a History of Aviation Enforcement check in accordance with section 8.0;

    (d)   For recurrent and revision ACP Monitors, retrieve the following documents, save them as new documents to the pilot's 5802 file (including edit rights to CASIs), and attach them to the ccmMercury record:

        (i)   ACP Monitor Confirmation Checksheet (RDIMS #6873715), using the following RDIMS naming convention: "ACP MONITOR PROCESS CONFIRMATION CHECKSHEET – ACP NAME – MONTH AND YEAR";

        (ii)   ACP Risk Indicator Table template (RDIMS #4179408), using the following RDIMS naming convention "ANNUAL ACP RISK INDICATOR TABLE – ACP NAME FILE – MONTH AND YEAR"; and

        (iii)   ACP Monitor Report 26-0387 (RDIMS #7294147), using the RDIMS naming convention: "REPORT ACP MONITOR – ACP NAME – MONTH AND YEAR";

    (e)   Route the ACP Monitor request as follows:

        (i)   To the appropriate TCC, if identified on the request, including a note with the CASI's name when indicated; or

        (ii)   Where an ACP cannot be linked to a TCC, route to AAR-PA-PAX-HAM.

(4)   When an ACP Monitor request is received by the TCC, the TTL reviews the request to determine which CASI will conduct the activity, based on:

    (a)   Regional CASI type specialist availability. For a list of CASI's qualified on type, refer to the "Inspector on Type List" (RDIMS #4726364). A CASI tasked to monitor an ACP conducting a PPC must have the following qualifications:

        (i)   Appropriate delegation to conduct PPCs, for initial appointments and recurrent ACP monitors in the applicable class of aircraft;

        (ii)   A valid PPC;

       (iii)   A type rating on the aircraft type for which the monitor is to be applied or a similar aircraft type as a minimum. The TTL may group similar types of aircraft (i.e. Hawker, Eurocopter etc.); and

Note: *When determining a sufficiently similar aircraft type the CASI should be consulted.*

       (iv)   Knowledge and experience specific to the applicable CARs "Subpart" for which the monitor and PPC will be conducted (i.e. CARs 702, 703, 704 or 705);

(b)   When a regional qualified CASI is not available, the TTL in consultation with the ADO will seek assistance from another region;

(c)   When a qualified CASI is not available (regionally or nationally), the assignment of the ACP monitor activity must be mitigated by ensuring the CASI is sufficiently knowledgeable, experienced and technically prepared to conduct the monitor.   The following knowledge criteria, though not limiting, are considerations to mitigate the circumstances where a CASI is not type qualified, but is familiar with:

       (i)   The Air Operator's Operations Manual and Operating Specifications;

       (ii)   The Air Operator's Standard Operating Procedures for the aircraft;

       (iii)   The Aircraft Flight and Operating Manuals; and

       (iv)   Aircraft with comparable performance.

(5)   When the TTL must assign a non-qualified CASI to conduct the monitor, this decision making process must be documented by completing a Flight Checking Authority Decision Making Record (RDIMS #6999542). The TTL signs the recommendation and forwards it to the ADO for approval of a CASI One-Time Authorization.

(6)   The ADO reviews the TTLs recommendation, and when in agreement, signs-off the approval portion of the Flight Checking Authority Decision Making Record, and routes the activity back to the TTL for CASI assignment.

(7)   Once the TTL receives the approved record, the following is conducted:

(a)   Add comments or instructions to the ccmMercury record, if required;

(b)   Close the routing once the review is complete;

(c)   Route the ACP monitor activity to the assigned CASI;

(d)   Save a copy of the approved record to the CASI 5802 file number; and

(e)   Send a routing to the TCC Operational Support, requesting them to contact the company or applicant and advise them of the assigned CASI, and their contact information.

6.2   Preparing for the Monitor

(1)   In preparation for a monitor, the assigned CASI must accomplish the following items:

(a)   Review the information in the ccmMercury record;

(b)   Verify completion of the History of Enforcement Check (refer to ccmMercury routing to the TCC, in the explanation field);

(c)   For recurrent monitors, verify the ACP holds the currency and the authority to conduct the PPC on the particular aircraft type(s). This information can be found in FTAE, DAPLS and NACIS;

(d)   Obtain a copy of the PPC script or the ACP plan-of-action for airborne PPCs from the ACP/applicant. The CASI will review this to ensure its adherence to the applicable schedule and provide feedback to the ACP prior to the monitor; and

(e)   For recurrent or revision monitors, consult FTAE database for a printout of the ACP's Flight Test record and comments awarded for assessments of (1) and (2). Check the performance of the ACP in comparison to aircraft type, regional and national etc. Review the use of the marking scale and the comments for assessments of (1) and (2), (Refer to section 9.0).

(2)   For recurrent monitors, the CASI also conducts the following:

(a)   Review any significant changes in the ACP program over the past one or two years, including any current Advisory Circulars (AC) and ACP Bulletins;

(b)   Advise the ACP, prior to the monitor, that they may be required to produce their ACP records for verification during the monitor; and

(c)   Complete the Risk Indicator Table – Approved Check Pilots (Refer to section 10.0).

6.3   Pre-Monitor Briefing

(1)   The CASI arranges to meet with the ACP/applicant before the PPC to conduct the pre-monitor briefing.

(2)   The pre-monitor briefing must be conducted in the following manner regardless of how many times the ACP/applicant has been monitored.

Note: When scheduling the pre-monitor briefing, allow for at least one (1) hour prior to the PPC briefing time. This will provide the opportunity for the CASI and the ACP/applicant time for discussion and answer any questions or concerns the ACP/applicant has without being rushed.

(3)   The intent of the pre-monitor briefing is for the CASI to conduct the following:

(a)   Explain the purpose of the ACP monitor;

(b)   Review the five (5) phases of the monitor, and their elements, as listed in the ACP Monitor Report (form #26-0387);

(c)   Advise that notes will be taken during the monitor;

(d)   Define the extent of the CASI's input (i.e. resource but cannot make decisions for the ACP);

(e)   Advise that a debrief meeting will be conducted after the in-flight monitor to discuss the post-flight briefing points;

(f)   Discuss any significant changes to the ACP program, including any current Advisory Circulars (AC), and/or ACP Bulletins;

(g)   Ensure the ACP/applicant has the current ACP Manual, ACP Bulletins and the applicable Pilot Proficiency Check and Aircraft Type Rating Flight Test Guide;

(h)   For recurrent monitors, ask the ACP if there were any failures or issues since the last monitor and discuss;

(i)   Discuss the PPC Script, plan-of-action, or scenario items as applicable;

(j)   For PPCs in an aircraft, review the aircraft documents, weather, NOTAMS and ATC considerations; and

(k)   Review simulator unserviceabilities in accordance with the Simulator Component Inoperative Guide (SCIG), or for aircraft defects, the applicable Journey Log or Minimum Equipment List.

(4)   The CASI confirms the ACP/applicant's Licence and Medical validity.

(5)   For recurrent or revision monitors, the CASI conducts the following, as applicable:

(a)   Review the ACP's records to ensure the following is being maintained:

     (A)   The last date the ACP attended an ACP Course and when the next recurrent course is due;

     (B)   The last date the ACP was monitored by TCCA and when their next ACP Monitor is due;

     (C)   A list of flight checks conducted by the ACP; and

     (D)   The ACP's Authority of Delegation letter. Ensure the letter version complies with the latest version on their 5802 file in RDIMS.

Note: An ACP is required to maintain personnel records for a period of at least two years. At the discretion of the CASI, the ACP may be required to produce these records for review.

(b)   Discuss any areas of concern with the FTAE Flight Test Records and comments; and

(c)   Discuss any areas of concern with the Risk Indicator Table.

6.4   Pre-Flight Briefing with the Candidate(s)

(1)   Before the ACP/applicant conducts the briefing with the PPC candidate(s), the CASI will:

(a)   Greet the candidate(s) and introduce him/herself;

(b)   Explain that their role during the PPC is a passive observer of the ACP/applicant's performance and that the ACP/applicant is conducting the PPC as if the CASI is not present;

(c)   Inform the candidate(s) that once the PPC is completed, the ACP/applicant and the CASI will require time to validate the PPC assessment prior to conducting the post-flight briefing; and

(d)   Inform the candidate(s) that during the flight check, the ACP and CASI may converse on items related to the ACPs duties.

(2)   While the ACP/applicant is conducting their briefing with the candidate(s), the CASI only intervenes when there are issues with the briefing that could negatively affect the outcome.

6.5   The In-Flight Monitor

(1)   During the in-flight monitor the CASI is to take a passive role to the greatest extent possible. This allows the CASI to assess how the ACP/applicant conducts the PPC and adapts to unexpected variables.

(2)   While the ACP/applicant is conducting the PPC, the CASI will:

(a)   Observe the ACP/applicant and ensure conformance to the:

     (i)   Applicable CASS Part VII Schedule; and

     (ii)   ACP Manual, and

     (iii)   Applicable Pilot Proficiency Check and Aircraft Type Rating Flight Test Guide;

(b)   Avoid intervening during the in-flight portion unless asked to, or if incorrect information is being provided that could affect the safety or the outcome of the PPC; and

(c)   Where an assessment of one (1) is made on the ACP/applicant, the monitor will be assessed as a fail, the CASI must:

     (i)   Discontinue the monitor;

     (ii)   Inform the candidates that the flight test has been suspended;

(iii)   De-brief the ACP/applicant in private on the outcome of the monitor;

(iv)   Brief the candidates if they are assessed as failed; and

(v)   If the candidates have not been assessed as failed, in extenuating circumstances the CASI may take on the role of the ACP/applicant to complete the PPC to minimize the impact on the flight crew.

(3)   Upon completion of the PPC, an agreement of the overall outcome of the candidate(s) performance (i.e. pass/fail) will be made, and the candidates advised.

(4)   When there is disparity between the CASI and ACP/applicant on the overall outcome (i.e. pass/fail) of the PPC, the candidate(s) will not be informed until the CASI and ACP/applicant have met privately to agree on the decision.

6.6   Debrief Meeting

(1)   Upon completion of the PPC, the CASI and the ACP/applicant will meet privately to validate the ACP/applicant's assessments on the PPC Flight Test Report.

(2)   The CASI reviews the following with the ACP/applicant at the debrief meeting:

(a)   The items to be discussed at the post-flight briefing and how (i.e. use of SOP's, Flight Test Guide, etc.);

(b)   The ACP/applicant's justification for any item(s) assessed/not assessed as (1) or (2); and

(c)   The method to be used for the post-flight briefing, as defined in the ACP Manual.

(3)   When there is a disagreement on one or more assessment, the CASI's evaluation takes precedence over the ACP/applicant and will be used to debrief the candidate(s).

6.7   Post-Flight Briefing with the Candidate(s)

(1)   When the ACP/applicant is conducting the briefing, the CASI does not intervene unless asked to, or unless incorrect information is being provided that could impact the outcome of the PPC.

(2)   The CASI reviews the ACP/applicant's completed forms for content and accuracy to include:

(a)   Comments for grades of (1) or (2) recorded on the PPC Flight Test Report (Form #26-0249 or 26-0279) concur with the requirements of the marking scale;

(b)   Comments for grades of (2) are not written with wording that constitute a (1) assessment; and

(c)   Accuracy and completeness of the PPC Flight Test Report (Form #26-0249 or 26-0279), Application for Endorsement of a Rating (Form #26-0083), and all other required documents.

(3)   Based on the ACP/applicant's performance, the CASI proceeds as follows:

(a)   For a Successful ACP monitor refer to section 6.8; or

(b)   For an unsuccessful ACP monitor refer to section 6.9.

6.8   Successful ACP Monitor Debrief Procedure

(1)   The CASI conducts the debrief with the ACP/applicant in private, with no interruptions, and includes:

(a)   A review of the overall performance using the ACP Monitor Report Form highlighting strengths, weaknesses, and suggestions for improvement;

(b)   Direction on the next steps for the monitor. This is especially important for initial and revision monitors and that the ACP may NOT conduct any PPC until they have received their Delegation of Authority document;

(c)   For Initial ACP appointment, information on the requirement for an annual monitor prior to the first day of the 13th month;

(d)   For recurrent monitors, information on the requirement for a bi-annual monitor prior to the first day of the 25th month;

(e)   A reminder to the ACP of their responsibility to notify TCCA within 90 days of their expiry date to book a recurrent monitor; and

(f)   Ask for any questions, and whether they have any feedback for you.

(2)   The CASI continues as follows:

(a)   For Initial or revision monitors, proceed to section 6.10 and then 6.11; or

(b)   For recurrent monitors, proceed to section 6.11.

6.9   Unsuccessful ACP Monitor Debrief Procedure

(1)   The CASI conducts the debrief with the ACP/applicant in private, with no interruptions, and includes:

(a)   A review of the overall performance using the ACP Monitor Report Form and highlighting strengths, weaknesses, and suggestions for improvement which may include additional training;

(b)   For initial monitors, advise the applicant that with an assessment grade of (1), a "Refusal to Issue" in accordance with SUR 014 and the ACP Manual, will be issued;

(c)   For recurrent monitors, advise the ACP that with an assessment grade of (1), a "Notice of Suspension" in accordance with SUR 014 and the ACP Manual will be issued; and

(d)   Information to the ACP/applicant of the TATC right to appeal for a failed monitor.

(2)   The CASI continues as follows:

(a)   For Initial or revision monitors, proceed to section 6.10 and then 6.11; or

(b)   For recurrent monitors, proceed to section 6.11.

6.10   Completion of Documents for Initial or Revision ACP Monitors

(1)   As the ACP/applicant does not yet hold the applicable signing authority, the CASI will:

(a)   Ensure the CASI's name is shown as the Approved Check Pilot conducting the PPC on all applicable forms;

(b)   Sign the applicable PPC Flight Test Report (Form #26-0249 or 26-0279) and annotate "Initial or Revision ACP Monitor for – ACP NAME – MONTH - YEAR" in the remarks section;

(c)   Sign the Application for Endorsement of a Rating (Form #26-0083);

(d)   Sign the Candidate(s) licence, if required;

(e)   Ensure the Transport Canada PPC fee(s) and fee(s) for additional ratings have been paid and write the receipt number on both the Form #26-0249 or 26-0279 and 26-0083 (if applicable); and

(f)   Collect all the applicable forms and forward them to CAS for processing.

6.11   Completion of Transport Canada Form 26-0387 – Approved Check Pilot Monitor Report

(1)   The ACP Monitor Report is divided into 5 Categories: Pre-Flight Briefing, Scope of Flight Check, Conduct of Flight Check, Post Flight Briefing and Flight Check Report. Each category is also subdivided into a number of elements. Each element has a behaviour example, which is used in the assessment of the 1 to 4 marking scale.

(2)   The CASI conducts the following:

   (a)   Access the ACP Monitor Report from ccmMercury, and complete the report electronically;

   (b)   Indicate on the report which aircraft type(s) the monitor is applicable to;

   (c)   Print, *sign* and send the *original* ACP Monitor Report to the ACP/applicant within 5 working days;

   (d)   Update the electronic version of the report by entering "Original Signed by – CASI Name" under the "Inspector Signature" block. When saving in RDIMS, check off as "Final Document"; and

   (e)   Conduct any administrative procedures as per section 6.12.

6.12   Administrative Procedures

(1)   For initial or revision monitors the CASI conducts the following:

   (a)   Complete the applicable sections of the ACP Process Confirmation Checksheet; and

   (b)   Close their routing and create a new routing to the ACP REP for quality review and recommendation as follows:

      (i)   AAR-PA-PAX-HAM;

      (ii)   Comments: PLEASE CONDUCT QUALITY REVIEW AND RECOMMENDATION.

(2)   When the ACP REP receives an initial or revision monitor completion routing, the following is conducted:

   (a)   A quality review using the ACP Process Confirmation Checksheet;

   (b)   Complete the ACP Initial Application Ontario Region - Part B for recommendation of the delegation;

   (c)   Close their ccmMercury routing; and

   (d)   Create a routing to a CAS Officer for delegation issuance.

(3)   For recurrent monitors, the CASI conducts the following:

   (a)   Complete the applicable ACP Recurrent Monitor Process Confirmation Checksheet; and

   (b)   Close their routing and create a new routing to CASO as follows:

      (i)   AAR-PA-PAHRL;

      (ii)   Comments: PLEASE UPDATE RECURRENT ACP MONITOR IN NACIS.

(4)   When a recurrent monitor routing is received, the CAS Officer updates NACIS per section 20.0.

7.0   COSTS AND COST RECOVERY GUIDELINES ASSOCIATED WITH ACP MONITORS

(1)   The following are basic guidelines for cost recovery:

     (a)   Inside Canada – Cost recovery is not applicable for travel (i.e. transportation, meals, incidentals, etc.) if the work is completed within normal business hours; however, cost recovery is applicable for all overtime incurred. Cost recovery is applicable for **all** expenses, including travel and overtime if the work completed is on a statutory holiday and/or weekend.

     (b)   Outside of Canada – Cost recovery is applicable for all expenses, including travel and overtime; and

     (c)   CASIs shall claim pre-approved overtime in accordance with their collective agreement.

(2)   When a CASI has been assigned to conduct the ACP's monitor, the initial iTravel approval process is the responsibility of the TTL responsible for:

     (a)   The company of which the ACP is normally associated with; or

     (b)   The area of the ACP's address on file (even if the CASI comes from another TCC/Region).

(3)   Where the ACP is associated with a company, in most cases, the company will assume the associated expenses to be cost recovered.

(4)   Where the ACP is not associated with a company, the ACP will assume the associated expenses to be cost recovered.

(5)   The CASI will send the ACP or Company Representative the following:

     (a)   A completed Civil Aviation Confirmation of Inspection Request/Costs (Form 26-0462); and

     (b)   An Agreement for Recovering the Incremental Costs of Providing Services Inside/Outside Canada (Form 26-0622).

(6)   Upon review and acceptance of the forms 26-0642 and 26-0622, the ACP or Company Representative shall return signed copies, via fax or e-mail, before the service is provided.

(7)   It is not permissible for the ACP or Company Representative to provide (pay for) travel costs directly. All travel must be booked through the approved Government Travel Agency.

(8)   After completion of the service, the CASI shall ensure that copies of forms 26-0642 and 26-0622 are attached to their iTravel claim.

8.0   HISTORY OF ENFORCEMENT CHECK

(1)   A history of enforcement check will be conducted by contacting the Regional Enforcement Branch via e-mail and request an EMS/EMIS check on the ACP/applicant. The e-mail for Enforcement Check should identify the following, "Please complete an enforcement check on (name and licence number)".

(2)   The CAS Officer will enter a note in the comments section of the ccmMercury record to indicate "An EMS/EMIS Check has been requested".

(3)   When the results of the enforcement check identifies that the applicant is clear of any convictions, the CAS Officer conducts the following:

     (a)   Enter the following comment in the ccmMercury record: "Enforcement check completed satisfactory";

     (b)   Delete e-mail trail from Enforcement; and

     (c)   Continue processing the request.

(4)   When the results of the enforcement check identifies convictions, the CAS Officer conducts the following:

    (a)   Enter the following comment in the ccmMercury record: "Enforcement check pending";

    (b)   Advise the ACP REP by sending an "ATS Notify" from ccmMercury;

    (c)   Delete e-mail trail from Enforcement; and

    (d)   Stop processing the request, and change the ccmMercury record status to "pending".

(5)   When a ccmMercury notification identifying "Enforcement check pending" is received, the ACP REP will:

    (a)   Contact Enforcement to get the details of the enforcement check; and

    (b)   Review the details with the Issuing Authority to determine the next course of action.

(6)   When the decision is made to proceed, the ACP REP will:

    (a)   Advise the CASI, when required; and

    (b)   Request the CAS Officer to create a new comment to the ccmMercury stating "Enforcement check completed satisfactory".

(7)   When the decision is made not to proceed, the ACP REP will:

    (a)   Notify the applicant in writing using the ACP Outstanding Requirement Notification template letter (RDIMS #6831091), identifying the requirements that were not met:

    (b)   Save the letter into RDIMS using the naming convention: "LETTER ACP OUTSTANDING REQUIREMENT NOTIFICATION, ACP NAME, LICENCE #, MONTH and YEAR";

    (c)   Print, sign, and send the letter to the ACP;

    (d)   Finalize the letter in RDIMS as per section 21.1;

    (e)   Attach the letter to the ccmMercury record; and

    (f)   Close the ccmMercury routing, and update the record status to "cancelled".

9.0   FLIGHT TRAINING AVIATION EDUCATION (FTAE) RECORDS

(1)   The FTAE database will be used to collect, print, and review an ACP's previous year's performance. For comparison, you may also collect and print regional and national statistics.

(2)   To produce the ACP's Flight Test Record, launch FTAE and follow the steps below:

    (a)   Click "Flight Test" icon;

    (b)   Select "Analysis Search";

    (c)   Select "Commercial and Business" tab;

    (d)   Under "Test Type(s)" menu in the upper left hand corner, select "Aeroplane – PPC" or "Helicopter – PPC";

    (e)   Select the Range of Dates. FTAE defaults to the last year from the current date. Select as far back as required. Do not use dates before November 2004, as this was when the old marking scale (i.e. S/SB/U) was utilized. FTAE will not be able to generate accurate statistics if dates before November 2004 are used;

    (f)   For an "Air Operator," enter the appropriate 5258 file number and select the aircraft type from the drop down menu. If you choose not to select the aircraft type, FTAE will generate a combined statistic for all aircraft within the company;

(g) For an "ACP" enter the appropriate 5802 file number within the "Check Pilot" dialog box and select the "and/or" radial button for aircraft and simulator, if required;

(h) From the "Reports" menu, select "Overall Statistics". Then choose "Selected Test Type Only". FTAE will then generate statistics from the queried criteria entered;

(i) Select the "Print" icon to print results; and

(j) To print the comments that the ACP writes on the flight test reports when the candidate receives a mark of one or two, complete the following after step (g): From the reports menu select "Exercise Comments". FTAE will then generate the comments. Select the "Print" icon to print the comments.

(3) Once the data is collected, look for possible trends in evaluation errors as outlined in the ACP Manual. In addition, review the ACP's Flight Test Report comments to ensure that they substantiate the mark awarded and are linked to the wording and performance criteria outlined in the ACP Marking Guide and the appropriate PPC and Aircraft Type Rating Flight Test Guide (see section 2.1).

(4) The results of the ACP FTAE Flight Test Record are reviewed with the ACP during the monitor.

10.0 RISK INDICATOR TABLE – APPROVED CHECK PILOTS

(1) The Risk Indicator Table – Approved Check Pilots (RDIMS #4179408) must be completed. It is recommended that the table be completed prior to the ACP monitor. However, in some cases, consultation with the ACP is required; therefore, can be completed during or after the monitor.

(2) The table may also be utilized in response to an oversight activity as per section 17.0.

(3) The CASI enters numerical values for each known risk indicator and the spreadsheet will calculate a percentage of risk.

(4) Risk areas that are unknown can be left at zero, the spreadsheet will average out the remaining risk indicators.

(5) The amount of risk is arbitrarily set at 33% and 66%, which means:

(a) A risk amount of up to 33% is acceptable;

(b) A risk amount from 34% to 66% turns the box yellow to suggest that further action **_may_** be required. Due to the variables involved, the response will be determined by the Issuing Authority, ACP REP, and CASI; and

(c) A risk amount of 67% or more turns the box red to indicate that continual further action **_is_** required. The plan of action will be determined by the Issuing Authority, ACP REP, and CASI.

(6) When further action is taken, it must be documented and filed as per section 21.0.

11.0 DELEGATION ISSUANCE

(1) When the CAS Officer receives a routing recommending the issuance of an ACP delegation of authority (initial, revision, or renewal), the following is conducted:

(a) For initial issuance:

(i) Based on the date of the last check, determine if an additional enforcement check is required, and if so conduct it in accordance with section 8.0; and

(ii) Prepare the letter of authority using the CAS Approved Check Pilot Delegation of Authority Template Letter (RDIMS #7210988);

  (b) For revision or renewal:

    (i)   Retrieve previous letter;

    (ii)   Save as a new document; and

    (iii) Update with new issue date and/or revision to authority, or when the previous letter is different from the template (RDIMS #7210988) create a new letter;

  (c) Attach the letter to the ccmMercury record; and

  (d) Print the letter and forward it to the Issuing Authority for signature.

(2) Once the signed letter is received, the CAS Officer will:

  (a) Finalized the letter in RDIMS, as per section 21.1;

  (b) For initial, mail the letter to the ACP, and include a pad of the applicable flight test forms in the package;

  (c) For revision or renewal, send the letter to the ACP via fax, or scan & e-mail;

  (d) Update NACIS and the Delegation Information System (DIS) database in accordance with section 20.0;

  (e) Go back into the ACP Monitor Confirmation Checksheet (attached to the ccmMercury record), update the Checksheet to confirm completion of the NACIS/DIS entries and issuance of the ACP letter; and

  (f) Close the ccmMercury routing and record.

12.0 ACP RENEWAL

(1) The ACP is responsible to notify TCCA in writing, along with a copy of their ACP renewal course certificate, 90 days prior to the expiry date, advising of their intention to renew their ACP delegation.

(2) When the renewal notification and course certificate are received, the CAS Operational Support will:

  (a) Save the documents into RDIMS as per section 21.1;

  (b) Create a ccmMercury record in accordance with section 21.2; and

  (c) Route the activity to a CAS Officer.

(3) When an ACP renewal routing is received, the CAS Officer reviews the request to determine if it is only a renewal, or if it includes a revision to their current authority.

(4) When the request only identifies a renewal of an existing authority:

  (a) The CAS Officer will:

    (i)   Draft the ACP Delegation of Authority letter as per section 11.0;

    (ii)   Save the letter in RDIMS and attach it to the ccmMercury record; and

    (iii) Create a routing to the ACP REP;

  (b) Upon receiving the routing, the ACP REP will:

    (i)   Confirm that the course certificate is from an approved ACP course provider (list available on the national website);

    (ii)   Conduct a review of the ACP's request of authority with their current qualifications;

(iii)   Close the routing, and create a new routing to the CAS Officer for Delegation Issuance; and

(c)   Upon receiving the routing, the CAS Officer proceeds to section 11.0 for Delegation Issuance.

(5)   When the request also identifies a revision to their existing authority:

    (a)   The CAS Officer will:

        (i)   Check NACIS and RDIMS to ensure the ACP's previous monitor is up-to-date;

        (ii)   When the monitor is not up-to-date, add a comment to the ccmMercury record, making note of the expired monitor;

        (iii)   Close the ccmMercury routing; and

        (iv)   Create a new routing to the ACP REP to determine if an authority for revision will be required in accordance with section 13.0, and if a new monitor is required;

    (b)   Upon receiving the routing, the ACP REP will:

        (i)   Confirm that the course certificate is from an approved ACP course provider (list available on the national website);

        (ii)   Determine if an authority for revision is required, and if a new monitor is required;

        (iii)   Close the ccmMercury routing; and

        (iv)   Create a new routing to the CAS Officer with instructions on how to proceed; and

    (c)   Upon receiving the routing, the CAS Officer proceeds as instructed by the ACP REP (i.e. Delegation Issuance section 11.0, and if required, Authority Revision section 13.0).

13.0   AUTHORITY REVISION REQUEST

(1)   When an ACP revision request is received, the CAS Operational Support will:

    (a)   Ensure the request is saved into RDIMS as per section 21.1;

    (b)   Create a ccmMercury record as per section 21.2; and

    (c)   Route to the CAS Officer for further processing.

(2)   When an ACP revision request is received, the CAS Officer conducts the following activities:

    (a)   Ensure that the request was submitted in the form of an ACP Revision Application Form (RDIMS #7332282). When submitted in another format, send the ACP Revision Application Form to the client for completion;

    (b)   When an ACP Monitor Request Form has been included:

        (i)   Attach the Monitor Report (RDIMS #7294147) to the ccmMercury record; and

        (ii)   Create a routing to AAR-PA-PAX-HAM to further process the application; or

    (c)   When an ACP Monitor Request Form has not been included, create a routing to AAR-PA-PAX-HAM to further process the application, and in the explanation field – include "Please indicate if a monitor is required".

(3)   When an ACP Revision Application routing is received by AAR-PA-PAX-HAM, the TTL routes the record to the ACP REP.

(4)   When the routing is received by the ACP REP, the documents are reviewed to determine the applicant's eligibility, as follows:

(a)   Verify that the ACP holds the currency and the authority to conduct the PPC on the aircraft type(s) requested. This information may be reviewed in FTAE and DAPLS; and

(b)   Confirm that the course certificate is from an approved ACP course provider (list available on the national website).

(5)   When the review is successful, the ACP REP will determine if a monitor is required. Examples of criteria in determining if a monitor is required include: CAR subpart(s), experience, simulator versus aircraft, sea-plane to land-plane or vice-versa, technology (turbo-fan, EFIS-FMS), etc.

(6)   When a monitor is required the ACP REP will:

(a)   Notify the applicant that a monitor is required and instruct them to submit an ACP Monitor Request Form (RDIMS #6999558) to CASO-SACO@tc.gc.ca; and

(b)   Create a routing to the appropriate CASI to conduct the ACP monitor in accordance with section 6.0.

(7)   When a monitor is not required, the ACP REP creates a routing to the CAS Officer for delegation issuance, including instructions on which monitor is to be used (i.e. last monitor date).

Note: *When a monitor is not required, the last monitor date shall be used.*

(8)   When the review is unsuccessful, the ACP REP will:

(a)   Notify the applicant, in writing, stating which requirements were not met using the ACP Outstanding Requirement Notification template letter (RDIMS #6831091);

(b)   Save the letter into RDIMS using the naming convention: "LETTER ACP OUTSTANDING REQUIREMENT NOTIFICATION - ACP NAME - MONTH and YEAR";

(c)   Print, sign, and send the letter to the ACP;

(d)   Finalize the letter in RDIMS as per section 21.1;

(e)   Attach the letter to the ccmMercury record; and

(f)   Close the ccmMercury routing and record.

14.0   RECURRENT MONITORS

(1)   A request for a recurrent monitor is actioned in accordance with section 6.1

(2)   The recurrent monitor is conducted in accordance with section 6.0.

(3)   When a routing for a successful recurrent monitor is received, the CAS Officer will:

(a)   Update NACIS in accordance with the applicable sections of 20.0;

(b)   Check-off NACIS update on the applicable ACP Monitor Process Confirmation Checksheet; and

(c)   Close the ccmMercury routing and record.

15.0   ONE-TIME AUTHORITY

(1)   When a request is received from an ACP (the request must specifically come from the ACP and not the operator) the CAS Officer conducts the following:

(a)   Save the request into RDIMS as per section 21.1;

(b)   Create a ccmMercury record using Activity - 18.0 and Sub-Activity - 18.4; and

(c)   Create a routing to the Hamilton TCC for action.

(2)   The ACP REP or designate reviews the request, drafts the One-Time Authority letter (RDIMS #9574176), and routes it back to the CAS Officer.

(3)   Upon receiving the routing, the CAS Officer will:

(a)   Print the letter and obtain signage from the Issuing Authority;

(b)   Finalize the letter in RDIMS as per section 21.1;

(c)   Update NACIS as per section 20.0;

(d)   Fax or e-mail the letter to the ACP, and mail the original; and

(e)   Close the ccmMercury routing and record.

16.0   ACP EXTENSION(S)

(1)   An ACP Extension Request form (RDIMS # 8334241) is available for distribution when requested by the ACP.

(2)   When a request for a course or monitor extension is received, the CAS Operational Support conducts the following:

(a)   Ensure the request is saved into RDIMS as per section 21.1;

(b)   Create a ccmMercury record in accordance with section 21.2;

(c)   Attach a copy of the request and the Assessment for Delegate Extension checklist (RDIMS #6761663) to the record; and

(d)   Route the activity to a CAS Officer for further processing.

(3)   When a request for extension is received, the CAS Officer reviews the request and conducts the following:

(a)   Check DAPLS to verify that the ACP's licence and medical are valid;

(b)   Check FTAE or NACIS for validity and identify if there is an assigned Principal Operations Inspector (POI);

(c)   Check RDIMS for the last issued letter of authority, to ensure the ACP privileges are still valid;

(d)   Assess the ACP's reason for extension; and

(e)   Verify in NACIS that the ACP's monitors and courses are up-to-date.

(4)   When the review is successful, the CAS Officer will:

(a)   Prepare an extension letter using the "Personnel Licensing Extension to Delegated Authority" template (RDIMS #6771136), with the appropriate extension period, as follows:

(i)   ACP Monitor Extension – 60 days; or

(ii)   ACP Course Extension – 90 days.

(b)   Attach the letter to the ccmMercury record;

(c)   Create a ccmMercury routing, for information purposes only, to the POI, or where no Inspector is associated to the ACP, then route it to the ACP REP at AAR-PA-PAX-HAM;

(d)   Update NACIS in accordance with section 20.0; and

(e)   Print the letter, and route it to the Issuing Authority for signature.

(f)   Once the signed letter has been received, the CAS Officer will:

(i)   Mark the letter final in RDIMS as per section 21.1;

        (ii)   Send the letter to client via fax, scan or e-mail, as appropriate; and

        (iii)   Close the ccmMercury routing and record.

(5)   When the review is unsuccessful, the CAS Officer/POI/ACP REP, as appropriate, will:

     (a)   Make a note in the ccmMercury record;

     (b)   Advise the client in writing, or by telephone, as required; and

     (c)   Close the ccmMercury routing and record.

17.0   OVERSIGHT

17.1   General

(1)   The purpose of oversight is to ensure that the ACP is complying with:

     (a)   The ACP Manual;

     (b)   Regulations, policies and procedures specific to the conduct of PPCs; and

     (c)   The Pilot Proficiency Check and Aircraft Type Rating Flight Test Guide(s).

(2)   The requirement for oversight of an ACP may arise from areas of concern which may include, but is not limited to:

     (a)   Being the subject of a substantiated public complaint regarding their competence or their conduct of a PPC;

     (b)   Administrative documentation errors/omissions identified by TATC; and

     (c)   Involvement in an accident, incident or a violation under the *Aeronautics Act* or CARs.

(3)   When an issue is identified with an ACP, the information is forwarded to the ACP REP.

(4)   The ACP REP conducts the following:

     (a)   Ensure a ccmMercury record is created in accordance with section 21.2;

     (b)   Review NACIS remarks and RDIMS for any safety intelligence, and if any found, attach to the ccmMercury record; and

     (c)   Based on geographical location of the ACP, liaise with the TTL, and/or applicable CASI to determine if further action is required.

(5)   When no further action is required, the ACP REP will:

     (a)   Create a note in the NACIS remarks tab to identify that an oversight activity was conducted and the reason for no further action;

     (b)   Enter a comment in the ccmMercury record; and

     (c)   Close the ccmMercury routing and record.

(6)   When further action is required the ACP REP will:

     (a)   Have a discussion with the TTL and/or CASI to determine what action is required;

     (b)   Delegate any remedial action to a CASI, with the appropriate TTL's approval;

     (c)   Prior to conducting remedial counselling or a monitor, where expenses will be incurred, obtain **concurrence** from the TTL; and

     (d)   Notify the ACP of the action required as per section 17.2.

17.2 Drafting an ACP Non-Conformance Letter

(1) When a non-conformance is identified, the ACP REP determines if the non-conformance is administrative or safety related, and proceed accordingly.

(2) When the non-conformance is administrative, the ACP REP will:

(a) Advise the ACP of the non-conformance in writing using the ACP Non-Conformance Notification Letter (RDIMS #7603956), requesting the ACP to rectify the non-conformance and report on the corrective action taken;

(b) Save the letter in RDIMS under the ACPs 5802 file, providing edit access to the ACP REP, using the naming convention: "ACP NON-CONFORMANCE - ACP NAME - MONTH and YEAR";

(c) Attach the letter to the ccmMercury record;

(d) Print, sign, mail original to the ACP via courier. In addition, a copy can be e-mailed to the ACP, (if done, include a read receipt);

Note: Notification of non-conformances should be sent to the ACP within 10 calendar days from the date the issue was discovered.

(e) Mark the letter as final in RDIMS as per section 21.1;

(f) Close the ccmMercury routing;

(g) Create a new ccmMercury routing to the client, enter ACP REP's name in the "Action by" field, and change the record status to "pending"; and

(h) Update NACIS in the remarks tab as per section 20.0.

(3) When the non conformance is safety related, the ACP REP will:

(a) Contact the pilot, air operator, and the POI in writing, to advise them of the regulatory deficiency identified, the impact to flight operations, and the requirement to have the deficiencies rectified; and

(b) Follow the steps in section 17.2(2).

17.3 Corrective Action Submission

(1) When the ACP submits their corrective action to the non-conformance, the CAS Operational Support will:

(a) Scan and save the corrective action submission into RDIMS, using the naming convention: "CORRECTIVE ACTION - ACP NAME - MONTH and YEAR";

(a) Attach to the existing ccmMercury record (refer to the ATS reference number) on the submission, change the status to "active", and close the client routing; and

(b) Create a new routing to the ACP REP.

(2) The ACP REP reviews the corrective action submission and determines if it is acceptable or not.

(3) When the corrective action submission is found acceptable, the ACP REP will:

(a) Notify the ACP of corrective action acceptance in writing;

(b) Save the response in the ACP's 5802 file in RDIMS, and attach it to the ccmMercury;

(c) Close the ccmMercury routing and record; and

(d) Update the "Remarks" tab in NACIS, as per section 20.0.

(4) When the corrective action submission is found unacceptable, the ACP REP will:

(a) Notify the ACP with a new target due date by sending them a revised letter, using the ACP Non-Conformance Notification Letter (RDIMS #7603956), and amend as required;

(b) Save the letter in the ACP's 5802 file in RDIMS, and attach it to the ccmMercury record;

(c) Close the ccmMercury routing;

(d) Update the ccmMercury record status to "pending";

(e) Create a routing to the "Client", identify ACP REP's name in the "Action By" field, for follow-up; and

(f) Update the "Remarks" tab in NACIS, as per section 20.0.

(5) Where the ACP fails to submit a corrective action within the specified time frame:

(a) The ACP REP should contact the ACP to discuss the reasons for the delay, and

(i) If the reason is acceptable, the due date may be extended; or

(ii) If the reason is unacceptable, have a discussion with the Issuing Authority to determining the appropriate course of action.

18.0   REFUSAL TO ISSUE, SUSPENSION, REFUSAL TO RENEW

(1) When it has been determined that either a Refusal to Issue, Suspension or Refusal to Renew is required, the following documents are followed:

(a) SI SUR-014 or SI SUR-016, as applicable; and

(b) The ACP Manual.

Note: For full reference names, refer to section 2.1 Reference Documents.

(2) When the ACP REP receives a recommendation for issuance of a Notice of Refusal to Issue, Suspension, or Refusal to Renew, the following is conducted:

(a) Review the recommendation;

(b) When do not concur with the recommendation, contact the individual who made the recommendation to discuss; and

(c) When concur with the recommendation, send an e-mail to the CAS Office with instructions to issue the notice.

(3) When the CAS Officer receives the e-mail, the following is conducted:

(a) Create a ccmMercury record in accordance with section 21.2,

(b) Save and attach a copy of the e-mail to the ccmMercury record;

(c) Prepare the appropriate notice (refer to documents listed in section 18.0 (1));

(d) Save the notice into RDIMS and attach a copy to the ccmMercury record;

(e) Review the notice with the Issuing Authority, and obtain their signature;

(f) Finalize the notice in RDIMS in accordance with section 21.1;

(g) Issue the notice to the ACP;

(h) Close the ccmMercury routing and record; and

(i) Update NACIS as per section 20.0.

19.0   WITHDRAWING FROM THE ACP PROGRAM

(1)   When an ACP submits a written request to TCCA to withdraw from the ACP program, the request should be forwarded to CAS for processing.

(2)   The CAS Operational Support will save the request into RDIMS, create the ccmMercury record, and route it to a CAS Officer.

(3)   When the CAS Officer receives the routing, the following is conducted:

(a)   Advise the ACP REP;

(b)   Deactivate the ACP delegation in NACIS as per section 20.0;

(c)   Send a written acknowledgement to the ACP;

(d)   Save the acknowledgement in RDIMS in accordance with section 21.1;

(e)   Attach a copy of the acknowledgment into ccmMercury; and

(f)   Close the ccmMercury routing and record.

20.0   NACIS DATABASE UPDATES

20.1   ACP Monitor Completion

(1)   Open NACIS from toolbar and choose **CBA**, then **ACP** then **Search**.

(2)   In the ACP Search Dialog Box, enter ACP's 5802 file number and select "**OK**" or double click.

(3)   Select "**Monitor Rides**" tab and select the "**New**" button, then:

(a)   Right click the "**Monitor Done**" button and enter the monitor date as it appears on the ACP Monitor Report (26-0387);

(b)   On Aircraft Type field, from the drop-down selection, enter the applicable code;

(c)   Next Monitor Due: NACIS will automatically calculate when the next monitor is due;

(d)   Inspector: Select the Inspector from the drop down menu, then select "**save**".

(4)   From the ellipses (…), select the applicable aircraft types. Do not combine fixed wing with rotorcraft. Each authority requires a separate ACP monitor.

(5)   In the "Notes" section, enter the following information: **Candidates name** and **licence number** as it appears on the ACP monitor report. For a hard return select "**ctrl-enter**", then select "**save**".

20.2   ACP Initial Authority

(1)   Open NACIS and from toolbar choose **CBA**, then **ACP** then **New**.

(2)   At "**Licence Number**" Field: Enter the ACP file number + **OK**.

(3)   At "**Employment Start Date"** Field enter the date the ACP was issued their authority.

(4)   At "Company 5258" field enter "999999".

(5)   At top left in the "ACP Course Date" field, right click mouse and enter calendar date of the last day of the course.

Note: Course is usually 3-5 days in duration; choose last day.

(6)   On the "**Company Person"** tab enter the applicable phone numbers. If the ACP checked off Post to the Web on the application, you need to check the box (top right) "Web Allowed".

Note: IMPORTANT: 1ˢᵗ 4 fields are for TCCA use only. Last 2 fields Primary and Secondary Contact will only appear on the DIS web site (Copy tel. numbers to these fields).

(7)   In **"Notes"** field - enter e-mail addresses that do not fit in the e-mail address field. Click **"save"** or enter "**Do Not Post"**, if the ACP does not want personal information released.

(8)   To add an Aircraft Type**,** at the "**Authorities**" tab click **"New"**, then:

    (a)   On "**Aircraft Type**" field choose from drop down.

(9)   Right Click in the "**Appointed Date**" field. Choose the date the ACP letter was signed.

(10)   On the "**Authority Type**" check mark (on right), check off exactly what is checked on the letter Choose Line Check only if 705 letter has Line Check chosen.

(11)   On the "**CAR Rule**" (to the right) check off exactly what is checked off in the letter.

(12)   For "**Approving Inspector**" field, see CAI name in the ACP Monitor Report and "**save**".

(13)   Click on "**monitor report**" tab – follow same instructions as recurrent monitor above.

(14)   Various pop-ups may appear:

    (a)   "**Aircraft Type Authority does not exist on the AOC as an approved Aircraft Type. Do you wish to Continue**?" Select "**Yes**".   The ACP may not be doing rides for that company, or they may be a 999999 Freelance.

    (b)   "**In order to make the authority valid, a corresponding monitor ride must be created**." Select "**Yes**".   Ensure you enter the monitor or nothing will scan as this is a mandatory field for scanning PPC's into FTAE.

    (c)   "**Do you wish to change the Principle Inspector for this company?**" Select "**NO**".

    Note: If you select YES this will change the Principle Inspector.

20.3   ACP Renewal – New Course Certificate

(1)   Open NACIS from toolbar and choose **CBA,** then **ACP,** then **Search**.

(2)   At "5802" field enter ACP file number + **OK**.

(3)   At top left in the "ACP Course Date" field right click mouse, amend calendar date to last day of course + **"save"** "ACP Refresh Required" calculated to first day of following month plus three years from last course date. A new ACP letter is required.

20.4   ACP Revision – Add Aircraft

(1)   Open NACIS from toolbar and choose **CBA**, then **ACP,** then **Search**.

(2)   At "**5802"** field enter ACP file number + **OK**.

(3)   Select **"Authorities"** tab and **"new"**.

(4)   Complete ACP authorities screen as per revised letter + **"save"**.

(5)   When the system generates a prompt confirming the entry of a monitor report, select **OK**.

(6)   Select **"monitor Ride"** tab + **"new"** and complete screen as per last monitor ride, "Monitor done" field will be same as date of last monitor ride.

(7)   Select **"on aircraft type"** new aircraft type from drop down menu.

(8)   **Conducted by CAI** – as per last monitor report.

(9)   **Next monitor due** – as per last monitor report.

(10)   **Applicable to aircraft Type(s)** – (…) and select ALL types by using "ctrl" key + **OK** and **"save"**.

20.5 ACP Revision – Remove Aircraft

(1) Open NACIS from toolbar and choose **CBA**, then **ACP,** then **Search**.

(2) At "**5802"** field enter ACP file number + **OK**.

(3) Select **"Authorities"** tab and highlight aircraft type to be removed.

(4) Select "delete".

(5) Select "yes" to confirm the deletion of that aircraft type and Close.

20.6 ACP Monitor Extension

(1) Open NACIS from toolbar and choose **CBA**, then **ACP**, then **Search**.

(2) At "**5802"** field enter ACP file number + **OK**.

(3) Double Click on the ACP's name.

(4) Click "**Monitor Rides**" tab.

(5) Double Click on the Current ACP Monitor.

(6) Right click in the "**Extension Date**" field and choose the new expiry date from the letter + **"OK"**.

Note: Monitor extensions can only be a maximum of 60 days.

20.7 ACP Course Extension

(1) Open NACIS from toolbar and choose **CBA**, then **ACP,** then **Search**.

(2) At "**5802"** field enter ACP file number + **OK**.

(3) At top right, in the "**Course Extension Date"** field right click and enter the new expiry date as per the letter and **"save"** + Close.

20.8 One-Off Authority

(1) Click on "**ONE OFF AUTHORITY**" tab + click on **"NEW"**.

(2) Under **company 5258**, enter the company number the client is adding a onetime authority to.

(3) Under **aircraft type**: Select the type of aircraft from the drop down menu.

(4) As per the one time authority letter – enter the "From Date".

(5) As per the one time authority letter – enter the "To Date".

(6) Under **Approving Inspector** – enter the name of the inspector who signed off the letter.

(7) **Under note section** – enter any special notes (i.e. RDIMS # of authority letter). These notes will function as a communiqué to anyone who is reviewing the file.

(8) On the right hand side of the screen – Enter the authority which involves the one time authority, as per the letter.

(9) On the right hand side of the screen – Enter the CAR rule that applies to the one time authority, as per the letter.

(10) Click on "**SAVE**" + Close.

20.9 Entering Non-Conformances

(1) From the main NACIS screen choose **CBA**, then **ACP,** and then **Search**.

(2)   Enter the ACP 5802 file number + **OK**.

(3)   Double click on ACP File.

(4)   Select the "**Remarks**" Tab.

(5)   Select "**New**" Enter Subject "**ACP non-conformance**", Enter **RDIMS No.**, and a brief summary of the non-conformances, then select "**Save**".

(6)   Bring Forward Information Section:

   (a)   Enter Due Date (normally 30 days); CASI "Responsible" for non-conformances; and

   (b)   Completed Date: Enter the date the Corrective Action has been accepted and closed off.

(7)   Upon completion, send the RDIMS link by e-mail to the ACP REP and POI.

20.10   Deactivating an ACP Delegation

(1)   From the main NACIS screen choose **CBA**, then **ACP**, and then Search.

(2)   Enter the ACP 5802 file number + **OK**.

(3)   Double click on ACP File.

(4)   Entering an end date in the "**Valid to date**" field.

(5)   Uncheck the DIS box.

(6)   Click on "**SAVE**" + Close.

21.0   INFORMATION MANAGEMENT

21.1   RDIMS

(1)   Personnel responsible for conducting ACP activities shall ensure:

   (a)   All documents that are electronically created are saved into RDIMS; and

   (b)   Hardcopy documents that support the activity are scanned and saved into RDIMS or paper profiled.

Note: Do not scan multiple documents into one RDIMS file, or attach multiple documents into one e-mail that is saved into RDIMS.

(2)   The following protocols are to be followed when profiling ACP Monitor documents:

   (a)   **Name** – Example: "REPORT ACP MONITOR - ACP NAME – YYYY-MM-DD";

   (b)   **Description** – Optional;

   (c)   **Author and OPI** – Ensure the proper defaults are selected;

   (d)   **Security** - Select 2 (Protected A) for all ACP Monitor documents;

   (e)   **Access** - Ensure "RDIMS Users" have "Read Only" access rights;

   (f)   **Classification** – All ACP documents shall be saved in the 5802 file classification. Press the "Search" button to find the appropriate file classification. Save all ACP Monitor documents into the 5802-xxxxxx-P/B file; and

   (g)   **Final Document** – Documents requiring a signature may be annotated "Original Signed By...in the signature block and selecting final document in the profile. When the, "Final Document" box is selected, the document is considered signed by the originator.

21.2   ccmMercury

(1)   The CAS Operational Support Person creates a ccmMercury record in accordance with the ccmMercury ATS Business Process Guidelines (RDIMS #5832411).

(2)   For ACP Monitor Requests, conduct the following:

(a)   Activity Type: 18 – Personnel Approvals, Delegate Appointment and Monitoring;

(b)   Sub Activity: 18.10 – Delegate Monitor;

(c)   Activity Summary: ACP Recurrent Monitor;

(d)   Explanation: Enter CASI name (if known) to inform TTL;

(e)   Received Via: Update method in which request was made;

(f)   Subject File: ACP 5802 Pilot File Number; and

(g)   Add contacts to the record for the ACP and the Air Operator (if required).

(3)   For ACP Extensions, conduct the following:

(a)   Activity 2, and Sub activity 2.11;

(b)   Enter in activity summary "Extension Pilot Examiner" or "Extension Approved Check Pilot" include in Activity Summery "ACP course extension" or "ACP monitor extension";

(c)   Create contact list – Delegate + Company (if applicable); and

(d)   Route to - predefined routing PARL Service Officer 5 days.

22.0   DOCUMENT HISTORY

(1)   Not applicable.

23.0   CONTACT OFFICE

For more information, please contact:
Standards (PAS)

Phone: 416-952-0326
Fax: 416-952-0370
E-mail: PAStandards-Normes@tc.gc.ca

Suggestions for amendment to this document are invited, and should be submitted to the e-mail address above, with the subject line stating, "Approved Check Pilot Program SSI".

Original signed by:

Joseph Szwalek
Regional Director, Civil Aviation
Ontario Region