



**Flight Operations Standards Department**  
**Flight Crew Licensing & Training Section – English Language Proficiency Assessment Centers**  
**ELPAC Operations Manual Structure Evaluation Checklist**

<b>• Inspector Name</b>		<b>• Center Name</b>	
<b>• Date</b>		<b>• Operator Representative</b>	

No.	Requirements	OM Reference	Compliance	
			YES	NO
1	Policy and strategy			
2	Organizational structure			
3	Management			
4	The relevant provisions of ICAO/JCAR FCL 1, standards and assessment procedures:			
	• Preparation of individual assessment			
	• Administration: location(s), identity check and invigilation , assessment discipline, confidentiality/security			
	• Reporting and documentation provided to CARC and / or to the applicant, including sample certificate			
	• Retention of documents and records			
5	Assessment requirements.			
6	Assessment documentation. The assessment documentation should include at least the following			
	• Assessment objectives			
	• Assessment layout, time scale, technologies used, assessment samples, voice samples			
	• Assessment criteria and standards (at least for the levels 4, 5 and 6 of the Rating Scale in the AMC No. 1 to JCAR-FCL 1.010)			
	• Documentation demonstrating the assessment validity, relevance and reliability			
7	Human Resources and training (initial, recurrent)			
8	Responsibility for the development, establishment and management of the Quality System			
9	Quality Assurance Program			
10	Customer satisfaction			

<b>• Overall Inspection Result of operations Manual</b>	
<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Unsatisfactory

<b>• Remarks</b>	

<b>Inspector Name</b>	<b>Signature</b>	<b>Date</b>