



SECTION:	LICENSING FORMS	LIF-LEP-003
TITLE:	APPLICATION FOR ENGLISH LANGUAGE PROFICIENCY (ELP) TRAINING ORGANIZATIONS (TOs) / TESTING SERVICE PROVIDER (TSP) OPERATIONS MANUAL APPROVAL	

TRAINING ORGANISATIONS (TOs) DETAILS			
PLEASE TICK (✓) IN THE APPROPRIATE BOX & FILL WHEREVER IS APPLICABLE			
Type of Application	<input type="checkbox"/> Initial Issue	<input type="checkbox"/> Amendment	<input type="checkbox"/> Renewal <input type="checkbox"/> Others
Type of Organization	<input type="checkbox"/> ELP (TOs)	<input type="checkbox"/> ELP (TSP)	<input type="checkbox"/> ELP (TOs/TSP)
TOs/TSP Name:			
TOs/TSP NO.:			

This checklist is designed as an aid to ensuring that an ELP-TOs Operations Manual submitted for approval contains all the relevant entries but should only contain those paragraphs that are relevant to the course(s) applied for. Please note that failure to submit the checklist with the application documentation could result in a protracted delay to the Manual approval procedure.

This Operations Manual Content Checklist has been compiled with the requirements of YCARs.

S. NO.	CHECKLIST ITEM	COMPANY MANUAL REFERENCE	CAMA REMARKS
1	<p align="center">(CENTRE OF THE FRONT PAGE)</p> <ul style="list-style-type: none"> - Title: Operations Manual – Language Assessment Body, - Name of the organization and the logo - Approval designator (ELP TOs-OXX, Serial number awarded by CAMA, upon stat of the approval procedure). <p align="center">(BOTTOM OF THE FROM PAGE)</p> <ul style="list-style-type: none"> Revision number, date of the effectiveness of the revision of the OM (starting with ORIGINAL) 		
INTRO SECTION			
2	<ul style="list-style-type: none"> - Table of content (Listing of the chapters and indication of their page in the OM) - List of effective pages (Revision number of each chapter, or page, by choice of the ELP TOs) - Approval of the document (signed by the AM and CMM of the ELP TOs. It should contain also the date of signatures) - Record of revision - Revision policy of the ELP TOs - Abbreviation list 		
OPERATIONAL SECTION			
3	<ul style="list-style-type: none"> - Identification of the ELP TOs: - Name of the ELP TOs (and name of the organization, if different) - Address and contact date of the organization (mobile and e-mail) identification of the AM and CMM (contact date) 		
4	<ul style="list-style-type: none"> - Assessment methodology: <ul style="list-style-type: none"> • Description in detail of the various sections of test. • Grading of the various sections of the test • Sample questions of the various sections of the test 		
5	Languages the ELP TOs wishes to be approved for English		
6	<ul style="list-style-type: none"> - Accountable Manager and Post holders: <ul style="list-style-type: none"> • Initial post holders (Accountable Manager – Compliance Monitoring Manager) • Post holder replacement procedure • Post holder nomination criteria 		
7	LOCATION: Fixed location criteria		
8	<ul style="list-style-type: none"> - Recording: <ul style="list-style-type: none"> • Recording methodology & systems • Back-up of the recordings 		
9	<ul style="list-style-type: none"> - Privacy policy: <ul style="list-style-type: none"> • Privacy policy of the ELP TOs • Privacy policy actions for the assessors • Privacy statement/Complaint procedure to be signed by the candidate 		
10	- Grading:		



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	<ul style="list-style-type: none"> Criteria for individual grading by each assessor Common grading by the panel, in case of different opinions - Third party advice Final grading Communication with the customer Issuance of the certificate 		
11	CANDIDATE RECORDS: Identification of the candidate		
12	Individual candidate number		
13	Privacy statement		
14	Assessment record of the language assessment: (level 1->6, for all 6 ICAO holistic descriptors for language assessment)		
15	- Assessor criteria: <ul style="list-style-type: none"> Recruitment criteria of new assessors Recruitment procedure of new assessors Code of conduct/ethics for assessors 		
16	- Standardization: <ul style="list-style-type: none"> Initial standardization of new assessors Recurrent (regular) (re)standardization 		
17	- Compliance Monitoring: <ul style="list-style-type: none"> Organigram of the ELP TOs Contact details of the CMM (Compliance Monitoring Manager) Audit cycle (planning), on a month-to-month basis, over 2-year period Findings grading Findings allocation policy (level 1-2-3) + applicable delays per level Root cause analysis Corrective actions – Closing findings Recording and follow-up tool of findings 		
18	- Disputes: <ul style="list-style-type: none"> How do customers express and communicate their disputes with the ELP TOs (contact details)? Dispute procedure/flow of the ELP TOs How is the dispute procedure communicated to the customer? Investigation procedure of a dispute Assignment of results of investigation and final decision-making Feed-back procedure to the customer Follow-up Documenting and record-keeping of the dispute 		
19	Appendix I: Copy of the approval certificate (to be issued by CAMA)		
20	Appendix II: Copy of resume of the assessors (according to the ELP TOs internal template) and list of examiners (stating the role and starting / end date as assessor for the ELP TOs)		
21	Appendix III: Candidate record		
22	Appendix IV: Assessment record		
23	Appendix V: Terms and Conditions/Privacy statement		
24	Appendix VI: Feedback form / Appeal form / Appeal procedure		
25	Appendix VII: Certificate issued to the candidate		

COMPLIANCE STATEMENT

Name of Accountable Manager:		Signature:	
Date:			

CAMA USE ONLY

Name of Inspector:	
Inspector Signature:	Date:



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