

বাংলাদেশ



গেজেট

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কর্তৃপক্ষ কর্তৃক প্রকাশিত

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[বেসরকারি ব্যক্তি এবং কর্পোরেশন কর্তৃক অর্থের বিনিময়ে জারীকৃত বিজ্ঞাপন ও নোটিশ সমূহ]

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ICAO Annex-1 (Para 1.2.8 and Appendix-2) describes the requirements for approved training and approved training organization (ATO), while Annex 19 includes safety management provisions for an approved training organization that is exposed to safety risks related to aircraft operations during the provision of its services. ICAO Doc 9841 gives the guidance on approval of a training organization. CA Act 2017 Chapter-II, Section-8 authorizes the establishment of approved training organization in Bangladesh. Therefore, this ANO ATO has been prepared as per the SARPS in Annex-1 (Amendments 1 to 178) and Annex-19 (second edition) and following the ICAO Doc 9841 for the approval of Approved Training Organization.

In exercise of the powers conferred by section 14 of Civil Aviation Act 2017, Chairman, Civil Aviation Authority of Bangladesh (CAAB) is pleased to issue this ANO ATO. ANO ATO is divided into 3 parts; ANO ATO Part-1 (Flight Training School), ANO ATO Part-2 (Aircraft Maintenance Engineering Training), and ANO ATO Part-3 (other than Flight Training School and Aircraft Maintenance Engineering Training). ANO ATO Part-3 mainly focuses to the approval of training organization which can provide training services on different fields/ratings/qualifications required for the issue and maintaining of an aviation professional's/personnel license and rating. This ANO also applicable for maintenance of the continued validity of the approval.

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Civil Aviation Authority, Bangladesh



Civil Aviation Authority of Bangladesh

ANO ATO (PART 3)

Approved Training Organization (Other than Flight Training and Aircraft Maintenance Engineering Training)

Issue 1
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Record of Amendments

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APPROVED TRAINING ORGANIZATION
(Other than Flight Training and Maintenance Engineering Training)

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GLOSSARY

When the following terms are used in this manual, they have the following meanings:

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, and any additional requirements defined by the approved training organization (ATO).

Note.— The accountable executive is normally the head of training and may delegate to another person within the organization the day-to-day management functions but not the overall approval management responsibility. In complex corporate structures, the accountable executive may be responsible for several different ATOs, each with its own head of training.

Adapted competency model. A group of competencies with their associated description and performance criteria adapted from an ICAO competency framework that an organization uses to develop competency-based training and assessment for a given role.

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.

Note 1.— An example of alternate means of compliance would be the civil aviation authority's acceptance of reduced training time for personnel undergoing a specific air operator's approved aircraft type-rating training program rather than the training time requirements traditionally prescribed for approved programs of a more generic nature leading to the same aircraft type-rating.

Note 2.— This definition is introduced to ensure that the reader understands the difference between an “alternate means of compliance” (a term used by some States) and an “alternative means of compliance” (a term used by ICAO). The concept of “alternate means of compliance” is not relevant to the guidance provisions of this manual. 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.

Approved training. Training conducted under special curricula and supervision approved by a Contracting State.

Approved training organization (ATO). An organization approved by and operating under the supervision of a Contracting State in accordance with the requirements of Annex 1 to perform approved training.

Note.— The Contracting State is required to ensure that the ATO is included in the State's ongoing safety oversight program.

Baseline CAA. The authority whose approval establishes the baseline for the alternative approval process of a foreign ATO.

Checking. See definition of testing.

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

Competency-based training and 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.

Note.— This training process is derived from a job and task analysis and is focused on the achievement of well-defined benchmarked standards of performance as opposed to training programs simply focused upon the acquisition of prescribed levels of experience.

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

Compliance. The state of meeting those requirements mandated through regulation.

Conditions. Anything that may qualify a specific environment in which performance will be demonstrated.

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

Evaluator. A generic term used in the context of an approved training organization (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 CAAB, may also be assigned to ATO instructors for the final examination at the completion of the training program, either through a civil aviation authority (CAA) designation or under an ATO process approved by the CAA.

Finding. A finding is a conclusion by the operator's or by the civil aviation authority's audit personnel that demonstrates either non-compliance with a regulation or non-conformity with a specific standard.

Foreign ATO. An approved training organization (ATO) located outside of the State or outside of the territory of the States of the regional safety oversight organization.

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.

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.

Note.— The head of training is normally the accountable executive; however, in complex corporate structures it may be possible that the accountable executive is located at company headquarters and oversees the operation of several different ATOs. In this case, the head of training is designated by the accountable executive.

ICAO competency framework. A competency framework, developed by ICAO, with a selected group of competencies for a given aviation discipline. Each competency has an associated description and observable behaviors.

Instructional services manager. The manager responsible for the day-to-day delivery of training services that consistently meet regulatory requirements and organizational objectives.

Note.— The head of training is generally the instructional services manager except when the delivery of training services may spread over several locations or over several specialties, with dedicated instructional services managers.

Instructional systems design (ISD). A formal process for designing training which includes analysis, design and production, and evaluation.

CAAB. CAAB is CAAB in Bangladesh responsible for the licensing of personnel.

Note.— The CAAB shall have the following responsibilities

- a) assessment of an applicant's qualifications to hold a license or rating;
- b) issue and endorsement of licenses and ratings;
- c) designation and authorization of approved persons;
- d) approval of training courses;
- e) approval of the use of flight simulation training devices and authorization for their use in gaining the experience or in demonstrating the skill required for the issue of a license or rating; and
- f) validation of licenses issued by other Contracting States.

Maintenance manager. The manager responsible for the day-to-day provision of aircraft maintenance activities and the continuing airworthiness of all aircraft released for flight operations.

Observable behavior (OB). A single role-related behavior that can be observed and may or may not be measurable.

Performance criteria. Statements used to assess whether the required levels of performance have been achieved for a competency. A performance criterion consists of an observable behavior, condition(s) and a competency standard.

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

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

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

Quality assurance (QA). 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 organization in relevant manuals.

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.

Quality inspection. That part of quality management involving quality control. In other words, inspections accomplished to review a document or observe events/actions, etc., in order to verify whether established operational procedures and requirements are being fulfilled during the accomplishment of the event or action, and whether the required standard is being achieved.

Note.— Student stage checks and skill tests are quality inspections, and they are also quality control functions.

Quality management. A management approach focused on the means to achieve product or service quality objectives through the use of its four key components: quality planning; quality control; quality assurance; and quality improvement.

Note.— This definition is specific to this manual.

Quality manager. The manager responsible for the quality monitoring function and for requesting remedial action.

Note.— The quality manager is responsible directly to the head of training. In the event the approved training organization's (ATO's) head of training is not the accountable executive, reporting mechanisms should be instituted to ensure that the accountable executive is aware of all issues impacting the quality of the training services being provided by the affected ATO.

Quality manual. The document containing the relevant information pertaining to the approved training organization's quality system.

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

Quality system (QS). 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.

Note.— This definition is specific to this manual.

Safety management system (SMS). A systematic approach to managing safety, including the necessary organizational structures, accountabilities, responsibilities, 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.

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

Note.— The safety manager is directly responsible to the head of training. In the event that the approved training organization's (ATO's) head of training is not the accountable executive, reporting mechanisms should be instituted to ensure that the accountable executive is aware of all issues impacting the safety program of the affected ATO.

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

Note.— The use of the words testing or checking depends on the civil aviation authority'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, a recurrent evaluation of competency.

LIST OF ACRONYMS

AAP	Alternative approval process
ADDIE	Analyze, design, develop, implement and evaluate
AMO	Approved maintenance organization
AQP	Advanced qualification program
ATO	Approved training organization
ATQP	Alternative training and qualification program
CAAB	Civil Aviation Authority. Bangladesh
FCLTP	Flight Crew Licensing and Training Panel (ICAO)
FSTD	Flight simulation training device
ISD	Instructional systems design
IWG	International working group
LMS	Learning management system
MPL	Multi-crew pilot license
NOC	No Objection Certificate
PANS-TRG	Procedures for Air Navigation Services — Training
PDCA	Plan–do–check–act
QA	Quality assurance
QS	Quality system
RA	Risk assessment
RSOO	Regional safety oversight organization
SMS	Safety management system

Chapter 1. Process to Approve the Training Organizations

1.1. **Issue of approval:** Approval of ANO ATO Part-3 shall allow the certificate holder to train all the aviation professionals other than pilot and aircraft maintenance engineers for getting their license to work in the aviation fields. The issuance of this approval for a training organization and the continued validity of the approval shall depend upon the training organization being in compliance with the requirements of this ANO and all the training programs of an ATO are acceptable standards to the Chairman, CAAB for the purpose of licensing of aviation personnel.

1.2. **The approval documents:** After satisfactory certification of ATO, the certificate of Approval (COA) shall be issued to an applicant. The Certificate of Approval shall contain at least the following:

- 1.2.1. organization's name and location;
- 1.2.2. date of issue and period of validity (where appropriate);
- 1.2.3. terms of approval.
 - a) Satisfactory safety oversight/audit report by CAAB as per the checklist given at APPENDIX: B;
 - b) All manuals;
 - c) Corrective action plan (if any).

1.3. **Nature of the approval given to a training organization:** The flight training organizations shall be approved as per ANO ATO (Part-1) and the maintenance engineering training organizations will be approved as per ANO ATO (Part-2) which exists as ANO Part-147. ATOs under ANO ATO (Part-3) shall be approved to conduct aviation related professional training courses and subjects as mentioned below :

- 1.3.1 Remote Pilots licensing Course.
- 1.3.2. Flight Navigator licensing Course.
- 1.3.3. Flight engineer licensing Course.
- 1.3.4. Flight radiotelephone operator licensing Course
- 1.3.5. Air Traffic controller license/rating Course.
- 1.3.6. Flight operations officer/flight dispatcher licensing Course
- 1.3.7. Aeronautical station operator licensing Course
- 1.3.8. Aeronautical meteorological personnel licensing Course
- 1.3.9. Cabin safety training Course
- 1.3.10. Aviation Security and Intelligence training Course
- 1.3.11. Dangerous goods regulations and handling training Course
- 1.3.12. Fire fighters training Course
- 1.3.13. Ground handling training Course
- 1.3.14. Safety Management system training Course
- 1.3.15. Flight safety officers training Course
- 1.3.16. Aircraft Investigation training Course
- 1.3.17. Safety Equipment and Emergency Procedure (SEEP) training
- 1.3.18. Reduced Vertical Separation Minimums (RVSM) training
- 1.3.19. Performance Based Navigation (PBN) training
- 1.3.20. Crew Resource Management (CRM) training

- 1.3.21. Quality Assurance System/Management (QAS/QAM) training Course
- 1.3.22. Instructional Technique (IT) training Course
- 1.3.23. Human Performance and Limitations (HPL) training Course
- 1.3.24. Bomb threat and counter-terrorism in Aviation training Course
- 1.3.25. Audit Technique Course
- 1.3.26. Root cause analysis Course
- 1.3.27. Aerodrome firefighting training Course
- 1.3.28. Aviation Legislation training
- 1.3.29. Fuel tank safety Course
- 1.3.30. Electrical wiring interconnection systems (EWIS) Course
- 1.3.31. Maintenance production planning training
- 1.3.32. Store Inspection and Inventory Management Course
- 1.3.33. Aviation Logistics & Material Management Course
- 1.3.34. Technical Procedure Writing training
- 1.3.35. Engineering Planning & Technical Services Course
- 1.3.36. Aircraft maintenance program (AMP) Preparation and Effectiveness Analysis Course
- 1.3.37. Reliability Program Course
- 1.3.38. Question Bank Methodology (QBM) Course
- 1.3.39. Any other misc courses related to aviation operations.

Chairman, CAAB may approve any other training course inclusion as the changes at scope of an ATO through special audit which may be required for aviation personnel and licensing other than above mentioned training. All training shall be carried out as initial and refresher as per the policy of CAAB, service providers and operators.

1.4 Approval Process: The approval process of an ATO shall follow five phases as described below:

1.4.1. PHASE 1: PRE-APPLICATION PHASE

- 1) First letter informing the intention and requesting a meeting with CAAB.
- 2) First meeting and requesting the minutes of the meeting for communication with concerned/detailed CAAB personnel.
- 3) NOC from CAAB.

1.4.2. PHASE 2: APPLICATION PHASE

- 1) Arranging manpower and setting up the organogram.
- 2) Purchase/Lease process of training facilities/aides.
- 3) Infrastructure development.
- 4) Application with CAAB's format. (Appendix: A)

1.4.3. PHASE 3: DOCUMENT EVALUATION PHASE

- 1) Composition and submission of all manuals.
- 2) Policy formulation as per working handbook.
- 3) Corrective action plan.

1.4.4. PHASE 4: DEMONSTRATION AND INSPECTION PHASE

- 1) ATO approval/certification audit by CAAB authority as per audit checklist. (Appendix: B)

2) Training demo.

1.4.5. PHASE 5: CERTIFICATE ISSUING PHASE

1) Final audit and certificate issuance. (Certificate of Approval; Appendix: C)

1.5. **Renewal and continued surveillance:** The certificate of approval shall be subject to yearly renewal on satisfactory renewal audit by CAAB authority. The renewal audit will be carried out as per the checklist given at Appendix: B. The ATO will also be subjected to continued surveillance by the CAAB Authority to ensure that the ATO is operating within the terms of its approval and as described in its training and procedures manual.

Chapter 2. Organizational Structure and Qualified Manpower

2.1. **Organizational structure:** The organizational structure of an ATO will vary depending upon the scope and complexity of its training model. The design and make-up of its structure should ensure that the delivery of training meets the client's needs and expectations, while maintaining compliance with the applicable CAAB requirements.

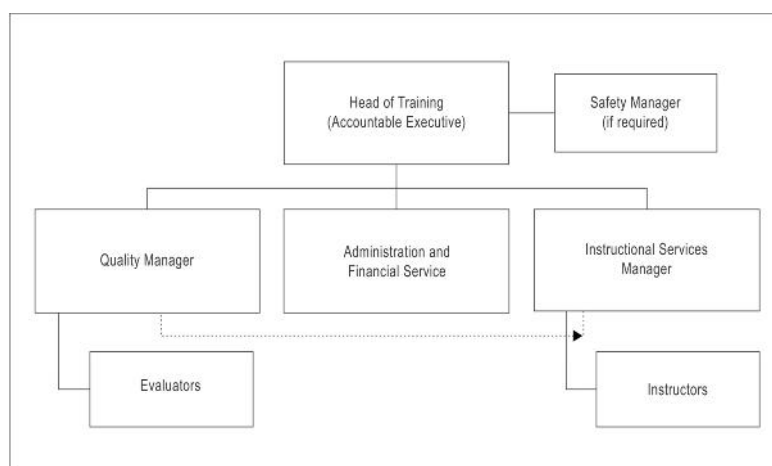


Figure-1 : Example of a small training organization

There may be small, medium or large organizational structure depending upon the scope and functions of the training organizations:

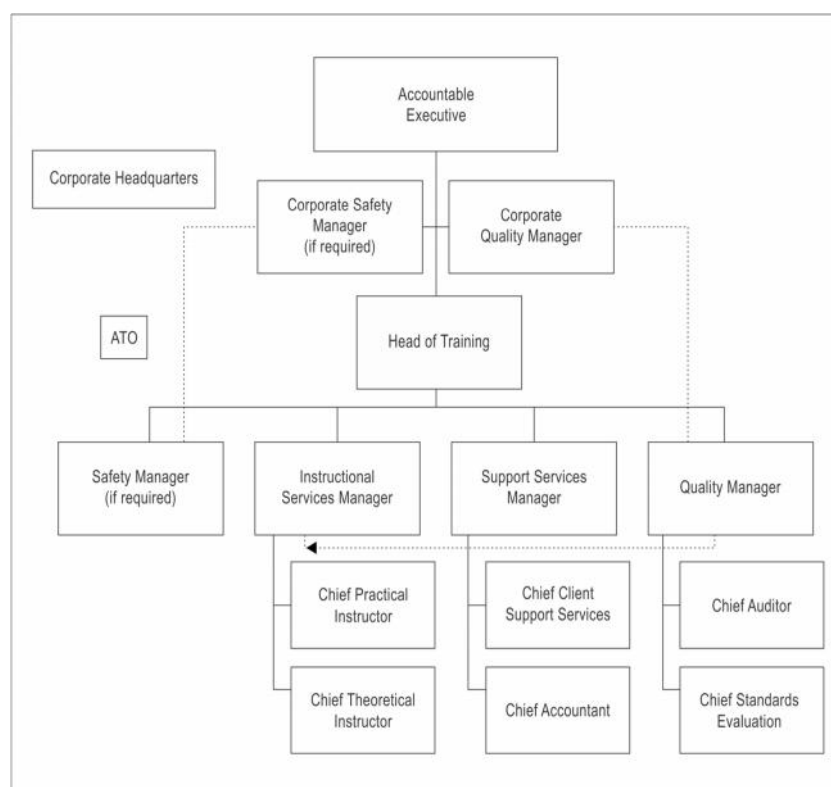


Figure-2 : Example of medium training organization

2.2. **Management and staffing:** ATOs need to have a management structure that is designed around best quality management practices. A training organization must have the basic structure to meet the acceptable compliance as below;

2.1.1. **Accountable manager:** Accountable Manager is the final authority on decisions that may impact upon the continued suitability of the organization to deliver training to aviation personnel for licensing purposes.

2.1.2. **Head of training:** Responsible for overall planning and execution for all types of training.

2.1.3. **Training coordinator:** Day to day training program and ensuring coordination between instructors and trainees.

2.1.4. **Qualified instructors:** Trained and certified instructors as per CAAB regulations (Annexure-12 to ANO-1).

2.1.5. **Quality assurance manager/officer:** Ensure the acceptable quality of training and procedures.

2.1.6. **Maintenance manager;** A maintenance manager is required if the ATO operates devices for which the civil aviation authority (CAA) regulations mandate a maintenance program (e.g. qualified simulation training devices or air traffic control equipment).

2.1.7. **Administration and finance officials;** Administrative staffs for supporting the administration and financial aspects of the ATO.

Chapter 3. Training and Procedures Manual

3.1. Introduction: The Training and procedure manual (TPM) shall required to be approved by CAAB. It describes the training programs being offered and the way in which the training organization conducts its activities. It is an essential document for the training organization because it provides the management and line personnel with clear guidance on the policy of the training organization as well as the procedures and processes which are used to provide training. It is also an essential document for the CAAB. During the approval process, it allows the Authority to assess whether the way in which a training organization is planning to operate is in line with existing requirements and accepted practices. Once the training organization is approved, a large part of the surveillance activities of CAAB shall be to ensure that the ATO is following the training and procedures manual.

3.2. Content: It is important that the contents of the training and procedures manual be consistent with other operational documents, regulations and manufacturer's requirements. The manual should also be user-friendly. It is also necessary to ensure that the manual is used consistently across all departments within the ATO. This can be achieved through an integrated approach that recognizes operational documents as a complete system. The TPM shall be issued in separate parts and shall contain at least the following information:

3.2.1. A general description of the scope of training authorized under the organization's terms of approval;

3.2.2. The content of the training programs offered including the courseware and equipment to be used;

3.2.3. A description of the organization's quality assurance system;

3.2.4. A description of the organization's facilities;

3.2.5. The name, duties and qualification of the person designated as responsible for compliance with the requirements of the approval;

3.2.6. A description of the duties and qualification of the personnel designated as responsible for planning, performing and supervising the training;

3.2.7. A description of the procedures used to establish and maintain the competence of instructional personnel as required;

3.2.8. A description of the method used for the completion and retention of the training records required by CAAB;

3.2.9. A description, when applicable, of additional training needed to comply with an operator's procedures and requirements; and

3.2.10. When CAAB has authorized an approved training organization to conduct the testing required for the issuance of a license or rating, a description of the selection, role and duties of the authorized personnel, as well as the applicable requirements established by CAAB.

A content of Training and Procedure Manual is given as a guideline at Appendix: D.

3.3. **Amendments:** The training organization shall ensure that the training and procedures manual is amended as necessary to keep the information contained therein up to date. The ATO should also develop an information review, distribution and revision control system to process information resulting from changes that originate within the ATO. This includes changes to:

- 3.3.1. The ATO's policies, processes, procedures and practices;
- 3.3.2. Respond to operating experience;
- 3.3.3. The scope of training provided;
- 3.3.4. The content of training programs;
- 3.3.5. Results stemming from the installation of new equipment;
- 3.3.6. An approval document or certificate requested by the ATO and issued by CAAB; and
- 3.3.7. Maintain standardization of training delivery and performance criteria.

Copies of all amendments to the training and procedures manual shall be approved by CAAB and furnished promptly to all organizations or persons to whom the manual has been issued.

Chapter 4. Quality Assurance (QA) System

4.1. **Objective:** The objective of QA is to ensure the achievement of results that conform to the standards set out in the ATO's manuals and in requirements and documents issued by CAAB. The effective application of QA principles will aid the ATO in meeting all regulatory requirements. Quality is an outcome of a number of processes: establishing standards; planning activities and documenting procedures to support such activities and standards; training the personnel involved before implementing the documented procedures; and measuring the outcomes of the activities to ensure that they meet the standards and expected results. If any non-conformities are found, corrective actions are taken to improve processes and procedures. It is to be emphasized that, to be truly effective in delivering the very best possible products and services, ATOs need to implement proactive as well as reactive processes.

4.2. **Elements:** The following QA elements is be defined and identified in the training and procedures manual:

- 4.2.1. The ATO's training policy (for clients as well as for its own personnel);
- 4.2.2. Training standards;
- 4.2.3. Allocation of responsibility;
- 4.2.4. Resources, organization and operational processes;
- 4.2.5. Procedures to ensure conformity of training with the training policy;
- 4.2.6. Procedures for identifying deviations from training policy and standards, and for taking corrective action, as necessary; and
- 4.2.7. The evaluation and analysis of experiences and trends concerning policy and training standards, in order to provide feedback into the system for the continual improvement of the quality of training.

Note: Details on the requirements for QA and the quality system for an ATO can be found in ANO ATO (Part-1) where the flight training part can be skipped for the better understanding for the Part 3.

Chapter 5. Facilities and Equipment

5.1. Facilities: An ATO should have access to facilities appropriate to the size and scope of the intended operations provided in an environment conducive to learning. These facilities should include:

5.1.1. General areas which consist of sufficient:

- 1) Office space for ATO managerial, administrative and training staff;
- 2) Study and examination rooms and reference/library facilities; and
- 3) Storage areas, including secure areas for training and personnel records;

5.1.2. Classroom areas which are suitably equipped to effectively deliver the theoretical elements of the training program in accordance with the training and procedures manual; and

5.1.3. Practical training areas which are designed and equipped to ensure the attainment of end-state competencies. These facilities should include, whenever applicable:

- 1) Operations, planning and briefing rooms;
- 2) Simulation and procedure trainer areas; and
- 4) Parts, tools and material storage areas.

5.2. Approval of Training Devices

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

5.2.2. Each training device that is intended for training, testing or checking in an approved training program and for which credit is being sought shall be assessed/evaluated and approved by CAAB, prior to initial use, as per manufacturer testing standard and for determination of its suitability.

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

- 1) A routine maintenance program to ensure that the training devices continue to function properly and, when applicable, continue to accurately replicate any component, system or equipment for which training, checking or testing credits are being sought; and
- 2) A record-keeping process for each training device to be established and maintained, which accurately records the device's use and lists any discrepancies with respect to its functionality or intended performance characteristics that may impact training.

5.2.4. For an ATO, the suitability of a simulation training device shall be determined considering the training tasks proposed, and the capability of the device to achieve the

desired training outcome. In doing so, manufacturer testing standard for determination of its suitability may be taken as reference.

5.3. Third-Party Providers (Outsourcing)

5.3.1. Courseware: As training program design becomes more sophisticated, an ATO may be allowed to outsource for the development of courseware. This is particularly true with competency-based programs that require a relatively short-term increase in manpower during the development phase. Whether or not an ATO engages outside assistance in designing and providing courseware, CAAB needs to evaluate the quality and suitability of its courseware. The work being performed by the third-party provider should therefore be subjected to the same quality assurance (QA) practices that the ATO is expected to apply to its own work.

5.3.2. Facilities and Equipment: Frequently the aviation training industry runs in cycles, during which ATOs may be operating below capacity for long periods of time only to suddenly find themselves inundated by demands that exceed their ability to deliver. An ATO may also need equipment for some parts of the training which may not be economically viable to own. To mitigate the impact of not being able to effectively respond and thus potentially lose valued clients, ATOs frequently may have standing agreements with other institutions to lease facilities and equipment. The temporary use of another organization's facilities and equipment can present challenges in terms of the QA processes of the ATOs. Under these circumstances, a breakdown in vigilance can cause serious damage to the integrity and quality of the training. To mitigate this, ATOs should develop contingency plans in their quality manual for instances when training levels are such that the use of another institution's facilities and equipment is required.

5.3.3. Personnel: The most frequent outsourcing practice of ATOs is the hiring of temporary instructional personnel. It is during these times in particular that a robust quality system will protect the integrity and quality of an ATO's training programs and the ATO's reputation for delivering quality products and services. Despite their best intentions and qualifications, temporary employees elevate the risk of non-standardized delivery of training and of a decrease in the level of service provided to the ATO's clients. Detailed, documented policies, processes and procedures that are easy to understand and uniformly applied, combined with initial indoctrination training, will go a long way to mitigating this risk. Besides training its regular staff, ATOs should ensure that refresher training is implemented on a scheduled basis for part-time or temporary instructional personnel prior to commencing their duties after a specified period of inactivity. Re-familiarization with the ATO's quality system and expected levels of service should be included in this training scheme. Besides the contingency plan, the ATO's quality manual should include policies, processes and procedures for the employment of temporary instructional staff.

Chapter 6. RECORD KEEPING

6.1. **Objective of Record Keeping.** Keeping accurate and complete training records is an important aspect of complying with the approval requirements. It is also an essential tool for the ATO to ensure the continuity and consistency of its training. The qualifications required for training personnel and trainees should be recorded in the record-keeping system to ensure that those qualifications are monitored and current.

6.2. **Record Keeping Characteristics:** The record-keeping system of an ATO have the following characteristics:

6.2.1. **Completeness.** The records kept by the ATO should be sufficient to provide documentary evidence of each training action and allow the reconstruction of the training history of each student or instructor in the ATO.

6.2.2. **Integrity.** It is important to maintain the integrity of records, ensuring that they are not removed or altered. A backup of the records is also necessary to ensure continuity in case of a major disaster.

6.2.3. **Accessibility.** Records of both instructional personnel and trainees should be readily accessible.

6.3. **Duration of Record Keeping:** Each ATO should also establish rules for archiving personal employment and training records that are non-active. All training related record is to be preserved for 05 (five) years.

Chapter 7. Oversight

7.1. Oversight shall be carried out by CAAB as per the checklist given at APPENDIX-B. It consists of the approval process of an ATO and the continued surveillance of the ATO's training delivery after approval. The purpose of the surveillance activities is to ensure that the ATO is operating within the terms of its approval and as described in the training and procedures manual. It includes a review of the ATO's quality assurance (QA) system, its administrative, technical and training records and its operational activities. Surveillance is an ongoing function that may also include consideration of records held by the CAAB, for example, flight test and examination results, in addition to on-site inspections, audits and other surveillance activities.

7.2. The main elements of the ATO activities that are subject to the CAAB's oversight include, as applicable, the following:

- 7.2.1. Staff adequacy in terms of number and qualifications;
- 7.2.2. Validity of instructors' licenses, certificates, ratings and authorizations;
- 7.2.3. Personal record folders;
- 7.2.4. Appropriate and adequate facilities for the training and for the number of students;
- 7.2.5. Documentation process (e.g. the review and update of the training and procedures manual), with particular emphasis on course documentation, including records of updates, training/operations manuals, etc.;
- 7.2.6. Training delivery in the classroom and in simulation devices and, if applicable, on the-job training, including briefing and de-briefing;
- 7.2.7. Instructor training (initial and refresher);
- 7.2.8. QA practices;
- 7.2.9. Training, examination and assessment records;
- 7.2.10. Evaluation and checking;
- 7.2.11. Equipment serviceability; and
- 7.2.12. Training device qualification and approval.

7.3. In case where CAAB has approved a foreign ATO using the alternative approval process described in Chapter 9, CAAB may find it desirable to rely, to a certain extent, on the surveillance system of the baseline CAAB to supplement their efforts.

Chapter 8. Evaluation and checking

8.1 Evaluation and Checking of trainees is an importance element of an ATO. In this case, CAAB will give necessary directive or approval of evaluation procedure in ATO TPM. A general guideline for the ATO for evaluation is avoiding conflict of interest in evaluation process, i.e. the instructional personnel with the evaluating personnel. The evaluating personnel are normally CAAB personnel. As per Annexure-12 of ANO-1, all instructors are to be approved by CAAB, and CAAB will have its own designated personnel as evaluator to conduct evaluation of the trainees. However, the total procedure of evaluation and checking is to be described in ATO TPM (Chapter 3 of Appendix D to ANO ATO (Part-3)).

Chapter 9. APPROVAL OF A FOREIGN ATO

9.1. **Need for Approval:** CAAB shall also approve an ATO which is located outside Bangladesh and whenever any applicant wishes to get an approved training in any other state.

9.2. **Approval Process:**

9.2.1 Any applicant who wishes to conduct aviation related training (other than flight training and aircraft maintenance licensing training), is required to fulfil an approval process of the ATO located outside Bangladesh as per the laid down requirements and procedure in Appendix E of ANO ATO (Part-3).

APPLICATION FORM FOR ATO PART-3
(OTHER THAN FLIGHT TRAINING SCHOOL AND AIRCRAFT
MAINTENANCE LICENSING)

(While providing information extra sheets may be
used)

1. Name of Applicant :
 2. Address :
 3. Proposed Location of Establishment of ATO :
 4. Name of the training courses to be conducted:
 5. Name of the ATO (Proposed) :
 6. Nature of ownership:
 - 6.1. Proprietorship :
:
 - 6.2. Company:
 - 6.3. Name, address and percentage of share
for each partner if company :
 7. Financial Data :
 - 7.1 Paid up capital /Net Investment
in Bangladesh :
 - 7.2 Authorized capital :
- Note: Shall be supported by a certificate from the banker or chartered accountant :**
8. Information on management of the organization and key staff members including their names, titles, educational qualifications and practical experiences. As a minimum, the background of the following personnel's should be included:-
 - 8.1 Chief Executive/ Accountable Manager :
 - 8.2 Directors or board members :
 - 8.3 Major shareholders :
 - 8.4 Office and management personnel
(Head of Training, Quality Manager etc) :

9. Detailed information on the following headings:

- 9.1. Detailed description of how the applicant intends to show compliance with each provision of the applicable ANO-01 and ANO ATO (Part-3)
- 9.2. Proposed date of operation :
- 9.3. Particulars of the non-refundable Bank draft amounting to Tk. 50,000/- (Fifty thousands) only issued in favour of Civil Aviation Authority, Bangladesh.

SIGNATURE, NAME & DESIGNATION OF APPLICANT

DECLARATION

I, hereby declare that the proposed operation, if permitted, will be conducted in accordance with ICAO standards, ANO 1, ANO ATO (Part-3) and any other directive issued by the Civil Aviation Authority, Bangladesh from time to time.

SIGNATURE, NAME & DESIGNATION OF APPLICANT

Note : 1) CAAB reserves the right to reject or cancel any application & permission without assigning any reason.

- 2) Mailing Address : The Chairman
Civil Aviation Authority, Bangladesh
Headquarters, Kurmitola, Dhaka-1229.
Bangladesh

APPENDIX-B

CIVIL AVIATION AUTHORITY OF BANGLADESH
ATO AUDIT CHECKLIST

APPLICABILITY

This audit check list is applicable for initial issue as well as for renewal for a certificate of approval (COA) for ATOs. Certain items may not be applicable for a certain types of approved training organization (ATO) and or types of audit. In such cases, those may be omitted.

INSTRUCTION TO USE

This check list is divided into different distinct divisions. Each division is having a heading and if applicable sub-headings. Divisions are divided in columns. Column headings are SL NO, ITEMS, RESPONSE and REMARKS.

SL NO column begins with new serial numbers for every division or sub-headings. Sub-headings are prefixed by small letters in the SL NO column. ITEMS column is the description of the area to be audited. This column may have sub-headings as mentioned above for easy identification of the topics to be audited. RESPONSE column is normally filled up by the ATOs. However, this may also be done by the CAAB inspectors in collaboration with the ATO management. Some response may be given by manual or document references. REMARKS column may contain some significant information, which may be filled up by either the CAAB inspectors or the ATO management. Remarks column shall be concluded by assigning S/U/NA and signed by the relevant CAAB inspector. 'S' being 'satisfactory' and no further action required. 'U' denotes 'un-satisfactory' and actions required to rectify the short falls before a COA can be issued or renewed. 'NA' denotes 'not applicable'.

Date of Audit Inspection:

Inspectors Name :

1.GENERAL INFORMATION OF THE ATO

SL.NO	ITEMS	RESPONSE	REMARKS
01	Name and address of the ATO		
02	Company registration number		
03	Name of Chairman of the Board/President of the executive		
04	Names of the Board Members		

05	Whether there were any changes of Board Members since previous Audit?		
06	If any, has it been approved by CAAB?		
07	Number and Validity of the COA		
08	Date of previous Audit		
09	Dates of previous surveillances and findings, if any		
10	Does the ATO have any other operator's certificate?		
11	Whether the ATO has advertised without having a valid COA?		
12	Whether the ATO has advertised beyond the scope of its approval?		
13	Whether the ATO has carried out internal Quality audit?		
14	Whether the ATO has developed a feedback system from the customers?		
15	Whether the ATO successfully mitigates customer's queries and complaints?		
16	Whether the ATO has displayed the approval certificate (COA) in a prominent place		

2. MANAGEMENT AND ORGANIZATION

SL.NO	ITEMS	RESPONSE	REMARKS
a	<i>Key Post Holders:</i>		
01	Name of the Managing Director/Accountable Manager		
02	Name of the Training Quality Manager		
03	Name of the Quality Assurance Manager		
04	Name of the Examination Manager		
05	Are the Key Post holders adequately qualified?		
06	Are the required Key Post holders approved by CAAB?		
b	<i>ATO Staff Information:</i>		
01			
02	Number of Ground Instructors		
03	Whether of part-time Instructors are engaged?		

06	Are there any Foreign Instructors engaged by the ATO?		
07	If yes, are they properly cleared and certified by the Government and CAAB?		
08	Are the Instructors adequately qualified?		
09	Are the Instructors approved by CAAB?		
10	Are there any Foreign Students being trained by the ATO?		
11	If yes, are they properly cleared and certified by the Government and CAAB?		
c	<i>Class and briefing room facilities:</i>		
01	Whether the number of class rooms sufficient for the courses offered by the ATO?		
02	Whether the space of the class rooms is sufficient?		
03	Whether the seating arrangement of the class rooms is adequate?		
04	Whether the class rooms are well ventilated with proper temperature controls, sufficiently noise proof and properly lighted?		
05	Whether proper audio-visual training aids are		
06	Whether other equipment required for training is available?		
07	Whether a proper library containing manuals, documents, aviation related books and journals available and readily accessible to the students and instructors?		

3. DOCUMENTS AND MANUALS

SL.NO	ITEMS	RESPONSE	REMARKS
a.	<i>Documents and Equipment:</i>		
01	Whether the latest CAR, relevant ANOs available with the ATO?		
02	Whether all circulars, instructions, notices issued by CAAB, relevant to ATO, available?		
03	Are the circulars, instructions, notices issued by CAAB relevant to students, available to them?		
04	Whether the ATO issued any circular to the students since the last renewal of COA and disseminated those to the students?		
05	Does the ATO have any information disseminating policy in place?		
b.	<i>Manuals:</i>		
01	Whether an approved TPM is available with revisions?		

02	Does the TPM contain syllabus for all the courses approved?		
03	Whether a master folder maintained having a list of all documents and revision in the ATO?		
04	Whether the ATO has approved manuals for all approved courses it offers?		

4. TRAINING RECORDS

SL.NO	ITEMS	RESPONSE	REMARKS
a	<i>Students:</i>		
01	Does the ATO has a student enrolment policy and maintains the enrolment		
02	Is there a policy to check that the students meet the educational qualification, age and medical standards (when applicable)?		
03	Whether a record is maintained to show that all trainings are being conducted in accordance with the approved syllabus prescribed in the training manual?		
04	Whether a record is maintained to show that each student has gone through an organized training course, as appropriate?		
05	Whether a record is maintained to show that the ATO conducted exams/tests for each student?		
06	Whether a record is maintained to show that the ATO recommends a student for CAAB exam/test only after passing in house exams/tests?		
07	Whether a complete and updated dossier is maintained for each student?		
b	<i>Instructors:</i>		
01	Whether the ATO maintains records for instructor's initial and refresher training?		
02	Does the ATO maintain a dossier for each instructor with up-to-date records?		

COMMENT

SATISFACTORY		NAME	DATE	SIGNATURE	S E A L
UNSATISFACTORY					

APPENDIX-C

TEMPLATE CERTIFICATE OF APPROVAL
CIVIL AVIATION AUTHORITY OF BANGLADESH



Approved Training Organization (ATO)
Certificate of Approval (COA)
No. XX

This certificate is issued to: (Name of the ATO)

Whose principle place of business is located at: (Address in full)

Upon finding that the organization complies in all the respects with the regulations of Bangladesh Civil Aviation Authority related to the establishment and continuation of any approved training organization at empowered to operate as an approved training organisation in accordance with the training specifications issued herewith, and may conduct the following courses:

- a) xxxxxxxxxxxx Course;
- b) xxxxxxxxxxxx Course;
- c) xxxxxxxxxxxx Course;
- d) xxxxxxxxxxxx Course.

This certificate, unless cancelled, suspended or revoked, shall continue in effect until xxxxxxxx (Date of expiry).

Date of Issue: XXXX.

Name.....

Member
Flight Standard & Regulations

Date of Initial Issue: xxxxxx (Date)

ANO ATO Part-3

CONTENT OF THE TRAINING AND PROCEDURES MANUAL

This appendix supplements the information in Appendix 2 to Annex 1. Part I of this appendix covers the content requirements for the training and procedures manual of all ATOs. Part II deals with the additional content requirements for ATOs that provide flight training utilizing aircraft.

Content requirements for ATOs other than flight and maintenance training organizations

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

1. GENERAL

- 1.1 Preamble relating to the use and applicability of the manual.
- 1.2 Table of contents.
- 1.3 Amendment, revision and distribution of the manual:
 - a) procedures for amendment;
 - b) record of amendments page;
 - c) distribution list; and
 - d) list of effective pages.
- 1.4 Glossary of definitions and significant terms, including a list of acronyms and/or abbreviations.
- 1.5 Description of the structure and layout of the manual, including:
 - a) the various parts and sections, as well as their contents and use; and
 - b) the numbering system for headings and paragraphs.
- 1.6 Description of the scope of training authorized under the ATO's terms of approval.
- 1.7 Organization (chart of the ATO's management organization — see chapter 2; the names of the post holders).
- 1.8 Qualifications, responsibilities and succession of command of management and key operational personnel, including but not limited to:

- a) accountable executive;
- b) head of training;
- c) instructional services manager;
- d) quality manager;
- e) maintenance manager, if applicable;
- f) safety manager, if applicable;
- g) instructors; and
- h) evaluators, including those with examiner functions, and auditors.

1.9 Policies dealing with:

- a) the ATO's objectives, including ethics and values;
- b) the selection of ATO personnel and the maintenance of their qualifications;
- c) the training programme design and development, including the need for programme validation and review in accordance with Chapter 3, 3.6 and 3.8 of this manual, as well as the outsourcing of training programme development to third-party providers in accordance with Chapter 7 of this manual;
- d) the evaluation, selection and maintenance of training material and devices;
- e) the maintenance of the training facilities and equipment;
- f) the development and maintenance of a quality system (QS) governance model (see Appendix B); and
- g) the development and maintenance of a culture focused on safety in the workplace, including, when applicable, implementation of a safety management system (SMS) governance model (see Chapter 5).

1.10 Description of the facilities and equipment available, including:

- a) general-use facilities, including offices, stores and archives, and library or reference areas);
- b) the number and size of classrooms, including installed equipment; and
- c) the type and number of training devices, including their location if other than at the main training site.

2. STAFF TRAINING

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

2.2 Details of the procedures to validate the qualifications and determine the competency of instructional personnel as required by paragraph 2.2 of Chapter 2.

2.3 Details of the initial and recurrent training programmes for all personnel as required, including awareness training with respect to their responsibilities within the ATO's system governance processes.

2.4 Procedures for proficiency checks and upgrade training.

3. CLIENT TRAINING PROGRAMMES

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

3.1 Training plan

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

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

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

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

3.1.4 Training curricula, including:

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

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

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

3.1.5 Training policies in terms of:

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

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

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

3.1.7 Policy and procedures regarding training effectiveness, including for:

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

3.2 Syllabi for non-competency-based training programmes

3.2.1 *Practical training syllabus*

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

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

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

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

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

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

3.2.2 *Theoretical knowledge syllabus*

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

3.3 Syllabus for competency-based training programmes

3.3.1 Ideally, training programmes should be competency-based.

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

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

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

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

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

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

5. RECORDS

Procedures regarding:

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

6. SAFETY MANAGEMENT SYSTEM (IF APPLICABLE)

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

7. QUALITY ASSURANCE (QA)

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

8. APPENDICES

As required:

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

APPENDIX-E

APPROVAL OF ATO LOCATED OUTSIDE BANGLADESH

1. INTRODUCTION:

1.1 This Appendix-E to ANO ATO (Part-3) is applicable for approval of a training organization to conduct aviation related training other than flying training and aircraft maintenance licensing training outside Bangladesh.

2. APPROVAL REQUIREMENTS OF ATO OUTSIDE BANGLADESH

2.1 Operators/applicant, seeking approval for ATO outside Bangladesh, shall apply to CAAB;

2.2 On acceptance of the application, the ATO shall be inspected by the authority.

3. ACCOUNTABLE MANAGER

3.1 An ATO shall have a designated accountable manager.

4. SUBMISSION OF DOCUMENTS AND CERTIFICATE OF APPROVALS

4.1 The operator/applicant shall submit:

4.1.1 The copy of signed agreement or equivalent document concluded between the operator and the ATO;

4.1.2 The copy of certificate confirming approval of the ATO along with the privileges to conduct training courses issued by the contracting state;

5. MANAGEMENT AND TRAINING PERSONNEL

5.1 The organization structure shall allow supervision of related personnel having the experience and qualities necessary to ensure required standards;

5.2 The ATO shall have a designated person, who shall be responsible for ensuring the training standards and compliance;

5.3 If training is conducted by foreign instructors, Instructors approved by the ATO may conduct Theoretical Knowledge Instruction and the examiners approved by the ATO may conduct the evaluation of the tests.

6. ESTABLISHMENT AND FACILITIES

6.1 The ATO shall be staffed, equipped and operated in a suitable environment and meet at least the following standards;

6.1.1 All accommodation must be sited within permanent structures and not shared with the general public;

6.1.2 All class/briefing rooms are to be suitably equipped and furnished with provision for cooling/heating, lighting, ventilation and are not to be combined with any accommodation used for the administrative staff;

6.2 Class/briefing rooms shall be of adequate size relative to the maximum student capacity;

6.3 Training equipment shall be available for use in class/briefing rooms. The precise range of training equipment will depend upon the courses approved;

6.4 Operational publications and course materials shall be available in the appropriate places;

7. TRAINING AND PROCEDURES MANUAL (TPM)

7.1 The Training manual shall include a breakdown of the training program and a syllabus summary.

7.2 The training manual shall state the standards and training objectives for each phase of training that the trainees are required to comply with, including entry requirements for each course, as applicable;

8. EVALUATION AND CHECKING

8.1 A foreign ATO is to be authorized to conduct the testing requirement with an authorized examiner from the CAA of the ATO.

9. QUALITY ASSURANCE SYSTEM

9.1 The Quality System is intended to ensure that the ATOs' operations and training are conducted efficiently, effectively and in accordance with ANO ATO Part-1. The training organization shall have a quality assurance system which ensures that training and instructional practices comply with all relevant requirements and shall be responsible for conducting audit assessment of the approved training organization.

10. TRAINING RECORDS

10.1 The ATO shall ensure that adequate procedures are established to maintain records of all training conducted and retained for a period of at least 3 years. The form and content of training records are to be specified in the training manual/TPM of the applicant /COA holder;

10.2 ATO shall maintain personal folder (when applicable) of all trained person in a manner that they contain successive training and performance reports in order to keep a good track record of their professional performance.

11. ISSUE OF APPROVAL

11.1 The issuance of an approval for a training organization and the continued validity of the approval shall depend upon the training organization being in compliance with the requirements of this ANO. On satisfactory inspection, approval may be awarded to the organization as ATO to conduct training in favour of Bangladeshi candidates.

11.2 The approval document shall contain at least the following:

- i. organization's name and location;
- ii. date of issue and period of validity (where appropriate);
- iii. terms of approval.

12. **VALIDITY**

12.1 The validity of the approval shall be for a period of maximum period of 2 years unless revoked or suspended.

13. **RENEWAL**

13.1 Approval may be renewed after satisfactory inspection by the CAAB that the ATO have maintained the standards for initial issuance of the approval.

14. **INSPECTION AND OVERSIGHT**

14.1 In addition to the initial and renewal inspection, CAAB shall maintain an effective oversight programme of the approved training organization to ensure continuing compliance with the approval requirements.

15. **REVOCATION, SUSPENSION OR VARIATION OF APPROVAL**

An approval, issued by the authority may be revoked, suspended or varied, at any time, if the requirements cease to be met in part or in whole, or if the standards on which approval was granted are not maintained. The organization will be notified of the non-conformances and, if necessary, a 'restricted approval' may be issued to permit the remedial action to be taken within a specified time. Should the organization fail to take remedial action within the specified time, revocation or suspension of the approval will be followed.