



Flight Operations Standards Directorate
Commercial Air Transport Section - Aviation Training Organization - Documents Evaluation
Quality Manual Compliance List

• Aviation Training Organization Name			
• Inspector Name			
• Aviation Training Organization Focal Point	Name	Phone No.	E-mail

CHAPTER	Quality Manual Compliance List
0	Administration and Control of the Manual
1	General
2	Quality Assurance Program
Appendix 1	Quality System Inspection Checklist(s)
Appendix 2	Quality System Finding and Corrective Action Report



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CHAPTER 0	ADMINISTRATION AND CONTROL OF THE MANUAL
0.1	Introduction
0.2	System of Amendment and Revision



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CHAPTER 0	ADMINISTRATION AND CONTROL OF THE MANUAL
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No	Events	JCAR OPS 1	QM	YES	NO	NA	Remarks
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0	Administration and Control of Operations Manual
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0.1	Introduction
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a	A statement that the manual complies with all applicable regulations and with the terms and conditions of the applicable aviation training organization approval certificate	1.1045 App. 1 A 0.1 (a)					
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(1)	Aviation training organization shall ensure that the contents of the training manual, including all amendments or revisions, do not contravene the conditions contained in the aviation training organization approval certificate or any applicable regulations and are acceptable to or where applicable approved by CARC	1.1040 (b)					
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(2)	Unless otherwise approved by CARC, or prescribed by national law, an operator must prepare the training manual in the English language.	1.1040 (c)					
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(3)	Aviation training organization shall ensure that the training manual is amended or revised so that the instructions and information contained therein are kept up to date. The aviation training organization shall ensure that all training personnel are made aware of such changes that are relevant to their duties	1.1040 (g)					
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(4)	Each holder of the training manual, or appropriate parts of it, shall keep it up to date with the amendments or revisions supplied by the aviation training organization	1.1040 (h)					
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(5)	Aviation training organization shall supply CARC with intended amendments and revisions in advance of the effective date. When the amendment concerns any part of the training manual which must be approved in accordance with JCARs, this approval shall be obtained before the amendment becomes effective. When immediate amendments or revisions are required in the interest of safety, they may be published and applied immediately, provided that any approval required has been applied for	1.1040 (i)					
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(6)	Aviation training organization shall incorporate all amendments and revisions required by CARC	1.1040 (j)					
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(7)	Aviation training organization must ensure that information taken from approved documents, and any amendment of such approved documentation, is correctly reflected in the training manual and that the training manual contains no information contrary to any approved documentation. However, this requirement does not prevent an operator from using more conservative data and procedures	1.1040 (k)					
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No	Events	JCAR OPS 1	QM	YES	NO	NA	Remarks
(8)	Aviation training organization must ensure that the contents of the training manual are presented in a form in which they can be used without difficulty. The design of the training manual shall observe human factors principles	1.1040 (l)					
(9)	Aviation training organization must ensure that all training personnel are able to understand the language in which those parts of the training manual which pertain to their duties and responsibilities are written	1.025 (a)					
(10)	Aviation training organization must make arrangements for the production of manuals, amendments and other documentation	App. 2 to OPS 1.175 (e)					
b	A statement that the manual contains training instructions that are to be complied with by the relevant personnel	1.1045 App. 1 A 0.1 (b)					
(1)	Aviation training organization shall ensure that the training manual contains all instructions and information necessary for the training personnel to perform their duties	1.1040 (a)					
(2)	Aviation training organization shall ensure that all training personnel have easy access to a copy of the training manual which is relevant to their duties	1.1040 (f)					
c	Explanations and definitions of terms and words needed for the use of the manual	1.1045 App. 1 A 0.1 (d)					



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No	Events	JCAR OPS 1	QM	YES	NO	NA	Remarks
0.2	System of Amendment and Revision						
a	Details of the person(s) responsible for the issuance and insertion of amendments and revisions.	1.1045 App. 1 A 0.2 (a)					
b	A record of amendments and revisions with insertion dates and effective dates	1.1045 App. 1 A 0.2 (b)					
c	A statement that handwritten amendments and revisions are not permitted except in situations requiring immediate amendment or revision in the interest of safety	1.1045 App. 1 A 0.2 (c)					
d	A description of the system for the annotation of pages and their effective dates.	1.1045 App. 1 A 0.2 (d)					
e	A list of effective pages	1.1045 App. 1 A 0.2 (e)					
f	Annotation of changes (on text pages and, as far as practicable, on charts and diagrams)	1.1045 App. 1 A 0.2 (f)					
g	Temporary revisions	1.1045 App. 1 A 0.2 (g)					
h	A description of the distribution system for the manuals, amendments and revisions.	1.1045 App. 1 A 0.2 (h)					



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CHAPTER 1	GENERAL
1.1	Introduction
1.2	Terminology
1.3	Quality Policy
1.4	Purpose of the Quality System
1.5	Quality Manager
1.6	Quality System
1.7	Quality Assurance Responsibility for Sub-Contractors
1.8	Quality System Training



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CHAPTER 1	GENERAL
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No	Events	JCAR FCL 1	QM	YES	NO	NA	Remarks
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1.1	Introduction
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1.1.1	A basis for quality should be established by every aviation training organization and problem-solving techniques to run processes should be applied. Knowledge in how to measure, establish and ultimately achieve quality in training and education is considered to be essential	IEM No. 1 to FCL 1.055					
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1.1.2	In accordance with Appendix 1a and 2 to JCAR FCL 1.055, aviation training organization shall, as a condition for approval, establish and maintain a quality system	IEM No. 1 to FCL 1.055					
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1.1.3	The rationale for the requirements of quality systems is the need to establish a distinct assignment of roles between CARC and training organizations by creating an evident division between the regulatory and surveillance responsibility on the one hand, and responsibility of the training activities in itself on the other. Therefore the training organizations must establish a system whereby they can monitor their activities, be able to detect deviations from set rules and standards, take the necessary corrective actions and thus ensure compliance with CARC regulations and own requirements. A well established and functioning quality system will make it possible for CARC to perform inspections and surveillance efficiently and with a reasonable amount of resources	IEM No. 1 to FCL 1.055					
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1.2	Terminology
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1.2.1	Accountable Manager. A person acceptable to CARC who has Authority for ensuring that all training activities can be financed and carried out to the standards required by CARC, and additional requirements defined by the aviation training organization	IEM No. 1 to FCL 1.055					
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1.2.2	Quality. The totality of features and characteristics of a product or service that bear on its ability to satisfy stated or implied needs	IEM No. 1 to FCL 1.055					
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1.2.3	Quality Assurance. All those planned and systematic actions necessary to provide adequate confidence that all training activities satisfy given requirements, including the ones specified by the aviation training organization in relevant manuals	IEM No. 1 to FCL 1.055					
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No	Events	JCAR FCL 1	QM	YES	NO	NA	Remarks
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1.2.4	Quality Manager. The manager, acceptable to CARC, responsible for the management of the quality system, monitoring function and requesting corrective actions	IEM No. 1 to FCL 1.055					
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1.2.5	Quality Manual. The document containing the relevant information pertaining to the operator's quality system and quality assurance program	IEM No. 1 to FCL 1.055					
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1.2.6	Quality Audit. A systematic and independent examination to determine whether quality activities and related results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve objectives	IEM No. 1 to FCL 1.055					
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1.3	Quality Policy						
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1.3.1	It is of vital importance that the aviation training organization describes how the organization formulates, deploys, reviews its policy and strategy and turns it into plans and actions. A formal written quality policy statement should be established that is a commitment by the head of training as to what the quality system is intended to achieve. The quality policy should reflect the achievement and continued compliance with relevant parts of JCARs together with any additional standards specified by the aviation training organization	IEM No. 1 to FCL 1.055					
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1.3.2	The Accountable Manager will have overall responsibility for the quality system including the frequency, format and structure of the internal management evaluation activities	IEM No. 1 to FCL 1.055					
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1.4	Purpose of a Quality System						
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1.4.1	The implementation and employment of a quality system will enable the aviation training organization to monitor compliance with relevant parts of JCARs, the training manual, and any other standards as established by that aviation training organization, or CARC, to ensure safe and efficient training	IEM No. 1 to FCL 1.055					
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No	Events	JCAR FCL 1	QM	YES	NO	NA	Remarks
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1.5	Quality Manager
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1.5.1	The primary role of the quality manager is to verify, by monitoring activities in the field of training, that the standards required by CARC, and any additional requirements as established by the aviation training, are being carried out properly under the supervision of the head of training	IEM No. 1 to FCL 1.055					
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1.5.2	The quality manager should be responsible for ensuring that the Quality Assurance Program is properly implemented, maintained and continuously reviewed and improved. The quality manager should:	IEM No. 1 to FCL 1.055					
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a	Have direct access to the head of training	IEM No. 1 to FCL 1.055					
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b	Have access to all parts of the aviation training organization	IEM No. 1 to FCL 1.055					
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1.6	Quality System
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1.6.1	The quality system of the aviation training should ensure compliance with and adequacy of training activities requirements, standards and procedures	IEM No. 1 to FCL 1.055					
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1.6.2	The aviation training organization should specify the basic structure of the quality system applicable to all training activities conducted	IEM No. 1 to FCL 1.055					
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1.6.3	The quality system should be structured according to the size of the aviation training organization and the complexity of the training to be monitored	IEM No. 1 to FCL 1.055					
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1.6.4	Scope	IEM No. 1 to FCL 1.055					
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a	A quality system should address the following:	IEM No. 1 to FCL 1.055					
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(1)	Leadership	IEM No. 1 to FCL 1.055					
(2)	Policy and strategy	IEM No. 1 to FCL 1.055					
(3)	Processes	IEM No. 1 to FCL 1.055					
(4)	The provisions of JCARs	IEM No. 1 to FCL 1.055					



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No	Events	JCAR FCL 1	QM	YES	NO	NA	Remarks
(5)	Additional standards and training procedures as stated by the aviation training organization	IEM No. 1 to FCL 1.055					
(6)	The organizational structure of the aviation training organization	IEM No. 1 to FCL 1.055					
(7)	Responsibility for the development, establishment and management of the quality system	IEM No. 1 to FCL 1.055					
(8)	Documentation, including manuals, reports and records	IEM No. 1 to FCL 1.055					
(9)	Quality assurance program	IEM No. 1 to FCL 1.055					
(10)	The required financial, material, and human resources	IEM No. 1 to FCL 1.055					
(11)	Training requirements	IEM No. 1 to FCL 1.055					
(12)	Customer satisfaction	IEM No. 1 to FCL 1.055					
1.6.5	Feedback System	IEM No. 1 to FCL 1.055					
a	The quality system should include a feedback system to ensure that corrective actions are both identified and promptly addressed. The feedback system should also specify who is required to rectify discrepancies and non-compliance in each particular case, and the procedure to be followed if corrective action is not completed within an appropriate timescale	IEM No. 1 to FCL 1.055					
1.6.6	Documentation	IEM No. 1 to FCL 1.055					
a	Relevant documentation includes the relevant part of the training manual, which may be included in a separate quality manual	IEM No. 1 to FCL 1.055					
b	In addition relevant documentation should also include the following:	IEM No. 1 to FCL 1.055					
(1)	Quality policy	IEM No. 1 to FCL 1.055					
(2)	Terminology	IEM No. 1 to FCL 1.055					
(3)	Specified training standards	IEM No. 1 to FCL 1.055					
(4)	A description of the organization	IEM No. 1 to FCL 1.055					
(5)	The allocation of duties and responsibilities	IEM No. 1 to FCL 1.055					
(6)	Training procedures to ensure regulatory compliance	IEM No. 1 to FCL 1.055					



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No	Events	JCAR FCL 1	QM	YES	NO	NA	Remarks
c	The quality assurance program, reflecting	IEM No. 1 to FCL 1.055					
(1)	Schedule of the monitoring process	IEM No. 1 to FCL 1.055					
(2)	Audit procedures	IEM No. 1 to FCL 1.055					
(3)	Reporting procedures	IEM No. 1 to FCL 1.055					
(4)	Follow-up and corrective action procedures	IEM No. 1 to FCL 1.055					
(5)	Recording system	IEM No. 1 to FCL 1.055					
(6)	The training syllabus; and	IEM No. 1 to FCL 1.055					
(7)	Document control	IEM No. 1 to FCL 1.055					
1.7	Quality Assurance Responsibility for Sub-Contractors	IEM No. 1 to FCL 1.055					
1.7.1	Aviation training organization may decide to sub-contract out certain activities to external organizations subject to the approval of CARC	IEM No. 1 to FCL 1.055					
1.7.2	The ultimate responsibility for the training provided by the subcontractor always remains with the aviation training organization. A written agreement should exist between the aviation training organization and the sub- contractor clearly defining the safety related services and quality to be provided. The sub-contractors safety related activities relevant to the agreement should be included in the aviation training organization quality assurance program	IEM No. 1 to FCL 1.055					
1.7.3	The aviation training organization should ensure that the sub-contractor has the necessary authorization/approval when required, and commands the resources and competence to undertake the task. If the aviation training organization requires the sub-contractor to conduct activity which exceeds the sub-contractors authorization/approval, the aviation training organization is responsible for ensuring that the sub-contractors quality assurance takes account of such additional requirements	IEM No. 1 to FCL 1.055					
1.8	Quality System Training	IEM No. 1 to FCL 1.055					
1.8.1	Correct and thorough training is essential to optimize quality in every organization. In order to achieve significant outcomes of such training the aviation training organization should ensure that all staff understand the objectives as laid down in the Quality Manual	IEM No. 1 to FCL 1.055					



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No	Events	JCAR FCL 1	QM	YES	NO	NA	Remarks
1.8.2	Those responsible for managing the Quality System should receive training covering:						
a	An introduction to the concept of quality system						
b	Quality management						
c	Concept of Quality Assurance						
d	Quality manuals						
e	Audit techniques						
f	Reporting and recording; and						
g	The way in which the Quality System will function in the aviation training organization						



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CHAPTER 2	QUALITY ASSURANCE PROGRAM
2.1	Introduction
2.2	Quality Inspection
2.3	Audit
2.4	Auditors
2.5	Auditors Independence
2.6	Audit Scope
2.7	Audit Scheduling
2.8	Monitoring and Corrective Action
2.9	Corrective Action
2.10	Management Evaluation
2.11	Recording



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CHAPTER 2	QUALITY ASSURANCE PROGRAM
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No	Events	JCAR FCL 1	QM	YES	NO	NA	Remarks
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2.1	Introduction
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2.1.1	The quality assurance program should include all planned and systematic actions necessary to provide confidence that all training are conducted in accordance with all applicable requirements, standards and procedures	IEM No. 1 to FCL 1.055					
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2.2	Quality Inspection
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2.2.1	The primary purpose of a quality inspection is to observe a particular event/action/document etc., in order to verify whether established training procedures and requirements are followed during the accomplishment of that event and whether the required standard is achieved	IEM No. 1 to FCL 1.055					
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2.2.2	Typical subject area for quality inspections is the training standards	IEM No. 1 to FCL 1.055					
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2.3	Audit
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2.3.1	An audit is a systematic, and independent comparison of the way in which a training is being conducted against the way in which the published training procedures say it should be conducted	IEM No. 1 to FCL 1.055					
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2.3.2	Audits should include at least the following quality procedures and processes	IEM No. 1 to FCL 1.055					
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a	A statement explaining the scope of the audit	IEM No. 1 to FCL 1.055					
b	Planning and preparation	IEM No. 1 to FCL 1.055					
c	Gathering and recording evidence	IEM No. 1 to FCL 1.055					
d	Analysis of the evidence	IEM No. 1 to FCL 1.055					

2.3.3	Techniques which contribute to an effective audit are:	IEM No. 1 to FCL 1.055					
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a	Interviews or discussions with personnel	IEM No. 1 to FCL 1.055					
b	A review of published documents	IEM No. 1 to FCL 1.055					
c	The examination of an adequate sample of records	IEM No. 1 to FCL 1.055					
d	The witnessing of the activities which make up the operation	IEM No. 1 to FCL 1.055					
e	The preservation of documents and the recording of observations	IEM No. 1 to FCL 1.055					



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No	Events	JCAR FCL 1	QM	YES	NO	NA	Remarks
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2.4	Auditors
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2.4.1	The aviation training should decide, depending on the complexity of the training, whether to make use of a dedicated audit team or a single auditor. In any event, the auditor or audit team should have relevant training and/or operational experience	IEM No. 1 to FCL 1.055					
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2.4.2	The responsibilities of the auditors should be clearly defined in the relevant documentation	IEM No. 1 to FCL 1.055					
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2.5	Auditors Independence
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2.5.1	Auditors should not have any day-to-day involvement in the area of the operation or maintenance activity which is to be audited. The aviation training organization may in addition to using the services of full-time dedicated personnel belonging to a separate quality department, undertake the monitoring of specific areas or activities by the use of part-time auditors	IEM No. 1 to FCL 1.055					
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2.5.2	The aviation training organization whose structure and size does not justify the establishment of full-time auditors, may undertake the audit function by the use of part-time personnel from within his own organization or from an external source under the terms of an agreement acceptable to CARC	IEM No. 1 to FCL 1.055					
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2.5.3	In all cases the the aviation training organization should develop suitable procedures to ensure that persons directly responsible for the activities to be audited are not selected as part of the auditing team. Where external auditors are used, it is essential that any external specialist is familiar with the type of training conducted by the aviation training organization	IEM No. 1 to FCL 1.055					
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2.5.4	The Quality Assurance Program of the aviation training organization should identify the persons within the company who have the experience, responsibility and Authority to:	IEM No. 1 to FCL 1.055					
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a	Perform quality inspections and audits as part of ongoing quality assurance	IEM No. 1 to FCL 1.055					
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CHAPTER 2	QUALITY ASSURANCE PROGRAM
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No	Events	JCAR FCL 1	QM	YES	NO	NA	Remarks
b	Identify and record any concerns or findings, and the evidence necessary to substantiate such concerns or findings	IEM No. 1 to FCL 1.055					
c	Initiate or recommend solutions to concerns or findings through designated reporting channels	IEM No. 1 to FCL 1.055					
d	Verify the implementation of solutions within specific timescales	IEM No. 1 to FCL 1.055					
e	Report directly to the quality manager	IEM No. 1 to FCL 1.055					

2.6	Audit Scope
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2.6.1	Aviation training organizations are required to monitor compliance with the training and operations manuals they have designed to ensure safe and efficient training. In doing so they should as a minimum, and where appropriate, monitor:	IEM No. 1 to FCL 1.055					
a	Organization	IEM No. 1 to FCL 1.055					
b	Plans and company objectives	IEM No. 1 to FCL 1.055					
c	Training procedures	IEM No. 1 to FCL 1.055					
d	Manuals, logs, and records	IEM No. 1 to FCL 1.055					

2.7	Audit Scheduling
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2.7.1	A quality assurance program should include a defined audit schedule and a periodic review cycle. The schedule should be flexible, and allow unscheduled audits when trends are identified. Follow-up audits should be scheduled when necessary to verify that corrective action was carried out and that it was effective	IEM No. 1 to FCL 1.055					
2.7.2	The aviation training organization should establish a schedule of audits to be completed during a specific calendar period. All aspects of the training should be reviewed within a period of 12 months in accordance with the program unless an extension to the audit period is accepted as explained below	IEM No. 1 to FCL 1.055					
2.7.3	The aviation training organization may increase the frequency of their audits at their discretion but should not decrease the frequency without the acceptance of CARC. It is considered unlikely that a period of greater than 24 months would be acceptable for any audit topic	IEM No. 1 to FCL 1.055					



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No	Events	JCAR FCL 1	QM	YES	NO	NA	Remarks
2.7.4	When the aviation training organization defines the audit schedule, significant changes to the management, organization, training, or technologies should be considered, as well as changes to the regulatory requirements	IEM No. 1 to FCL 1.055					
2.8 Monitoring and Corrective action							
2.8.1	The aim of monitoring within the quality system is primarily to investigate and judge its effectiveness and thereby to ensure that defined policy, training standards are continuously complied with	IEM No. 1 to FCL 1.055					
2.8.2	Monitoring activity is based upon quality inspections, audits, corrective action and follow-up. The aviation training organization should establish and publish a quality procedure to monitor regulatory compliance on a continuing basis. This monitoring activity should be aimed at eliminating the causes of unsatisfactory performance	IEM No. 1 to FCL 1.055					
2.8.3	Any non-compliance identified should be communicated to the manager responsible for taking corrective action or, if appropriate, the accountable manager. Such non-compliance should be recorded, for the purpose of further investigation, in order to determine the cause and to enable the recommendation of appropriate corrective action	IEM No. 1 to FCL 1.055					
2.8.4	The quality assurance program should include procedures to ensure that corrective actions are developed in response to findings. These quality procedures should monitor such actions to verify their effectiveness and that they have been completed. Organizational responsibility and accountability for the implementation of corrective action resides with the department cited in the report identifying the finding. The accountable manager will have the ultimate responsibility for ensuring, through the quality manager, that corrective action has re-established compliance with the standard required by CARC and any additional requirements established by the aviation training organization	IEM No. 1 to FCL 1.055					



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CHAPTER 2	QUALITY ASSURANCE PROGRAM
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No	Events	JCAR FCL 1	QM	YES	NO	NA	Remarks
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2.9	Corrective Action
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2.9.1	Subsequent to the quality inspection/audit, the aviation training organization should establish:	IEM No. 1 to FCL 1.055					
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a	The seriousness of any findings and any need for immediate corrective action	IEM No. 1 to FCL 1.055					
b	The origin of the finding	IEM No. 1 to FCL 1.055					
c	What corrective actions are required to ensure that the non-compliance does not recur	IEM No. 1 to FCL 1.055					
d	A schedule for corrective action	IEM No. 1 to FCL 1.055					
e	The identification of individuals or departments responsible for implementing corrective action	IEM No. 1 to FCL 1.055					
f	Allocation of resources by the accountable manager, where appropriate	IEM No. 1 to FCL 1.055					

2.9.2	The quality manager should:	IEM No. 1 to FCL 1.055					
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a	Verify that corrective action is taken by the manager responsible in response to any finding of non-compliance	IEM No. 1 to FCL 1.055					
b	Verify that corrective action includes the elements outlined in paragraph 2.9.1 above	IEM No. 1 to FCL 1.055					
c	Monitor the implementation and completion of corrective action	IEM No. 1 to FCL 1.055					
d	Provide management with an independent assessment of corrective action, implementation and completion	IEM No. 1 to FCL 1.055					
e	Evaluate the effectiveness of corrective action through the follow-up process	IEM No. 1 to FCL 1.055					

2.10	Management Evaluation
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2.10.1	A management evaluation is a comprehensive, systematic documented review by the management of the quality system, training policies, and procedures, and should consider the results of quality inspections, audits and any other indicators; as well as the overall effectiveness of the management organization in achieving stated objectives	IEM No. 1 to FCL 1.055					
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2.10.2	A management evaluation should identify and correct trends, and prevent, where possible, future non-conformities.	IEM No. 1 to FCL 1.055					
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CHAPTER 2	QUALITY ASSURANCE PROGRAM
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No	Events	JCAR FCL 1	QM	YES	NO	NA	Remarks
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2.10.3	Conclusions and recommendations made as a result of an evaluation should be submitted in writing to the responsible manager for action.	IEM No. 1 to FCL 1.055					
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2.10.4	The responsible manager should be an individual who has the Authority to resolve issues and take action.	IEM No. 1 to FCL 1.055					
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2.10.5	The accountable manager should decide upon the frequency, format, and structure of internal management evaluation activities	IEM No. 1 to FCL 1.055					
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2.11	Recording
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2.11.1	Accurate, complete, and readily accessible records documenting the results of the quality assurance program should be maintained by the aviation training organization. Records are essential data to enable the aviation training organization to analyze and determine the root causes of non-conformity, so that areas of non-compliance can be identified and subsequently addressed	IEM No. 1 to FCL 1.055					
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2.11.2	The following records should be retained for a period of 5 years:	IEM No. 1 to FCL 1.055					
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a	Audit Schedules	IEM No. 1 to FCL 1.055					
b	Quality inspection and audit reports	IEM No. 1 to FCL 1.055					
c	Responses to findings	IEM No. 1 to FCL 1.055					
d	Corrective action reports	IEM No. 1 to FCL 1.055					
e	Follow-up and closure reports; and	IEM No. 1 to FCL 1.055					
f	Management evaluation reports	IEM No. 1 to FCL 1.055					



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Appendix 1 **Quality System Inspection Checklist(s)**

No	Events	YES	NO	Remarks
1	Quality system inspection checklist(s) that cover all aspect of the aviation training organization			



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Appendix 2 **Quality System Finding and Corrective Action Report**

No	Events	YES	NO	Remarks
1	Quality system finding and corrective action report			

