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ATO rokasgrāmatu izstrādes vadlīnijas
User Guide for ATO Manuals

Valodas lietošana / Language Used

Šā dokumenta "*User Guide*" specifisku saturu ir noteikusi Eiropas Drošības aģentūra (EASA) un tāpēc tas ir prezentēts tikai angļu valodā, bez tulkojuma. Ja dokumenta lietotājs sastopas ar jebkādām tulkošanas grūtībām, Valsts aģentūras "Civilās aviācijas aģentūra" Mācību un eksaminēšanas nodaļā viņš var saņemt nepieciešamo palīdzību lai noskaidrotu radušos jautājumus.

This essence of this "User Guide" originates from EASA and as such has been prepared in the English Language. Should users of this guide encounter difficulties in the language used, they are invited to contact CAA of Latvia (LVCAA) Training and Examinations Department for translation assistance.

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1. Definitions and Abbreviations

AMC	Acceptable Means of Compliance
ATO	Approved Training Organisation
ATPL	Airline Transport Pilot Licence
BPL	Balloon Pilot Licence
CFI	Chief Flight Instructor
CMS	Compliance Monitoring System
CPL	Commercial Pilot Licence
CTKI	Chief Theoretical Knowledge Instructor
EASA	European Aviation Safety Agency
EU	European Union
FCL	Flight Crew Licensing
GM	Guidance Material
HoD	Head of LVCAA's Training and Examinations Department
HT	Head of Training
JAA	Joint Aviation Authorities
JAR	Joint Aviation Requirements
LAPL	Light Aircraft Pilot Licence
MOR	Mandatory Occurrence Reporting
MPL	Multi-Crew Pilot Licence
MS	EASA Member States (as per Art.34 and 66 of Regulation (EC) No 216/2008 as amended)
OAM	Organisation's Accountable Manager
OM	Operations Manual
OPC	Oversight Planning Cycle
Part FCL	Annex I of Amended Aircrew regulation
Part MED	Annex IV of Amended Aircrew regulation
Part ARA	Annex VI of Amended Aircrew regulation
Part ORA	Annex VII of Amended Aircrew regulation
PPL	Private Pilot Licence
PTO	Pilot Training Organisations
SMS	Safety Management System
SPL	Sailplane Pilot Licence
ALLOCATED INSPECTOR	Technical Investigation Team Leader
TOA	Training Organisation Approval
TOAP	Training Organisation Approval Procedures
TRI	Type Rating Instructor
TRM	Training Manual
TRP	Training Programme
WG	Working Group
ZFTT	Zero Flight-Time Training

2. Scope

This user guide is dedicated to LVCAA Approved Pilot Training Organisations based inside and predominantly operating with the Republic of Latvia, and as such subject to oversight of the Civil Aviation Agency of the Republic of Latvia (LVCAA) in accordance with the requirements of Regulation (EU) 216/2008 and its Implementing Rules.

This User Guide is complementary to the requirements of Implementing Rule – Aircrew Regulation (EU) 1178/2111 as amended and does not supersede or replace the information defined within that document.

3. Purpose

The purpose of this user guide is to describe how the applicant should proceed when applying for an LVCAA ATO approval and how LVCAA will handle the initial investigation, continuation, change, limitation, suspension or revocation of the approval of the aforementioned organisation according to Aircrew Regulation (EU) 1178/2011 as amended.

4. Communication

All documents and correspondences between the Applicant and LVCAA shall be in the Latvian or English languages.

5. Important clarification

This user guide is designed to be used by:

- Part ORA PTOs (Pilot Training Organisations) - To assist them in the production of their own Documentation.
- LVCAA Inspectors - As a comparison document for ATO Manuals submitted to them for approval.

The user guide is provided for guidance only and should be customised by each organisation to demonstrate how they comply with Part ORA. The organisation may choose to use another format as long as all the applicable sections of the regulation are addressed and cross-referenced. Failure to address all relevant sections and/or to comply with all relevant guidance herein may result in a delayed approval process.

The organisation is expected to comply with all applicable requirements of the relevant regulations and particularly the ones related to the documentation. The documents should provide clear and complete information on how the organisation intends to achieve compliance. The quality of the documentation as well as the processes related to its validation, distribution and control are determinant factors as to the capacity of the organisation to demonstrate effective compliance.

For each detailed procedure described within the Manuals, the Part ORA organisation should address the following questions:

- What must be done?
- Who should do it?
- When must it be done?
- Where must it be done?
- How must it be done?
- Which procedure(s)/form(s) should be used?
- How can the organisation's compliance monitoring system effectively check all the above?

The Manuals should be available in the Latvian or English languages.

If the organisation chooses to use a different format, for example, to allow the manuals to serve for more than one approval, the manuals submitted to LVCAA for approval shall not make reference to any national or other approval and must be exclusively dedicated to Part ORA. As a matter of fact the manuals cannot refer to different set of requirements or approvals than the ones resulting from Part ORA as they might be inconsistent or contradicting. LVCAA will not check consistency with external references (not related to Part.ORA approval) and cannot accept therefore any manual that is not strictly limited to the scope of the approval and free from any external consideration outside Part ORA and related regulation.

6. Control of documents

Document control shall be identified as one of the management system key processes addressed by ORA.GEN.200 (a)(5)

Documents required by the regulations applicable to the scope of the approval shall be identified as part of the organisation's documentation system and controlled according to paragraph a) (to meet at least requirements ORA.GEN.115, ORA.GEN.200, ORA.ATO.130 and ORA.ATO.230 as applicable to the scope of the approval). Records are a special type of document and shall be controlled according to paragraph b) (to meet at least requirements ORA.GEN.210, ORA.GEN.220, ORA.ATO.120 and ORA.ATO.355 as applicable to the scope of the approval).

- a. A documented procedure shall be established to identify the controls needed to:
- a.1. approve documents for adequacy prior to issue,
 - a.2. review and update as necessary and re-approve documents,
 - a.3. ensure that changes and the current revision status of documents are identified,
 - a.4. ensure that relevant versions of applicable documents are available at points of use,
 - a.5. ensure that documents remain legible and readily identifiable,
 - a.6. ensure that documents of external origin determined by the organization to be necessary for the planning, the management and the conduct of the organisation's activity are identified and their distribution controlled, and
 - a.7. prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.
- b. Records established to provide evidence of compliance with requirements and of the effective operation of the management system shall be controlled. Records shall remain legible, readily identifiable and retrievable. The organization shall establish a documented procedure to define the controls needed for the:
- b.1. identification,
 - b.2. storage,
 - b.3. protection,
 - b.4. retrieval,
 - b.5. retention and
 - b.6. disposition of records.

7. General

A Part-ORA ATO is required to establish a documentation system covering the three following aspects:

- "Organisation's Management Manual" (OMM)

ORA.GEN.115 requires Part-ORA organisations to provide the competent authority with documentation demonstrating how they will comply with the requirements established in Regulation (EC) No 216/2008 and its Implementing Rules. ORA.GEN.200 requires that all management system key processes be documented. The documentation related to the Organisation's Management System is referred to in this guide as the "Organisation's Management Manual" or OMM. The naming of the document adopted by the organisation can be different. In this case it is the responsibility of the organisation to identify the document to be used as the OMM. If this document is partly or totally incorporated in other documents of the organisation, it is the responsibility of the organisation to provide a cross reference table clearly identifying in the whole documentation system all parts of the OMM.

- "Training Manual" (TRM)
- Operations Manual" (OM)

8. Manuals format

The Manuals may be produced in hardcopy or electronic format.

Hardcopy: LVCAA recommends using white paper (format A4 or A5); The Manuals shall be provided in a binder with section dividers. (recto/verso can be used).

Electronic Format: The Manuals should be in Portable Document Format (PDF) but two printed master copies shall be delivered to LVCAA to facilitate the document review and approval. The master hard copies shall be the ones subject to approval signature – further distribution shall be subject to the approved ATO distribution and amendment procedure.

9. Structure and content of the Organisation's Documentation

It is not required to duplicate information in several manuals. The information may be contained in any of the organisation manuals (e.g. Organisation's Management Manual, Operations Manual or Training Manual), which may also be combined (see relevant AMCs and GM).

Single document: This manual can include all the information required in the separate manuals indicated hereafter. However, its structure shall give the same readability as if the manuals were split e.g. it shall be easy to determine if the information relates to the Management system, Operations or the Training. A cross reference table (or index) shall be used to segregate the information (regarding the Management system, the Operations Manual or the Training Manual) and to relate it to the applicable Part ORA or Part FCL requirement(s) to facilitate compliance monitoring.

Several documents:

Organisation’s Management Manual (OMM):

This manual shall at least contain information required to comply with all obligations laid down in the following provisions as applicable to the size, scope and complexity of the ATO

ORA.GEN.200 (a)	Management system
see relevant AMCs and GM	Non-Complex Organisations - General
see relevant AMCs and GM	Complex Organisations - Organisation And Accountabilities
see relevant AMCs and GM	Management System / Safety Manager
see relevant AMCs and GM	Complex Organisations - Safety Action Group
see relevant AMCs and GM	Complex Organisations - Safety Policy
see relevant AMCs and GM	Management System / Safety Policy
see relevant AMCs and GM	Complex Organisations - Safety Risk Management
see relevant AMCs and GM	Management System / Internal Occurrence Reporting Scheme
see relevant AMCs and GM	Management System / Training And Communication On Safety
see relevant AMCs and GM	Management System / Organisation’s Management System Documentation
see relevant AMCs and GM	Complex Organisations – Organisation’s Safety Management Manual
see relevant AMCs and GM	Management System / Safety Risk Assessment
see relevant AMCs and GM	Management System / Compliance Monitoring - General
see relevant AMCs and GM	Complex Organisations - Compliance Monitoring Programme for ATOs
see relevant AMCs and GM	Management System / Audit And Inspection
see relevant AMCs and GM	Management System / Size, Nature And Complexity of The Activity
see relevant AMCs and GM	Contracted activities / Responsibility When Contracting Activities

Operations Manual (OM):

This manual shall at least contain information required to comply with all obligations laid down in the following provisions as applicable to the size, scope and complexity of the ATO

ORA.ATO.130	Training manual and operations manual
ORA.ATO.230 (b)	Training manual and operations manual / operations manual
see relevant AMCs and GM	Personnel requirements / General / Management Structure and individual responsibilities
see relevant AMCs and GM	Training manual and operations manual – all ATOs except those providing flight test training / Operations Manual

The OM of an ATO conducting flight training courses should include the following:

Item		Can be in OM or OMM
1. General (OM A)		
a.	List and description of all volumes in the Operations Manual	Y
b.	Administration (function and management)	Y
c.	Responsibilities (all management and administrative staff)	Y
d.	Student discipline and disciplinary action	Y
e.	Approval/authorisation of flights	
f.	Preparation of flying programme (restriction of numbers of aircraft in poor weather)	
g.	Command of aircraft	
h.	Responsibilities of pilot-in-command	

i.	Carriage of passengers	
j.	Aircraft documentation	
k.	Retention of documents	P
l.	Flight crew qualification records (licences and ratings)	Y
m.	Revalidation (medical certificates and ratings)	Y
n.	Flight duty period and flight time limitations (flying instructors)	
o.	Flight duty period and flight time limitations (students)	
p.	Rest periods (flight instructors)	
q.	Rest periods (students)	
r.	Pilots' log books	
s.	Flight planning (general) and	
t.	Safety (general) – equipment, radio listening watch, hazards, accidents and incidents (including reports), safety pilots etc.	
2. Technical (OM B)		
a.	Aircraft descriptive notes	
b.	Aircraft handling (including checklists, limitations, maintenance and technical logs, in accordance with relevant requirements, etc.)	
c.	Emergency procedures	
d.	Radio and radio navigation aids and	
e.	Allowable deficiencies (based on MMEL, if available).	
3. Route (OM C)		
a.	Performance (legislation, take-off, route, landing etc.)	
b.	Flight planning (fuel, oil, minimum safe altitude, navigation equipment etc.)	
c.	Loading (load sheets, mass, balance, limitations)	
d.	Weather minima (students – at various stages of training) and	
f.	Training routes/areas	
4. Personnel Training (OM D)		
a.	Appointments of persons responsible for standards/competence of flight personnel	Y
b.	Initial training	Y
c.	Refresher training	Y
d.	Standardisation training	Y
e.	Proficiency checks	Y
f.	Upgrade training and	Y
g.	ATO personnel standards evaluation	Y

Legend:

Y = Yes can be either in OM or OMM
P = Partly yes retention of documents not directly related to flight operations may be described in the OMM while details about document retention directly linked to flight operations such as flight logs, aircraft logs, duty time logs, ATC flight plans, Load/Trim sheets, Performance calculations, Technical flight plans, Fuel receipts, etc ... shall be described in the OM. Retention of training records related to the courses provided under the scope of approval should be described in the TRM

Training Manual (TRM):

The Training Manual shall at least contain information required to comply with all obligations laid down in the following provisions as applicable to the size, scope and complexity of the ATO

ORA.ATO.125 Training programme
ORA.ATO.130 Training manual and operations manual
ORA.ATO.230 (a) Training manual and operations manual / Training manual
see relevant AMCs and GM Training programme / General

see relevant AMCs and GM	Training programme / Type Rating Courses – Aeroplanes
see relevant AMCs and GM	Training programme / Type Rating Courses - Helicopters
see relevant AMCs and GM	Training programme / Flight Test Training Courses – Aeroplanes & Helicopters
see relevant AMCs and GM	Training manual and operations manual / Training manual

The TRM of an ATO conducting integrated or modular flight training courses providing training for CPL, MPL and ATPL and associated ratings and certificates should at least include the following:

1. Training Plan

- a. Aim of the course (ATP, CPL/IR, CPL, etc as applicable)
- b. Pre-entry requirements
- c. Credits for previous experience
- d. Training Syllabi
- e. Time scale and scale in weeks, for each syllabus
- f. Training programme
- g. Training records
- h. Safety training
- i. Tests and examinations
- j. Training effectiveness
- k. Standards and Level of performance at various stages

2. Briefing and Air Exercises

- a. Air exercises
- b. Air exercise reference list *Only main and subtitles of above air exercises for quick reference for the instructors' daily use*
- c. Course structure - Phase of training
- d. Course structure integration of syllabi
- e. Student progress
- f. Instructional methods
- g. Progress tests
- h. Glossary of terms
- i. Appendices

3. Flight training in an FSTD

- a. Air Exercise
- b. Air exercise reference list (Only main and subtitles of above exercises for quick reference for the instructors' daily use)
- c. Course structure - Phase of training
- d. Course structure integration of syllabi
- e. Student progress
- f. Instructional methods
- g. Progress tests
- h. Glossary of terms
- i. Appendices

4. Theoretical knowledge instruction

- a. Structure of the theoretical knowledge course
 - b. Lesson Plans
 - c. Teaching materials
 - d. Student progress
 - e. Progress testing
 - f. Review procedure
- The Manuals should cross refer to the associated procedures, documents, appendices, forms and all other lists which are managed separately (e.g. aircraft checklists to be used, approved flight manuals, navigation/approach charts, list of sub-contractors, etc.)

- These associated documents must meet the same rules as described for the rest of the Manuals in terms of document control, distribution, etc.

For some organisations some items related to the structure of the documents as indicated above may be 'not applicable'. In this case they should be annotated as such within the Manuals.

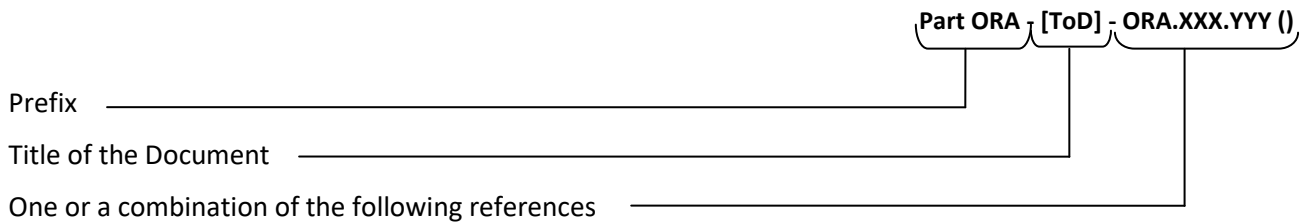
In all cases the “**Cross reference table**” (see Appendix 1 to this Use Guide) shall be filled by the ATO applying for an initial approval or an approval change.

10. Page presentations

At the beginning of each volume, the first page should specify:

The full title of the document

In case the title of such document is not “Organisation’s Management Manual” or “Operations Manual” or “Training Manual” the title on the document’s first page shall comply with the following format in a single line, two or three separate lines (with line beaks at the “-“ sign)



- ORA.GEN.200 for the equivalent of the OMM,
- ORA.ATO.130 for the equivalent of the OM or TRM
- ORA.ATO.230 (b) as appropriate to the scope of the approval for the equivalent of an OM
- ORA.ATO.230 (a) as applicable to the scope of the approval for the equivalent of a TRM

Examples:

Part ORA - Manual - ORA.GEN.200

Part ORA - Management system - ORA.GEN.200 & ORA.ATO.130

**Part ORA
Operations and procedures manual
ORA.ATO.130 & ORA.ATO.230 (b)**

Note: there is no need to use the full title format in all pages of the document or in its outside front or back cover as long as the first page of the document is in accordance with the format given above and part of the list of the effective pages.

- The name of the organisation (official name as indicated on the EASA Form 143 approval certificate)
- The address, telephone, fax numbers and e-mail address of the Head Office
- The copy number from the distribution list
- The approval reference of the PART ORA organisation

Each page of the Manuals should be identified as follows (this information may be added in the header or footer);

- the name of the organisation (official name as indicated on the EASA Form 143 approval certificate)
- a unique identifier of the document to which the page belongs
- the issue number of the Manuals
- the amendment/revision number of the Manuals
- the date of the revision (amendment or issue depending on the way the organisation has chosen to revise the Manuals)
- the chapter of the Manuals
- the page number

- the name of the document such as "Organisation's Management Manual" or "Operations Manual" or "Training manual". If the title is different from these three titles, the document used as OMM shall contain a cross reference table to identify what document is considered as the OMM, the OM or the TRM.

11. Corporate commitment by Accountable Manager

Prior to submission of the 'draft' Manuals to LVCAA for a Part-ORA approval the Accountable Manager shall sign and date the Corporate Commitments statement related to:

- see relevant AMCs and GM / Non-Complex Organisations – General (Commitment for safety policy)
- see relevant AMCs and GM / Complex Organisations - Safety Policy (Endorsement & Commitment for safety policy)
- see relevant AMCs and GM / Organisation's Management System Documentation (Statement for continuous and consistent compliance).
- see relevant AMCs and GM / Complex Organisations - Organisation's Safety Management Manual (Accountability of the accountable manager).

as appropriate to the size and complexity of the organisation. The signature of these commitments cannot be delegated to any person but the Accountable Manager. This confirms that he has read the relevant part of the documents and understands its responsibilities under the approval scope. In case of change of Accountable Manager the new incumbent should sign the document and submit a suitable amendment to LVCAA for approval.