

**Flight School Association of North America**

# **Flight School Accreditation Inspector Volunteer Guide**

**2014 Edition**

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Flight School Association of North America  
Accreditation Program Office  
3111 Arcadia Avenue  
Allentown, PA 18103

B: 610-791-4359 | F: 610-797-8238 | [accreditation@fsana.com](mailto:accreditation@fsana.com)

## Flight School Association of North America

# Accreditation Inspector Volunteer Guide

The flight school accreditation process includes an on-site inspection for all flight school accreditation applicants. Part of the accreditation process is *field-based* which means that inspectors will visit flight school applicants to determine if the applicant meets all of the accreditation standards.

Accreditation inspectors are volunteers who provide their time and expertise which will lead to the development of a system of accredited flight schools.

### A. INSPECTOR QUALIFICATIONS

Criteria for becoming a flight school accreditation inspector include:

- Membership in the Flight School Association of North America (FSANA) is encouraged but not required
- Good understanding of the flight training industry
- A minimum of five years experience in the flight training business including ownership and/or managerial responsibilities
- Good written and verbal communications skills
- Ability to mentor, share knowledge and the desire to help people
- A pilot certificate is beneficial but not required
- Inspectors must maintain full impartiality at all times
- Inspectors must be willing to travel for site inspections
- Inspectors must include a resume with their inspector application
- Inspectors shall have no present or past employment with a school being inspected
- Inspectors shall maintain complete confidentiality
- Inspectors shall not accept any type of gift, money or food from an accreditation applicant before, during or after an inspection.

Criteria for becoming an inspector may be modified by FSANA based on a variety of considerations.

## **B. TRAVEL REQUIREMENTS**

Accreditation inspectors will be required to travel in order to conduct onsite inspections. Inspectors will be required to cover their out of pocket expenses. The Flight School Association of North America will reimburse the inspector after the site inspection has been completed.

Eligible expenses for reimbursement include:

- The cost of transportation by the inspector for on-site inspections may include travel by airline, automobile and general aviation (GA) aircraft. If flying by airline, the airfare reimbursement is based on the coach fare not to exceed \$500.00. When using a general aviation aircraft, fuel will be reimbursed up to \$500.00. When using an automobile, reimbursement will be based on the per-mile rate as established by the United States Treasury not to exceed \$500.00.

The following reimbursable expenses are based on a maximum daily per diem of \$250:

- Automobile rental
- Lodging
- Meals
- Parking

Reimbursement reports shall include original receipts for all requested reimbursed expenses to be covered. Inspectors will complete and submit an “Inspector Travel Report Form” which clearly reports all eligible expenses requested for reimbursement.

## **C. INSPECTION TIMING**

Flight school inspections will be scheduled throughout the calendar year. Selecting the inspection date will be established after the flight school applicant’s application has been successfully submitted and accepted by FSANA. There will be a minimum of 30 days notice provided before a site inspection date is established for all accreditation applicants. Inspection dates will be coordinated between the FSANA office and the flight school applicant.

### **D.1. ACCREDITATION INSPECTOR DUTIES**

- Pre-inspection
- Provide the required time to conduct the on-site inspection. This includes travel to and from the inspection site.
- Review the flight school applicant’s accreditation application and be familiar with the business. This includes brochures, literature and other information about the applicant.
- Review the flight school’s submitted materials that have been sent in advance of the on-site inspection.

## **D.2. THE ON-SITE INSPECTION**

The on-site inspection process is utilized as a means of confirming that the flight school meets the flight school accreditation standards. Inspectors will review and confirm that applicants have met the minimum standards for accreditation.

Inspectors shall complete the standards checklist and indicate whether the applicant has “*Met Each Standard*” or “*Not Met Each Standard.*” When a *Not Met* is indicated, the inspector will make a note which will be captured in a written report and submitted to the Flight School Accreditation Commission.

From this process, inspectors will develop a “List of Concerns.”

At the completion of the inspection, the inspector will conduct a management exit interview with the school owner and/or manager. The interview will provide a snapshot of the day’s inspection activities.

Inspectors are encouraged to have open discussion and dialogue with the applicant which will help lead to an improved flight school business model.

Inspectors are not expected to solve every standards issue that arises during the inspection. There is no need for an applicant to attempt to cure a “*Not Met Standards*” item during the inspection.

## **D.3. THE POST INSPECTION**

Inspectors are required to send the following information to FSANA:

- Expense reimbursement form and original receipts
- Written inspection report and “List of Concerns”
- The inspector shall make a recommendation on the standards checklist whether the applicant is prepared or not prepared to attend an accreditation hearing.

Inspectors are welcome to attend accreditation hearings when the Flight School Accreditation Commission is conducting hearings.

## **E. THE ACCREDITATION PROCESS**

The inspector is an important piece of the accreditation process. Once the inspection has been completed and the inspection report has been filed, it is up to the Flight School Accreditation Commission—with the support of the FSANA staff—to review and determine if the applicant is ready for the accreditation hearing.

The decision to approve, deny or table an applicant is the responsibility of the Flight School Accreditation Commission. The accreditation inspector’s reports and information will be utilized to determine if the applicant is prepared to attend an accreditation hearing.

## **F. THE VALUE OF THE INSPECTOR**

It is a known fact that accreditation programs that require site visitations are held to a higher standard. Being in the presence of a flight school operator provides real-time knowledge and observation which can not be duplicated in any other form.

It is an honor and prestigious to be selected as an inspector in any professional accreditation program. The Flight School Association of North America appreciates and thanks each volunteer inspector for their service, wisdom and experience.

## **G. INSPECTOR TRAINING**

In order to maintain a high quality accreditation program, inspectors will be required to attend training at least once every two years. Training will be conducted via telephonic-and/or computer-based models. There will also be training opportunities at conferences during the year.

## **H. INSPECTION PROTOCOL**

All flight school accreditation inspections will be conducted on the ground. Inspectors are not to engage in any type of airborne flight activities. The accreditation program is based on the business processes as they relate to the business of flight training.

## **I. INSPECTORS ARE VOLUNTEERS**

Inspectors will serve as volunteers of the Flight School Association of North America; shall not be considered employees or independent contractors of the Flight School Association of North America; and shall not be entitled to any compensation or benefits of any kind from the Flight School Association of North America, other than the reimbursement of qualifying expenses as more fully described above. Inspectors do not have the power or authority to legally bind the Flight School Association of North America.

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