



Advisory Circular

Subject: Flight Instructor Refresher Courses – Aeroplane and Helicopter

Issuing Office:	Civil Aviation		
PAA Sub Activity Area:	Aviation Safety Regulatory Framework	AC No.:	421-001
File Classification No.:	A 5800-20-5	Issue No.:	02
RDIMS No.:	5857421-V6	Effective Date:	2010-10-27

TABLE OF CONTENTS

1.0	INTRODUCTION.....	3
1.1	Purpose.....	3
1.2	Applicability.....	3
1.3	Description of Changes.....	3
2.0	REFERENCES AND REQUIREMENTS	3
2.1	Reference Documents	3
2.2	Cancelled Documents	3
2.3	Definitions and Abbreviations	3
3.0	BACKGROUND.....	5
4.0	APPLYING FOR COURSE AUTHORITY	6
4.1	Course Authorization Process	6
4.2	Training Course Outline	7
5.0	COURSE STANDARDS	8
5.1	General.....	8
5.2	Course Duration	8
5.3	Transport Canada Monitoring and Participation	8
5.4	Course Provider	8
5.5	Course Manager	9
5.6	Course Presenters	9
5.7	Course Participants.....	9
5.8	Attendance	9
5.9	Facilities	9
5.10	Instructional Method.....	9
5.11	General Learning Objectives	9
5.12	Specific Learning Objectives.....	10
5.13	Course Completion Certificate	10
5.14	Instructor Rating Renewal.....	10
5.15	Required Subject Areas	11
5.16	Special Emphasis Subjects.....	12



5.17	Adult Learning	12
5.18	Lesson Plans.....	12
5.19	Flight Training Device	12
5.20	Flight Instruction	12
5.21	Scheduling	12
5.22	Cancellation Policy.....	12
5.23	Change of Course Provider	13
5.24	Change of Course Manager.....	13
5.25	Quality System	13
5.26	Evaluation of Refresher Course Effectiveness	13
5.27	Record Keeping	14
6.0	RENEWAL, SUSPENSION, CANCELLATION OF COURSE AUTHORITY.....	14
6.1	Renewal of Authorization	14
6.2	Suspension and Cancellation of Authorization	14
7.0	CONTACT OFFICE	15

1.0 INTRODUCTION

This Advisory Circular (AC) is provided for information and guidance purposes. It may describe an example of an acceptable means, but not the only means, of demonstrating compliance with regulations and standards. This AC on its own does not change, create, amend or permit deviations from regulatory requirements, nor does it establish minimum standards.

1.1 Purpose

The purpose of this document is to set out the policies and procedures for authorization to conduct aeroplane or helicopter flight instructor refresher courses leading to renewal of a flight instructor rating in accordance with paragraph 421.66(1)(b) of the Standard (STD).

1.2 Applicability

This document is applicable to course providers conducting aeroplane or helicopter flight instructor refresher courses that may result in the renewal of a flight instructor rating in accordance with section 401.66 of the Canadian Aviation Regulations (CAR).

1.3 Description of Changes

This document, formerly AC 421-001, Issue 01, has been reissued as AC 421-001 Issue 02. With the exception of minor editorial changes and updated references, the content is unaltered.

2.0 REFERENCES AND REQUIREMENTS

2.1 Reference Documents

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

- (a) *Aeronautics Act*;
- (b) Part IV, Subpart 01 of the Canadian Aviation Regulations (CARs)—*Flight Crew Permits, Licences and Ratings*;
- (c) Standard 421 of the CARs—*Flight Crew Permits, Licences and Ratings*;
- (d) Standard 425 of the CARs – *Flight Training*; and
- (e) Transport Canada form number 26-0083 – *Flight Crew Permit / Licence – Application for Endorsement of a Rating*. http://www.tc.gc.ca/wwwdocs/forms/26-0083e_0712-03_e.pdf.

2.2 Cancelled Documents

Not applicable.

2.3 Definitions and Abbreviations

The following definitions and abbreviations are used in this document:

- (a) **Cognitive:** From the Latin cognoscere “to get to know.” The mental processes of perception, memory, judgement and reasoning.
- (b) **Cognitive skills:** Those intellectual skills that are prerequisite to the performance of a task, subtask.
- (c) **Competency:** The combination of knowledge, skills and attitude required to perform a task to the standard required by industry.
- (d) **Condition:** One of the three primary components of a proficiency objective: performance, condition and standard. The conditions describe the range of circumstances under which trainee performance will be measured and evaluated. Conditions may include the natural environment (ceiling, visibility, wind, turbulence, etc.), the operational environment

Navigational Aid (NAVAID) inoperable, birds, conflicting air traffic, passengers not seated, etc.) and operational contingencies (abnormal and emergencies).

- (e) **Course provider:** The individual or organization holding Transport Canada Civil Aviation (TCCA) authorization to conduct Flight Instructor Refresher Courses meeting the requirements of section 421.66 of the STD.
- (f) **Criterion:** The performance level a trainee must achieve in order to demonstrate an acceptable level of proficiency in an objective or job task.
- (g) **Curriculum design:** The activities involved in organizing, clustering, sequencing and otherwise structuring the elements of instruction (objectives, lessons, evaluations, etc.) into an orderly flow of learning experiences to facilitate trainee performance.
- (h) **Enabling objective:** The specific behaviours, in the form of single activities or steps that must be learned or performed, often sequentially, to achieve a terminal objective. Also called a *supporting objective*.
- (i) **Formative evaluation:** Evaluation conducted for the purpose of ensuring that the goals of the instruction are being achieved and to improve the instruction, if necessary.
- (j) **Learner centred instruction:** An instructional process in which the content is determined by the trainee's needs, the instructional materials are geared to the trainee's abilities, and the instructional design makes the trainees active participants.
- (k) **Learning objective:** A statement of what the learners will be expected to do when they have completed a specified course of instruction. It prescribes the conditions, behaviour (action), and standard of task performance for the training setting.
- (l) **Lesson:** A meaningful division of learning consistent with the method of study, learning, or testing of performance (proficiency) objectives. Lessons usually contain objectives, training events, trainee materials, instructor materials, and an evaluation scheme or form.
- (m) **Lesson plan:** A document used by instructors and/or trainees, describing the objectives, content, context, timing, equipment, activities and evaluation strategy of a particular lesson or group of lessons.
- (n) **Media:** Physical means for providing the instructional content and experience to the trainee. Includes entire set of instructional presentation materials; e.g., workbook, videotape, overheads, computer based training devices (CBTs), mock-ups, flight training devices (FTDs), simulators.
- (o) **Motor skill:** Physical actions required to perform a specific task (subtask or element). Trainees have acquired a motor skill not when they can simply perform a prescribed procedure, but when their movements are smooth, regular and precisely timed. Those hands-on skills that are prerequisite to the performance of a task, subtask, element or sub-element.
- (p) **Performance-based instruction:** Learning activities designed to provide the specific on-the-job knowledge and skills required to perform the task to be learned. Also known as criterion-referenced instruction (or competency-based instruction).
- (q) **Proficiency objective:** A statement describing the behaviour the trainee must be able to demonstrate on the job. Each objective must specify precisely what behaviour must be exhibited (the performance statement), the conditions under which the behaviour will be accomplished (condition statement), and the minimum standard of acceptable behaviour (standard or criterion statement). A learning objective (usually an enabling objective) can be demonstrated in a classroom or academic type setting, while a performance objective (usually a terminal or supporting proficiency objective) must be demonstrated in an environment equivalent to the operational environment.

- (r) **Sequencing:** Arranging the teaching points, teaching steps, and criterion steps into the most appropriate order for effective learning.
- (s) **Simulation:** Any representation or imitation of reality. An instructional strategy used to teach problem solving, procedures, or operations by immersing learners in situations resembling reality. The learners actions can be analyzed, feedback about specific errors provided, and performance can be scored. They provide safe environments for users to practice real-world skills. They can be especially important in situations where real errors would be too dangerous or too expensive.
- (t) **Skill:** An ability to perform an activity or action. Often divided into motor/hands-on and cognitive categories.
- (u) **Standard of performance:** The observable, measurable parameters of acceptable performance.
- (v) **Syllabus:** A step-by-step (building block) progression of learning with provisions for review, evaluation, and testing at prescribed stages of learning. The syllabus defines the unit of training, states by objective what the trainee is expected to accomplish during the unit of training, shows an organized plan for instruction, and dictates the evaluation and/or testing process for either the unit or stages of learning to be presented.
- (w) **Summative evaluation:** Process of measuring the effectiveness of trainee learning and the degree to which the major objectives are attained by the end of the course or the phase of training.
- (x) **Terminal objective:** Prescription of the conditions, behaviour (action), and standard of task performance for the training setting. A learning objective at the highest level of learning appropriate to the human performance requirements a trainee will accomplish when successfully completing instruction.
- (y) **Validation:** A process of testing the effectiveness of instruction by administering the criterion test immediately after the instruction. Also, a process through which a course is administered and revised until learners effectively attain the base line objectives.
- (z) **Validity:** The degree to which a test measures what it is intended to measure. Although there are several types of validity and different classification schemes for describing validity there are two major types of validity that test developers must be concerned with, they are content-related and criterion-related validity.

3.0 BACKGROUND

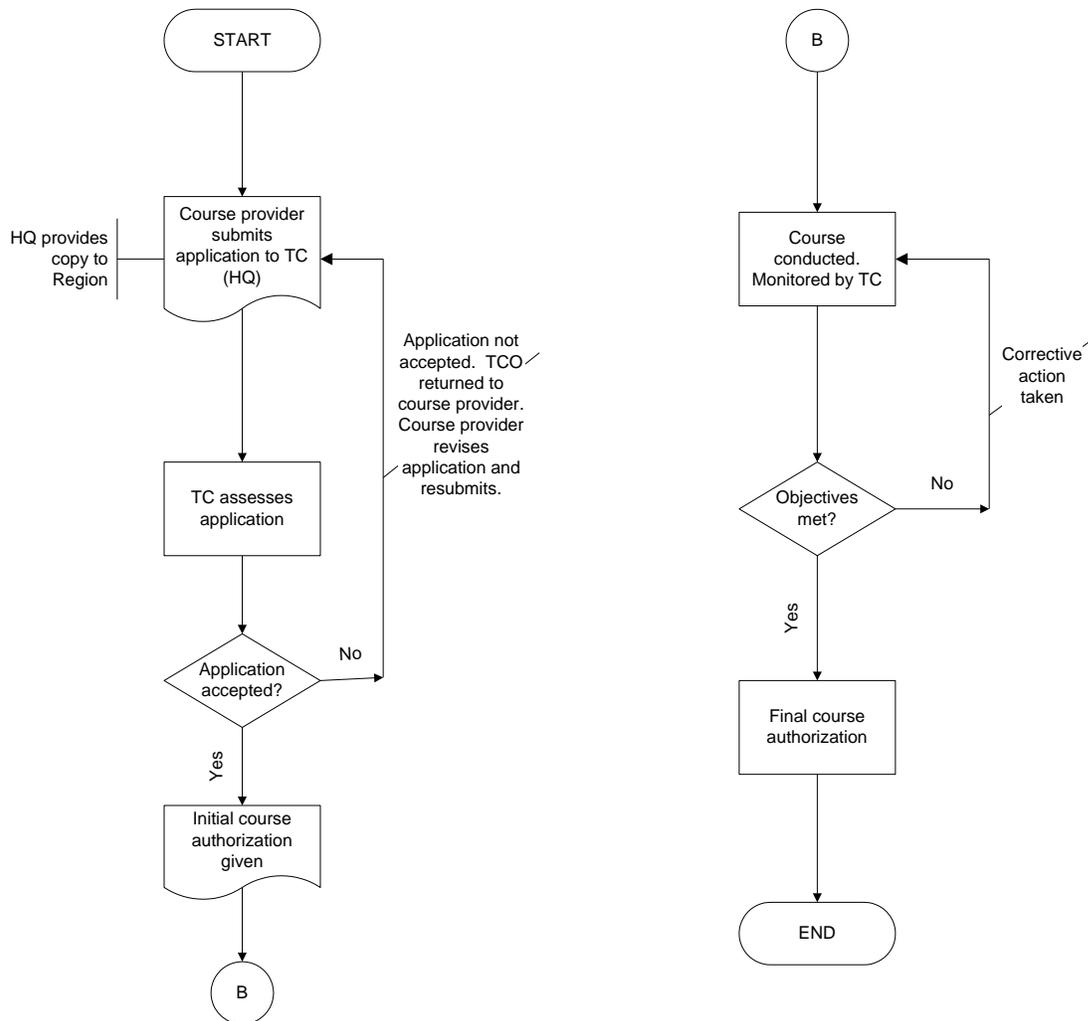
- (1) The Flight Instructor Refresher Course program was established by Order-in-Council in October 1951, in partnership with the Royal Canadian Flying Clubs Association and the Air Transport Association of Canada. A federal government grant to industry allowed the associations to administer the courses with TCCA staff responsible for developing and delivering the content. Until 1995 the expenses of instructors invited to the courses were paid from this funding. Originally a ten-day course, the courses were reduced to five days, still with a component of actual flying with inspectors and with other instructors. When grants to industry ended, the courses were reduced to three days, the flying was discontinued, and instructors became responsible for their own expenses.
- (2) The safety of flying in Canada depends on the competence of the pilots and the system that supports them. The competence of pilots depends in turn on the quality of the training system that produces them, a system that is made up of flight schools, owners, managers, chief flight instructors, flight instructors, ground instructors, pilot examiners, maintainers, and regulators. At the centre of this system is the student and it is the flight instructor who guides the student through the process of building the required knowledge, skills and attitudes. These instructors

enter the profession as Class 4 apprentices under the supervision of more experienced instructors but they can advance quickly to become supervisors themselves, chief flight instructors and trainers of new flight instructors.

4.0 APPLYING FOR COURSE AUTHORITY

4.1 Course Authorization Process

- (1) Applicants submitting flight instructor refresher course proposals are encouraged to be innovative and to explore the use of new techniques and teaching concepts as well as diversity of subject materials. The course should be both challenging and thought provoking. Construction of the training course outline should follow the general guidance in this advisory to ensure expeditious authorization of the course.
- (2) Course providers who desire authority to conduct flight instructor refresher courses shall submit to the Chief, Flight Training and Examinations, a Training Course Outline (TCO) and a letter expressing their desire to conduct courses in accordance with this advisory. For initial courses, the TCO must be submitted at least 90 days before the course is conducted. TCCA Headquarters (HQ) will assess the TCO. Where the TCO meets all the requirements, the Chief, Flight Training and Examinations, will issue an initial course authorization and arrange for a monitor of the course.
- (3) Following the monitor of an initial course, the Chief, Flight Training and Examinations will, where the requirements of the advisory have been met, issue a letter of final authorization. The letter and the accepted TCO will constitute final authorization to conduct flight instructor refresher courses. This final authorization may be suspended or cancelled for failing to meet the requirements of the TCO, but will otherwise remain valid to the first day of the 25th month after the month in which final authorization is given.
- (4) Once a course provider obtains final authority, which is valid for two years, the provider may conduct refresher courses in any TCCA region. As courses are likely to vary, a TCO is needed for each course. A copy of this TCO must be provided to the Chief, Flight Training and Examinations, at least 45 days before the course is conducted.
- (5) When an initial course has been monitored and determined to be unsatisfactory, the Chief, Flight Training and Examinations, will advise the course provider by letter. The course provider can resubmit the application for an initial course after making the necessary revisions. TCCA will reassess the application and issue a new initial authorization when all the requirements have been met. TCCA will arrange for a monitor of the next course.
- (6) Course providers shall maintain with the Chief, Flight Training and Examinations, a current mailing address, telephone and facsimile number, e-mail address, and a reliable point of contact.



4.2 Training Course Outline

- (1) The TCO sets out the policies and procedures that are used by the course provider to define, direct, and manage the course and assure its quality. The outline shall include the following:
 - (a) A cover page containing the full name and address of the course provider and the name, address, telephone number, facsimile number, and e-mail address of a point of contact;
 - (b) A copy of the letter from TCCA authorizing the course;
 - (c) The location, address and a brief description of the classroom facilities;
 - (d) The audio visual aids that will be available for use;
 - (e) A short biography of the course manager and each course presenter;
 - (f) The enrolment prerequisites for participants;
 - (g) The requirements for renewal of the flight instructor rating set out in section 5.14 of this AC;
 - (h) The learning objectives for each lesson;

- (i) A description of the process used for assuring that each presenter is familiar with and understands the TCO and the learning objectives;
 - (j) A description of the method used to accomplish remedial training and/or testing for persons who fail to meet the objectives of the course;
 - (k) A daily schedule showing start and stop times for each lesson to be presented;
 - (l) A procedure for recording attendance so that the participant's presence is recorded for each day;
 - (m) The course provider's cancellation policy;
 - (n) A template for lesson plans;
 - (o) A quality system (see section 5.25 of this AC).
- (2) Each course participant will be provided an opportunity to review a copy of the TCCA-authorized TCO upon enrolment or during registration on site.
- (3) The page number must appear on every page of the TCO. This can include the total number of pages, e.g. Page 7 of 21, so that users will know if a page is missing. The header can contain administrative information, such as the effective date of the TCO so that users will know they have the current version. The header or footer can also repeat the title of the TCO, e.g. *TCO – Flight Instructor Refresher Course – Cambrian Flight Academy.*

5.0 COURSE STANDARDS

5.1 General

The course will be conducted in accordance with the TCCA-accepted TCO.

5.2 Course Duration

- (1) The course will normally be scheduled in three to five consecutive days. Authorized flight instructor refresher courses must contain a minimum of 16 hours of instruction. None of the days should exceed 7 hours of instruction. Up to one hour of actual flight instruction may be included (a suitable flight training device may be used). In this case, this will be credited as 2 hours of instruction. A maximum of 2 hours of instruction may be included on subjects other than those set out in section 5.15 of this AC provided that they pertain to the profession of flight instruction.
- (2) National or provincial aviation associations that incorporate a course in their annual meetings may include up to 7 hours of applicable meeting activities in their TCO, e.g. flight training committee presentations/workshops. "Applicable" means activities that address the required subject areas in section 5.15 of this AC.

5.3 Transport Canada Monitoring and Participation

The quality system requires that the course provider be able to judge the quality of the course, to ensure that learning objectives are being met and to make changes as needed to improve the course. TCCA will monitor initial flight instructor refresher courses and may monitor courses once final authority is obtained. TCCA may not be included as part of the quality system. TCCA may, when invited by the course provider and when TCCA resources are available, participate by forum or presentation up to a maximum of 4 hours.

5.4 Course Provider

A course provider is an individual or organization holding TCCA authorization to conduct Flight Instructor Refresher Courses.

5.5 Course Manager

The course manager is responsible for the quality of the course and must have experience in managing training and have a good record with respect to aviation.

5.6 Course Presenters

- (1) A flight instructor refresher course is an important professional development opportunity for flight instructors. The courses are expected to demonstrate exemplary training practices. The course must have enough presenters to cover the technical range of the subject matter and avoid overexposure of any single presenter. Accordingly, a course with only 2 or 3 presenters will not be authorized.
- (2) Persons presenting lessons on the teaching of air exercises must hold a valid Class 1 flight instructor rating. Persons presenting subjects related to the conduct of flight tests must be experienced and current pilot examiners. All other presenters must have expertise in the subject matter being taught.
- (3) A contingency plan is needed in case a presenter is unavailable at the last minute. Identify a topic and presenter that can be used as a replacement, should the need arise.

5.7 Course Participants

Course participants will normally hold a valid flight instructor rating in the appropriate category. Other instructors may participate, such as instructors who do not require an instructor rating e.g. multi-engine class rating, instrument-rating instructors. Where space is available, other course participants can be accepted, such as holders of flight instructor ratings – glider, ultra-light, gyroplane. Course providers may set further prerequisites.

5.8 Attendance

Successful completion of the course requires attendance for the entire course. Attendance must be recorded for each day. Where not more than one lesson is missed for justifiable reasons, the course provider may review with the participant the information that was missed and still issue a completion certificate.

5.9 Facilities

- (1) Facilities must be large enough to provide for learning in both large and small group activities. Normally, at least 30 square feet per participant and presenter is required. Attention must be given to adequate climate control, lighting, seating, work areas, distraction avoidance, washrooms, and noise control.
- (2) A contingency plan is needed in case instructional media and hardware fails to operate. Arrange for backups should the equipment fail.

5.10 Instructional Method

- (1) The course must be designed to use a mixture of large and small group activities. Guard against excessive dependence on lectures. Whole group activities, which typically include presentations using media materials such as PowerPoint, are a common method. Small-group activities can be used to allow participants to role-play, discuss, question, problem-solve, and report. The instructional method will be determined by the subject content and the learning objectives. Presentations, in addition to addressing the subject matter, should demonstrate sound instructional techniques. Video presentations may be used but most lessons should be 'live'.
- (2) When designing the course, include regularly scheduled breaks. More short breaks are needed when a lecture format is used. Fewer breaks are needed when trainees are actively engaged in discussion during workshops.

5.11 General Learning Objectives

Flight instructors must be able to:

- (a) plan and conduct training in accordance with the applicable flight training manual and flight instructor guide;
- (b) prepare students for success in licensing flight tests;
- (c) prepare students for success in flight crew examinations;
- (d) establish and maintain instructor credibility;
- (e) stimulate and sustain student motivation and engagement; and
- (f) plan and conduct instruction in an ethical manner that responds to the student's learning needs.

5.12 Specific Learning Objectives

- (1) The course provider must ensure that learning objectives are stated for each lesson. Specific learning objectives are a statement of what the learners will be expected to be able to do when they have completed a lesson.
- (2) Example: Specific learning objectives for a lesson on flight testing for a licence or rating. On completion of this lesson, participants will be able to:
 - (a) Explain the purpose of flight testing;
 - (b) Obtain current versions of the flight test guides;
 - (c) Identify recent changes to the flight test guides;
 - (d) Explain the structure of the flight test guides, including how flight exercises are set out with respect to aim, description, and performance criteria;
 - (e) Explain the requirements for admission to a flight test;
 - (f) Explain the marking scale;
 - (g) Given at least 3 test scenarios, assess performance and assign appropriate marks; and
 - (h) Assess the candidates' ability to assess their own performance.

5.13 Course Completion Certificate

- (1) The course provider holding authorization will ensure that, at the conclusion of each course, each successful graduate is issued a sequentially numbered course completion certificate containing at least the following information:
 - (a) The full name and address of the course provider;
 - (b) The dates and location of the course;
 - (c) The name of the course participant;
 - (d) The licence number of the course participant;
 - (e) The date of issuance of the certificate; and
 - (f) The signature of the course manager
- (2) A course completion certificate shall not be issued to a course participant who has not successfully completed all the course requirements.

5.14 Instructor Rating Renewal

- (1) The instructor rating renewal is not an automatic process following the completion of the course. For each completion certificate, the course provider will also provide two signed certified copies to the participant.

- (a) The participant has to send one certified copy with the application for renewal and the fee (\$30) to the applicable TCCA regional office.
 - (b) The application form can be found with this link: http://www.tc.gc.ca/wwwdocs/forms/26-0083e_0712-03_e.pdf
 - (c) Only the part A of the form needs to be filled and signed.
- (2) For instructors whose instructor rating will expire soon after the completion of the course, the second certified copy could be kept and be used as proof of temporary privileges for 90 days following the date of the signature.
- (3) Application for renewal for a flight instructor rating based on successful completion of a flight instructor refresher course will be accepted where:
- (a) A course completion certificate was issued within the preceding 90 days;
 - (b) The flight instructor rating was valid on the first day of the course; and
 - (c) The course is for the same category as the instructor rating held.
- (4) A flight test is the only option if:
- (a) The flight instructor rating has expired;
 - (b) The previous two renewals were through a means other than a flight test; or
 - (c) The instructor is undergoing follow-up action with respect to their flight test record and the action specifies a need for a flight test (section 421.67 of the Standard).
- (5) Renewal will be based on the last day of the course. When the last day of the course is within 90 days prior to the valid to date of the existing rating, the renewed rating is valid to the same date as if the refresher course was completed during the month prior to the valid to date of the existing rating.
- (6) A flight instructor rating – aeroplane – aerobatic must be renewed by means of a flight test.

5.15 Required Subject Areas

Courses must address at least subjects (a) and (b) and two of the remaining five subject areas:

- (a) How to teach the subjects identified in the CARs as knowledge requirements for appropriate licences/ratings. Course providers will give particular attention to the weak knowledge areas identified on TCCA written examinations. Information on these weak knowledge areas is available on the TCCA website;
- (b) How to teach the flight exercises set out in the Flight Training Manual and the Flight Instructor Guide. Course providers will give particular attention to weak skill areas identified on flight tests. TCCA will provide course providers with information on these weak skill areas;
- (c) Preparing students for flight tests, e.g. pre-flight test evaluation, flight test standards, recommending for flight tests, action following failed flight test;
- (d) Adult learning principles and techniques and the principles of learning set out in the Flight Instructor Guide;
- (e) Instructional techniques, e.g. planning instructional activity, teaching methods, critique and evaluation of student performance, use of instructional aids and training, scenario-based training, use of flight simulation, instructor professionalism;
- (f) Human factors, e.g. threat and error management, decision-making, flight management;
- (g) Managing training, e.g. supervision, operational control, safety management, training records.

5.16 Special Emphasis Subjects

Special emphasis subjects are those subjects directed by TCCA. These subjects must be included in all refresher courses.

5.17 Adult Learning

Application of adult learning principles means, for the purposes of this advisory, the ability to apply knowledge of different learning characteristics and to respond to different learning needs of trainees. Instructors should be able to:

- (a) define principles of adult learning;
- (b) seek appropriate trainee participation;
- (c) foster and promote self-directed learning;
- (d) utilize previous experience of trainees;
- (e) define key characteristics of adult learners;
- (f) provide for immediate application of learning;
- (g) identify learning styles of trainees;
- (h) tailor events to accommodate different learning styles; and
- (i) assess trainees readiness to proceed;

5.18 Lesson Plans

Each lesson plan should be constructed to provide direction on learning objectives, equipment and instructional media requirements, and conduct of the training. For a course provider, a template for lessons will help standardize the delivery of the course, putting everyone on the same page. As well, documentation with a professional appearance will promote the delivery of a professional course.

5.19 Flight Training Device

Where a flight training device is used, it must be approved in accordance with section 606.03 of the CARs, have an 'out of the window' visual system, enclosed cockpit, dual controls, and be suitable for meeting the learning objectives. The device must be under the control of the holder of a flight training unit operator certificate.

5.20 Flight Instruction

If instructional flying is included, using either an aircraft or a flight training device, the instructional flying must be conducted by the holder of a valid Class 1 flight instructor rating and the learning objectives must be set out in the TCO. The aircraft must be operated by the holder of a flight training unit operator certificate.

5.21 Scheduling

Once a course has been given final authorization, a course provider may schedule and conduct flight instructor refresher courses as frequently as and wherever that organization may deem appropriate. In order to provide timely notification to TCCA for monitoring purposes, the course provider is required to notify the Chief, Flight Training and Examinations, of its intent to conduct such courses at least 45 days in advance. Upon notification, the Chief, Flight Training and Examinations, will advise appropriate regional offices of the courses to be conducted in their region.

5.22 Cancellation Policy

The TCO must state the cancellation policy of the course provider. This will inform applicants of the policy that applies when they cancel their application for the course. This will include the

refund policy. The course provider must also state the policy for cancelling the course, including the minimum time period for notifying participants of the cancellation and the refund policy. The time period should consider that some participants may need to make arrangements for a flight test.

5.23 Change of Course Provider

Should a change in course provider occur due to sale or other reason and no change in personnel occurs, the course providers (both old and new) must notify the Chief, Flight Training and Examinations, within 10 working days of the change. If the change in course provider involves any change in personnel of the TCO, authorization to conduct the course is cancelled until the new provider has obtained initial authorization for a new course.

5.24 Change of Course Manager

The course provider shall notify the Chief, Flight Training and Examinations when a change in the provider's course manager is made. Such notification should be given before the change takes place. Where circumstances prevent this, notification must be given within 10 working days after the change.

5.25 Quality System

- (1) The course provider must be able to judge the quality of the course, make corrections as needed and assess whether the corrective actions are effective. The quality system will provide for continuous improvement and shall set out the course provider's policies and procedures for:
 - (a) developing learning objectives for the course, including who is responsible for developing these objectives;
 - (b) developing lesson plans, including who is responsible for developing lesson plans and who will approve them for the course provider – this may be the course manager or someone delegated by the course manager;
 - (c) participant assessment methods, including quizzes, examinations and assignments;
 - (d) presentation of course material to meet the learning objectives, including who will monitor the course on behalf of the course provider;
 - (e) gathering and analyzing feedback from the course;
 - (f) determining corrective action, where necessary;
 - (g) monitoring the results of any corrective action taken; and
 - (h) documenting and tracking changes to the TCO.
- (2) TCCA will monitor initial courses and may monitor courses with final authority. This monitoring will assess the effectiveness of the course provider's quality system but it should not be included as part of the quality system.

5.26 Evaluation of Refresher Course Effectiveness

- (1) All refresher course providers must obtain feedback from participants about their reaction to each lesson and to the overall course. Course providers may also want to assess whether the learning took place but this might be limited to specific lessons where a quiz or an examination of some kind is included.
- (2) Generally, course providers should be able to answer the following questions:
 - (a) Did all participants attend all the lessons?
 - (b) Did the presenters address their specific learning objectives?
 - (c) Did all the presentations/workshops start and end on time?

- (d) Were the required audio visual aids available for use?
 - (e) If specific learning objectives were not addressed, was this identified and corrected before the end of the course?
 - (f) Were the facilities satisfactory?
 - (g) Did the presenters demonstrate effective instructional technique?
 - (h) Did the participants give feedback indicating their level of satisfaction with the course?
 - (i) Did the participants give feedback indicating their level of satisfaction with each lesson?
- (3) If any lesson fails to address the specific learning objectives, the course provider will arrange for remedial instruction in order to ensure that the objectives are addressed before the end of the course.

5.27 Record Keeping

The course provider must maintain a record of the complete name, address and licence number of all attendees and whether a completion certificate was issued or denied. If a certificate was denied, the reason for the denial must be recorded. Records must be maintained for a period of at least 24 months. The course provider must send a class photo and the list of those who received certificates to the TCCA Region and HQ within 5 working days of completion of the course.

6.0 RENEWAL, SUSPENSION, CANCELLATION OF COURSE AUTHORITY

6.1 Renewal of Authorization

- (1) Refresher course providers holding final authorization who desire to renew their authorization to conduct flight instructor refresher courses beyond the date of expiration must state their request by letter to the Chief, Flight Training and Examinations, at least 90 days before the expiration date. It is the course provider's responsibility to ensure that its course authorization has not expired. Should the TCCA authorization of a course expire, a completion certificate issued by the course provider is invalid and will not be honoured.
- (2) Upon a finding that the training course outline reflects current requirements and that the course is acceptable, the Chief, Flight Training and Examinations, will renew the authorization and establish a new expiration date. Failure to comply with the training course outline, or the failure to incorporate necessary changes to the existing outline when so directed in writing, is sufficient cause for suspension of the authorization.
- (3) The final TCCA authorization will be valid to the first day of the 25th month after the month in which authorization is given.

6.2 Suspension and Cancellation of Authorization

- (1) The Minister may cancel an initial or final authorization to conduct flight instructor refresher courses where the Minister is of the opinion that it is no longer in the public interest or is likely to affect aviation safety.
- (2) If the Chief, Flight Training and Examinations, has not received a letter from the course provider requesting renewal as described above or, if the course provider requests to surrender its authorization, TCCA will return all materials originally presented by the applicant, accompanied by a letter stating that the course provider's TCCA authorization has been cancelled and no further courses may be presented. If undeliverable, TCCA will not be responsible for retaining the TCO or locating the course provider. To re-establish authorization, the applicant must then comply with the initial application procedures.

- (3) The failure of a course provider to comply with the TCCA-accepted TCO is basis for the suspension of a final authorization. The Chief, Flight Training and Examinations, will issue a Notice of Suspension specifying the reasons(s) for the suspension and the course provider will return his Letter of Authorization. The course provider will be given no more than 60 days to effect the necessary revision or corrective action(s). The course provider may not present any courses until the Chief, Flight Training and Examinations, reinstates the final authorization.
- (4) TCCA will re-assess the TCO and other required changes and arrange for a complete monitor of the next course. If following the complete monitor, the course is found to be satisfactory, the Chief, Flight Training and Examinations, will reinstate the final authority.
- (5) Should the course provider not effect required changes or corrective actions within 60 days, TCCA authorization to conduct flight instructor refresher courses will be cancelled.

7.0 CONTACT OFFICE

For more information, please contact:

Flight Training & Examinations - **AARTG**

Phone: **613-990-1021**

Fax: **613-990-6215**

Suggestions for amendment to this document are invited, and should be submitted via the Transport Canada Civil Aviation Issues Reporting System (CAIRS) at the following Internet address:

<http://www.tc.gc.ca/CivilAviation/QualityAssurance/QA/cairs.htm>

[original signed by Don Sherritt]

Don Sherritt
Director, Standards
Civil Aviation
Transport Canada