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	TRAINING AND PROCEDURES MANUAL (TPM) CHECKLIST				

NAME OF ATO	
ATO NO.	
DATE RECEIVED	
DATE RETURNED	
DATE APPROVED	

COVER PAGE	FC	NC	NR	Note
Name of ATO				
Full ATO number				
Postal address				
Physical place of business				
Telephone numbers				
Fax / email address				
Cell contact numbers				
PART 1	FC	NC	NR	Note
(a) GENERAL				
(i) Preamble relating to the use and applicability of the manual				
(ii) Table of contents; header and footer				
(iii) Amendment, revision, and distribution of the manual:				
(aa) Procedures for amendment/revision				
(bb) Amendment record page				
(cc) Distribution list				
(dd) List of effective pages				
(iv) Glossary of definitions and significant terms, including a list of acronyms and/or abbreviations.				
(v) Description of the structure and layout of the manual, including:				
(vi) The various parts, sections, as well as their contents and use				
(vii) The paragraph numbering system				
(viii) Description of the scope of training authorised under the organisation's terms of approval				
(ix) Organisational chart of the ATO's management and the name of the post holders				
(x) Qualifications, responsibilities and succession of command of management and key operational personnel, including but not limited to:				
(aa) Accountable manager				
(bb) Head of Training and or Chief Flying Instructor				
(cc) Responsible person aircraft, as applicable				
(dd) Safety Officer / Manager, as applicable				
(ee) Quality Manager				
(ff) Adequate number of ground instructors relevant to the courses provided.				
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(gg) Adequate number of designated examiners, evaluators and auditors				
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	FC	NC	NR	Note
(xi) Policies dealing with:				
(aa) The training organisation's objectives, including ethics and values				
Permission required to deviate from the requirements of the Organisation's Training and Procedures Manual				
(bb) The selection of ATO personnel and the maintenance of their qualifications				
(cc) The training programme design and development, including the need for programme validation and review, as well as the outsourcing of training programme development to third-party providers				
(dd) The evaluation, selection, and maintenance of training material and devices				
(ee) The maintenance of the training facility and equipment				
(ff) Developing and maintaining a quality system governance model				
(gg) Developing and maintaining a culture focused on safety in the workplace, including implementing a SMS governance model when applicable				
Additional information for cabin crew training:				
(aa) Permission required to deviate from the requirements of the Organisation's Training and Procedures Manual				
(bb) Examination and assessment procedures (cabin)				
(cc) Moderation procedure (cabin)				
(cc) Internal feedback system for detecting training deficiencies (cabin)				
(ee) Maximum number of instructor changes per student (cabin)				
(ff) Maximum number of learners per instructor and DE (cabin)				
(gg) Procedures for suspending a student from training (cabin)				
(hh) The maintenance of the training facilities and equipment (cabin)				
(ii) Developing and maintaining a quality system				
(xii) Description of the facilities and equipment available, including:				
(aa) General use facilities, including offices, stores and archives, library or reference areas				
(bb) The number and size of classrooms, including installed equipment				
(cc) The type and number of training devices, including their location if other than at the main training site.				
(xiii) Staff Training:				
(aa) Identification of persons or positions responsible for the maintenance of performance standards and for ensuring the competency of personnel				
(bb) Details of the procedure to validate the qualifications and determine the competency of instructional personnel				
(cc) Details of the initial and recurrent training process for all personnel.				
(dd) Procedures for proficiency checks and upgrade training				
(ee) Procedures for the developmental programme for candidate cabin designated instructors or cabin designated examiners (cabin)				
xiv) ATO Training Programmes:				
(aa) The ATO training programmes cover each individual training programme conducted by the ATO. The training programme consists of a training plan, a practical training curriculum and a theoretical knowledge curriculum, if applicable as described in subparagraph (xv)				
List of training programmes:				

		FC	NC	NR
	Note			
(xv) Training Plan:				
(aa) 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.				
(bb) Pre-entry requirements, including:				
(A) Minimum age				
(B) Education or qualification requirements				
(C) Medical requirements				
(D) Linguistic requirements				
(cc) Credits for previous knowledge, experience or other qualifications which shall be obtained from the Authority before the training commences				
(dd) Training curricula, including the:				
(A) Theoretical training (knowledge)				
(B) Practical training (skills)				
(C) Training in the domain of human factors (attitudes)				
(D) Assessment and examinations				
(E) Monitoring of the training process, including the assessment and examination activities.				
(xvi) Training policies in terms of -				
(aa) Procedure for authorisation for tests				
(bb) Procedures for remediation training before retest/re-examine and knowledge test/examination rewrite procedures				
(cc) Test/examination reports and records				
(dd) Procedures for skills progress checks and skills tests				
(ee) Procedures for knowledge progress tests/examinations and knowledge tests/examinations, including procedures for knowledge test/examination preparation, type of questions and assessments, and standards required for a pass				
(ff) Procedures for moderation of theoretical knowledge tests/examinations				
(gg) Procedures for students to appeal the finding(s) raised during a test/examination or assessment (cabin)				
(xviii) Policy regarding training effectiveness, including-				
(aa) Liaison procedures between training departments/operators				
(bb) Requirements for reporting and documentation				
(cc) Internal feedback system for detecting training deficiencies				
(dd) completion standards at various stages of training to ensure standardisation				
(ee) individual student responsibilities				
(ff) procedures to correct unsatisfactory progress				
(gg) procedures to correct unsatisfactory progress				
(hh) maximum number of instructor changes per student				
(ii) procedures for suspending a student from training				
(b) Curricula for non-competency-based training programmes				
(i) Practical training curriculum				
(aa) A statement of how the course shall be divided into phases, indicating how the phases shall be arranged to ensure completion in the most suitable learning sequence and that exercises are repeated at the proper frequency				

(bb) The curriculum hours for each phase and for groups of lessons within each phase and when progress tests are to be conducted.				
	FC	NC	NR	Note
(cc) 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				
(dd) Requirements for instructional methods, particularly with respect to adherence to the curriculum and training specifications				
(ee) Instruction for the conduct and documentation of all progress checks				
(ff) Instruction, where applicable, provided to all examining staff regarding the conduct of examinations and tests				
(gg) Facilitators guide/lesson plan with the requirements for instructional methods, particularly with respect to adherence to syllabi and training specifications (cabin)				
(hh) The syllabus must be aligned to the relevant regulation for the applicable training (cabin)				
(c) Theoretical Knowledge Curriculum				
(i) The curriculum for theoretical knowledge instruction shall be structured generally however, with a training specification and objective for each subject				
(d) Records				
(i) Policy and procedures regarding:				
(aa) Attendance records				
(bb) Student training records				
(cc) Staff training and qualification records				
(dd) Person responsible for checking records and student personal logs				
(ee) Nature and frequency of record checks				
(ff) Standardisation of record entries				
(gg) Personal log entries Instructor/designated examiner reports				
(hh) Security of records and documents.				
(ii) Duration of record retention (cabin)				
(jj) Instructor/designated examiner reports (cabin)				

(e) SMS if applicable

(i) The requirement to adopt SMS practices is intended to be restricted to only those training entities whose activities directly impact upon safety operations of an aircraft. If the requirement applies for an ATO, the training and procedures manual shall address an ATO's SMS with reference to a separate manual or include the SMS practices within the training and procedures manual.

(e) SMS (if applicable) General Requirements for Safety Management System - SMSM and Documents - Third Party SMSM - Principle of operational Control - Development criteria of an SMSM - Organization - Design - Manual index and Control - Use of SMSM - Amendments - Mandatory Amendments - SMSM review schedule Safety Policy and Objectives - Management Commitment - Safety Policy - Safety Objectives - Safety accountabilities and responsibilities - Accountability and responsibilities with respect to external organisation - Appointment of key safety personnel - Safety Review Board - Safety Action Group(s) - Coordination of emergency response planning - SMS Documentation - SMS Manual - Contents of the manual - SMS operational records - Changes to the SMS manual - Safety risk management - Hazard Identification - Hazards related to SMS interfaces with external organizations. - Internal Safety Reporting - Risk assessment and mitigation process - Safety assurance - Monitoring and measurement of safety performance - Initial Acceptance of SPIs - Continuous acceptance - Internal audit - Management of change - Continuous improvement of SMS - Safety Promotion - Training and education - Safety Communication				
(f) Quality assurance				
(i) Provide a brief description of the quality assurance practices, as required by with reference to a separate quality manual or include the QA practices within the training and procedures manual				
Quality Policy and Strategy				
A description of how the organisation formulates, deploys, and reviews its policy and strategy and turns them into plans and actions applicable to all levels of the organisation				
A written quality policy statement establishing commitment by the accountable manager of the organisation to achieve and maintain the highest possible standards in quality. The quality policy shall reflect the achievement and continued compliance with all applicable civil aviation regulations and any additional standards specified by the ATO.				

	FC	NC	NR	Note
The accountable executive of the organisation shall have the overall responsibility for the standard in quality including the frequency, format and structure of the internal management review and analysis activities and may delegate the responsibility for the tasks to a quality manager.				
The term quality assurance is defined				
Glossary				
A list of the terms used in the Quality section, including their definitions				
Quality System				
The basic attributes of an effective quality system should include, but are not necessarily limited to:				
Quality policies, processes and procedures that are well-designed, consistently applied and subject to formalised review and refinement processes				
An overarching company commitment to achieve excellence in training service delivery rather than meeting minimum requirements				
A strategic review of policies and procedures, which measures the organisation's objectives and plans against evolving trends in the industry or changes occurring within the ATO.				
Quality Assurance Plan				
A quality assurance plan to encompass well-designed and documented policies, processes, and procedures necessary to:				
Conducting internal and external audits				
Development, implementation, and monitoring of corrective and preventive actions and associated reporting systems				
Monitoring training services and process controls				
Monitoring examination and assessment methods				
Monitoring personnel qualifications and training				
Internal assessment of instructors/designated examiners				
Monitoring training devices and equipment qualification, calibration, and functionality, as applicable				
Review process for student evaluation forms				
Procedure by which other quality indicators such as facility malfunction reports, incidents, occurrences, feedback, complaints, and other defects are brought into the quality control system				
Quality and staff meetings				
Utilising appropriate statistical analysis to identify and respond appropriately to trends.				
Organisational Risk Profile				
An organisational risk profile and corresponding risk management plan, which lists hazards and mitigating measures to effectively manage those risks				
Organisational Risk Plan				
A risk management plan designed to mitigate identified risks and put in place risk controlling measures. The plan shall be subject to the management review process and accessible to all employees				
Coherence matrix				
Lists the applicable regulatory requirements with at least two descriptive elements i.e. existing processes and individual managerial position responsible for the effective implementation				
Corrective and preventative action reports				
A well-structured reporting system that records both corrective and preventative action, who is required to rectify the discrepancy and appropriate timescales.				
The reporting system shall identify who is required to investigate and act upon reports.				
Allow for anonymous reporting				
Quality assurance audit programme				
The QA audit programme shall include all planned and systematic actions necessary to provide confidence that every training activity is conducted in accordance with all applicable requirements, standards and procedures.				
Quality Inspection				

	FC	NC	NR	Note
Explain quality inspection process				
Quality Audits				
A description of the scope of the audit, which should be explained to the audited personnel				
Planning and preparation				
Gathering and recording evidence				
Analysis of the evidence				
Audit techniques				
Auditors				
The auditor or audit team should have relevant training and/or operational experience.				
The responsibilities of the auditors clearly defined				
Auditor's Independence				
Auditors should not have any day-to-day involvement in the area of the operation or maintenance activity that is to be audited.				
Develop suitable procedures to ensure that persons directly responsible for the activities to be audited are not selected as part of the auditing team.				
Procedure for external auditors being used.				
The QA audit programme should identify the persons within the organisation who have the experience, responsibility, and authority to:				
Identify and record concerns or findings, and the evidence necessary to substantiate such concerns or findings				
Initiate or recommend solutions to concerns or findings through designated reporting channels;				
Verify the implementation of solutions within specific and reasonable timescales.				
Report directly to the quality manager.				
Audit Scheduling				
A defined audit schedule and a periodic review cycle.				
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 twelve months in accordance with the audit programme.				
Monitoring and corrective action				
Monitor the quality system for effectiveness and ensure that policies and training standards are complied with.				
The QA audit programme shall include procedures for corrective and preventative measures; Organisational responsibility and accountability .				
The ATO shall identify internal and external customers and monitor their satisfaction by measurement and analysis of feedback				
Procedure for further investigation.				
Identify internal and external customers and monitor their satisfaction by measurement and analysis of feedback.				
The QA Audit Programme Documentation				
The schedule of the monitoring process; audit procedures				
Reporting procedures				
Follow-up and corrective action procedures				
The recording system				
Document control				
QA Responsibility for Satellite ATOs				
The satellite ATO's activities relevant to the agreement should be included in the ATO's QA audit programme				
Management Review and Analysis				
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	FC	NC	NR	Note
A procedure for a comprehensive, systematic, and documented review and analysis of the quality system, training policies and procedures				
Procedure for the conclusions and recommendations made as a result of the review and analysis.				
The responsible manager should be an individual who has the authority to resolve relevant issues and take action.				
Procedure for the frequency, format, and structure of meetings for internal review and analysis				
QA Training				
An employee training plan that instills and promotes best practices in quality management efforts				
Appropriate and thorough training for all staff to understand the objectives as laid out in the quality manual to a level relevant to their duties, including the:				
Person responsible for training and the process.				
Concept of QA and associated systems				
Quality management				
Quality manual (including the full TPM)				
Inspections and audit techniques				
Reporting and recording				
Recording				
Process for the accurate, complete, and readily accessible records				
The relevant records include:				
Audit schedules				
Quality inspection and audit reports				
Responses to findings				
Corrective and preventive action reports				
Follow-up and closure reports				
Management review and analysis reports				

Training Procedures Manual: Part 2 (a) General (a) Qualifications, responsibilities, and succession of command of management and key operational personnel including but not limited to – GCFI, CFI. (b) Policies and procedures dealing with (c) Description of the facilities and equipment available including – (d) Aircraft operating information (e) Routes (f) Flight training plans Manual/Document (continued) Manuals to be Approved indicated as “Approve”, other manuals may be Accepted “Accept”. Flight Training Program (Approve) • NPL Training -part 62 • RPC • PPL Training (Fixed Wing) • PPL Training (Helicopter) • Gyroplane • Commercial Pilot • Airline Transport Pilot • Class rating • Night Rating • Tug/Safety Rating • Aerobatic rating • Instrument Rating • Instructors Rating • Turbo Prop/jet engine Rating • Type rating • Balloon Rating • Radio Telephony (R / G) • Multi Engine Rating • Cargo Sling • Game Capture Ground School Training Program (Approve) • NPL • PPL (A/H) • RPC • CPL (A/H) • ATPL • PPL Test Centre Accreditation • Restricted Radio Telephony • General Radio telephony • (Complete if there are additional accreditations) • • License Endorsement Training Programs or Syllabi (Accept) • English Proficiency Testing Accreditation • RVSM Manual • CFIT Manual • TCAS/ACAS Manual • EDTO Manual • GNSS Manual • CRM Manual • RNAV Manual • (complete if there are additional accreditations)				
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APPENDICES

a.	CV's of instructors / designated examiners including SACAA accreditation	
b.	Copy of certificate to be issued on completion of training	
c.	Out-sourced training – copy of signed contract with relevant ATO's	
d.	Student evaluation form	
e.	Instructor / designated examiner evaluation form	
f.	Internal audit form	
g.	Training manual	
h.	Lesson plans and Facilitators guides	
i.	Training Programme(s)	
j.	Progress tests and examinations; and	
k.	Practical drill sheets (in house assessments). A copy of the approved training organisation's approval document.	

NOTES:

[illegible]

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APPROVED			NOT APPROVED
COMMENTS			
SIGNATURE OF PEL INSPECTOR	NAME IN BLOCK LETTERS	DATE	