

A stylized paper airplane icon in shades of blue is shown flying over a dashed grey line that represents a flight path. The background features large, light grey abstract shapes.

CIVIL AVIATION DIRECTIVE – 1011

**APPROVED +
TRAINING
ORGANISATION**

CIVIL AVIATION AUTHORITY OF MALAYSIA

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Introduction

In exercise of the powers conferred by Section 24O of the Civil Aviation Act 1969 [Act 3], the Chief Executive Officer makes the Civil Aviation Directive 1011 – Authorised Training Organisation (“CAD 1011 – ATO”), pursuant to Regulation 61, 64, 189 and 193 of the Malaysian Civil Aviation Regulations (MCAIR) 2016.

This CAD contains the Standards, requirements and procedures pertaining to the provisions for Training Organisations authorised by the CAAM. The Standards and requirements in this CAD are based mainly on the Standards and Recommended Practices (SRPs) contained in the International Civil Aviation Organisation (ICAO) Annex 1 to the Chicago Convention – Personnel Licensing, Amendment 176.

This Civil Aviation Directives 1011 – Authorised Training Organisation (“CAD 1011 – ATO”) is published by the Chief Executive Officer under Section 24O of the Civil Aviation Act 1969 [Act 3] and come into operation on 1 April 2021.

Non-compliance with this CAD

Any person who contravenes any provision in this CAD commits an offence and shall on conviction be liable to the punishments under Section 24O (2) of the Civil Aviation Act 1969 [Act 3] and/or under Malaysia Civil Aviation Regulation 2016.



(Captain Chester Voo Chee Soon)
Chief Executive Officer
Civil Aviation Authority of Malaysia

Civil Aviation Directive components and Editorial practices

This Civil Aviation Directive is made up of the following components and are defined as follows:

Standards: Usually preceded by words such as “*shall*” or “*must*”, are any specification for physical characteristics, configuration, performance, personnel or procedure, where uniform application is necessary for the safety or regularity of air navigation and to which Operators must conform. In the event of impossibility of compliance, notification to the CAAM is compulsory.

Recommended Practices: Usually preceded by the words such as “*should*” or “*may*”, are any specification for physical characteristics, configuration, performance, personnel or procedure, where the uniform application is desirable in the interest of safety, regularity or efficiency of air navigation, and to which Operators will endeavour to conform.

Appendices: Material grouped separately for convenience but forms part of the Standards and Recommended Practices stipulated by the CAAM.

Definitions: Terms used in the Standards and Recommended Practices which are not self-explanatory in that they do not have accepted dictionary meanings. A definition does not have an independent status but is an essential part of each Standard and Recommended Practice in which the term is used, since a change in the meaning of the term would affect the specification.

Tables and Figures: These add to or illustrate a Standard or Recommended Practice and which are referred to therein, form part of the associated Standard or Recommended Practice and have the same status.

Notes: Included in the text, where appropriate, Notes give factual information or references bearing on the Standards or Recommended Practices in question but not constituting part of the Standards or Recommended Practices;

Attachments: Material supplementary to the Standards and Recommended Practices or included as a guide to their application.

It is to be noted that some Standards in this Civil Aviation Directive incorporates, by reference, other specifications having the status of Recommended Practices. In such cases, the text of the Recommended Practice becomes part of the Standard.

The units of measurement used in this document are in accordance with the International System of Units (SI) as specified in CAD 5. Where CAD 5 permits the use of non-SI alternative units, these are shown in parentheses following the basic units. Where two sets of units are quoted it must not be assumed that the pairs of values are equal and interchangeable. It may, however, be inferred that an equivalent level of safety is achieved when either set of units is used exclusively.

Any reference to a portion of this document, which is identified by a number and/or title, includes all subdivisions of that portion.

Throughout this Civil Aviation Directive, the use of the male gender should be understood to include male and female persons.



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1 General

1.1 Citation

1.1.1 These Directives are the Civil Aviation Directives 1011 – Approved Training Organisation (CAD 1011 ATO), Issue 01/Revision 00, and comes into operation on 1 April 2021.

1.1.2 This CAD 1011 – ATO, Issue 01/Revision 00 will remain current until withdrawn or superseded.

1.2 Applicability

1.2.1 The Approved Training Organisation Directives in this CAD 1011 are to organisations setting up an ATO.

1.2.2 This CAD prescribes the requirements for issuance and renewal of the Approved Training Organisation.

1.3 Revocation

1.3.1 This CAD, in conjunction with CAD 1003 - FSTD revokes 10OR-16 Organisation Requirements for Flight Crew Issue 3 Amendment 1 dated 15 July 2019.

1.4 Introduction

1.4.1 An ATO is an organisation that is approved by the CAAM to deliver specific approved training programmes to aviation personnel for licensing purposes.

1.4.2 As a prerequisite to the approval process, this organisation will have demonstrated that it is staffed, equipped, financially resourced and operated in a manner conducive to achieving the required standards of flying training, and/or flight simulator training and, if applicable, theoretical knowledge instruction for specific flight training programs.

1.4.3 The ATO is further classified into four (4) categories:

- a) Type Rating Training Organisation (TRTO) – Refer chapter 4;
- b) Flight Training Organisation (FTO) – Refer chapter 5;
- c) Flying Clubs providing instructional flying (FC) – which provides training for pilots up to PPL. Refer to CAD 1002 –FC; and
- d) Remote Pilot Training Organisation (RPTO) – Refer to CAD 6011 (I).

1.4.4 The approved training organisation seeking approval to conduct the relevant training course(s) shall comply with but not limited to all the requirements applicable in this document. Further guidance on complying with the requirements can also be found in CAGM 1011 – ATO.

1.4.5 For cabin crew training at an ATO, refer to CAD 6009 - Cabin Crew.



1.4.6 For Flight Operations Officer (FOO)/Flight Dispatcher training at an ATO as required by CAD 1 – PEL 4.6, refer to CAGM 1011 - ATO.

1.5 Duration and continued validity

1.5.1 Subject to the power of the CEO to revoke or suspend the COA under regulation 193 of MCAR, the COA shall be valid for a maximum period of 5 years.

1.5.2 The CEO may revoke or suspend the COA under regulation 193 of the MCAR if the operations of the ATO are not in active for more than 6 months.

1.6 Definitions

For the definitions of this CAD, refer to CAD 1 – PEL accordingly.

1.7 Abbreviations

AFI	=	Assistant Flying Instructor
AIP	=	Aeronautical Publication Information
AM	=	Accountable Manager
ATO	=	Approved Training Organisation
ATPL	=	Airline Transport Pilot Licence
CAAM	=	Civil Aviation Authority of Malaysia
CAGM	=	Civil Aviation Guidance Material
CAD	=	Civil Aviation Directive
CAMO	=	Continuing Airworthiness Management Organisation
CAT	=	Commercial Air Transport
CBT	=	Computer Based Training
CEO	=	Chief Executive Officer
CFI	=	Chief Flight Instructor
CFSI	=	Chief Flight Simulator Instructor
CGI	=	Chief Ground Instructor
COA	=	Certificate of Approval
CPL	=	Commercial Pilot Licence
FCL	=	Flight Crew Licensing
FC	=	Flying Clubs providing instructional flying
FFS	=	Full Flight Simulator
FI	=	Flight Instructor
FNPT	=	Flight and Navigation Procedure Trainer
FSTD	=	Flight Simulation Training Device
FTD	=	Flight Training Device
FTO	=	Flight Training Organisation
HOT	=	Head of Training
IR	=	Instrument Rating
MCAR	=	Malaysia Civil Aviation Regulation
MCC	=	Multi-crew Cooperation
MPA	=	Multi-pilot Aeroplane
MPL	=	Multi-crew Pilot Licence
NPH	=	Nominated Post Holder
OTD	=	Other Training Devices



PPL	=	Private Pilot Licence
QM	=	Quality Manager
RPTO	=	Remote Pilot Training Organisation
SM	=	Safety Manager
SSM	=	Support Service Manager
TRI	=	Type Rating Instructor
TRTO	=	Type Rating Training Organisation
ZFTT	=	Zero Flight Time Training



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2 Approved Training Organisations (ATOs)

2.1 Application process

2.1.1 The issuance of an approval for a training organisation and the continued validity of the approval shall depend upon the training organisation being in compliance with the requirements of this directive. An application for the issuance of a Certificate of Approval (COA) for an ATO shall be made in a form and manner prescribed by the CAAM. The application process shall include—

2.1.1.1 The following information:

- a) name and address of the training organisation;
- b) date of intended commencement of activity;
- c) personnel details and qualifications as outlined in Chapter 4 -TRTO and Chapter 5 - FTO of this document;
- d) name(s) and address(es) of the aerodromes(s) and/or operating site(s) at which the training is to be conducted;
- e) list of aircraft to be operated for training, including their group, class or type, registration, owners and category of the certificate of airworthiness, if applicable;
- f) list of FSTDs that the training organisation intends to use, if applicable;
- g) the type of training that the training organisation wishes to provide and the corresponding training programme;
- h) any other documentation or information required as outlined by the CAAM; and

2.1.1.2 The requirement for the Training and Procedures Manual is shown in Appendix 1.

2.1.2 An applicant for an initial issuance of a COA shall provide a statement of compliance in the Training and Procedures Manual declaring the compliance with the provision of the MCAR, directive, notice, circular and information as issued by the CEO and Annex 1 to the Chicago Convention.

2.1.3 ATOs utilising aircraft shall have a minimum number of 2 aircraft for the intended training course.

2.1.3.1 For aeroplanes, a minimum of 1 single engine and 1 multi-engine aeroplane.

2.1.3.2 For FC's refer to 2.1.1.2 of CAD 1002 – Flying Club.

2.1.4 An applicant for the variation of a COA shall provide the CAAM with the relevant parts of the information and document as specified in paragraph 2.1.1.1 above.

- 2.1.5 Should there be a change of the Nominated Post Holder (NPH) after the approval issuance of a COA, the ATO shall nominate a new post holder to the CAAM.

2.2 Certification Procedure

- 2.2.1 The procedure for the application and granting of a COA by the CAAM will be organised in 5 phases and will take the following sequence:
- a) pre-application phase;
 - b) formal application phase;
 - c) document evaluation phase;
 - d) demonstration and inspection phase; and
 - e) certification phase.
- 2.2.2 A detailed explanation on the 5 phases of the application process can be found in CAGM 1011 – ATO.

2.3 Findings

- 2.3.1 After receipt of notification of findings, the operator shall identify the root cause of the non-compliance and define a corrective action plan.
- 2.3.2 The corrective action plan defined by the ATO shall address the effects of the non-conformity, as well as its root-cause. Corrective action is the action to eliminate or mitigate the root cause(s) and prevent recurrence of an existing detected non-compliance or other undesirable condition or situation. Proper determination of the root cause is crucial for defining effective corrective actions.
- 2.3.3 For the purpose of an application for the issuance or renewal of COA, the CAAM practice 5 points closure plan for each finding. The ATO shall within 14 days from the receipt of the notification of findings, submit the plan of corrective action to the CAAM as follows:
- a) immediate corrective action taken in the short term at least to contain the findings and stop it from continuing;
 - b) root cause analysis to identify the origin of the findings;
 - c) root cause correction that should significantly reduce or eliminate the chances of recurrence;
 - d) follow up to verify the effectiveness of the corrective action taken; and
 - e) closure statement from the Head of Training or responsible person stating his reason for acceptance of the corrective action taken.

- 2.3.4 Upon the submission of the corrective action plan, the ATO shall demonstrate corrective action implementation to the satisfaction within a period as agreed by the CAAM.

2.4 Management system

- 2.4.1 An ATO shall establish, implement and maintain a management system that includes—
- a) clearly defined lines of responsibility and accountability throughout the ATO, including a direct safety accountability of the accountable manager;
 - b) description of the overall philosophies and principles of an ATO with regard to safety, referred to as the safety policy;
 - c) the identification of aviation safety hazards entailed by the activities of the ATO, their evaluation and the management of associated risks, including taking actions to mitigate the risk and verify their effectiveness;
 - d) maintaining personnel trained and competent to perform their tasks;
 - e) documentation of all management system key processes, including a process for making personnel aware of their responsibilities and the procedure for amending this documentation;
 - f) a function to monitor compliance of the ATO with the relevant requirements. Compliance monitoring shall include a feedback system of findings to the accountable manager to ensure effective implementation of corrective actions as necessary;
 - g) any additional requirements that are prescribed in these Directives or relevant act, regulations, directives, notices, circulars or information issued by the Chief Executive Officer;
 - h) The management system shall correspond to the size of an ATO and the nature and complexity of its activities, taking into account the hazards and associated risks inherent in these activities; and
 - i) Notwithstanding paragraphs a) to g) above, in an organisation providing training only for the SPL, PPL, CPL, ATPL, MPL or BPL and the associated ratings or certificates, safety risk management and compliance monitoring defined in paragraph c) and f) above may be accomplished by an organisational review, to be performed at least once every calendar year. The CEO shall be notified about the results of this review by the ATO without undue delay.
 - j) An ATO shall submit a training status report to the CAAM every quarter.

2.5 Personnel requirements

2.5.1 For the grant of a Certificate of Approval, the operator shall nominate persons responsible for the management and supervision of the ATO.

2.5.1.1 The ATO shall develop a complete description of the qualifications required for and the duties and responsibilities of the key management personnel.

2.5.1.2 Accountable Manager (AM). The appointed accountable manager approved by the CAAM shall have corporate authority for ensuring that all activities related to the ATO including continuing airworthiness management activities can be financed and carried out to the standards required by CAAM and in accordance with CAD 6102 – Continuing Airworthiness Management Organisation.

a) The AM is an essential part of the ATO's management organisation. The term 'AM' is intended to mean the Chief Executive/Executive Chairman/Managing Director/CEO/General Manager, etc. of the operator's organisation, who by virtue of his position has overall responsibility (including finance) for managing the organisation.

b) Delegation of authority. The AM may delegate his authority especially in the scope of finance to senior member(s) of his management team in order to ensure effective and safe operation.

2.5.1.3 A person or group of persons shall be nominated by the Accountable Manager and approved by the CAAM, with the responsibility of ensuring that the ATO remains in compliance with the applicable requirements. Such person(s) shall be ultimately responsible to the Accountable Manager (AM).

2.5.1.4 The ATO shall ensure that all personnel are aware of the rules and procedures relevant to the exercise of their duties.

The list of NPH are as follows:

- a) Head of Training or equivalent;
- b) Chief Flight Instructor/Chief Flight Simulator Instructor or equivalent;
- c) Chief Ground Instructor or equivalent;
- d) Safety Manager or equivalent;
- e) Continuing Airworthiness Manager or equivalent;
- f) Quality Manager or equivalent.

2.5.2 Based on the requirements stated in 4.2 and 5.2, the ATO shall appoint Nominated Post Holders (NPH) accordingly, as approved by CAAM. The NPH shall be responsible for the management and supervision of the organisation. Applicant shall have at least 5 years relevant experience in management of which at least 2 years shall be from the aviation industry. This requirement shall be met in addition

to the specific requirements as applicable in 2.5.3, 2.5.5, 2.5.6, 2.5.8, 2.5.11 and 2.5.12.

- 2.5.2.1 The application form for NPH can be found in Attachment D of CAGM 1011 - ATO.
- 2.5.3 An ATO shall nominate a Head of Training (HOT) which—
- a) has extensive applicable and acceptable experience as an instructor in the areas relevant for the training provided by the ATO,
 - b) possess sound managerial capability, and
 - c) hold or have held in the 3 years prior to first appointment as a HOT, a professional licence and rating(s) issued in accordance with CAD 1 – PEL related to the flying training courses conducted.
- 2.5.4 The HOT's responsibilities shall include:
- a) ensuring that the training provided is in compliance with CAD 1 – PEL and, in the case of flight test training, that the relevant requirements and the training programme have been established;
 - b) ensuring the satisfactory integration of flight training in an aircraft or a FSTD and theoretical knowledge instruction;
 - c) supervising the progress of individual students; and
 - d) nominate qualified staff under his supervision namely:
 - 1) Chief Flight Instructor (CFI)/Chief Flight Simulator Instructor (CFSI);
 - 2) Chief Ground Instructor (CGI);
 - 3) Ground Instructor(s) or equivalent;
 - 4) Flight Instructor(s) (FI);
 - 5) Assistant Flying Instructor(s) (AFI).
 - e) at an ATO that provides training courses for different aircraft categories, the HOT should be assisted by one or more CFIs qualified in accordance with paragraph 2.5.5 and with regard to other category or categories of aircraft.
- 2.5.5 Chief flight instructor (CFI). The ATO providing flight instruction shall nominate a CFI who shall be responsible for the supervision of flight instructors and for the standardisation of all flight instruction and flight simulation instruction. The CFI shall hold the highest professional pilot licence and associated ratings related to the flight training courses conducted and hold an instructor certificate with the privilege to instruct for at least one of the training courses provided. Additionally, the CFI shall hold a flight instructor rating for at least one type of aircraft used on the course; and have completed 1000 hours pilot-in-command (PIC) of which a minimum of 500 hours shall be on flying duties related to the flying courses conducted of which 200 hours may be instrument ground time.

- a) The CFI's responsibilities shall include:
 - 1) supervision and standardisation of all instructors reporting to him and the provision of instructor briefing materials.
 - 2) satisfy that adequate arrangements are put in place to standardise flight instructional staff. In discharging his responsibility for the supervision and standardisation of all flight instructors, it will be acceptable for the CFI to be supported by an instructor nominated as Deputy CFI.
 - 3) students flight and simulator flight instruction records. The CFI shall be responsible for ensuring that suitable arrangement is in place for the signing of all course completion certificates for any course offered by the specific ATO. Arrangements acceptable to the CAAM are to be made for periodic standardization training and such training is to be detailed within the ATO's Operations Manual. These requirements are in addition to the requirements outlined in CAD 1 – PEL relating to Instructor and CAD 1006 for Examiner currency. The student's flight and simulator records shall be submitted to the CAAM every quarter.

2.5.6 Chief Flight Simulator Instructor (CFSI). If the scope of training warrants it, an ATO shall appoint a CFSI acceptable to CAAM. The CFSI shall be responsible to the HOT for all flight simulator training including the monitoring of flight simulation training standards, training integration and student records. The CFSI must:

- a) hold or have held a professional pilot's licence with IR;
- b) hold or have held a FI or other equivalent instructional experience acceptable to CAAM, for example, has at least two years' experience as a FI at an ATO conducting courses for IR or equivalent; and
- c) pass a competency test carried out by the HOT which will include a test on flight simulation training device instructional knowledge and techniques with regards to the type(s) of FSTD to be used on the courses and in respect of giving instruction for IR.

2.5.7 The CFSI's responsibilities shall include:

- a) supervision and standardisation of all instructors reporting to them and the provision of instructor briefing materials.
- b) satisfy that adequate arrangements are put in place to standardise flight and flight simulator instructional staff. In discharging his responsibility for the supervision and standardisation of all flight instructors, it will be acceptable for the CFSI to be supported by an instructor nominated as Deputy CFSI.
- c) students flight and simulator flight instruction records. The CFSI shall be responsible for ensuring that suitable arrangement is in place for the signing of all course completion certificates for any course offered by the specific ATO. Arrangements acceptable to the CAAM are to be made for periodic standardisation training and such training is to be detailed within the ATO's

Operations Manual. These requirements are in addition to the requirements outlined in CAD 1 – PEL relating to instructor and CAD 1006 – DFE for examiner currency. The student's flight and simulator records shall be submitted to the CAAM every quarter.

- 2.5.8 Chief Ground Instructor (CGI). If the scope of training warrants it, an ATO shall appoint a CGI acceptable to CAAM. The CGI shall have a practical background in aviation and have undergone a course of training in instructional techniques or have had extensive previous experience in giving theoretical knowledge instruction applicable to the courses for which approval is sought.
- 2.5.9 Ground Instructor – The responsibilities of a ground instructor are to carry out the teachings of theoretical knowledge subjects in an ATO.
- 2.5.9.1 Ground instructors shall have:
- a) practical background in aviation in the areas relevant for the training provided and have attended and passed a basic instructional course; or
 - b) previous experience in giving ground school instruction and an appropriate theoretical background in the subject on which they will provide ground school instruction.
- 2.5.9.2 In addition to 2.5.9.1, ground instructors conducting theoretical knowledge instruction for the issuance of a flying licence shall:
- a) hold, or have held an ATPL; or
 - b) hold or have held a CPL and passed the ATPL theoretical knowledge subject(s) that he will be teaching; or
 - c) have experience instructing/lecturing in the aviation field and passed the ATPL theoretical knowledge subject(s) that he will be teaching.
- 2.5.9.3 The basic instructional course for the ground instructor shall contain the following subjects but not limited to:
- a) Roles of Instructor
 - b) Instructor Attributes
 - c) Learning Process
 - d) Training Philosophies
 - e) Teaching Processes
 - f) Classroom Techniques
 - g) Questioning Techniques
 - h) Lesson Plans.



- 2.5.10 Flight Instructor (FI) and Assistant Flight Instructor (AFI). FI and AFI shall hold the qualifications required by CAD 1 – PEL for the training that they are providing.
- 2.5.11 Continuing Airworthiness Manager.
- 2.5.11.1 The ATO shall nominate a person or group of persons who:
- a) have the responsibility of ensuring that the CAMO is always in compliance with CAD 6102; and
 - b) shall be responsible to the accountable manager.
- 2.5.11.2 The ATO shall nominate a person responsible for monitoring the quality system, including the associated feedback system. The nominated person shall have direct access to the accountable manager to ensure that the accountable manager is kept properly informed on quality and compliance matters.
- 2.5.12 Other Post Holders. This requirement shall be determined by CAAM depending on the size and complexity of the organisation. The NPH should have thorough knowledge and qualification relevant to their duties and responsibilities.
- 2.5.13 Combination of NPH's Responsibilities:
- a) The acceptability of a single person holding several posts, possibly in combination with being the AM as well, will depend upon the nature and scale of the operation. The two main areas of concern are competency and an individual's capacity to meet his responsibilities.
 - b) With regards to competency in the different areas of responsibility, there shall not be any difference from the requirements applicable to persons holding only one post.
 - c) The capacity of an individual to meet his responsibilities will primarily be dependent upon the scale of the operation. However, the complexity of the organisation or of the operation may prevent, or limit, combinations of posts which may be acceptable in other circumstances.

2.6 Safety

- 2.6.1 Safety policy
- 2.6.2 The safety policy should define, in relation to the ATO training programme, at least the means and methods used for:
- a) hazard identification;
 - b) risk assessment; and
 - c) effectiveness of the mitigation measures (implementation and follow-up).

- 2.6.3 The safety policy should additionally include the procedures required for occurrence reporting as per paragraph 2.7 of this CAD.
- 2.6.4 Emergency response plan
- 2.6.4.1 An ATO shall establish an ERP that provides the actions to be taken by the ATO or specified individuals in the case of an emergency. The ERP should reflect the size, nature and complexity of the activities performed by the ATO.
- 2.6.4.2 An ATO shall develop the ERP Flow Chart detailing the flow, process, procedures and contact persons in the event of incident or accident. The contact details shall also cater for other agency such as Malaysian Air Accident Investigation Bureau, Royal Malaysian Police, Fire and Rescue Department of Malaysia, nearest General Hospital and others related agency.
- 2.6.4.3 The ERP Flow Chart shall be published on the notice board of the Operation Room.
- 2.6.4.4 An ATO shall ensure that the ERP contains—
- a) an orderly and safe transition from normal to emergency operations;
 - b) safe continuation of operations or return to normal operations as soon as practicable; and
 - c) coordination with the emergency response plans of other organisations, where appropriate.

2.7 Occurrence reporting

- 2.7.1 The ATO or pilot-in-command of an aircraft used by an ATO who has knowledge of any reportable occurrence shall report the occurrence to CAAM as required under regulation 165 of the MCAR. Refer CAD 1900 – Safety Reporting System for more information on occurrence reporting.

2.8 Record-keeping

- 2.8.1 The organisation shall establish a system of record-keeping that allows adequate storage and reliable traceability of all activities developed.
- 2.8.2 The record-keeping system shall ensure that all records are accessible whenever needed within a reasonable time. These records shall be organised in a way that ensures retrievability throughout the required retention period.
- 2.8.3 The format of the records shall be specified in the organisation's procedures. Records shall be kept in paper form or in electronic format or a combination of both. The records shall remain legible throughout the required retention period.



- 2.8.4 An ATO shall keep the following records for a period of at least 2 years after the completion of the training:
- a) details of ground, flight, and simulated flight training given to individual students;
 - b) detailed and regular progress reports from instructors including assessments, and regular progress flight tests and ground examinations; and
 - c) information on the licences and associated ratings and certificates of the students, including the expiry dates of medical certificates and ratings.
 - d) Student Training Records (STR)
- 2.8.5 Student Training Records (STR)
- 2.8.5.1 The form of the student training records shall be agreed with the CAAM and be specified in the Training Manual. These records are to include limited personal details of the student, including a summary of any training requirement, a cumulative flying training record and a day-to-day record of flying training, including details of exercise and sub-exercises covered, instructor comments on performance, progress test, summary reports and the results of licence test.

3 Training

3.1 Training programme

3.1.1 An ATO shall develop a training programme for each type of course offered. The training syllabi for the ATO utilising an aircraft is specified in the Appendix 1 to this CAD.

3.1.2 Courses that may be offered at an ATO are stated below, but not limited to:

- a) PPL (Private Pilot Licence);
- b) CPL (Commercial Pilot Licence);
- c) CPL/IR (Commercial Pilot Licence/Instrument Rating);
- d) CPL/IR (Frozen ATPL) integrated;
- e) BPL (Balloon Pilot Licence);
- f) Aircraft class and type rating.

The training programme shall comply with the requirements of CAD 1 – PEL.

3.1.3 Flight training in an FSTD and theoretical knowledge instruction shall be phased in such a manner as to ensure that students are able to apply to flight exercises the knowledge gained on the ground. Arrangements should be made so that problems encountered during instruction can be resolved during subsequent training.

3.1.4 The ATO shall develop a training programme covering all aspects of the course and the ATO shall obtain CAAM's approval for the programme prior to implementation. The programme shall include phase by phase presentation of:

- a) The ground training and a syllabus summary
- b) Flight training and flight simulator (if applicable) standard exercises.

3.1.5 The ATO shall conduct the training in accordance with the approved training programme. The ATO shall obtain the CAAM's approval for any changes to the approved training programme prior to implementing the changes.

3.1.6 Ground Training

3.1.6.1 Syllabus

The ground training syllabus shall provide for the student to gain a thorough understanding of the operation, function and, if appropriate, abnormal and emergency operation of all aircraft systems. This training should also include those systems essential to the operation of the aircraft, such as 'fly-by-wire' flight control systems, even if the flight crew have little or no control of their normal or abnormal operation.

3.1.6.2 Theoretical knowledge instruction

The theoretical knowledge instruction training should meet the general objectives of (but not be limited to) giving the student:

- a) a thorough knowledge of the aircraft structure, powerplant and systems, and their associated limitations, including mass and balance, aircraft performance and flight planning considerations;
- b) a knowledge of the positioning and operation of the cockpit controls and indicators for the aircraft and its systems;
- c) an understanding of system malfunctions, their effect on aircraft operations and interaction with other systems; and the understanding of normal, abnormal and emergency procedures.
- d) the necessary instructional hours for the appropriate training course as per CAD 1 – PEL.

3.1.6.3 Facilities and training aids

The ATO shall provide adequate facilities for classroom instruction. Training aids shall enable students to gain practical experience of the operation of systems covered by the theoretical knowledge syllabus and, in the case of multi-pilot aeroplanes, enable such practical application of the knowledge to be carried out in a multi-crew environment. Facilities should be made available for student self-study outside the formal training programme.

3.1.6.4 Computer-based training (CBT)

CBT provides a valuable source of theoretical instruction, enabling the students to progress at their own pace within specified time limits. Many such systems ensure that syllabus subjects are fully covered. Such systems may allow self-study or distance learning, if they incorporate adequate knowledge testing procedures. When CBT is used as part of the theoretical knowledge instruction phase, this will require an approval from the CAAM and the student should also have access to an instructor able to assist with areas of difficulty for the student.

3.1.6.5 Self-study and distance learning

Elements of the theoretical knowledge syllabus may be adequately addressed by distance learning, if approved, or self-study, particularly when utilising CBT. Progress testing, either by self-assessed or instructor-evaluated means shall be included in any self-study programme. If self-study or distance learning is included in the theoretical knowledge training, the course should also provide for an adequate period of supervised consolidation and knowledge testing.

Note.– Ground training stated in 3.1.6.4 and 3.1.6.5 may be approved by CAAM subject to ATOs demonstrating a reliable and robust training programme.

3.1.6.6 Progress tests and final theoretical knowledge examination

- a) Applicants shall take the entire set of theoretical knowledge examinations for a specific licence or rating under the responsibility of the CAAM.
- b) Applicants shall only take the theoretical knowledge examination at the ATO responsible for their training, once they have completed the appropriate elements of the training course of theoretical knowledge instruction to a satisfactory standard.
- c) The theoretical knowledge training programme shall provide for progressive testing of the assimilation of the required knowledge. This testing process should also provide for retesting of syllabus items so that a thorough understanding of the required knowledge is assured. This should be achieved by intervention by an instructor or, if using CBT with a self-testing facility, and by further testing during the supervised consolidation phase of the ground course.

3.1.6.7

Pass standards

- a) The final theoretical knowledge examination shall cover all areas of the theoretical knowledge syllabus. The final examination should be conducted as a supervised written (including computer-based) knowledge test without reference to course material. The pass mark of 75% assumes the achievement of satisfactory levels of knowledge during the progressive phase tests of the course, with no penalty marking. The student should be advised of any areas of lack of knowledge displayed during the examination and, if necessary, given remedial instruction. A successful pass of the theoretical knowledge course and final examination should be a pre-requisite for progression to the flight training phase of the type rating course, unless otherwise determined by the operational suitability data established by the manufacturer.
- b) If the applicant has failed at least one theoretical knowledge examination paper within such period, the need for further training course shall be determined by the ATO, based on the needs of the applicant.
- c) Before re-taking the theoretical knowledge examinations, the applicant shall undertake further training at an ATO. The extent and scope of the training needed shall be determined by the ATO, based on the needs of the applicant.
- d) Should the applicant be unable to attend the examination due to illness, the total fees paid will be forfeited. A new application and payment shall be resubmitted. An explanatory letter accompanied by a medical certificate from a Government Hospital/Clinic stating the applicant is unfit to sit for the examination without which, his attempt number will be counted.
- e) Should the applicant be unable to attend the examination for any reason (other than due to illness) after the closing the date for applications, the

total fees paid will be forfeited. A new application and payment shall be submitted, and the attempt number will be counted.

3.1.7 Abridged applicant

3.1.7.1 An applicant who attended a training course at an ATO not approved by the CAAM shall fulfil the requirements in CAD 1 – PEL paragraph 1.4.2.2.

3.2 Training Timeline (for the issuance of a flying licence)

3.2.1 The training course shall be completed within the following timeline;

- a) Theoretical knowledge training phase – 12 months.
- b) Flight and/or FSTD training phase – 18 months.
 - 1) For PPL only, flight training phase – 12 months.

3.2.2 The 12 months period mentioned in paragraph 3.2.1 (a) above is calculated from the first sitting of the theoretical knowledge examination. No appeal shall be considered for the student to sit for additional theoretical knowledge examination attempt(s) once:

- a) he has failed all 4 attempts on the same subjects; or
- b) he has failed to complete the theoretical knowledge examinations in 12 months.

3.2.3 The training timeline in 3.2.1 (b) above will take effect once the applicant begins the flight/FSTD training phase. Applicants who do not begin flight/FSTD training phase immediately after theoretical knowledge training phase shall ensure that the theoretical knowledge papers are still valid at the time of commencement of the flight/ FSTD phase. Refer to CAD 1 – PEL 1.4.11.2 for maximum validity period for the theoretical knowledge papers.

3.2.4 In the event of either failures as described in paragraph 3.2.2 above, the student shall repeat the entire theoretical knowledge training after a grace period of 3 months which starts after his last failed paper or 12 months period whichever is earlier.

3.2.5 An ATO shall seek the approval of CAAM for each student intake. The request shall be submitted to CAAM at least 30 days before the commencement of the training course with the information on the current status of the flight instructors, aircraft and other relevant matters which provide complete picture of the current situation of the ATO.

3.3 Training and Procedures Manual

3.3.1 An ATO shall establish and maintain a Training and Procedures Manual as approved by the CAAM.

- 3.3.2 An ATO shall ensure that the Training and Procedures Manual contains information and instructions to enable personnel to perform their duties and to give guidance to students on how to comply with course requirements.
- 3.3.3 An ATO shall ensure the Training and Procedure Manual include the following:
- a) information on particular groups of personnel, such as AFI, FI, Ground Instructor, operations and maintenance personnel, and include general, technical, route and staff training information;
 - b) the standards, objectives and training goals for each phase of training that the students are required to comply with and address the following subjects:
 - 1) training plan;
 - 2) briefing and air exercises;
 - 3) flight training in an FSTD; and
 - 4) theoretical knowledge instruction
 - c) shall provide relevant information to particular groups of personnel, such as flight instructors, flight simulation training instructors, ground instructors, operations and maintenance personnel, and shall include general, technical, route and staff training information.
- 3.3.4 Requirement of the Training and Procedures Manual is shown in Appendix 1 for an ATO utilising the aircraft and ATO utilising the FSTD.
- 3.3.5 An ATO shall ensure that the training and procedures manual is amended as necessary to keep the information contained therein up to date.
- 3.3.6 An ATO shall make available to staff and, where appropriate, to students the information contained in the Training and Procedures Manual and the ATO's approved documentation.

3.4 List of mandatory manuals and documentations

- 3.4.1 An ATO shall provide and maintain the relevant documentation as listed in Appendix 2.

3.5 Training aircraft and FSTDs

- 3.5.1 An ATO shall use an adequate fleet of training aircraft or FSTDs appropriate to the training course provided. For the initial application of an ATO – FTO, the ATO shall comply with 2.1.3.
- 3.5.2 An ATO shall only provide training in FSTDs when it demonstrates to the CAAM:
- a) the adequacy between the FSTD specifications and the related training programme;

- b) that the FSTDs used comply with the relevant training requirements of CAD 1 – PEL;
- c) in the case of FFSs, that the FFS adequately represents the relevant type of aircraft; and
- d) that it has put in place a system to adequately monitor changes to the FSTD and to ensure that those changes do not affect the adequacy of the training programme.

Note. – FSTDs shall meet the requirements in CAD 1003 – FSTD.

- 3.5.3 If the aircraft used for the skill test is of a different type to the FFS used for the visual flight training, the maximum credit shall be limited to that allocated for flight and navigation procedures trainer II (FNPT II) for aeroplanes and FNPT II/III for helicopters in the relevant flight training programme.
- 3.5.4 An ATO shall ensure that the aircraft used for flight training and test shall be appropriately equipped with flight testing instrumentation, according to the purpose of the training.
- 3.5.5 Aerodromes and operating sites
- 3.5.6 When providing flight training on an aircraft, the ATO shall use aerodromes or operating sites that have the appropriate facilities and characteristics to allow training of the manoeuvres relevant, taking into account the training provided and the category and type of aircraft used. The aerodrome and operating sites must be approved for use by the CAAM.
- 3.5.7 Except in the case of balloons, the base aerodrome or operating site and any alternative base aerodromes at which flight training is being conducted should have at least the following facilities:
 - a) at least one runway or final approach and take-off area (FATO) that allows training aircraft to make a normal take-off or landing within the performance limits of all the aircraft used for the training flights.
 - b) a wind direction indicator that is visible at ground level from the ends of each runway or at the appropriate holding points;
 - c) adequate runway electrical lighting if used for night training;
 - d) an air traffic service, except for uncontrolled aerodromes or operating sites where the training requirements may be satisfied safely by another acceptable means of air-to-ground communication.
- 3.5.8 Except in the case of ATOs providing flight test training, in addition to (a), for helicopters, training sites should be available for:
 - a) confined area operation training;

- b) simulated engine off autorotation; and
- c) sloping ground operation.

3.5.9 When the ATO uses more than one aerodrome to provide any of the training, it shall:

- a) for each additional aerodrome, designate a deputy head of training, who shall be responsible for the tasks on that aerodrome; and
- b) ensure the availability of sufficient resources to safely operate on all aerodromes, in compliance with the requirements of this directive.

3.6 Pre-requisites for training (for the issuance of a flying licence)

3.6.1 The ATO shall not accept any students unless such student meets all the pre-requisites requirement for training as specified in CAD 1 – PEL and CAD 1004 – MED.

3.6.2 ATOs are responsible in ensuring that the validity and authenticity of all flight crew documentation meet the requirements of CAD 1 – PEL and this CAGM 1001 – FCL prior to accepting the applicant for the conduct of any class/training/test/check required.

3.6.3 CAAM has the right to reject applications from applicants who have completed any class/training/test/check at an ATO that are found to have not met the requirements of CAD 1 – PEL and CAGM 1001 – FCL.

3.6.4 In the case of non-Malaysian citizens, the ATO shall not accept non Malaysian citizens for training unless the non-Malaysian citizen—

- a) obtains a security clearance from Royal Malaysia Police; and
- b) holds a valid “Pass Lawatan Ikhtisas” issued by Malaysian Department of Immigration.
- c) satisfy requirements in 3.6.1.

3.7 Approval of an organisation located outside Malaysia

3.7.1 The process in granting the approval of an organisation located outside Malaysia is the same process as an ATO in Malaysia. The CEO may approve the training programmes for an organisation located outside Malaysia if he is satisfied, during the audit that the organisation has fulfilled the requirements in this CAD.

3.7.2 For the purpose of the paragraph 3.7.1 above, the requirements as may be determined by the CEO shall be the same as the requirements applicable to the ATO in Malaysia.

3.8 Training at a foreign ATO



- 3.8.1 Foreign ATO shall—
- a) ensure its training programme include theoretical knowledge instruction regarding the specific elements of the Malaysian airspace;
 - b) review Malaysian AIP and associated instrument charts and approach procedures; and
 - c) ensure the skill test and IR test are conducted by the CAAM's examiner or Malaysian authorised examiner or other State's authorised examiner as accepted by the CEO.

4 Additional Requirements for Type Rating Training Organisation (TRTO)

4.1 Introduction

4.1.1 A Type Rating Training Organisation (TRTO) is an organisation staffed, equipped and operated in a suitable environment offering type rating training for the licence endorsement of aircraft certificated for multi crew operation or any type of helicopters.

4.1.2 Any organisation who wishes to provide such courses of training or instruction is required to hold the TRTO approval. This chapter sets out the additional requirements and procedures for the issue and renewal of an approval of a training course and the training staff of a TRTO.

4.1.3 If the TRTO requires to utilise an aircraft for the purpose of training for the issuance of a flying licence (e.g. MPL) and for the training stated in 4.1.1, the TRTO shall comply with the applicable additional requirements stated in Chapter 5 of this CAD, but would not require an additional FTO approval.

4.2 Application process

4.2.1 An application for the issuance of a COA for a TRTO shall be made in a form and manner prescribed by the CAAM. The application process shall include—

4.2.1.1 The following information:

- a) application process as per chapter 2.1;
- b) personnel details and qualifications for an ATO utilising FSTD:
 - 1) Head of Training (HOT);
 - 2) Chief Flight Simulator Instructor (CFSI);
 - 3) Chief Ground Instructor (CGI);
 - 4) Quality Manager (QM);
 - 5) Support Service Manager (SSM);
 - 6) Safety Manager (SM);
 - 7) Flight Instructor(s) (FIs); and
 - 8) Ground Instructor(s).

Note.1- Refer to 2.5.1 for personnel who are Nominated Post Holders.

Note.2- In addition to 4.2.1.1 above, ATOs utilising both FSTD and aircraft shall meet the additional personnel requirements in 5.2.1.1.

- c) any other documentation or information required as outlined by the CAAM; and

- d) the Training and Procedure Manual. The requirement for the training and procedures manual is shown in Appendix 1 for an ATO utilising FSTD, in addition to this CAD.

4.3 Additional requirements for TRTOs providing specific types of training

4.3.1 Zero Flight-Time Training (“ZFTT”)

4.3.1.1 The ZFTT programme is designed for the entire type rating training and test on specific multi-pilot aircraft type to be carried out completely in Flight Simulation Training Devices (FSTD).

4.3.1.2 Approval for ZFTT training, as specified in CAD 1 – PEL, shall only be given to ATOs that also have the privileges to conduct commercial air transport (“CAT”) operations or ATOs having specific arrangements with commercial air transport operators.

4.3.1.3 Approval for ZFTT training shall only be given if the operator has at least 90 days of operational experience on the aeroplane type.

4.3.1.4 In the case of ZFTT training provided by an ATO having specific arrangements with an operator, the 90 days of operational experience requirements will not apply if the flight instructor (FI) involved in the additional take-offs and landings has operational experience on the aeroplane type.

4.3.2 Full flight simulator (“FFS”)

4.3.2.1 The FFS approved for ZFTT training shall be serviceable according to the management system criteria of the ATO.

4.3.2.2 The motion and the visual system of the FFS shall be fully serviceable, in accordance with the applicable certification specifications for FSTD as mentioned in CAD 1003 - FSTD.

4.3.3 Type Rating Courses – Aeroplanes

4.3.3.1 Introduction

- a) When developing the training programme for a type rating course, in addition to complying with the standards included in the operational suitability data (OSD), the ATO should also follow any further recommendations contained therein.
- b) The type rating course should, as far as possible, provide for a continual process of ground, FSTD and flight training to enable the student to assimilate the knowledge and skills required to operate a specific aircraft type safely and efficiently. The student’s ability to do this should be determined by the demonstration of a satisfactory level of theoretical

knowledge of the aircraft determined by progressive checking of knowledge and examination, progressive assessment by the ATO during flight training FSTD and the successful completion of a practical skill test with an examiner.

- c) The type rating course should normally be conducted as a single, fulltime course of study and training. However, in the situation where the course is intended to enable a pilot to fly a further aircraft type while continuing to fly a current type, such as to enable mixed fleet flying with the same operator, some elements of the theoretical knowledge course conducted by self-study may be undertaken while the student continues to fly the current type.

4.3.3.2 Variants

- a) Familiarisation training: Where an aeroplane type rating also includes variants of the same aircraft type requiring familiarisation training, the additional familiarisation training may be included in the theoretical knowledge training of the initial type rating course. Flight training should be conducted on a single variant within the type.
- b) Differences training: Where an aeroplane type rating also includes variants of the same aircraft type for which difference training is required, the initial training course should be directed towards a single variant. Additional training to operate other variants within the same type rating should be completed after successful completion of the initial type rating course. However, elements of this differences training may be undertaken at appropriate stages of the initial course, with the agreement of the CAAM.

Note.- In either case, the ATO shall refer to the operational suitability data provided by the manufacturer for the appropriate training required.

4.3.3.3 Programme of theoretical knowledge and flight training

- a) The training programme should specify the time allocated to theoretical knowledge training, FSTD training and, if not approved for zero flight time training (ZFTT), the aeroplane (Base Training). The initial type rating course should be programmed on the basis that the student has the minimum licensing and experience requirements for entry to the course. For a first type rating on a multi-pilot aeroplane (MPA), the course should also provide for consolidation and type-specific training in those elements of basic multi-crew cooperation (MCC) training relevant to the type or variant.
- b) If the ATO wishes to provide a training course that includes credit for previous experience on similar types of aircraft, such as those with common systems or operating procedures with the new type, the entry requirements to such courses should be specified by the ATO and should define the minimum level of experience and qualification required of the flight crew member.
- c) The ATO is permitted to contract elements of training to a third-party training provider. In such cases the contracted organisation should normally be

approved to conduct such training. When the contracted organisation is not an ATO, the CAAM should, within the approval process of the ATO, include the contracted organisation and be satisfied that the standard of training intended to be given meets the requirements. The other obligations of the TRTO, such as student progress monitoring and an adequate management system as per chapter 2.4, can be exercised by the ATO seeking approval and which retains responsibility for the whole course.

4.3.4 Type rating course- Helicopter

4.3.4.1 Introduction

- a) when developing the training programme for a type rating course, in addition to complying with the standards included in the OSD, the ATO should also follow any further recommendations contained therein.
- b) the course should, as far as possible, provide for integrated ground, FSTD and flight training designated to enable the student to operate safely and qualify for the grant of a type rating. The course should be directed towards a helicopter type, but where variants exist, all flying and ground training forming the basis of the course should relate to a single variant.

4.3.4.2 Variants

- a) Familiarisation training: where a helicopter type rating also includes variants of the same aircraft type requiring familiarisation training, the additional familiarisation training may be included in the theoretical knowledge training of the initial type rating course.
- b) Differences training: where a helicopter type rating also includes variants of the same aircraft type for which difference training is required, the initial training course should be directed towards a single variant. Additional training to operate other variants within the same type rating should be completed after successful completion of the initial type rating course, although elements of this differences training may be undertaken at appropriate stages of the initial course, with the agreement of the competent authority.

Note.- In either case, the ATO shall refer to the operational suitability data provided by the manufacturer for the appropriate training required.

4.3.4.3 Training in helicopter and FSTDs

The training programme should specify the amounts of flight training in the helicopter type and in FSTDs (FFSs, flight training devices (FTDs), or other training devices (OTDs)). Where a suitable FFS is geographically remote from the normal training base, the CAAM may agree to some additional training being included in the programme at a remote facility.

4.3.4.4 Skill test

The content of the flight training programme should be directed towards the skill test for that type. The practical training given in CAD 1 – PEL should be modified as necessary. The skill test may be completed in a helicopter, in an FFS or partially in a helicopter and in an FSTD. The use of an FSTD for skill tests is governed by the level of approval of the flight simulator and the previous experience of the candidate. Where an FSTD is not available, abnormal operations of systems should not be practised in a helicopter other than as allowed for in the skill test form for the type.

4.3.4.5 Phase progress tests and final theoretical knowledge examination

Prior to the final theoretical knowledge examination covering the whole syllabus, the training programme should provide for phase progress tests associated with each phase of theoretical knowledge instruction. The phase progress tests should assess the candidate's knowledge on completion of each phase of the training programme.

4.3.4.6 Facilities: ground school equipment, training facilities and aids

The ATO should provide, as a minimum, facilities for classroom instruction. Additional classroom training aids and equipment including, where appropriate, computers, should reflect the content of the course and the complexity of the helicopter. For multi-engine and multi-pilot helicopters, the minimum level of ground training aids should include equipment that provides a realistic cockpit working environment. Task analysis and the latest state-of-the-art training technology is encouraged and should be fully incorporated into the training facilities wherever possible. Facilities for self and supervised testing should be available to the student.

4.3.4.7 Training devices

An FTD or OTD may be provided to supplement classroom training in order to enable students to practice and consolidate theoretical instruction. Where suitable equipment is not available, or is not appropriate, a helicopter or flight simulator of the relevant variant should be available. If an FTD represents a different variant of the same helicopter type for which the student is being trained, then differences or familiarisation training is required.

4.3.4.8 Computer-based training (CBT)

Where CBT aids are used as a training tool, the ATO should ensure that a fully qualified ground instructor is available at all times when such equipment is being used by course students. Other than for revision periods, CBT lessons should be briefed and debriefed by a qualified ground instructor.

4.3.4.9 Theoretical knowledge instruction

The theoretical knowledge instruction training should meet the general objectives of giving the student:

- a) a thorough knowledge of the helicopter structure, transmissions, rotors and equipment, powerplant and systems, and their associated limitations;
- b) a knowledge of the positioning and operation of the cockpit controls and indicators for the helicopter and its systems;
- c) a knowledge of performance, flight planning and monitoring, mass and balance, servicing and optional equipment items;
- d) an understanding of system malfunctions, their effect on helicopter operations and interaction with other systems; and
- e) the understanding of normal, abnormal and emergency procedures and giving the student the understanding of potential control problems near the edge of the handling envelope. In particular, the phenomenon of ‘servo transparency’ (also known as ‘jack stall’) should be covered for those helicopter types where it is a known problem. The amount of time and the contents of the theoretical instruction will depend on the complexity of the helicopter type involved and, to some extent, on the previous experience of the student.

4.3.4.10 Flight training

a) FSTDs

The level of qualification and the complexity of the type will determine the amount of practical training that may be accomplished in an FSTD, including completion of the skill test. Prior to undertaking the skill test, a student should demonstrate competency in the skill test items during the practical training.

b) Helicopter (with FSTD)

With the exception of courses approved for ZFTT, the amount of flight time in a helicopter should be adequate for completion of the skill test.

c) Helicopters (without FSTD)

Whenever a helicopter is used for training, the amount of flight time practical training should be adequate for the completion of the skill test. The amount of flight training will depend on the complexity of the helicopter type involved and, to some extent, on the previous experience of the applicant

5 Additional Requirements for Flight Training Organisation (FTO)

5.1 Introduction

5.1.1 A Flying Training Organisation (FTO) is an organisation staffed, equipped and operated in a suitable environment, which offers instruction in theoretical knowledge and flying training for specific training programmes that lead to the issuance of a professional pilot licence and/or endorsement of ratings such as Aircraft Rating, Instrument Rating and Flying Instructor Rating for aircraft types certificated for single-pilot operation.

5.1.2 Any organisation who wishes to provide such courses of training or instruction is required to hold the FTO approval. This chapter sets out the additional requirements and procedures for the issue and renewal of a FTO and its training personnel.

5.2 Application process

5.2.1 An application for the issuance of a COA for an FTO shall be made in a form and manner prescribed by the CAAM. The application process shall include—

5.2.1.1 The following information:

- a) Application process as per chapter 2.1;
- b) personnel details and qualifications as for an ATO utilising aircraft:
 - 1) Head of Training (HOT);
 - 2) Chief Flight Instructor (CFI);
 - 3) Chief Ground Instructor (CGI);
 - 4) Quality Manager (QM);
 - 5) Continuing Airworthiness Manager;
 - 6) Safety Manager (SM);
 - 7) Flight Instructor(s) (FIs); and
 - 8) Ground Instructor(s).

Note.1- Refer to 2.5.1 for personnel who are Nominated Post Holders.

Note.2- In addition to 5.2.1.1 above, ATOs utilising both FSTD and aircraft shall meet the additional personnel requirements in 4.2.1.1.

- c) any other documentation or information required as outlined by the CAAM; and
- d) the Training and Procedure Manual. The requirement for the training and procedures manual is shown in Appendix 1 for a FTO utilising an aircraft in addition to these Directives.

5.3 Flight time limitations

5.3.1 An ATO shall ensure the Training and Procedures Manual establish flight time limitation schemes for flight instructors, including maximum flying duty hours and minimum rest time between instructional duties acceptable by the CAAM. The flight time limitations are as follows:

- a) a daily limit of 6 hours which shall not exceed 4 hours for general flying;
- b) monthly limit (28 consecutive days) is 80 hours and 85 hours is absolute limit with a letter of discretion by the pilot but not more than 3 times; and
- c) yearly limit (12 consecutive months) is 800 hours and can be extended to 850 hours with justification and clearance from CAAM.

5.3.2 The limitations stated in 5.3.1 above are also student limitations on combined flying and simulator hours.

5.4 Recent Experience

5.4.1 A student shall operate his first solo flight within 7 days of having cleared the solo check flight.

5.4.2 A student shall not be assigned to operate a solo flight unless he has carried out at least 1 flight within the previous 14 days in an aircraft. If no flying activity was carried out within the 14 days, the student shall operate 1 flight with an instructor prior to operating a solo flight.

5.4.3 An instructor shall have completed 3 flights within 90 days to maintain his recency. Failure to maintain this recency will require the instructor to operate a flight with another instructor and perform at least 1 take-off and landing.

6 Appendices

6.1 Appendix 1 - Contents Of The Training And Procedures Manual

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 utilising aircraft.

Part I — Content requirements for all ATOs

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:
 - 1.3.1 Procedures for amendment;
 - 1.3.2 Record of amendments page;
 - 1.3.3 Distribution list; and
 - 1.3.4 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:
 - 1.5.1 The various parts and sections, as well as their contents and use; and
 - 1.5.2 The paragraph numbering system.
- 1.6 Description of the scope of training authorised under the organisation's terms of approval.
- 1.7 Organisation (chart of the ATO's management organisation — see examples in Appendix 1) and 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:
 - 1.8.1 Accountable Manager;
 - 1.8.2 Head of Training;
 - 1.8.3 Chief Flight Instructor/Flight Simulator Instructor;

- 1.8.4 Chief Ground Instructor;
- 1.8.5 Quality Manager;
- 1.8.6 Continuing Airworthiness Manager/Support Service Manager;
- 1.8.7 Safety Manager, if applicable;
- 1.8.8 Instructors — theoretical, flight and flight simulation training device; and
- 1.8.9 Examiners, Evaluators and Auditors if applicable.
- 1.9 Policies dealing with:
 - 1.9.1 Student discipline and disciplinary action;
 - 1.9.2 The training organisation’s objectives, including ethics and values;
 - 1.9.3 The selection of ATO personnel and the maintenance of their qualifications;
 - 1.9.4 The training programme design and development;
 - 1.9.5 The evaluation, selection and maintenance of training material and devices;
 - 1.9.6 The maintenance of the training facilities and equipment;
 - 1.9.7 The development and maintenance of a quality system governance model; and
 - 1.9.8 The development and maintenance of a culture focused on safety in the workplace, including, when applicable, implementation of a safety management system governance model.
- 1.10 Description of the facilities and equipment available, including:
 - 1.10.1 General-use facilities, including offices, stores and archives, and library or reference areas;
 - 1.10.2 The number and size of classrooms, including installed equipment; and
 - 1.10.3 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 performance standards and for ensuring the competency of personnel.
- 2.2 Details of the procedures to validate the qualifications and determine the competency of instructional personnel.
- 2.3 Details of the initial and recurrent training programmes for all personnel, 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 training organisation for its customers and consist of a training plan, a practical training syllabus and a theoretical knowledge syllabus, if applicable, as described in paragraph 3.1, 3.2 and 3.3 of this Appendix.

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:

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

3.1.3 Credits for previous knowledge, experience or other qualifications, which should be obtained from the CAAM 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 (attitudes);

Note— Guidance material to design training programmes on human performance can be found in ICAO 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 Policy for the conduct of student evaluation, including the:

- (a) procedures for authorisation of tests;
- (b) procedures for remediation training before retest and procedures for re-writing knowledge tests;

- (c) test reports and records;
- (d) procedures for skill progress checks or flying progress tests and skill tests;
- (e) procedures for knowledge progress tests and knowledge tests, including procedures for knowledge test preparation, types of questions and assessments, and standards required for a pass; and
- (f) procedures for question analysis and review and for issuing replacement exams (applicable to knowledge tests).

3.1.7 Policy regarding training effectiveness, including:

- (a) liaison procedures between training departments;
- (b) individual student responsibilities;
- (c) requirements for reporting and documentation;
- (d) internal feedback system for detecting training deficiencies;
- (e) completion standards at various stages of training to ensure standardisation;
- (f) procedures to correct unsatisfactory progress;
- (g) procedures for changing instructors;
- (h) maximum number of instructor changes per student; and
- (i) procedures for suspending a student from training.

3.2 Syllabi for non-competency-based training programmes

3.2.1 Practical training syllabus

- (a) A statement of how the course will be divided into phases, indicating how the phases will be arranged to ensure completion in the most suitable learning sequence and that exercises will be repeated at the proper frequency.
- (b) The syllabus hours for each phase and for groups of lessons within each phase and when progress tests are to be conducted.
- (c) A statement of the standard of proficiency required before progressing from one phase of training to the next. It includes minimum experience requirements and satisfactory exercise completion before undertaking the next phase.
- (d) Requirements for instructional methods, particularly with respect to adherence to syllabi and training specifications.
- (e) Instruction for the conduct and documentation of all progress checks.
- (f) 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 in paragraph 3.2.1 of this Appendix but with a training specification and objective for each subject.
- 3.3 Syllabus for competency-based training programmes
- 3.3.1 Modern training programmes should be competency-based.
- 3.3.2 Competency-based training programmes are based upon a job and task analysis to define the knowledge, skills and attitudes required to perform a job 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 underlying knowledge, skills and attitudes related to the task in a more effective way.
- 3.3.3 As a result, the syllabus is structured as a single document that is subdivided into modules containing a training objective and the same information as in paragraph 3.2.1 of this Appendix, but applied to both the theoretical knowledge and practical training delivered by the module.
- 4. TESTS AND CHECKS CONDUCTED BY THE ATO FOR THE ISSUANCE OF A LICENCE OR A RATING**

When CAAM has authorised 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:

- 4.1 the name(s) of the personnel with testing authority and the scope of the authority;
- 4.2 the role and duties of the authorised personnel;
- 4.3 if the school 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
- 4.4 the applicable requirements established by the CAAM, such as:
- 4.4.1 the procedures to be followed in the conduct of checks and tests; and
- 4.4.2 the methods for completion and retention of testing records as required by the CAAM.

5. RECORDS

Policy and procedures regarding:

- 5.1 attendance records;
- 5.2 student training records;

- 5.3 staff training and qualification records;
- 5.4 persons responsible for checking records and student personal logs;
- 5.5 nature and frequency of record checks;
- 5.6 standardisation of record entries;
- 5.7 personal log entries;
- 5.8 security of records and documents; and
- 5.9 description of the method used for the completion and retention of records.

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, by reference to a separate quality manual or including the full QA practices in the training and procedures manual.

8. APPENDICES

As required:

- 8.1 sample progress test forms;
- 8.2 sample logs, test reports and records; and
- 8.3 a copy of the approved training organisation's approval document.

Part II — Additional content for ATO (utilising aircraft)

The Training and Procedures Manual for ATOs that provide flight training utilising aircraft should include additional elements to those indicated in Part I, as contained in paragraphs 9 to 12 of this Appendix.

9. FLIGHT TRAINING — GENERAL

- 9.1 Qualifications, responsibilities and succession of command of management and key operational personnel (in addition to paragraph 1.8 of this Appendix), including but not limited to:
 - 9.1.1 Chief Flight Instructor;
- 9.2 Policies and procedures (in addition to paragraph 1.9 of this Appendix) dealing

with:

- 9.2.1 Approval of flights;
- 9.2.2 Command of aircraft;
- 9.2.3 Responsibilities of the pilot-in-command;
- 9.2.4 Flight planning procedures — general;
- 9.2.5 Preparation of flying programme (restriction of number of aircraft in bad weather);
- 9.2.6 Carriage of passengers;
- 9.2.7 Policy regarding carriage of passengers;
- 9.2.8 Operational control system
- 9.2.9 Policy regarding safety, reporting of safety hazards, incidents and accidents reporting and safety pilot;
- 9.2.10 Duty periods and flight time limitations for flying staff members and students; and
- 9.2.11 Minimum rest periods for flying staff members and students.
- 9.2.12 Pilot's logbook;
- 9.2.13 Aircraft documentation;
- 9.2.14 Retention of documents;
- 9.2.15 Flight crew qualification records (licences and ratings); and
- 9.2.16 Renewal (medical certificates and ratings)
- 9.3 Description of the facilities and equipment available (in addition to paragraph 1.10 of this Appendix), including:
 - 9.3.1 Flight simulation training devices and training aircraft;
 - 9.3.2 Maintenance facilities and apron parking areas for training aircraft;
 - 9.3.3 Computer-based classrooms; and
 - 9.3.4 Dispatch control and briefing areas.
- 10. AIRCRAFT OPERATING INFORMATION**
 - 10.1 Certification and operating limitations.
 - 10.2 Aircraft handling, including:
 - 10.2.1 Performance limitations;
 - 10.2.2 Use of checklists;

- 10.2.3 Standard operating procedures; and
- 10.2.4 Aircraft maintenance procedures.
- 10.3 Instructions for aircraft loading and securing of load.
- 10.4 Fuelling procedures.
- 10.5 Emergency procedures.
- 10.6 Radio and radio navigation aids.
- 10.7 Allowable deficiencies (based on the master minimum equipment list (MMEL) if available)

11. ROUTES

- 11.1 Performance criteria, e.g. take-off, en route and landing.
- 11.2 Flight planning procedures including:
 - 11.2.1 Fuel and oil requirements;
 - 11.2.2 Minimum safe altitudes;
 - 11.2.3 Planning for contingencies (e.g. Emergency or diversion scenarios); and
 - 11.2.4 Navigation equipment.
- 11.3 Weather minima for all instructional training flights during day, night, VFR and IFR operations.
- 11.4 Weather minima for all student training flights at various stages of training.
- 11.5 Training routes and practice areas.
- 11.6 Loading (load sheet, mass & balance and limitations)

12. FLIGHT TRAINING PLAN

- 12.1 Training curricula (in addition to paragraph 3.1.4 of this Appendix), including, as applicable, the:
 - 12.1.1 Flying curriculum (single-engine);
 - 12.1.2 Flying curriculum (multi-engine);
 - 12.1.3 Theoretical knowledge curriculum; and
 - 12.1.4 Flight simulation training curriculum.
- 12.2 The general arrangements of daily and weekly programmes for flying training, ground training and flight simulation training.
- 12.3 Training policies (in addition to paragraph 3.1.5 of this Appendix) in terms of:

- 12.3.1 Weather constraints;
 - 12.3.2 Maximum student training times for flight, theoretical knowledge and flight simulation training, per day/week/month;
 - 12.3.3 Restrictions in respect of training periods for students;
 - 12.3.4 Duration of training flights at various stages;
 - 12.3.5 Maximum individual student flying hours in any day or night period;
 - 12.3.6 Maximum number of individual student training flights in any day or night period; and
 - 12.3.7 Minimum rest periods between training periods.
- 13. FLIGHT TRAINING SYLLABUS** (in addition to paragraph 3.2.1 of this Appendix)
- 13.1 Detailed statement of the content specifications of all air exercises to be taught, arranged in the sequence to be flown with main and sub-titles.
 - 13.2 Flight lesson reference list in the form of an abbreviated list of the above exercises giving only main and sub-titles for quick reference in a form to facilitate daily use by instructors.
 - 13.3 Statement of the standard of proficiency required before progressing from one phase of training to the next. Include minimum experience requirements in terms of hours and satisfactory exercise completion before undertaking significant lessons, such as night flying.
 - 13.4 Requirements for instructional methods, particularly with respect to pre-flying and post-flying briefings, adherence to syllabi and training specifications, and authorisation of solo flights.
- 14. FLIGHT SIMULATION TRAINING SYLLABUS**
- Syllabus for flight simulation training should be structured generally as in paragraph 13 of this appendix.



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6.2 Appendix 2 - List of Manuals and Documentations

No	Manual/Document/Publication	ATO – FTO	ATO – TRTO	Notes	Remarks
REGULATORY					
1	Civil Aviation Regulations 2016	√	√	H/S	Latest Update
2	Civil Aviation (Fees and Charges) Regulations 2016	√	√	H/S	
3	Civil Aviation (Aerodrome Operations) Regulations 2016	√	√	H/S	
4	Flight Operations Directive (FOD) and Notices	√	√	S	
5	AIP	√		S	
6	AIC	√	√	S	
7	Relevant Local Civil Aviation Regulations	√	√	S	Foreign ATO
8	Relevant Local AIP	√	√	S	Foreign ATO
9	Relevant Local AIC	√	√	S	Foreign ATO
10	Annex 1-19	√	√	H/S	If applicable
CERTIFICATE					
1	Certificate of Approval (COA)	√	√	H	Original Copy and Certified True Copied
2	Certificate of Qualification (COQ)	√	√	H	
3	User Approval Certificate (UAC)	√	√	H	
4	Aircraft Certificate of Registration	√		H	
5	Aircraft Certificate of Airworthiness	√		H	
6	Aircraft Insurance Certificate	√		H	
7	Aircraft Radio Certificate	√		H	
8	Relevant Local COA	√	√	H	Foreign ATO
9	Relevant Local COQ	√	√	H	Foreign ATO
10	Relevant Local UAC	√	√	H	Foreign ATO
FLIGHT OPERATIONS					
1	Training and Procedures Manual (TPM)	√	√	H	
2	Standard Operating Procedures (SOP)	√		H	
3	Instructor Study Guide (ISG)	√	√	H/S	
4	Student Study Guide (SSG)	√	√	H/S	
5	Aircraft Flight Manual (AFM)	√	√	H/S	
6	Simulator Manual	√	√	H	
7	Training Syllabi	√	√	H	
8	SMS Manual	√	√	H	
9	Route Manual (Jeppesen, Lido etc)	√	√	H	If applicable
10	Safety Emergency Procedures (SEP) Manual		√	H	
11	Cabin Crew Policy Manual		√	H	If applicable
12	Cabin Crew Operating Manual		√	H	If applicable
13	Ground Operations Manual	√		H	
OTHERS					
1	Quality Manual	√	√	H	
2	Flight Safety Document System	√	√	H	



3	Emergency Response Plan (ERP) Manual	√		H	
4	Local Airport ERP Manual	√		H	
5	Emergency Telephone List	√	√	H	
6	First Aid Booklet/Poster/References	√	√	H	

Note:

H – Hardcopy

S - Softcopy

7 Attachments

7.1 Attachment A - Sample Certificate Approval For ATO

	<p>MALAYSIA PIHAK BERKUASA PENERBANGAN AWAM <i>CIVIL AVIATION AUTHORITY OF MALAYSIA</i></p>	
<p>CERTIFICATE OF APPROVAL APPROVED TRAINING ORGANISATION</p>		
Ref. No.: CAAM/BOP/37	Ser. No. ATO.TRTO.01/20	
<p>This Certificate certifies that:</p> <p>JEFE TRAINING CENTRE</p> <p>Address</p> <p>Lot 10, Jalan ABC, 64000, Selangor Darul Ehsan</p> <p>is an approved training organisation under regulation 64 of the Civil Aviation Regulations 2016 which is authorised to conduct examination or test and to provide course of training or instruction in accordance with the attached Training Specification.</p> <p>The courses shall be conducted by JEFE at place mentioned above or at JEFE Simulator Center, Subang, Selangor. The Head of Training whose direction the course shall be conducted is:</p> <p>CAPTAIN KHOO WEN PIN</p> <p>This Certificate of Approval is not transferable and unless revoked, suspended or varied shall continue in effect until:</p> <p>30 APRIL 2021</p>		
Date: 30 April 2020	<p>CAAM Stamp:</p> <p>CAPTAIN CHESTER VOO CHEE SOON Chief Executive Officer Civil Aviation Authority of Malaysia</p>	



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**7.2 Attachment B - Sample Of Training Specifications****Training Specifications**

CAAM Contact Details						
Phone No:+603-8871 4027		Fax No: +603-8871 4334		E-mail : zulismadi@caam.gov.my		
FOI Name & Sign: Captain Ahmad Zulismadi				Date: 30 April 2020		
ATO Contact Details						
ATO Name: JEFE Training Centre				ATO No: ATO.TRTO.01/20		
ATO Location: Lot 10, Jalan ABC 64000 Selangor Darul Ehsan						
ATO Phone No:+60388888888		ATO Fax No: +60388888889		ATO E-mail: khoo.wp@jefe.com		
Type of Training Approved: Flight Training <input checked="" type="checkbox"/> Ground Training <input checked="" type="checkbox"/> Other Training <input type="checkbox"/>						
NPH Accepted by the Authority:						
Position			Name			
Accountable Manager			Captain Khoo Wen Pin			
Head of Training			Captain Daryl Nair			
Chief Flight Instructor			Captain Ajay Singam			
Chief Ground Instructor			Captain Reza Afiq			
Quality Manager			Mr Chuan Nee Sern			
Continuing Airworthiness Manager			Mr Raveen Shaheen			
Safety Manager			Mr Bryan Soon			
Terms and Conditions:						
The ATO shall—						
<ol style="list-style-type: none"> 1. establish applicable Safety Management System in accordance with CAAM regulations; 2. establish applicable quality system in accordance with CAAM regulations; 3. notify and obtain an approval from the CAAM of any changes to training location, aircraft, facility, FFSs and training documentations; 4. conduct the operations in compliance with Civil Aviation Directive 1–Personnel Licensing; 5. comply with direction, order, instruction and requirement given by the Chief Executive Officer or an authorised officer; and 6. pay all fees and charges as required under the Civil Aviation (Fees and Charges) Regulations 2016 and such other fees and charges as may be determined by the Minister. 7. obtain an approval to commence a flying training course. 						
Approved Full Flight Simulator (FFSs): Simulator qualification remain valid as reflected in Separate Qualification certificate						
Ser	Make	Model-Series	Qua Lvl	SIM No	SIM ID	Remark
1	Gulfstream	GIV SP	D	-	CAAM-GIV-1	
2	Gulfstream	G550	D	-	CAAM-G550-2	
No further entries						
Approved Aircraft for Flight Training						
Ser	Make	Model-Series	Registration Number	Expiry CofA	Remark	
-	-	-	-	-	-	
No further entries						



Ser	Training Course	Approved Y/N or Not Available
1.	Flight Training	Yes
1.1	BAe 125/Hawker 800 Type Rating	Yes
1.2	Bombardier BD700 Global Express XRS Type Rating	Yes
1.3	Bombardier BD700 Global 6000GVFD Type Rating	Yes
1.4	Gulfstream IV Type Rating	Yes
1.5	Gulfstream 550 Type Rating	Yes
1.6	Jet orientation Course on BAe125, Global Express, Global 6000, G-IV, G-550	No
1.7	Multi-Crew Cooperation Course on BAe125, Global Express, Global 6000, G-IV, G-550	No
1.8	Low Visibility Operations on BAe125, Global Express, Global 6000, G-IV, G-550	Yes
1.9	Intro to RNP/AR Operations on G550	Yes
1.10	CAT II Initial Authorisation on BAe125, Global Express, Global 6000, G-IV, G-550	No
1.11	CAT II Recurrent on BAe125, Global Express, Global 6000, G-IV, G-550	Yes
1.12	CAT III Initial Authorisation on BAe125, Global Express, Global 6000, G-IV, G-550	No
1.13	CAT III Recurrent on BAe125, Global Express, Global 6000, G-IV, G-550	Yes
1.14	Initial/Intro on HUD Operations on Global Express, Global 6000, G-IV, G-550	Yes
1.15	PIC Proficiency Check/SIC Recurrent Qualification on BAe125, G-IV, G-550	Yes
1.16	PIC Proficiency Check/SIC Recurrent Qualification on Global Express, Global 6000	Yes
2.	Ground Training	
	Nil	
3.	Other Training	
	Nil	
4.	Flight Instructor Approved for Flight Training	
4.1	Captain Norazlan Aris – BAe125/800 Series	
4.2	Captain Mohd Edrus – GIV/G550	
4.3	Captain Mohd Khairul – Global Express/Global 6000	
5	Designated Flight Examiner for TRTO or FTO	
5.1	Captain Azahari Yusof – BAe125/800	
5.2	Captain Azman Zainal – GIV/G550	
5.3	Captain Mohd Nasser – Global Express/Global 6000	
6.	Ground Instructor	
	Nil	
<p>Date of issue: 30 April 2020 Date of expiry: 30 April 2021</p> <p style="text-align: right;">CAAM Stamp:</p> <p style="text-align: center;">CAPTAIN CHESTER VOO CHEE SOON Chief Executive Officer Civil Aviation Authority of Malaysia</p>		