



INFORMATION NOTICE

Number: LIC 01/2019



Issued: December 6, 2019

Phases for ATO Approval Certification Process (Five)

This Information Notice contains information that is for guidance and/or awareness.

Recipients are asked to ensure that this Information Notice is addressed to all members of their staff who may have an interest in the information (including any 'in-house' or contracted maintenance organizations and relevant outside contractors).

Applicability :	
Aerodromes:	Not primarily affected
Air Traffic:	Not primarily affected
Airspace:	Not primarily affected
Airworthiness:	Not primarily affected
Flight Operations:	Not primarily affected
Licensing:	Training Organizations - (Approved or seeking approval)

1. Introduction

An approved training organization (ATO) is an organization that is approved by the Authority to deliver specific approved training programs to aviation personnel for licensing purposes. As a prerequisite to approval, this organization will have demonstrated that it is staffed, equipped, financially resourced, and operated in a manner conducive to achieving and maintaining the required standards.

2. Purpose

This IN describes the approval application process and how the Authority verifies that a training organization meets the approval requirements. The overall approval process comprises of five separate phases.

3. References and forms

3.0.1 [References:](#)

[ORA.GEN.115](#)

[ORA.ATO.105 \(and related AMC\)](#)

[ARA.GEN.300 \(and related GM\)](#)

[ARA.GEN.305 \(and related AMCs\)](#)

[ARA.ATO.105 \(and related AMC\)](#)

3.0.2 List of forms and documents.

No	Documents	Function	HCAA Document ID
1	ATO Approval Application Form for the Issuance or Amendment of an ATO Certificate	This form is to be completed by applicants who wish to become a HCAA approved training organization, and by approved organizations seeking re-approval or approval of changes to their scope of approval.	ATO Approval Form: HCAA 1114 (HCAA Site)
2	ATO Inspection Check Lists	To be completed by the organization to identify where the applicable requirements are addressed in their training, operations and management manuals.	ATO Inspection C/L (Will be handed over)
3	ATO Operations Manual	For compliance with Part-ORA.ATO.130	ATO Acceptance C/L for relevant Manual (Will be handed over)
4	ATO Training Manual	For compliance with Part-ORA.ATO.130	ATO Acceptance C/L for relevant Manual (Will be handed over)
5	ATO Organization Management Manual	For compliance with Part-ORA.GEN.200	ATO Acceptance C/L for relevant Manual (Will be handed over)
6	ATO Compliance Monitoring Manual	For compliance with Part-ORA.GEN.200	ATO Acceptance C/L for relevant Manual (Will be handed over)
7	ATO Safety Management Manual	For compliance with Part-ORA.GEN.200	ATO Acceptance C/L for relevant Manual (Will be handed over)
8	ATO Nominated or Responsible Person Acceptance	For compliance with Part-ORA.GEN.210 ; ORA.GEN.200 ; ORA.ATO.110 and ORA.ATO.210	ATO Post holder Form: HCAA 142 (HCAA Site)

4. Contents

4.1 Five Phase Approval Process

4.1.1 The process for assessing and approving a training organization is normally organized in phases as follows:

Phase	Phase description	Process
1	Pre-application	A prospective pilot training organization which intends to apply for an approval enters into preliminary discussion with the Authority (Letter of intent, pre-application meeting). The organization should have a clear understanding of the form, content and documents required for the formal application.
2	Formal application	ATO submits forms and supporting documents, in softcopy via email, or any agreed convenient and secure means.
3	Document evaluation	Documents undergo evaluation by the Authority. ATOs will provide further information when requested. An inspection schedule will be planned with the ATO.
4	Demonstration & Inspection	On-site inspection of ATO. This is generally conducted over 3 days covering all areas of the intended scope of approval.
5	Certification	Upon satisfactory demonstration of compliance with all applicable requirements, an ATO approval certificate is issued.

4.1.2 A flow chart of the above process is provided in Appendix 1.

4.2 Pre-Application Phase

4.2.1 The pre-application phase shall begin when the training organization submits its intention for it to gain approval by the Authority, via letter or email. The following details are to be established.

- (i) Intent
- (ii) Scope of approval and approved courses
- (iii) Timelines, or schedule of events
- (iv) Parties involved

4.2.2 The purpose of the pre-application phase is to provide an opportunity for the HCAA and the applicant (through a pre-application meeting) to discuss and answer questions about the certification (or approval or licensing) process, the applicable requirements, the formal application process and documentation, applicable fees, and any related issues. This step is beneficial to both parties in order to assess whether the interest is genuine and whether an approval is likely to be viable.

4.2.3 Following thirty working days (at a minimum) from the formal receipt of the organizations intention letter, the HCAA will respond by inviting the applicant organization to a pre-application meeting. Note that during this meeting all guidance material and application form(s) related to the process will be provided.

4.3 Formal Application Phase

4.3.1 During this phase, the applicant is required to submit the completed ATO Approval Application Form, together with all the supporting documents listed on the application form including proof of payment of applicable fees.

4.3.2 It is important to note that the submission of the documents does not mean the application will be approved.

4.3.3 Where incorrect or incomplete information is supplied, HCAA shall notify the applicant as soon as reasonably practicable by letter or email detailing the error or omission.

4.4 Document Evaluation Phase

4.4.1 Before submitting manuals, organizations are required to complete the appropriate Manuals Check List Forms as part of the application.

4.4.2 The document evaluation phase begins when the applicant submits all required documentation and manuals. HCAA will check to ensure that all required documentation has been received and, if necessary, request further information from the applicant. HCAA will also liaise with the organization to discuss a projected timescale for the approval process and dates for the on-site inspections (not earlier than three months at a minimum, following the submission of all required documentation).

4.5 Demonstration and Inspection Phase

4.5.1 The purpose of the demonstration and inspection phase is to validate that the applicant complies with all applicable requirements, and that operation in accordance with the processes and procedures identified in the submitted manuals and other supporting documents will ensure continued compliance. Fundamentally, this phase is aimed at ensuring that:

- Employees are familiar with the procedures and capable of performing their assigned duties;
- Facilities can support the operation requested;
- Procedures are followed;
- Record keeping systems are in place to ensure that compliance with the requirements and Hellenic Civil Aviation Authority Regulations is documented;
- The prospective operator or service provider has in place a system for reporting serious defects, incidents or occurrences;
- The number and the qualifications of personnel are sufficient to satisfy the volume and type of work to be performed.

4.5.2 If discrepancies are noted the applicant will be notified in writing. The applicant must take appropriate corrective action. The approval process may not progress if the deficiencies are not addressed to the satisfaction of the Authority.

4.6 Certification Phase

4.6.1 Once the HCAA is satisfied with the outcome of the Initial Inspection, and the applicant has been found to be fully compliant with the applicable requirements, then a recommendation will be made for an approval to be issued. Note that this recommendation is subject to further internal checking and subsequent final approval; further action may still be requested from the applicant at this stage.

4.6.2 The Approval Certificate with the name of the organization, the ATO reference number, the list of the approved courses, and FSTDs, will be issued when all phases of the approval process are complete, the applicant has been found to comply with the applicable requirements, and the Authority has confidence that the organization will both continue to comply with the applicable regulations, and is fully capable of fulfilling its responsibilities and conducting a safe and efficient operation.

4.6.3 The ATO should thoroughly check any newly-issued certificate for accuracy. Approval Certificates issued by the HCAA will not have an expiry date or contain details of responsible persons. Any queries concerning the accuracy of new certificates should be addressed to HCAA's PEL Section as soon as possible.

4.7 Continued Surveillance

4.7.1 Once an ATO has been issued with an approval, it is subject to continued oversight by the Authority ([ARA.GEN.300](#), [ARA.GEN.305](#) and [ARA.ATO.105](#)). This oversight includes audits and inspections, including unannounced inspections as appropriate, and meetings between the Accountable Manager and the HCAA to ensure both remain informed of significant issues and developments.

4.7.2 HCAA may re-inspect the ATO at any time during the period of approval. Continuation of an approval is not automatic but depends upon the outcome of inspections. Reports will be provided to the ATO after the inspection visits by the Authority.

4.7.3 HCAA may sample ground and/or flight/synthetic flight training at any time, during the period of the approval. Sampling by the HCAA will include observation of the briefing and debriefing. Training records must be made available to the HCAA on request.

4.7.4 HCAA maintains an oversight program through its Oversight Planning Cycle as required by [ARA.GEN.305](#).

5. Queries

5.0.1 Any queries or requests for further guidance as a result of this communication should be addressed to:

Personnel Licensing Section (D2/B)
Flight Standards Division
[Hellenic Civil Aviation Authority](#)
Vouliagmenis Av. 580 A
Argiroupoli 16 452
Greece
Mail: d2b@hcaa.gr

6. Validity

6.0.1 This Information Notice will remain in force until further notice.

Appendix 1 to IN 01/2019 – Flow chart of 5 Phase Approval Process

