



ESTONIAN AVIATION ACADEMY REMOTE PILOT TRAINING ORGANISATION (RPTO) MANUAL

Revision 3
12.11.2024

Approved by: /Full name/ /signed digitally/

Estonian Transport Administration

Authorised by: Kristi Seppa /signed digitally/

Accountable Manager

Estonian Aviation Academy RPTO

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0 GENERAL

0.1 Revision record

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Remote Pilot Training Organisation
Manual

Issue: 1
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0.2 List of effective pages

Page	Chapter	Revision	Date	Comments
1	0	<u>3</u>	<u>12.11.2024</u>	Changed revision nr, date
2	0	0	01.08.2023	
3	0	<u>3</u>	<u>12.11.2024</u>	Revision list updated
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0.3 Terminology

Rector (Chief Executive Officer; CEO)	A person responsible for financing the whole management system of Estonian Aviation Academy (hereinafter Academy or EAVA), including Remote Pilot Training Organisation (RPTO) to ensure continuous operation and to keep the compliance to the requirements.
Head of the Aviation Services Department (Accountable Manager, AM)	A person recognised by the Estonian Transport Administration, whose task is to ensure the financial planning and execution of all operations in accordance with the applicable requirements.
Head of Training (HT)	A person responsible for improving and running the RPTO.
Management system	System that defines responsibilities, describes principles and procedures of management, maintains personnel training, documentation procedures and quality management.
Quality management	Planned and systematic actions to provide adequate confidence that specified performance, functions and characteristics satisfy given requirements.
Quality Manager (QM)	A manager acceptable to the ETA, who is responsible for the quality management functions.
Audit	An audit is a systematic, independent and documented process for obtaining evidence and evaluating it objectively to determine the extent to which requirements are complied with.
Training Organisation Manual	A document containing relevant information pertaining to the RPTO management system, quality management programme, personnel training and remote pilot training activities.
Estonian Transport Administration (ETA)	Competent authority responsible for oversight and certification.
Remote Pilot Training Organisation (RPTO)	Organisation qualified to conduct remote pilot theoretical knowledge examinations and training for remote pilot licences.

**Academy
documentation
system**

EAVA's information and documentation management system which includes academy's server folder and other online information systems used by the Academy.

**Information
System for
Continuing
Education (Juhan)**


The information system used for registering to training programs and distributing course completion certificates.



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0.4 Revision and issue system of Training Organisation Manual

1. The purpose of manual revision and issue system is to ensure that all management system and remote pilot training arrangement changes and improvements made will be registered, replaced and implemented into everyday activities and to assure that necessary information on this is available.
2. EAVA RPTO Head of Training is responsible for issuing, revising and improving the manual.
 - 1.1. All revisions and issues will be in digital form.
 - 1.2. No manuscript revisions or issues are permitted.
 - 1.3. If there are minor changes to the document, a new revision will be published. If the changes to be made are significant and will affect most of the manual, a new issue is published instead.
 - 1.4. If immediate revision is required in the interest of safety, it may be published and applied immediately, providing that required Estonian Transport Administration (ETA) approval will be applied for as soon as possible.
 - 1.5. RPTO does not need to advise the ETA of minor changes in day-to-day operation. Where any doubt exists as to whether a proposed change is minor, the ETA shall be consulted.
 - 1.6. All revisions and issues will be registered and recorded to ensure traceability of revisions.
 - 1.7. List of effective pages contains all manual effective pages including all active revisions.
 - 1.8. The top part of each page shows the issue number, revision date and number, number of the chapter and page number.
 - 1.9. Information of the changed content is in the revision log on the page after the title page.
 - 1.10. Revised text is highlighted with a black line on the page margin.
3. HT co-ordinates revisions of manual with RPTO personnel and present to the ETA for approval.
4. The revisions and issues of manual become effective after ETA approval.
5. HT is responsible for informing RPTO personnel of manual revisions in time.
6. To make a new amendment to the electronic version of the manual meant for the everyday use by EAVA personnel, the whole revised version of the manual shall be entered into the academy documentation system and the previous version shall be marked clearly as outdated and moved to another folder for archiving.
7. Revisions of manual should be retained for a period of 5 years.


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0.5 List of manual holders

1. Training Organisation Manual

- 1) RPTO Head of Training (original electronic manual in academy documentation system);
- 2) Estonian Transport Administration (original electronic manual).

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1 MANAGEMENT SYSTEM

1.1 Management system statement

The CEO of the RPTO of EAVA is the Estonian Aviation Academy Rector, and the Accountable Manager of the RPTO of EAVA is the EAVA Head of the Aviation Services Department.

The Rector is responsible for ensuring the functioning of the system of the EAVA , including RPTO as whole, and ensuring funding compliance with requirements. The Rector, as the CEO, may delegate his duties and responsibilities to the properly qualified Accountable Manager, but this does not disengage the Rector from general responsibility.

The Head of the Aviation Services Department is responsible for all RPTO operations to ensure that all operations are planned and executed in accordance with applicable requirements. The Head of the Aviation Services Department ensures the functioning of the RPTO management system as whole and its sustainability.

The goal of the management system is to improve the quality of the remote pilot training and to assure the safety by systematic management and continuous improvement of the remote pilot training in compliance with the requirements in force.

The procedures set in this Manual shall not be followed, if the European Aviation Safety Agency or the Estonian Transport Administration (ETA) impose new or amended requirements being in conflict with their earlier requirements.

We are aware that ETA shall approve EAVA RPTO as far as they are sure that EAVA follows the procedures and requirements of the Manual approved by ETA.

We are aware that ETA has the authority to suspend, make amendments to or revoke the training organisation certificate should there occur any evidence that EAVA has failed to follow the procedures and requirements established.

/Signed digitally/


Head of the Aviation Services Department



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1.2 Overview of management system

1. The RPTO establishes, implements and maintains a management system which helps to assure the compliance to the applicable requirements of the RPTO activities.
2. The RPTO follows in its activities:
 - a. Implementing Regulation (EU) 2019/947 of 24 May 2019 on the rules and procedures for the operation of unmanned aircraft;
 - b. European Aviation Safety Agency (EASA) Acceptable Means of Compliance (AMC) and Guidance Material (GM) to (EU) 2019/947 and (EU) 2019/945;
 - c. Aviation Act of the Riigikogu of 1 January 2023 on organisation of flight operations, aviation security and the ensuring of aviation safety in Estonia;
 - d. Regulation No. 125 of the Minister of Roads and Communications of 21 December 2001 „Requirements for the age and qualifications of aviation specialists, their training and examination, and the rules for issuing aviation permits to aviation specialists and recognising aviation permits issued in foreign countries“;
3. Management system of the RPTO includes following:
 - a. defines responsibilities and personnel responsible (chapter 1.4);
 - b. the management policy;
 - c. maintaining the personnel trained and competent to perform their tasks (chapter 4);
 - d. documentation of all management system key processes, including a process for making personnel aware of their responsibilities and the procedure for amending this documentation;
 - e. principles of quality management (chapter 2), including feedback system to Accountable Manager to ensure implementation of corrective actions, and review of the management system through management evaluation process (chapter 3).
4. Principles of management system:
 - a. we follow the requirements and rules of international aviation organisations, Estonian Ministry of Education and Research and Estonian Aviation Authorities;
 - b. we improve our training programs and study methods;
 - c. we improve our study environment and teaching materials;
 - d. we improve the quality of study process.

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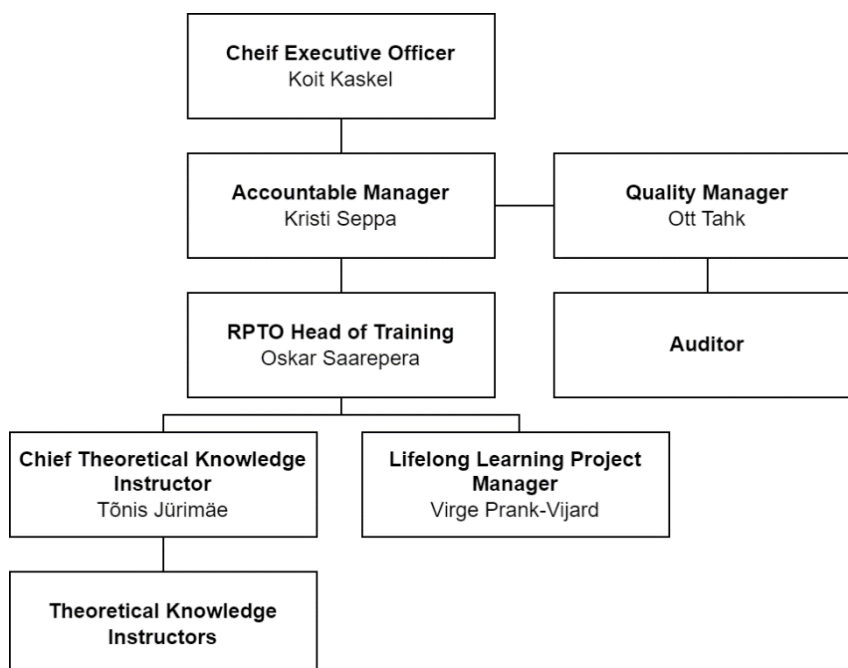
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1.3 Overview of remote pilot training organisation

1. RPTO is certified organisation whose main activities are training of remote pilots and conducting remote pilot theoretical knowledge examinations for remote pilot competency certificates.
2. The RPTO has obtained the privileges to provide and conduct remote pilot training courses and examine or assess the existence of the knowledge and skills necessary for issuance of remote pilot competency certificates for different unmanned aircraft systems operation category remote pilots.
3. Certificate of the RPTO is available in academy documentation system.
4. Procedures of the RPTO are presented in the following manuals:
5. RPTO Manual (general information, management system, safety management, quality management, management evaluation, personnel training information, remote pilot training programs, remote pilot training arrangements, examination procedures).
6. Manuals of the RPTO are available in academy documentation system.
7. The RPTO of Estonian Aviation Academy is located at Lennu street 40 and 44, Reola village, Kambja parish

1.4 Personnel and personnel responsible

1. Personnel of the RPTO is divided into personnel responsible for the activities of the RPTO and other RPTO personnel.
2. Personnel responsible for the activities of the RPTO are following:
 - a. Chief Executive Officer
 - b. Accountable Manager
 - c. Head of Training
 - d. Chief Theoretical Knowledge Instructor
 - e. Quality Manager
3. Other RPTO personnel are following
 - a. Lifelong Learning Project Manager
 - b. Auditor
 - c. Examiner;
 - d. Theoretical knowledge instructors.
4. Organisation chart of the RPTO depicts EAVA RPTO organisational structure with names of the responsible personnel and other RPTO personnel:



5. Head of the Aviation Services Department is the **Accountable Manager (AM)** of RPTO, who is approved by the ETA.
 - a. The Accountable Manager reports to the CEO.
 - b. Responsibilities of the Accountable Manager are

- i. establish and maintain an effective management system and conduct management evaluation;
 - ii. ensure that all RPTO activities can be financed and carried out in accordance with applicable requirements;
 - iii. ensure enough resources;
 - iv. nominate sufficient qualified personnel for planned activities;
- 6. The nominated **Head of Training** (HT) shall have extensive knowledge and practical experience in remote pilot training field or experience in training as an instructor for professional pilot licenses (including associated ratings or certificates) and shall possess sound managerial capability.
 - a. The Head of Training reports to the Accountable Manager.
 - b. Responsibilities of the Head of Training are:
 - i. to maintain and improve the RPTO management system;
 - ii. keep RPTO Manuals up-to-date;
 - iii. prepare training programs in cooperation with Chief Theoretical Knowledge Instructor and other theoretical knowledge instructors;
 - iv. ensure high professional level of all instructors;
 - v. ensure that the RPTO training courses provided are in compliance with the requirements;
 - vi. ensure that all necessary facilities and equipment are available for each kind of planned training;
 - vii. ensure satisfactory integration of EAVA UAS operating organisation's flight training and RPTO theoretical knowledge instruction;
 - viii. organise all training activities performed within EAVA RPTO and under EAVA RPTO responsibility to ensure safe and high-quality training process;
 - ix. ensure correct documenting and retaining of the remote pilot training;
 - x. keep all training files up-to-date and available to the Authorities;
 - xi. communicate with the Authorities on training matters;
 - xii. select theoretical knowledge instructors in co-operation with the RPTO Chief Theoretical Knowledge Instructor;
 - xiii. arrange information sharing on examinations and/or the issuance of remote pilot competency certificates with the appropriate Authorities;

- xiv. report regularly to the Accountable Manager the training progress of the RPTO and its compliance with the requirements.

7. **Quality Manager** (QM) responsibilities are carried out by the EAVA UAS Operations Manager and are approved by the ETA.

- a. QM reports to the Accountable Manager.
- b. Responsibilities of the Quality Manager are:
 - i. to monitor compliance of the RPTO activities to the applicable requirements, including arranging a feedback system of findings to the Accountable Manager and to ensure implementation of corrective actions;
 - ii. may perform all audits and inspections himself/herself or appoint one or more auditors by choosing personnel having the related competence from within or outside the EAVA RPTO;
 - iii. document management system key processes and making personnel aware of their responsibilities and changes to them;
 - iv. ensure the training to the personnel on RPTO management system (including safety management system and quality management system).
 - v. QM of the RPTO shall have received relevant training to ensure the knowledge and experience about activities of the RPTO and quality management.

8. The nominated **Chief Theoretical Knowledge Instructor** (CTKI) shall have extensive experience as a theoretical knowledge instructor in the areas relevant for the training provided by the RPTO.

- a. The Chief Theoretical Knowledge Instructor reports to the Head of Training.
- b. Responsibilities of the Chief Theoretical Knowledge Instructor are:
 - i. supervise all theoretical knowledge instruction and theoretical training activities;
 - ii. standardise all theoretical knowledge instruction;
 - iii. administer theoretical knowledge training examination question banks;
 - iv. co-operate with the HT in creating/implementing of training programs;
 - v. ensure that the theoretical skill level requirements of the training program that the remote pilot student intends to be trained in are met;

- vi. maintain/propose improvements for classroom and teaching equipment including modern training aids;
 - vii. provide classroom to theoretical knowledge instructors covering their field of training;
 - viii. develop each theoretical knowledge instructor's high standard of proficiency and ensure that all training is executed within specified time limits and periods;
 - ix. carry out evaluation checks in order to maintain and develop theoretical knowledge instructors' proficiency level, including conducting instructors' test lectures if necessary;
 - x. put forward proposals and initiate measures for training standards maintaining and/or improving;
 - xi. assist the HT in all aspects of theoretical training activities;
 - xii. keep himself/herself familiar with principles and latest developments in training/safety fields and all relevant ICAO/EASA/ETA/RPTO standards, rules and requirements.
9. **Auditor** may be an employee, who shall not have any day-to-day involvement in the area of the activity which is to be audited. The audit can be performed by a contractual auditor from outside the academy.
- a. Responsibilities of the auditor are:
 - i. perform the audit according to the audit schedule and procedure;
 - ii. record the results of audit and submit the audit reports to the Quality Manager;
 - iii. ascertain the compliance of training activities to the procedures established by international aviation requirements and RPTO Manual and to assess the efficiency, sufficiency, and suitability of the applied procedures for achieving the set objectives.
 - iv. The auditor shall have received relevant training (at least one-day training for internal auditors) and/or shall have previous work-experience in accordance with the complexity of the area to be audited.
10. **Theoretical knowledge instructors** (TKI) shall have an appropriate theoretical and/or practical background in (unmanned) aviation in the subject on which they will provide theoretical knowledge instruction and have undergone a course of training in instructional techniques or have previous experience in giving theoretical knowledge instruction.
- a. Each individual theoretical knowledge instructor reports to the Chief Theoretical Knowledge Instructor.
 - b. Responsibilities of each theoretical knowledge instructor are:

- i. to perform theoretical knowledge instruction and supervision according to the RPTO Manuals, training programs;
- ii. co-operate with the HT and the CTKI in training establishment;
- iii. put forward proposals and initiate measures for training standards maintaining and/or improving;
- iv. assist the HT and the CTKI in all aspects of training activities;
- v. keep himself/herself familiar with ICAO/EASA/ETA/RPTO standards, rules and requirements concerning theoretical training, RPTO relevant operating procedures, principles and latest developments in training process, particularly in those covering the subject(s) concerning TKI activities.


11. Lifelong Learning Project Manager (LLPM) assists the Head of Training and other personnel directly involved in remote pilot training in administrative matters.

- a. Lifelong Learning Project Manager reports to the Head of Training.
- b. Responsibilities of the Lifelong Learning Project Manager are:
 - i. issue and ensure the verification of documents certifying the completion of the training courses through the Information System for Continuing Education called Juhan (hereinafter Juhan);
 - ii. make sure that the latest up-to-date information about training courses are present in Juhan
 - iii. assist the HT, CTKI and other instructors in remote pilot training administrative matters.

12. Examiner conducts theoretical knowledge examinations, including those that precede the issuance of the certificate of remote pilot competency, and is responsible for the proper conduct of the examinations in EAVA RPTO.

- a. Responsibilities of the Examiner are:
 - i. to ensure proper conduct of the theoretical knowledge examinations in EAVA RPTO according to procedures described in chapter 5.5 Examination procedures;
 - ii. keep the records about the examinations in the academy documentation system;
- b. The examiner shall be an employee of the Academy and shall have received training from the RPTO HT or CTKI regarding the examination process. Any of the RPTO responsible personnel can take the role of the Examiner.

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1.5 Documenting and retaining

1. In its activities RPTO follows the procedures stated by the Manuals (Training Organisation Manual).
2. The Manuals are compiled by and the maintaining of the Manuals is guaranteed by the RPTO Head of Training.
3. The rules of revision approvals to Manuals are established.
4. Retaining of the EAVA RPTO documents and records is managed within the academy documentation system which includes academy's server folder and other online information systems used by the EAVA.
5. The RPTO uses academy documentation system, including academy's server folder for record-keeping and retention of management system records (including safety management system records and quality management system records) and remote pilot training records, which allows for adequate storage and reliable traceability of all activities:
 - a. documentation of all management system key processes (certificate, manuals, records of management evaluation meetings, records of personnel and instructors);
 - b. documentation of quality management (audit plan, audit reports);
 - c. documentation of safety management (hazard log);
 - d. documentation of remote pilot training activities.
6. Documenting is essential for analysing evidence and identifying the cause of the problem so that non-compliances can be identified and addressed to the person responsible.
7. The information contained in the RPTO documentation shall be valid and available to the RPTO personnel.
8. The HT is responsible for the accuracy, integrity and availability of the documented results of the management system and remote pilot training activities. Records of remote pilot training are kept and retained according to the procedures in chapter 5.1.3. Documenting and retaining the remote pilot training activities.
9. The QM is responsible for the accuracy, integrity and availability of the documented results of the quality management system.
10. All records of the management system (including safety management system and quality system) shall be kept for a minimum period of 5 years and the retention period starts when the records have been created or last amended.

11. The RPTO creates and retains different types of documents and data. Creation and management of the RPTO documents, data and files within academy documentation system is carried out as follows:

Type of document	Document form	Place of storage	Retention period	Person in charge
RPTO certificate	Digital	Academy Documentation System	5 years	HT
RPTO Manuals (originals)	Digital	Academy Documentation System	5 years	HT
Official registered correspondence with the competent authority	Digital	Academy Documentation System	5 years	HT
Copies of RPTO Manuals	Digital	Academy's server folder for RPTO, subfolder "1 Management"	5 years	HT
Legislation governing the activities of the RPTO	Digital	Academy's server folder for RPTO, subfolder "10 Legislation"	-	QM
Reports of changes to the competent authority	Digital	Academy's server folder for RPTO, subfolder "1 Management"	5 years	HT
Documents of management of change	Digital	Academy's server folder for RPTO, subfolder "1 Management"	5 years	HT
Test lecture protocols	Digital	Academy's server folder for RPTO, subfolder "3 Quality"	5 years	HT
Audit reports	Digital	Academy Documentation System, audit register; Academy's server folder for RPTO, subfolder "3 Quality"	5 years	QM
Audit plans	Digital	Academy's server folder for RPTO, subfolder "3 Quality"	5 years	QM
Management evaluation reports	Digital	Academy's server folder for RPTO, subfolder "3 Quality"	5 years	QM
Personnel training registration reports (including certificates of	Digital	Academy's server folder for RPTO, subfolder "5 Personnel training"	5 years	HT

other internal, external or competency training courses of personnel)				
Documents certifying the qualifications of TKIs (including CVs)	Digital	Academy's server folder for RPTO, subfolder "6 Instructor qualifications"	5 years	HT
Competency providing examinations exam question bank	Digital	EAVA Moodle Information System	5 years	CTKI
Extracts from the competency providing examinations exam question bank for accreditation (Excel)	Digital	Academy's server folder for RPTO, subfolder "7 Training and examinations of STS courses"	5 years	HT
Appellations of the exam results for competency providing examinations	Digital	Academy's server folder for RPTO, subfolder "7 Training and examinations of STS courses"	5 years	HT
Competency providing exam results table from the Moodle environment	Digital	Academy's server folder for RPTO, subfolder "7 Training and examinations of STS courses"	5 years	HT
Summary reports on the exam results	Digital	Academy's server folder for RPTO, subfolder "7 Training and examinations of STS courses"; Academy's server folder for RPTO, subfolder "8 Training and examinations of non-competency providing courses"	5 years	HT
Administrative documents related to training courses conduction and examinations (including list of course participants, registered examinees)	Digital	Academy's server folder for RPTO, subfolder "7 Training and examinations of STS courses"; Academy's server folder for RPTO, subfolder "8 Training and examinations of non-competency providing courses"	5 years	HT

Protocols of competency-providing examinations	Digital	Academy's server folder for RPTO, subfolder "7 Training and examinations of STS courses"	5 years	HT
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Estonian Aviation Academy Certificates of Course Completion	Digital	Juhan Information System for Continuing Education	5 years	LLPM
Certified training programs and their course schedules	Digital	Academy's server folder for RPTO, subfolder "4 Training programs"	5 years	HT
Data of training courses (course information, students lists, training program in use, TKIs)	Digital	Juhan Information System for Continuing Education	5 years	LLPM
Documents related to suspension of students from the remote pilot training	Digital	Academy's server folder for RPTO, subfolder "7 Training and examinations of STS courses"; Academy's server folder for RPTO, subfolder "8 Training and examinations of non-competency providing courses"	5 years	HT
Forms for RPTO documents	Digital	Academy's server folder for RPTO, subfolder "9 Forms"	-	HT

12. Requirements of record-keeping:

- a. Documents and records should be kept in electronic format.
- b. Requirements of record-keeping format for academy's server folder:
 - i. computer systems have at least one backup system and updates are made at least one time within 24 hours;
 - ii. every person has his/her own password to enter and use the computer systems and in every computer, there is installed a firewall and antivirus software;
 - iii. computer hardware used to ensure data backup, should be stored in a different location from that containing the working data and in an environment that ensures they remain in good condition;

- iv. when hardware or software changes take place, special care should be taken that all data continues to be accessible;
- v. optical storage or records shall be as legible as the original record and retained for the required retention period.
- c. Records shall be stored in a manner that ensures protection from damage, alteration and theft.
- d. Records shall be organised in a way that ensures traceability and retrievability throughout the required retention period.
- e. Records shall be legible throughout the required retention period.

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1.6 Reporting of changes to the competent authority

1. The RPTO shall report to the ETA about any change that may affect the scope of the certificate or terms of approval and any elements of the RPTO management system.
 - a. Changes that may affect the scope of the certificate or terms of approval and any elements of the RPTO management system are listed below:
 - i. name of the organisation;
 - ii. scope of the activities;
 - iii. management policy and procedures;
 - b. Any of these changes described in point a. require prior approval by the ETA.
2. For any changes requiring prior approval, EAVA shall apply for and obtain an approval issued by the ETA.
 - a. The application shall be submitted before any such change takes place, in order to enable the ETA to determine continued compliance.
 - b. The application shall be created on the corresponding form of reporting of changes to the competent authority (EAVA RPTO Form 001).
 - c. The application shall be signed by the Accountable Manager prior to submission to the competent authority.
 - d. The RPTO shall provide ETA any relevant documentation.
 - e. The change shall only be implemented upon receipt of formal approval by the ETA.
 - f. The RPTO shall operate under the conditions prescribed by the ETA during such changes.
 - g. Prior approval by the ETA is required for any changes to the RPTO procedures describing how changes not requiring prior approval will be managed and notified to the ETA.
3. Changes not requiring prior approval of the ETA shall be managed according to defined procedures.
 - a. Changes that do not need prior approval and are notified to the ETA within 30 days of the change are:
 - i. EAVA location
 - ii. additional locations used during training activities;
 - iii. Accountable Manager;
 - iv. Head of Training;

- v. Chief Theoretical Knowledge Instructor;
 - vi. Quality Manager;
 - vii. documentation of the RPTO activities;
 - viii. facilities
 - ix. forms of the EAVA RPTO
- b. EAVA RPTO does not need to advise the ETA of minor changes in-day-to-day operation.
4. The RPTO shall submit a new application for the certificate in a case of a change of organisation's name or address as a matter of urgency. Where the name or address is the only change to report, the new application can be accompanied by a copy of the documentation previously submitted to the ETA under the previous name, as a means of demonstrating how the RPTO complies with the applicable requirements. In case of planned changes of nominated person, EAVA shall inform ETA at least 10 days before the date of the proposed change.
5. Unforeseen changes shall be notified at the earliest opportunity, in order to enable the ETA to determine continued compliance with applicable requirements.
6. The RPTO may use the alternative means of compliance to the AMC adopted by the ETA.
- a. RPTO shall prior to implementing and using an alternative means of compliance, provide the ETA with full description of it.
 - b. The description shall include any revisions to manuals or procedures that may be relevant, as well as an assessment demonstrating that Regulation (EU) 2019/947 and its Implementing Rules are met.
 - c. RPTO may implement these alternative means of compliance subject to prior approval by the ETA and upon receipt of the notification.
7. The application for the amendment of the RPTO certificate shall be submitted at least 30 days before the date of the intended changes.
- a. RPTO shall provide the ETA with following information
 - i. organisation's name and address;
 - ii. date of reporting;
 - iii. list of changes;
 - iv. date of intended commencement of activities;
 - v. purpose of the changes;
 - vi. responsible person of changes;

- vii. identified hazards related to the changes;
 - viii. relevant risk mitigation measures;
 - ix. list of documents accompanying the report;
 - x. personal details and qualifications of the HT and theoretical knowledge instructor(s) (if applicable according to the changes intended);
 - xi. the type of training that the RPTO wishes to provide and the corresponding training program (if applicable according to the changes intended).
- b. RPTO shall provide ETA with all of the Manuals implemented by the RPTO.
8. Certificate remains valid until:
- a. RPTO remains in compliance with relevant requirements, handles findings of non-compliances (by identifying the root cause and defining a corrective action plan) and implements corrective actions;
 - b. RPTO provides ETA with access to RPTO activities (facilities, documents, records, data, procedures, materials relevant to personnel) to determine continued compliance with relevant requirements;
 - c. the certificate is not being surrendered or revoked.
9. Upon revocation or surrender of the RPTO certificate:
- a. the certificate will be removed from the academy information system
- all training activities of the EAVA RPTO will be ceased.

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1.7 Change management

1. The purpose of the change management is to assess and manage risks of the planned changes. The role of the management of change is to identify external and internal change in remote pilot training that may have an adverse effect on aviation safety.
2. Important changes and changes that do not require prior approval of the ETA, shall be managed according to the procedure.
3. Changes that do not require prior approval of the ETA are changes in list of instructors, minor changes to training programs, RPTO personnel not responsible for RPTO activities etc.
4. The need for changes not requiring prior approval of the ETA is decided by the Head of Training by assessing how the change is influencing the training.
5. Students and RPTO personnel can make proposals for changes.
6. To analyse changes the Head of Training may convene a meeting.
7. For managing the major changes:
8. the level of risk and its effect on aviation safety shall be assessed;
9. the goal of the proposed change shall be specified;
10. the action plan shall be agreed upon to implement the change;
11. all the personnel shall be informed of the changes to ensure full understanding.
12. Changes and potential hazards shall be recorded (EAVA RPTO Form 002) by the Head of Training or the QM.
13. Changes shall be approved by the Head of Training.
14. The personnel shall be informed of the changes either orally or in writing by email or by EAVA's electronic document management system.
15. Every member of the personnel shall have the responsibility to familiarise themselves with the change and, if needed, to ask for specifications in order to ensure complete understanding.
16. QM has the responsibility to monitor, evaluate and review the implementation of changes.

The ETA shall be informed of the changes that are affecting the training in writing by email within a month.


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2 QUALITY MANAGEMENT

2.1 Overview of quality management


1. Quality management consists of planned and systematic actions to provide adequate confidence that specified performance, functions and characteristics satisfy given requirements, quality management includes feedback system of findings and corrective actions to eliminate non-compliances.
2. Quality management includes the following basic actions:
 - a. auditing compliance with the requirements (chapter 2.2; chapter 2.3);
 - b. managing feedback system (chapter 2.5);
 - c. taking corrective actions on non-compliances (chapter 2.4);
 - d. assessing test lectures (chapter 2.1).
3. To ensure the regulatory compliance:
 - a. The QM shall maintain a list of up-to-date regulations relevant to the RPTO and notify relevant RPTO personnel of changes in these;
 - b. The HT shall maintain internal procedures and Manuals of the RPTO up-to-date according to the regulations;
 - c. The QM monitors at least once a year the compliance of the RPTO activities with the regulations, including checking the documents;
 - d. cross reference table is used to monitor compliance with the requirements.
4. Verbal feedback from students, instructors and examiners shall be gathered by the CTKI.
5. If required by a training program, theoretical knowledge instructors must prove their competency by giving a test lecture before being appointed. If giving a test lecture is mandatory according to the training program, instructors are to be assessed at least once in 3 years. CTKI is responsible for assessing and organising the test lectures. Test lectures will be documented as a protocol (EAVA RPTO Form 003).
6. To ensure regulatory compliance, the nominated responsible RPTO personnel shall have relevant knowledge and experience related to the task and also receive training about the requirements, RPTO Manuals and quality management (chapter 4).
7. QM is responsible for quality management.

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2.2 Inspections

1. Inspection means an independent documented conformity evaluation by observation and judgement accompanied as appropriate by measurement, testing or gauging, in order to verify compliance with the applicable requirements.
2. The purpose of the inspection is to observe a particular subject (event/activity/document) in order to verify whether established procedures and requirements are adhered to, and whether the required standards are achieved.
3. Inspections shall be performed at the following subjects:
 - a. training activities;
 - b. training and technical standards;
 - c. facilities.
4. The QM is responsible for ensuring that the required inspections are performed and documented electronically in the audit report within the academy documentation system (EAVA RPTO Form 004).
5. The HT, the CTKI and the QM have the right to do inspections.

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2.3 Audit schedule and procedures

1. An audit is a systematic, independent and documented process for obtaining evidence and evaluating it objectively to determine the extent to which requirements are complied with.
2. The purpose of the audit is to perform a systematic and objective review of the RPTO activities, in order to ensure safe and efficient training and its compliance with the Training Organisation Manual.
3. Audit schedule is an annual plan to monitor continued compliance with applicable requirements, standards and procedures. An audit must be carried out once per year. When necessary, the frequency of audits should be increased. A change in the audit plan is indicated in the audit plan, if necessary.
4. The audit plan (EAVA RPTO Form 005) shall cover all areas necessary to monitor compliance with the Training Organisation Manual.
 - a. During the audit, the following shall be monitored:
 - i. privileges of the organisation;
 - ii. management system procedures;
 - iii. manuals, logs and records;
 - iv. training activities (whether according to standards).
 - b. Additionally following subjects may be monitored:
 - i. training procedures;
 - ii. examination procedures.
5. The two main areas to be audited are:
 - a. personnel training audit: management system training, personnel training records, authorisations of instructors.
 - b. students' training audit: theoretical training records of students, feedback from students, assessments and examinations, feedback from examiners.
6. The audit includes following procedures and processes:
 - a. a statement explaining the scope of the audit;
 - b. planning and preparation;
 - c. gathering and recording evidence;
 - d. analysis of the evidence.
7. The following techniques are used in the audit process:
 - a. interviews or discussions with the personnel;
 - b. a review of the published documents;

- c. the examination of an adequate sample of records;
 - d. evaluating activities;
 - e. the preservation of the documents and recording of the observations.
8. Audits shall be conducted according to the following procedure:
- a. In order to perform an audit a checklist shall be prepared, where areas of audit or questions and references to applied regulations shall be listed.
 - b. The party to be audited shall be advised of the audit and the area of the audit at least 7 days prior to the audit, to enable necessary preparations.
 - c. The audit shall start with the auditor's meeting with the personnel to discuss the audit activities and audit schedule and to decide on the persons to be interviewed. The general policy is to disturb daily actions as little as possible.
 - d. The auditor may use the reports of previous inspections to define the weaknesses of the RPTO activities. The area of paramount importance is the documentation of theoretical knowledge training.
 - e. An audit report shall be submitted not later than 20 workdays after the completion of the audit evidence collection.
 - f. Findings and recommendations shall be identified, recorded and documented electronically on the audit report form (EAVA RPTO Form 004) in academy documentation system.
9. The QM informs the AM and the HT about the audit results.
10. The QM shall register the audit in the academy documentation system's audit register.
11. Corrective actions for audit findings shall be discussed with the HT or responsible RPTO personnel and documented electronically on the audit report in academy documentation system (EAVA RPTO Form 004).
- a. On the corrective action report the root-causes, deadlines and responsible person shall be determined.
12. Follow-up shall assess the completion and effectiveness of the corrective actions.
- a. Corrective actions taken shall be controlled on a determined deadline and follow-up shall be documented electronically on the audit report line 'actions taken' in academy documentation system (EAVA RPTO Form 004).
 - b. During the follow-up, the audit report shall be supplemented with the information about the follow-up of the corrective action, by listing actions taken and date when the follow-up was made.


13. In case no corrective actions have been made or not finished for the deadline, the cause shall be analysed and a new deadline shall be determined. If necessary, additional resources shall be found to execute the corrective action.
14. If corrective actions have been executed, the audit shall be closed and marked with a closing date in the audit register.
15. The QM shall register all findings, shortcomings and non-compliances detected by the RPTO customers and the ETA according to the audit procedures.
16. External audits are performed by the international aviation organisations or the ETA.



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2.4 Non-compliances and corrective actions


1. The aim of monitoring the compliance with the requirements is primarily to investigate and judge the effectiveness of the RPTO activities and thereby to ensure that defined policy performance and function standards are continuously complied with.
 - a. Monitoring activity is based upon inspections, audits, corrective actions and follow-up.
 - b. The purpose of monitoring activity is eliminating the causes of unsatisfactory performance.
2. Any non-compliance identified as a result of monitoring shall be communicated to the manager responsible in order to execute corrective actions or, if appropriate, to the AM.
 - a. Such non-compliance shall be recorded, for the purpose of further investigation, in order to determine the cause of the non-compliance and to enable the recommendation of appropriate corrective action.
3. The AM will have the ultimate responsibility for resourcing the corrective actions and ensuring, through the QM, that the corrective actions have re-established the compliance with the standards required by the ETA and with any additional requirements defined.
4. Subsequent to the inspection/audit, the RPTO shall:
 - a. establish the seriousness of any findings and any need for immediate corrective action;
 - b. establish the origin of the finding;
 - c. establish required corrective actions to ensure that the non-compliances shall not recur;
 - d. establish a schedule for corrective actions;
 - e. determine the individuals or departments responsible for performing the corrective actions;
 - f. ensure allocation of resources by the CEO where appropriate.

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2.5 Feedback system

1. Feedback system is a part of RPTO management system to ensure that corrective actions are identified and correctly addressed and to notify the AM about the state of the findings.
2. The feedback system shall specify who is required to rectify non-compliances in each particular case, and the procedure to be followed if corrective action is not completed within an appropriate timescale.
3. The feedback system information shall be gathered from audit reports, ETA regulatory prescriptions and verbal remarks.
4. The information gathered shall be discussed and the deadline, person and method responsible for the corrective action shall be determined.
5. The relevant corrective action for non-compliances will be determined on audit electronic report line 'corrective actions' (EAVA RPTO Form 004) and documented in academy documentation system.
6. The person responsible for corrective action shall confirm in the academy documentation system that he/she has agreed to perform the corrective action by the determined deadline.
7. The QM shall check the completion of corrective actions after the deadline and confirm the follow-up of corrective actions and also document the actions taken on the electronic audit report (EAVA RPTO Form 004) line 'actions taken' in the academy documentation system.
8. If a corrective action is not completed by the set deadline, the QM shall report this to the AM. AM should find out the causes and set new deadline for the corrective action and if necessary, allow additional resources.
9. If a corrective action is not completed by the set deadline for a valid reason, a new deadline shall be set.
10. All RPTO personnel and instructors are obliged to report all non-compliances found via EAVA online reporting form.
11. Non-compliance can be an error, shortcoming or inadequacy in:
 - a. operational procedures;
 - b. training/qualification requirements;
 - c. the RPTO documentation and Manuals;
 - d. study environment, resources, appliances and equipment;
 - e. remote pilot training activities.

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3 MANAGEMENT EVALUATION

1. Management evaluation is a comprehensive, systematic and documented review of the management system, training policies and RPTO procedures in order to identify and correct trends and prevent future non-conformities.
2. The AM decides upon the frequency, format, and structure of internal management evaluation activities. A management evaluation meeting is held at least once a year.
3. The AM, QM, HT, and CTKI shall attend the meeting. Other relevant personnel may attend as defined by the AM. The CEO participates in the meetings.
4. The meeting must address the following subjects:
 - a. the annual summary of personnel and student reporting, internal audit/inspection results and external audits;
 - b. non-conformities identified at the last audit;
 - c. a review of the safety management and quality management effectiveness and improvement needs;
 - d. information of incidents;
 - e. a review of the corrective actions follow-up process;
 - f. analysis of the RPTO performance and evaluation of achieved objectives;
 - g. RPTO development objectives for the next period.
5. Conclusions and recommendations made as a result of an evaluation shall be submitted to the responsible manager in order to execute necessary actions.
6. The responsible manager shall be an individual who has the authority to resolve the issues and take necessary actions.
7. A written summary of the meeting including all relevant supporting documents must be recorded on a management evaluation report (EAVA RPTO Form 006), which shall be maintained and made available in academy documentation system.

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4 PERSONNEL TRAINING


1. Personnel training helps to ensure continued compliance to applicable requirements and procedures and also helps to assure aviation safety. The aim of the personnel training is to ensure that all personnel understand the requirements and functions of the RPTO management system.
2. People responsible for management system shall receive management system training within 1 month after joining with the RPTO of the Academy. Other RPTO personnel shall receive at least basic management system training.
3. Management system training for personnel responsible for management system shall cover the following:
 - a. an introduction to the concept of the management system;
 - b. quality management;
 - c. manuals and procedures;
 - d. audit techniques;
 - e. reporting and recording;
 - f. an explanation of how the management system will function and how the quality management supports continuous improvement within the organisation.
4. Basic management system training shall be conducted within 3 months after joining with the RPTO of the academy and will cover the following:
 - a. organisational structure of the RPTO;
 - b. Training Organisation Manual;
 - c. reporting and recording;
 - d. overview of the management system of the RPTO.
5. Time and resources shall be allocated and deadlines shall be determined for giving management system training for each member of the EAVA RPTO personnel. The personnel shall receive the initial and recurrent training of the RPTO management system.
6. The QM is responsible for conducting the management system training for all RPTO personnel. The training shall be conducted by the QM or a person delegated by QM.
7. Personnel training courses' topics and participants shall be registered on a corresponding form (EAVA RPTO Form 007) and maintained for a minimum of 5 years.
8. Each member of the RPTO personnel shall receive recurrent management system training once in 3 years but not later than within 36 months from the last

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training. Recurrent management system training topics may be discussed in every year at the management evaluation meeting.

- a. Recurrent management system training shall cover the following topics:
 - i. reporting and recording;
 - ii. changes of the RPTO management system.
9. If necessary, other personnel training records and their related certificates are registered in the academy documentation system (for example internal training courses, external training courses and/or competency training courses for the RPTO personnel).

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5 REMOTE PILOT TRAINING

5.1 Overview of remote pilot training


1. Estonian Aviation Academy RPTO conducts training for remote pilots in the 'specific' category level.
2. The training conducted by EAVA RPTO is theoretical knowledge training.
3. Each training activity is conducted in training course format, and each course has its training program available in the academy documentation system.
4. Exams are conducted according to the procedures presented in this chapter of the RPTO manual.
5. EAVA RPTO follows in remote pilot training activities the procedures from "Estonian Aviation Academy Rules for the Provision and Quality Assurance of Continuing Education", unless specific procedures are described differently in EAVA RPTO Training Organisation Manual.

5.1.1 The bases for organising remote pilot training

1. Registration for remote pilot training courses takes place in Juhan. Applicants who receive a written confirmation through Juhan or email sent by the LLPM are deemed enrolled in the remote pilot training course.
2. EAVA RPTO may refuse to train a person if he/she does not comply with the requirements and target group set in the remote pilot training, if the maximum number of participants has been reached or the person or the client has tuition fee arrears to the EAVA.
3. Providing information to the students about the organisation of remote pilot training courses is the responsibility of the LLPM.
4. EAVA RPTO has the right to cancel remote pilot training course if the minimum number of participants is not reached. Registrants will be notified of the cancellation of the training through Juhan at least 3 working days before the start of the training course.

5.1.2 Student discipline and disciplinary action

1. If a student displays an irresponsible attitude or demonstrates a clear and distinct lack of aptitude or any other behaviour not consistent with the qualities required of a remote pilot, suspension from training may be considered.
2. In particular, termination of training is likely in the event of:
 - a. a deliberate and unjustifiable breach of Regulation (EU) no 2018/1139 or its implementing rules

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- b. any behaviour or attitude that endangers aviation safety;
 - c. unsatisfactory training progress of the student.
 - d. severe non-compliance with classroom etiquette.
3. The HT will decide on one of the following courses of action:
 - a. the issue of a formal verbal warning (a further disciplinary verbal warning will result in the termination of training);
 - b. formally advise the student of concerns and possible termination;
 - c. immediate termination of training.
4. Details of a student's suspension shall be recorded in the academy documentation system. Student must be advised in writing of any intention to suspend or terminate his/her training

5.1.3 Documenting and retaining the remote pilot training activities

1. The HT is responsible for the record-keeping of remote pilot training activities and retention of the remote pilot training records and documents.
2. The location, format, retention period and responsible person for documentation of the RPTO is described in chapter 1.5.
3. All remote pilot training documents and records (including records concerning any remote pilot student or instructor) shall be stored for at least 5 years and the retention period starts when the documents and records have been created or last amended.
4. Documents certifying participation in the remote pilot training courses are:
 - a. **Estonian Aviation Academy Certificate of Course Completion** (hereinafter Certificate of Course Completion) (EAVA RPTO Form 008, EAVA RPTO Form 009, EAVA RPTO Form 014 EAVA RPTO Form 015) which shall be issued to the remote pilot student if the student accomplished all the required learning outcomes for the completion of the training program.
5. Issuance of Certificates of Course Completion is carried out as follows:
 - a. After theoretical knowledge training examination, the Examiner prepares a summary report on the exam results, where students' exact exam results are not presented as numerical values, which he/she forwards to the LLPM so that he/she can enter the course ending results to Juhan
 - b. A prerequisite for issuing a Certificate of Course Completion is the fulfilment of conditions set out in the remote pilot training program.


- c. A Certificate of Course Completion shall be issued to the remote pilot student at most 1 month after the end of the training course, but as soon as reasonably possible.
 - d. Certificates of Course Completion are prepared and registered by the LLPM in Juhan.
 - e. Certificates of Course Completion are issued to the students in digital format through Juhan.
 - f. Certificates of Course Completion shall be digitally certified with a digital seal of the Estonian Aviation Academy or signed digitally by the RPTO Head of Training. If necessary, another electronic signature suitable for both parties is used for the signing.
6. If requested by a student, a duplicate Certificate of Course Completion will be issued on the basis of an application.
7. Based on the EAVA Certificate of Course Completion, the Remote Pilot Certificate of Competency of the corresponding operational category can be obtained from the competent authority of Estonia (ETA).



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5.2 Operating places used for remote pilot training and examinations

5.2.1 Theoretical knowledge training

1. Theoretical knowledge training of EAVA RPTO is conducted at Estonian Aviation Academy, located at Lennu street 40 and 44, Reola village, Kambja parish.
 - a. Facilities used for the theoretical knowledge training are following:
 - i. EAVA classrooms or virtual classroom;
 - ii. offices for personnel;
 - iii. room for instructors;
 - iv. RPAS Laboratory;
 - v. library (B201).
 - b. EAVA classrooms are equipped with whiteboard, video projector or TV set and computer.
 - c. The RPTO has the right to conduct theoretical knowledge training also at the client's place of operation, provided that the client has the necessary spatial and technical resources available.

5.2.2 Examinations

1. Examinations of EAVA RPTO are conducted at Estonian Aviation Academy, located at Lennu street 40 and 44, Reola village, Kambja parish.
 - a. Facilities used for the examinations are following:
 - i. EAVA classrooms;
 - ii. RPAS Laboratory.
 - b. EAVA classrooms are equipped with whiteboard, video projector or TV set and computer.
 - c. The RPTO has the right to conduct examinations also at the client's place of operation, provided that the client has the necessary spatial and technical resources available.

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5.3 Instructors and their qualifications

5.3.1 Theoretical knowledge instructors

1. Theoretical knowledge instructors conducting remote pilot training may be academy's personnel members, Estonian or foreign professionals and practitioners and faculty members of other higher education institutions.
2. Each theoretical knowledge instructor shall be disciplined and demanding, friendly and helpful and shall be a role model for the students throughout the training.
3. It is forbidden for a theoretical knowledge instructor to have an arrogant attitude towards remote pilot students, especially referring to their lower professional knowledge and skills.
4. Each theoretical knowledge instructor must accept the remote pilot student's worldview, but must insist on compliance with the rules and requirements of aviation.
5. The potential TKIs shall submit a CV and his/her remote pilot competences to the RPTO HT, indicating their qualification and their study or work experience in the field he/she intends to conduct theoretical knowledge training under EAVA RPTO.
6. Specific requirements for the theoretical knowledge instructors are described in each training program.
7. EAVA RPTO Head of Training is responsible for ensuring that the relevant qualification requirements are met by each theoretical knowledge instructor prior commencing any training activities under EAVA RPTO.

5.3.2 List of theoretical knowledge instructors and their qualifications


1. The list of theoretical knowledge instructors and their qualifications is managed in a separate document file located on the academy's server folder for RPTO (EAVA RPTO Form 013).
2. The list shall be confirmed by the EAVA RPTO Head of Training with a digital signature. Previous versions of the list shall be changed to a name form that distinguishes them from the current version.
3. Changes in list of theoretical knowledge instructors and their qualifications do not require prior approval of the ETA. The ETA shall be informed of the changes in writing by email within a month.

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5.4 Training programs

5.4.1 Preparation of training programs

1. EAVA RPTO training programs are prepared by the EAVA RPTO Head of Training in cooperation with the LLPM, CTKI and theoretical knowledge instructors.
2. Training programs of the EAVA RPTO are prepared in accordance with the training program form (EAVA RPTO Form 010, EAVA RPTO Form 011) containing at least the following information:
 - a. the title of the training program;
 - b. the training program group;
 - c. the purpose of the training program;
 - d. the learning outcomes;
 - e. the requirements to be met for the commencement of studies if they are a prerequisite for the accomplishment of the learning outcomes;
 - f. the total volume of studies (including the proportions of theoretical, practical and independent studies);
 - g. the content of studies;
 - h. the description of the study environment;
 - i. the conditions for successful completion of the training program (including required participation rate, if necessary);
 - j. the documents to be issued after the successful completion of the course;
 - k. the description of the qualifications and learning or work experience required from the instructors.
3. A training program shall be prepared on the basis of learning outcomes, which shall describe the minimum level of knowledge and skills required for the completion of the training program.
4. The volume of studies for a training program shall be determined in academic hours. The length of an academic hour is 45 minutes.
5. A course layout file is created for each training program, presenting the duration of every content section in academic hours. The course layout is kept together with the corresponding training program.
6. Each RPTO training program and its course layout has to be approved by the RPTO Head of Training by giving a digital signature to the file package (training program and its course layout) located on the academy's server folder for

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RPTO. Previous versions shall be changed to a name form that distinguishes them from the current version.

7. Competency providing RPTO training programs and their course layouts are approved by the ETA prior to commencing the training activity and conducting of the corresponding competency providing examinations.
8. RPTO training programs are prepared in accordance with the Implementing Regulation (EU) 2019/947, Commission Delegated Regulation (EU) 2019/945 and European Aviation Safety Agency (EASA) Acceptable Means of Compliance (AMC) and Guidance Material (GM) to (EU) 2019/947 and (EU) 2019/945.
9. The latest approved versions of the training programs and their course schedules are stored in the academy's server folder for RPTO, active versions and previously used training programs and their course schedules are kept and archived in the Information System for Continuing Education Juhan.

5.4.2 Open category

1. EAVA RPTO does not offer any certified and/or competency providing training programs for the open category remote pilots.


5.4.3 Specific category

1. EAVA RPTO offers following certified and/or competency providing training programs for the specific category remote pilots:
 - a. STS-01/02 remote pilot theoretical training (A2 training included);
 - b. STS-01/02 remote pilot theoretical training (A2 training excluded);
 - c. Specific category remote pilot theoretical training with standard scenarios.
2. Training activities within specific category training programs are conducted in Estonian or in English.

5.4.4 Certified category

1. EAVA RPTO does not offer any certified and/or competency providing training programs for the certified category remote pilots.

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5.5 Examination procedures

5.5.1 Procedures for examination of competency providing exams

1. Organising examinations of competency providing exams:
 - a. RPTO HT is responsible for the correct conduct of the competency providing examinations.
 - b. Exams are conducted after the end of the theoretical knowledge training.
 - c. Exams are organised by the Examiner in cooperation with the LLPM.
 - d. Exams shall be conducted in Estonian or in English. The examination will be considered passed with a pass mark of at least 75% correct answers.
 - e. Exams are conducted in the EAVA Moodle information system. During the exam, the computers being used for examination are set in a mode where it is not possible to visit websites other than the examination environment.
 - f. The Examiner prepares the examination class at least 15 minutes before the scheduled start time of the exam.
 - g. Before admitting the examinee inside the exam class, the Examiner checks the identification document of each examinee to make sure that the person taking the exam is registered for the corresponding training program.
 - h. To take the exam each examinee logs into the Moodle environment with a personal account. The examinee's access to the exam is automatically removed 1 hour after the end time of the exam. The data of the personal accounts is not retained.
 - i. Before commencing the examination, Examiner explains to the examinees verbally the rules of the examination and provides examinees the valid password of the exam after ensuring that everyone in the room have accessed the examination environment.
 - j. Exams are taken individually, and the use of assistance during the exam is prohibited, including viewing study materials, using the phone and communicating with other people in the classroom. Examiner is responsible for ensuring that additional assistance is not used while examination is conducted.
 - k. The duration of the exam and the number of questions is defined in the relevant theoretical knowledge training program.
 - l. During the exam, examinees have the right to go through the questions back and forth, and during the entire exam it is possible to look at all the questions again and also change the answer given for each question

- m. If questions are assigned a value of points according to difficulty level, the examinee should have information on the maximum possible number of points for each question and the sum of the points for all questions in total.
- n. After finishing the exam, the examinee reviews his/her result of the exam immediately on the Moodle information system. The examinee sees the number of correctly answered questions and the exam result in the form that indicates whether he/she passed the exam or not.
- o. The examinee has the right to also see the correct answers to incorrectly answered questions. If the examinee has closed the exam environment, it is no longer possible to see the correct answers to incorrectly answered questions and only general feedback is displayed in the form of the number of correctly answered questions and the exam result in the form that indicates whether the examinee passed the exam or not.
- p. Examinees who have finished their exams shall leave the classroom without disturbing or interfering with other examinees.
- q. When all the examinees have finished the exam and have left the examination classroom, Examiner shuts down the computers in the classroom.
- r. Within 3 working days the Examiner shall:
 - i. download the exam results table from the Moodle environment as an Excel file with the aim of retaining the examination data;
 - ii. prepare a summary report on the exam results, where students' exact exam results are not presented as numerical values, which he/she forwards to the LLPM so that he/she can enter the course ending results to Juhan;
 - iii. prepare a protocol (EAVA RPTO Form 012) that lists the name and personal identification number of the students that have passed the competency-providing examination;
 - iv. retain and record listed documents in accordance with the chapter 1.5. Documenting and retaining.
- s. If the examination is not passed, the examinee is entitled to take one re-examination within the on-going training course. If the second examination is also unsuccessful, it is considered that the remote pilot student did not pass the training course and must complete the training course again in order to retake the exam.

2. Appellation of the exam results:


- a. Each examinee has the right to appeal the result of his/her examination within 1 week after the day of the examination

- b. In order to make appeal of the exam results the examinee shall submit an appeal to the EAVA RPTO Head of Training which has to be digitally signed by the appellant, the appeal shall be in digital format.
 - c. Within 3 working days after receiving the appeal the Head of Training convenes a three-member committee to review the appeal.
 - d. The HT shall inform the appellant via email within 7 working days as of the submission of the appeal whether the exam result remains effective or the appeal was granted to the appellant.
3. Examination environment description:
- a. Sufficient number of computer systems to accommodate the number of examinees
 - b. Master computer from which the Moodle system can be accessed and overseen
 - c. Classroom with an option to close all doors and thus minimize external noise
4. Administering the exam question bank:
- a. The question bank is managed in the EAVA Moodle environment.
 - b. The CTKI is responsible for administering the exam question bank. The question bank is prepared by the CTKI in cooperation with theoretical knowledge instructors.
 - c. The examination must meet the objectives set in advance. Therefore, each question shall be appropriate in terms of its subject matter, depth and purpose.
 - d. The more important the topic, the more questions about it must be included in the question bank.
 - e. To ensure that examinations are as purposeful as possible, quality of the question bank shall be continuously monitored to ensure that it meets the objectives set. Information on the quality and appropriateness of the questions is obtained from the results of the examinations and also from internal feedback.
 - f. Requirements for the questions in the exam question bank:
 - i. Questions in the bank shall be multiple-choice questions.
 - ii. A system shall be used where only one answer choice is correct.
 - iii. Correct answer must be correct and complete, exceptions being made only where it can be seen beyond reasonable doubt that it is the most preferable answer.


- iv. Questions and answer choices shall be written as simply as possible, the examination must not become a language test. Complex sentences should therefore be avoided.
- v. Clearly incorrect answers should not be used in the case of wrong answer choices. All answer choices must be relevant to the question, grammatically correct, and of similar length.
- vi. In the case of numerical answer choices, incorrect answer choices must not be arbitrary numbers, but must comply with either procedural errors, computational errors or errors in units of measurement.
- vii. The abbreviations and symbols used in questions shall be internationally understood and, in case of doubt, a full descriptive text should be used.

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6 APPENDIXES

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6.1 EAVA RPTO Form 001 - Reporting of changes to the competent authority



EAVA RPTO Reporting of changes to the competent authority

Organisation's name and address:	
Date of reporting:	
List of change(s):	
Date of intended commencement of activities:	
Purpose of change(s):	
Responsible person of change(s):	
Hazards related to the change(s):	
Risk mitigation measures:	
List of documents accompanying the report:	

Accountable Manager: _____

Date: _____

Signature: _____

6.2 EAVA RPTO Form 002 - Management of change form


EAVA RPTO Management of change form

Date:	
Name of change:	
Purpose of change:	
Responsible person of change:	
Participants of change analysis:	

Changes:	Hazard description:	Risk level: (probability x severity)	Effect to the aviation safety:	Decision:

Probability: Is this likely to reoccur? (1 extremely improbable, 2 improbable, 3 remote, 4 occasional, 5 may happen many times)	1 2 3 4 5 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Severity: What kind of consequences this situation may cause? (1 negligible, 2 minor, 3 major, 4 hazardous, 5 catastrophic)	1 2 3 4 5 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Risk level: Acceptable (1-4) Review (5-14) Unacceptable (15-25)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Planned activities:	Responsible person:	Date:	Date of registration:

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6.3 EAVA RPTO Form 003 - Test lecture protocol form



EAVA RPTO Test lecture protocol

Department:	
Lecturer:	
Subject:	
Lecture topic:	
Date:	
Time of assessment:	
Course:	
Assessors:	

<input type="checkbox"/> Initial test lecture	<input type="checkbox"/> Recurrent test lecture	Yes	No
1. Lesson has a goal and the lecturer uses lecture time reasonably (starts and ends in a timely manner).		<input type="checkbox"/>	<input type="checkbox"/>
2. Lecturer skills of presenting the topic are on a good level.		<input type="checkbox"/>	<input type="checkbox"/>
3. Lecturer explains enough and intelligibly lecture topics.		<input type="checkbox"/>	<input type="checkbox"/>
4. Lecturer uses different study methods.		<input type="checkbox"/>	<input type="checkbox"/>
5. Lecturer involves students actively to participate in lesson activities.		<input type="checkbox"/>	<input type="checkbox"/>
6. Study materials are according to the subject, modern, interesting and help to study the subject.		<input type="checkbox"/>	<input type="checkbox"/>
7. Study materials are available for students on time.		<input type="checkbox"/>	<input type="checkbox"/>
8. Lecture is systematic and easy to follow.		<input type="checkbox"/>	<input type="checkbox"/>
9. Lecturer gave independent homework to do for studying the subject.		<input type="checkbox"/>	<input type="checkbox"/>
10. Lecturer tests knowledge about study material.		<input type="checkbox"/>	<input type="checkbox"/>
11. Lecturer treats students equally and impartially.		<input type="checkbox"/>	<input type="checkbox"/>
12. Lecture register student participation of lectures in study diary.		<input type="checkbox"/>	<input type="checkbox"/>
13. Study facilities and study rooms are prepared for studying: lighting, aeration, enough seatplaces.		<input type="checkbox"/>	<input type="checkbox"/>
14. Lecture topic is according to the syllabus.		<input type="checkbox"/>	<input type="checkbox"/>
Additional observations:			
Suggestions to colleague:			

Conclusions:


Affirm the test lecture protocol:

1. Assessor: _____

2. Assessor: _____

3. Assessor: _____
(name and signature)

Lecturer: _____

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6.4 EAVA RPTO Form 004 - Audit report form



EAVA RPTO Audit report

Number of registration	
Date of registration	
Type of document	
Headline	
Organisation	
Auditor	
Auditees	
Reference	
Audit purpose	
Content	
Audit subject	
Files	
Non-compliances, observations, recommendations	
Corrective actions	
Actions taken	
Root cause	
Additional files	
Beginning date of audit	
End date of audit	
Status	
Mark of status	
Deadline	
Name of responsible person	
Remarks	

Routings	
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6.5 EAVA RPTO Form 005 - Audit plan form



EAVA RPTO Audit plan

Estonian Aviation Academy Remote Pilot Training Organisation (RPTO) Audit Plan

Audit no	Audit subject	Audit purpose	Period of audit	Remarks
1.				
2.				
3.				
4				
5				
6				


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6.6 EAVA RPTO Form 006 - Management evaluation report form



EAVA RPTO Management evaluation report

Date:			
Attendees:			
Purpose:			
Evaluation period:		Number of audits:	
Non-compliances:		Number of corrective actions:	
Observations:			
Recommendations:			
Opinion of training process:			
Theoretical training:		Flight training:	
Teaching methodics:		Accommodations/ facilities:	
Study materials:			
Personnel (teaching staff, instructors):		Management system:	
Conclusions:			
Corrective / preventative action need for:			
<input type="checkbox"/> No <input type="checkbox"/> Yes, according to audit report number			
RPTO development objectives for the next period:			
Affirm the report: <i>/digitally signed/</i> Accountable Manager RPTO Head of Training Compliance Monitoring Manager			

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6.7 EAVA RPTO Form 007 - Personnel training registration form



EAVA RPTO Personnel training report

Topic: _____

Date: "...." 20...

Type of training:

Initial

☐

Recurrent

☐

Participant name/position:


Signature

1	_____
2	_____
3	_____
4	_____
5	_____
6	_____
7	_____
8	_____
9	_____
10	_____

Lecturer name:

Position:

Signature:

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6.8 EAVA RPTO Form 008 - Certificate of Course Completion form (Estonian)



TUNNISTUS

nr {{number}}

Eesti Lennuakadeemia (registrikood 700005699, Eesti Hariduse Infosüsteemis registreeritud majandustegevusteade xxxxxx, kaugpilootide koolitusorganisatsiooni sertifikaadi number EST-XXXX-XXXX/XXX) tunnistab, et

{{personName}}

isikukood {{personalCode}}

läbis {{trainingPeriod}} täienduskoolituse "**{{trainingName}}**" mahus {{academicHours}} akadeemilist tundi ning saavutas täienduskoolituse õpiväljundid.

Saavutatud õpiväljundid:


{{learningOutcomes}}

Õpiväljundite hindamise viis: {{evaluationMethod}}

Koolitaja(d): {{trainerNames}}

Tartumaa

{{signingDate}}

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6.9 EAVA RPTO Form 009 - Certificate of Course Completion form (English)



Certificate of Course Completion

No {{number}}

Estonian Aviation Academy (Reg Code 700005699, Notice of Economic Activities in Estonian Education Information System No xxxxxx, Remote Pilot Training Organisation certificate number EST-XXXX-XXXX/XXX) certifies that

{{personName}}

(Personal Identification No {{personalCode}})

has participated in the "**{{trainingName}}**" course **{{trainingPeriod}}**, achieved the learning outcomes, and completed the course successfully.

Learning outcomes:

{{learningOutcomes}}


Assessment method: {{evaluationMethod}}

Training volume: {{academicHours}} academic hours

Trainer(s): {{trainerNames}}

Tartu County

{{signingDate}}


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6.10 EAVA RPTO Form 010 - Training program form (Estonian)



EAVA RPTO Treeningprogrammi vorm

Treeningprogrammi nimetus	
Läbiviimise keel	
Õppekavarühm	
Õpingute alustamise tingimused	
Koolituse läbiviimiseks vajaliku kvalifikatsiooni, õpi- või töökogemuse kirjeldus koolitajal	
Koolitaja(d)	
Maht	
Eesmärk	
Sisukirjeldus	
Sihtgrupp	
Osalejate arv (min/max)	
Õpiväljundid	
Teemad	
Õppekeskkonna kirjeldus	
Õppematerjalid	
Lõpetamise tingimused	
Hindamisviis	
Kursuse läbimisel väljastatav dokument	
Lisainfo	


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6.11 EAVA RPTO Form 011 - Training program form (English)



EAVA RPTO Training program form

Name of training program	
Language of instructions	
Curriculum group	
Pre-requisites	
Qualification description of instructors	
Study form	
Trainers	
Training workload	
Aim of the training	
Short description of the course	
Target group	
Size of training group	
Topics	
Learning outcomes	
Learning environment	
Teaching materials	
Criteria for completion	
Evaluation methods	
Document type	
Additional information	

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6.12 EAVA RPTO Form 012 - Protocol of competency-providing examination form




EAVA RPTO Protocol of competency providing examination

Training course information	
Training course name:	
Date and time of the course:	

Examination information	
Date and time of the examination:	
Number of examinees:	

List of examinees who passed the examination	
Name:	Personal identification number:

Examiner:
Date:
Signature: /signed digitally/

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6.13 EAVA RPTO Form 013 - List of theoretical knowledge instructors and their qualifications



List of theoretical knowledge instructors and their qualifications

No	Instructor name	Relevant qualifications
1		
2		
3		
4		
5		
6		
7		

Confirmed by RPTO Head of Training
Name:
Date:
/digitally signed/

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6.14 EAVA RPTO Form 014 – Certificate of Course Completion form for course “Specific category remote pilot theoretical training with standard scenarios” (Estonian)



TUNNISTUS

nr {{number}}

Eesti Lennuakadeemia (registrikood 700005699, Eesti Hariduse Infosüsteemis registreeritud majandustegevusteadete 242825, kaugpilootide koolitusorganisatsiooni sertifikaadi number 0001) tunnistab, et

{{personName}}

isikukood {{personalCode}}

läbis {{trainingPeriod}} täienduskoolituse “{{trainingName}}” mahus {{academicHours}} akadeemilist tundi ning saavutas täienduskoolituse õpiväljundid, mis on kooskõlas rakendusmääruse (EL) 2019/947 rakendusakti punktide AMC1 UAS.SPEC.050(1)(d), UAS.SPEC.050(1)(e) ja ATTACHMENT A (1)(a).

Saavutatud õpiväljundid:

{{learningOutcomes}}

Õpiväljundite hindamise viis: {{evaluationMethod}}


Koolitajad: {{trainerNames}}

Oskar Saarepera

Eesti Lennuakadeemia RPTO koolitusjuht
/allkirjastatud digitaalselt/

Tartumaa

{{signingDate}}

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6.15 EAVA RPTO Form 015 – Certificate of Course Completion form for course “Specific category remote pilot theoretical training with standard scenarios” (English)



Certificate of Course Completion

No {{number}}

Estonian Aviation Academy (Reg Code 700005699, Notice of Economic Activities in Estonian Education Information System No 242825, Remote Pilot Training Organisation certificate number 0001) certifies that

{{personName}}

(Personal Identification No {{personalCode}})

has participated in and successfully completed the course “{{trainingName}}” on {{trainingPeriod}} and achieved the learning outcomes which are compliant with commission implementing regulation (EU) 2019/947 implementing act paragraphs AMC1 UAS.SPEC.050(1)(d), UAS.SPEC.050(1)(e) and ATTACHMENT A (1)(a).

Learning outcomes:

{{learningOutcomes}}

Assessment method: {{evaluationMethod}}

Training volume: {{academicHours}} academic hours

Trainer(s): {{trainerNames}}

Oskar Saarepera
RPTO Head of Training
/digitally signed/

Tartu County
{{signingDate}}