

NOTICE

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

N 8900.325

National Policy

Effective Date:
9/14/15

Cancellation Date:
9/14/16

SUBJ: Remedial Training Guidance and Procedures for Flight Standards Service

1. Purpose of This Notice. This notice provides new guidance for general aviation remedial training (RT) procedures in Federal Aviation Administration (FAA) Order 8900.1, Flight Standards Information Management System (FSIMS). This notice also:

- Provides interim guidance that the FAA Safety Team (FAASTeam) will facilitate RT; and
- Provides special RT provisions for runway incursions.

2. Audience. The primary audience for this notice is certificate-holding district office (CHDO) (including Flight Standards District Office (FSDO) and certificate management office (CMO)) and International Field Office/Unit (IFO/IFU) aviation safety inspectors (ASI) and aviation safety technicians (AST). The secondary audience includes Flight Standards (AFS) branches and divisions in regions and headquarters (HQ).

3. Where You Can Find This Notice. You can find this notice on the MyFAA employee Web site at https://employees.faa.gov/tools_resources/orders_notices. Inspectors can access this notice through the Flight Standards Information Management System (FSIMS) at <http://fsims.avs.faa.gov>. Operators can find this notice on the FAA's Web site at <http://fsims.faa.gov>. This notice is available to the public at http://www.faa.gov/regulations_policies/orders_notices.

4. Effective Date. October 1, 2015.

5. Background. This notice revises and clarifies RT policy to align with the newly-published FAA Compliance Philosophy order and related changes to the current edition of FAA Order 2150.3, FAA Compliance and Enforcement Program, and Order 8900.1, Volume 14, Compliance and Enforcement. Together, these changes enable FAA program offices such as AFS to become policy owners for Compliance Actions below the level of administrative or legal enforcement action. These AFS Compliance Actions can be taken, when appropriate, in a more efficient, effective, and timely manner for actual or apparent violations. RT is one of the available Compliance Action tools.

6. Applicability. This notice supplements the FAA Compliance Philosophy and Notice N 8900.323, Flight Standards Service Compliance Policy. AFS employees are encouraged to use the principles of the Administrator’s statement to reduce risk and/or correct any ongoing noncompliance of Title 14 of the Code of Federal Regulations (14 CFR). AFS personnel must use the guidance in this notice until contrary guidance is corrected in Order 8900.1.

7. Order 8900.1 RT Editorial Updates:

- Specific interim procedures and sample documents that explain how to process an RT action can be found in Appendix A, Interim Guidance: Remedial Training Action Process.
- RT continues to be listed as a compliance tool in revised Order 2150.3, Chapter 5.

8. Runway Incursion RT Special Provisions Interim Guidance. RT guidance is found in Order 8900.1, Volume 7 (to be revised separately), and Volume 14 (being revised concurrently with this notice). The following are the RT runway incursion procedures. The FAAS Team Program Manager (FPM) or Regional FAAS Team point of contact (POC), as appropriate, must take into account the provisions of this section when drafting RT agreements. Further, the FPM or POC will coordinate with their respective Regional Runway Safety Group office to determine if any additional information needs to be included in the RT agreement.

a. Offering RT to Airmen. Due to the special emphasis placed on runway incursions by the FAA, the following additional procedures exist to offer RT to airmen:

(1) The FPM or POC will open their RT Program Tracking and Reporting Subsystem (PTRS) record (Activity Code 1950/3950/5950).

Table 1. Remedial Training PTRS

PTRS Activity Code	National Use	Primary Area	Key Word	Description	Performance Target	LDR 12XXFAFAAST
1950 or 3950 or 5950	(Leave Blank)	K	999	Remedial Training	On Demand	RT0010

Note: RT will be accomplished “On Demand” and in accordance with current or new guidance. Use the above guide when entering RT into PTRS records.

(2) RT programs that result from a runway incursion will include a standardized ground training curriculum called the “Runway Incursion Remedial Training Program (RIRTP),” available at www.FAASafety.gov.

(a) An airman that has caused a runway incursion for the first time will be enrolled in the RIRTP.

(b) If the airman has previously completed the RIRTP, the ASI will determine if repeating the RIRTP will mitigate any future reoccurrences or if litigation should be used.

(c) Additional ground training topics may be included as part of the RIRTP curriculum if warranted by the runway incursion event.

(d) The ground training required by the RIRTP must be given by an authorized flight or ground instructor (preferably a FAAS Team Representative) that is approved by the FPM or POC.

(e) The FPM or POC may include additional flight training requirements as part of the RIRTP if warranted by the particular facts of the runway incursion event.

(f) During the conduct of the RIRTP, the instructor will evaluate the airman's knowledge of the required subject areas and proficiency in the maneuvers and procedures required in the RIRTP.

Note: For the purpose of RT, the airman may accomplish flight training in a flight simulation training device (FSTD) if the FPM or POC finds the use of a FSTD appropriate. The airman must be agreeable to the use of an FSTD in the curriculum.

(3) Additional provisions required for runway incursions classified as Category A or Category B include the following:

(a) Flight training must be included as part of the RT curriculum. This may include, but it is not limited to, taxi procedures, landing procedures, takeoff procedures, and air traffic control (ATC) communications.

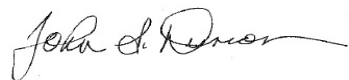
(b) The flight and ground training must be completed by a Designated Pilot Examiner (DPE) or Training Center Evaluator (TCE). The FPM or POC should explain to the DPE or TCE that they will not be performing certification duties during this training; rather, the examiner or evaluator will be providing ground and flight instruction to the airman and determining if the airman has an acceptable level of knowledge and proficiency of only the tasks required by the curriculum. The DPE or TCE is not performing a certification task when offering flight and ground training in an RT program.

b. Completing the RT. The FPM or POC will verify that the airman has successfully met, or failed to meet, the objectives outlined in the RT agreement. Unless otherwise agreed upon by the investigating ASI, these actions must be completed 30 days from the date of the RT contract/agreement.

(1) The FPM or POC will close out their RT PTRS record (Activity Code 1950/3950/5950).

(2) The assigned ASI will close their PTRS record (Activity Code X749).

9. Disposition. This notice will be incorporated into Order 8900.1, Volume 15, Chapter 6, before this notice expires. Direct questions concerning the information in this notice to the General Aviation and Commercial Division (AFS-800) at 202-385-9600.



John S. Duncan

Director, Flight Standards Service

Appendix A. Interim Guidance: Remedial Training Action Process

SECTION 1. BACKGROUND

1. PROGRAM TRACKING AND REPORTING SUBSYSTEM (PTRS) ACTIVITY NUMBER. 1950/3950/5950.

2. OBJECTIVE. The objective of this task is to determine if an airman whose file has been referred to the Federal Aviation Administration (FAA) Safety Team (FAASTeam) Program Manager (FPM)/Regional FAASTeam Point of Contact (POC) by an investigating inspector is eligible for the RT program and if so, then provide an appropriate remedial training (RT) course syllabus and training agreement and oversee the training until it has been completed. If not, see Section 1, subparagraph 4E and Section 2, subparagraph 3H of this appendix.

Note: If a Flight Standards District Office (FSDO) does not have an FPM, the POC will perform the actions listed below for the FPM.

3. GENERAL. The goal of the RT program is to gain future compliance with FAA regulations through training, thereby enhancing safety in the National Airspace System (NAS). The FAA recognizes that some deviations arise from factors such as flawed procedures, simple mistakes, lack of understanding, or diminished skills. The FAA believes that deviations of this nature can most effectively be corrected through root cause analysis and training or education for airmen, as well as appropriate improvements to procedures or training programs for regulated entities, which are documented and verified to ensure effectiveness. However, reluctance in adopting these methods to remediate deviations or instances of repeated deviations might result in enforcement.

A. Purpose. The FAA intends that the RT program accomplish the following:

- (1) Bring an aviation safety incident to the attention of the airman involved;
- (2) Encourage future compliance thereby enhancing safety in the NAS through RT; and
- (3) Document corrective action and provide a source of information for agency use.

B. Definition. The RT program is an FAA Compliance Action that uses education to allow airmen who have committed an inadvertent deviation from regulatory standards to enhance their knowledge and skills.

C. Eligibility. This program applies to unintentional deviations from regulatory standards of Title 14 of the Code of Federal Regulations (14 CFR) committed by airmen. This program applies to individual airman certificate holders not using their certificate in operations that are conducted under 14 CFR parts 121, 125, 129, or 135. For the purposes of this section, an airman refers to any individual certified under 14 CFR parts 61, 63, 65, or 145 (except for part 65 subpart B air traffic control (ATC) tower operators). The inspector investigating the apparent deviation determines an airman's eligibility for the RT program based on an assessment of the specific facts and circumstances and the airman's observable behaviors and record. (Refer to

FAA Order 8900.1, Flight Standards Information Management System (FSIMS), Volume 14, Chapter 1.)

D. Additional Criteria.

- (1) The airman must exhibit a constructive attitude.
- (2) At the completion of the RT course, the airman must demonstrate sufficient knowledge to preclude recurrence of the apparent violation.

E. Procedures. When a safety concern or apparent deviation becomes known to the FAA, the FSDO assigns an inspector who begins an investigation.

- (1) If the investigating inspector believes that the airman is eligible for Compliance Action and RT is an appropriate corrective action, the inspector may proceed with the RT recommendation.
- (2) If the investigating inspector chooses to recommend RT, the inspector should document the eligibility factors and prepare a Compliance Action Remedial Training Offer letter. (See Figure 1, Sample Compliance Action Remedial Training Offer.)

F. Content of the Compliance Action Remedial Training Offer Letter. The Compliance Action Remedial Training Offer letter sent to the airman by the investigating inspector should advise the airman that he or she is eligible to participate in the RT program.

- (1) The Compliance Action Remedial Training Offer letter must inform the airman that to be eligible for the RT program, he or she must cooperate fully and express an interest in actively participating in a prescribed course of RT.
- (2) The Compliance Action Remedial Training Offer letter must also state that the final determination on the airman's eligibility for the RT program is an FAA decision, not subject to appeal, and that the cost of all RT is to be borne by the airman.

G. Referral to the FPM. The investigating inspector will advise the FPM/POC of all facts surrounding the alleged violation and provide the FPM with a copy of appropriate records from the investigation.

- (1) If the airman resides within another FSDO's geographic area of responsibility, the file should be forwarded to the FPM/POC at that FSDO.
- (2) The FPM/POC in the airman's district should schedule an interview with the airman.

H. Initial Meeting. When the airman contacts the investigating inspector and expresses an interest in the RT program, the investigating inspector will notify the supervising FPM/POC. The FPM/POC will then schedule a meeting with the airman.

- (1) Before the mandatory personal meeting with the airman, the FPM/POC will draft an appropriate course of RT with a clearly stated training objective. The FPM/POC will coordinate

the RT syllabus with the appropriate operations, airworthiness, or avionics unit of the FSDO. The syllabus should be included as part of the airman's training agreement with the FPM/POC.

Note: If the RT is the result of a runway incursion, please see paragraph 8 (Runway Incursion RT Special Provisions Interim Guidance) of this notice for special instructions.

(2) The airman must appear in person for the meeting unless circumstances arise that would make an actual meeting impracticable or impose an undue hardship on the airman. Under such circumstances the discussion may take place by telephone.

I. Training Completion Time. RT completion times will vary depending on the requirements of the training syllabus. The FPM should ensure that the training is completed in a timely manner using the following guidelines:

(1) The RT syllabus should normally require no more than 21 days for completion after the airman signs the training agreement.

(2) If the airman requires more than 21 days to complete the training it could indicate the airman's lack of qualification. If this is the case, it would require re-examination under Title 49 of the United State Code (49 U.S.C.) § 44709(a).

(3) The FPM may extend the RT agreement completion date if the extension is necessitated by urgent extenuating circumstances such as illness or injury of the airman, death in the airman's family, illness, continuous poor weather, or prolonged aircraft unavailability. Extensions should be coordinated with the investigating office/inspector.

(4) Unless serious illness or injury of the airman is involved, an extended deadline should not exceed 6 months from the date the apparent violation was known to the FAA.

J. Final Determination of Eligibility. Based on evidence and the airman's cooperation at the meeting, the FPM/POC, with the investigating inspector's input and coordination with management, will confirm that the airman meets all of the eligibility requirements for the RT program.

(1) The FPM/POC must immediately notify the airman if he or she is not eligible, and inform the airman that their file is being returned to the investigating inspector for their follow-up.

(2) If the airman is not eligible, the FPM/POC must document his or her findings during the meeting and return the file to the investigating inspector for completion of any follow-up action.

4. TRAINING FOR ELIGIBLE AIRMEN. The FPM/POC will describe to the eligible airman the proposed course of training, training objectives, and expected completion date.

A. Finalizing the Training Agreement. Before finalizing the RT agreement, the FPM/POC should solicit input from the airman to make the training experience more effective and efficient.

(1) The FPM/POC should carefully explain that while a need for RT has been identified, the Administrator has chosen not to require re-examination under 49 U.S.C. § 44709(a), because sufficient evidence of lack of qualification was not present during the investigation. However, should evidence of a lack of qualification such as the inability to complete the prescribed RT be uncovered, the FAA could still require re-examination.

(2) The FPM/POC should take into account the availability of instructors, flight simulation training devices (FSTD), etc., in the airman's area of operation. The FSDO will provide a list of approved training sources. The FPM should assist the airman in selecting an approved source and will be the final authority as to suitability of the selection.

(3) The FPM/POC should ensure that the meeting does not develop into an informal discussion about the merits of the case.

(4) If at any time the airman elects to contest the matter in litigation, the FPM/POC should advise that the RT agreement would become null and void, the RT process would terminate, and appropriate FAA follow-up action would be taken, which could include legal enforcement action.

(5) When the FPM/POC and the airman reach an agreement on the training, they will both sign and date a letter of agreement outlining the terms and conditions of the RT program.

(6) One condition of participating in the program is the airman's express agreement to waive voluntarily the applicability of the time limitations period in Title 49 of the Code of Federal Regulations (49 CFR) part 821, § 821.33 to any legal enforcement action arising from the conduct for which the RT is imposed. The waiver is documented in the letter of agreement.

B. RT Agreement Criteria. The RT agreement will clearly state the objectives of the training, including the method by which the airman will document completion of the training.

(1) Logbook endorsements by flight instructors and/or completion of training statements endorsed by flight or ground school instructors, pilot examiners, ATC facility representatives, mechanic examiners, mechanics with Inspection Authorization (IA), and maintenance technical schools, as appropriate, are all acceptable as documentation of training.

(2) The FAA prefers the use of 14 CFR parts 141 and 147 approved schools and other training establishments periodically inspected by the FAA because of their high standards for training and recordkeeping.

C. Training Completion. The airman must provide the required evidence that the training was completed and the objectives met by the agreed completion date.

(1) The airman provides the required evidence that training has been completed, including an original record of training, signed by each instructor or authorized official of the training establishment, certifying the areas of training and that the training program has been satisfactorily completed.

(2) For online courses, a computer-generated completion certificate is acceptable.

(3) A discussion with the instructor who provided the training may also be appropriate, in which case a record of that discussion is included.

(4) The FPM/POC will verify the training documents and make copies for the file.

(5) The FPM/POC will notify the investigating inspector that the training has been completed and return the file to the inspector.

D. Letter of Completion. Upon receipt from the FPM/POC of the documents verifying satisfactory completion of the airman's RT, the investigating inspector will document the outcome and close the related Compliance Action PTRS.

E. Failure to Meet Requirements. If the airman fails to meet any requirement of the RT program, the FAA will rescind the airman's privilege of participating in the program. The FAA will resume appropriate legal enforcement action against the airman immediately and notify the airman of this action by certified mail.

F. FPM Activities. There must be a clear division between the enforcement activities conducted by the investigating inspector and the RT activities directed by the FPM/POC. The FPM/POC should not be involved in the actual training or any legal enforcement action process.

SECTION 2. PROCEDURES

1. PREREQUISITES AND COORDINATION REQUIREMENTS.

A. Prerequisites. This task requires knowledge of FAA policies and procedures, qualification as an aviation safety inspector (ASI), and appointment as an FPM/POC.

B. Coordination. This task may require coordination with the FSDO manager, the investigating inspector, POC, other ASIs, another FPM, ATC, and appropriate training facilities and instructors.

2. REFERENCES, FORMS, AND JOB AIDS.

A. References (current editions):

- Pertinent 14 CFR.
- Title 49 U.S.C. § 44709.
- Applicable practical test standards (PTS).
- Applicable advisory circulars (AC).
- FAA Notice N 8900.323, Flight Standards Service Compliance Policy.
- FAA Order 8900.1, Volume 14.
- FAA Order 2150.3, FAA Compliance and Enforcement Program.

B. Forms. None.

C. Job Aids. Sample figures.

3. PROCEDURES.

A. PTRS. Open the PTRS record (Activity Code 1950/3950/5950).

Table 1. Remedial Training PTRS

PTRS Activity Code	National Use	Primary Area	Key Word	Description	Performance Target	LDR 12XXFAFAAST
1950 or 3950 or 5950	(Leave Blank)	K	999	Remedial Training	On Demand	RT0010

Note: RT will be accomplished “On Demand” and in accordance with current or new guidance. FPMs use the above guide when entering RT into PTRS records. Investigating inspectors use the guidance in Order 8900.1, Volume 7 and/or Volume 14, as appropriate for the Compliance Action and any related surveillance activity that led to the discovery of the apparent deviation.

B. Schedule Eligibility Meeting. Upon receipt of a recommendation that an airman be considered as an RT candidate, the FPM/POC will schedule a personal meeting with the airman to confirm that he or she is eligible for the RT program.

C. Preliminary Review. Before the meeting, review the case and causal factors with the investigating inspector.

(1) Consider the inspector’s evaluation of the airman and recommendation on proposed training.

(2) If necessary, coordinate with other ASIs to obtain sufficient information to develop a training syllabus.

(3) Obtain the FSDO manager’s concurrence.

D. Draft a Training Agreement and Syllabus.

(1) Use the objectives listed in the PTS for the certificate held by the airman to develop an appropriate RT syllabus.

(2) Determine the approximate number of hours of technical, ground, and/or flight training required to prevent a recurrence of the same type of violation by the airman.

E. Conduct the Eligibility Meeting. Conduct the meeting at the FSDO, or other mutually agreed location.

F. Evaluate the Airman. Determine if the airman is a good candidate for the RT program. Keep the tone of the interview friendly and positive.

- (1) State the purpose of the meeting and briefly define the apparent deviation that took place.
- (2) Do not discuss the merits of the case.
- (3) Describe the RT program and present an outline of the proposed training syllabus with the required completion standards.
- (4) Observe the airman's response to the proposed training.
- (5) Ascertain how the airman completed his or her last flight review and what type of recurrent training, if any, the airman normally accomplishes.
- (6) Discuss with the airman the proposed training syllabus and invite him or her to comment or to expand on the recommended training.
- (7) Inform the airman of the deadline and the consequences of his or her failure to complete the training within the allotted time. Explain the airman's right under the Pilot's Bill of Rights (PBR).
- (8) Discuss with the airman the various options for obtaining the required training.

G. Positive Response. If the airman responds in a positive way by actively participating in the development of an appropriate training program and displays a responsible, cooperative attitude, finalize the terms of an acceptable training agreement and syllabus.

- (1) When the FPM/POC and the airman reach an agreement on the content of the RT agreement and training syllabus, sign and date the agreement and direct the airman to sign and date the agreement.
- (2) Document the meeting by placing a signed and dated copy of the training agreement and syllabus in the case file.
- (3) When the airman sends documentation that the required training has been completed, verify that the documents are in accordance with the training agreement and notify the investigating inspector of the completion.
- (4) Return the case file to the investigating inspector.

H. Negative Response. If the airman displays an untenable attitude or moves the meeting into a conflict situation, terminate the meeting immediately.

- (1) Advise the airman that he or she will not be accepted for RT and that you will be transferring the follow-up responsibility back to the investigating inspector for determination of appropriate FAA action(s).
- (2) Document the findings and return the airman's file to the investigating inspector for further action.

I. Airman Failure to Complete RT. If the airman fails to meet any requirement of the RT syllabus or training agreement, notify the investigating inspector and return the case file.

J. PTRS. Close PTRS file.

4. TASK OUTCOMES. This task results in the evaluation of an airman to confirm eligibility for the RT program. It includes the provision of an appropriate training agreement and RT syllabus and the supervision of the required training if the airman is eligible, or the return of the case file to the investigating inspector if the airman is not eligible for or fails to complete the RT program.

5. FUTURE ACTIVITIES. Future activities may include updating the FSDO list of approved training sources and coordination with ATC facilities.

6. SAMPLE RT DOCUMENTS. Sample RT documents are provided below.

Figure 1. Sample Compliance Action Remedial Training Offer

[DATE]
[NAME]
[ADDRESS]
[CITY, STATE ZIP]

Subject: Remedial Training Offer

[Title] [Name]

Personnel of this office are investigating an apparent deviation that involved [insert brief description]. In reviewing your apparent deviation, we have given consideration to all available facts and concluded that you are eligible to participate in the FAA remedial training (RT) program. This letter is to formally offer you RT. If you agree and would like to participate in RT in place of other FAA actions, you will need to sign the response below and return this letter within 10 days indicating your desire to participate or decline to participate in this program. The final determination on your eligibility for the RT program is an FAA decision, not subject to appeal.

To successfully complete this RT course, you must comply with the following terms:

1. You must obtain the required training from a source approved by the local Flight Standards District Office (FSDO)/FAA Safety Team (FAASTeam) Program Manager (FPM)/Regional FAASTeam Point of Contact (POC). Guidance in selecting an approved source of training will be provided.
2. Once RT begins, you must make periodic progress reports to the FPM/POC.
3. You must complete all elements of the RT syllabus and meet the completion standards within 30 days of signing the training agreement. The training agreement and any additional requirements will be coordinated in an upcoming meeting with the FPM/POC if you accept this offer.
4. All expenses incurred for the prescribed training will be borne by you. When the assigned RT has been completed, we will consider this matter closed.

Should you have any further question please feel free to contact me.

Sincerely,

Aviation Safety Inspector
[FSDO Office address and contact information]

I [] accept the offer for me to participate in remedial training.

I [] decline the offer for me to participate in remedial training.

Date:

Signature:

Figure 2. Accepted Format for Remedial Training Agreement

- I. A training agreement must contain the following elements at a minimum:
 - A. The proposed/required source(s) of training.
 - B. A clearly stated training objective(s).
 - C. A firm completion date (no more than 30 days).
 - 1. Extensions may be approved with coordination between the Federal Aviation Administration (FAA) Safety Team (FAASTeam) Program Manager (FPM)/point of contact (POC) and aviation safety inspector (ASI).
 - 2. Extensions should not exceed 6 months from date of apparent deviation.
 - D. A waiver of right regarding the stale complaint rule.
 - E. A clear training syllabus that can be easily followed by the Training Provider that includes:
 - 1. A clear syllabus objective.
 - 2. A definitive syllabus content and scope (e.g., flight, ground, and/or technical training, as appropriate).
 - 3. Minimum training completion standards (e.g., FAA Practical Test Standards (PTS)).
 - F. Documents that will prove acceptable verification of completion of training requirements.
 - G. A statement regarding the airman's responsibility in the burden of costs.
 - H. Provide a copy of the Pilot's Bill of Rights (PBR) Notification (Figure 12).
- II. Training must be accomplished by a source and/or facility acceptable to the assigned FPM or Regional FAASTeam POC. The FAA does not conduct any training, except a specific FAASTeam sponsored Aviation Safety Meeting may be appropriate as part of a remedial training (RT) program. Other examples of acceptable sources are listed below:
 - A. Applicable courses on www.FAASafety.gov.
 - B. Available online training from another respected source.
 - C. Title 14 of the Code of Federal Regulations (14 CFR) part 141 approved schools or other flight schools with adequate facilities.
 - D. Title 14 CFR part 147 approved schools or other Maintenance Technician schools with adequate facilities.
 - E. Available local training from an FAA-certificated airman actively engaged in testing or training (e.g., Designated Pilot Examiner (DPE), certificated flight instructor (CFI), Designated Mechanic Examiner (DME), Airframe and Powerplant (A&P)/Inspection Authorization (IA), etc.).
 - F. Numerous volunteer FAASTeam representatives who poses specialized knowledge of the training objectives.
 - G. Other persons of specialized skill related to the training objectives who are otherwise experienced training providers.
 - H. An appropriate air traffic control (ATC) facility (in cases involving runway safety and airspace management).
 - I. A designated medical examiner.

Figure 2. Accepted Format for Remedial Training Agreement (Continued)

- J. Civil Aerospace Medical Institute (CAMI) presentations in Oklahoma City and at aviation events nationwide.
 - K. Military resources (e.g., physiological training centers).
 - L. Other training resources as appropriate (e.g., Crew Resource Management (CRM) training provided by contractors).
 - M. Technical training conducted by a manufacturer, maintenance organization, or employer.
- III. The airman and/or the Training Provider must provide periodic progress reports to the assigned FPM/POC to ensure that all elements of the RT agreement will be accomplished within the prescribed time limit. The FPM/POC should reach an agreement with the airman as to the form, manner, and frequency of these reports (e.g., weekly “how goes-it” calls from the airman’s Training Provider).

Note: Reports indicating negative progress must be sent to the investigating ASI, in writing as soon as practical.

- IV. The Training Provider must provide written documentation indicating the airman’s satisfactory completion of the RT curriculum to the airman who will in turn provide the documentation to the FPM/POC. This documentation will be in the form of a written endorsement from the person or persons conducting the RT and records of progress or phase checks, etc. The endorsements will indicate each element of the training for which instruction was given and the level of proficiency achieved. The endorsements will include the Training Provider’s name, authorizing signature, certificate number (as appropriate), date, and scope and duration of training provided to include the number of hours accomplished (as applicable). An example of this documentation that can be modified as needed and used by the FPM/POC and RT provider is found in Figure 3.
- V. The RT curriculum must be part of the training agreement and contain the following:
- A. Pilot Proficiency Program (WINGS)/Aviation Maintenance Technician (AMT) accredited seminars, online courses found on FAASafety.gov, as appropriate, shall be utilized to fulfill training requirements. Such information can be found under “Activities, Courses, Seminars, & Webinars.”
 - 1. “Course Catalog” includes a variety of online training courses (free or pay for use).
 - 2. “Find Seminars” provides a search tool for local safety events.
 - 3. “Find Activities” provides a search tool for flight and ground training/activities.
 - 4. Airmen will be required to be registered on FAASafety.gov as a user.

Figure 2. Accepted Format for Remedial Training Agreement (Continued)

- B. The required duration of training (hours, days, tasks, etc.):
1. Ground school training for pilots should require no less than 3 hours and no more than 10 hours of instruction.
 2. Flight training should require no less than 3 hours and no more than 8 hours of instruction and should address the nature of the noncompliance. (Approved flight simulation training devices (FSTD) can be used in lieu of aircraft flight training when appropriate.)
 3. Mechanic/repairman RT for administrative (paperwork) noncompliance should require no less than 4 hours and no more than 8 hours of instruction.
 4. Mechanic/repairman RT for technical noncompliance should require no less than 8 hours and no more than 40 hours of instruction.
- C. An explanation that the need for additional training due to unsatisfactory performance during RT that is beyond that which was initially required or if the objectives of the RT agreement cannot be successfully reached, the airman may be referred back to the investigating ASI to be withdrawn from the RT Program and be considered for re-examination as required by Title 49 of the United States Code (49 U.S.C.) § 44709(a).
- VI. The RT agreement must also contain a statement that the airman understands that all costs related to the RT are borne by the airman.
- VII. The RT agreement must also define a firm completion date (no more than 30 days) to satisfactorily complete the requirements of the agreement.
- VIII. The RT agreement must also include the following statement:

I agree to comply with the terms and conditions specified in this letter. I understand that failure to complete any element of this agreement within the prescribed period of time may result in my removal from the corrective action through remedial training program and may result in appropriate administrative or legal enforcement action.

Figure 3. Sample Remedial Training Agreement Letter

[DATE]

[NAME]

[ADDRESS]

[CITY, STATE ZIP]

Subject: Remedial Training Agreement

[Title] [Name]

This Remedial Training (RT) Agreement and curriculum was created by [FPM/POC name], FAA Safety Team (FAASafety) Program Manager (FPM) or FAASafety Point of Contact (POC), on the basis of a referral received from Inspector [Investigating aviation safety inspector's (ASI) name], allowing you (aforementioned airman) to participate in the RT program. Accordingly, your signature on this agreement signifies your concurrence to complete the prescribed course of RT (enclosure) within the assigned period of time. To complete this RT program successfully, you must comply with the following:

1. You must obtain the required training from designated/approved source(s). The source(s) is approved/designated by the FPM/POC assigned to your RT corrective action.
2. All expenses/costs incurred by or as a result of the prescribed training must be borne by you.
3. Once training begins, you are required to make periodic progress reports to the FPM/POC assigned to your RT program.
4. You are required to complete all elements of the RT curriculum and meet acceptable completion standards no later than [Date RT to be completed by].
5. You are required to provide the FPM/POC with written documentation indicating satisfactory completion of the prescribed RT. You must provide the original (or certified copy) of a written certification issued by the RT Provider(s). The written certification must describe each element of the curriculum for which instruction was given and the level of proficiency you have achieved.

Any endorsements will include the Training Provider's name, authorizing signature, certificate number (as appropriate), date, scope and duration of training provided to include the number of hours accomplished (as applicable). A certificate of satisfactory completion will suffice for prescribed Web-based (online course) training (e.g., www.FAASafety.gov, Pilot Proficiency Program (WINGS), Aviation Maintenance Technician (AMT), Aircraft Owners and Pilots Association–Air Safety Foundation (AOPA-ASF), etc.).

If the objectives of this RT agreement cannot be successfully reached, you may be referred back to Inspector [Investigating ASI's name] to be withdrawn from the RT Program.

Figure 3. Sample Remedial Training Agreement Letter (Continued)

I, [Insert Airman’s Name], agree to comply with the terms and conditions specified in this RT agreement. I understand that failure to complete any element of this agreement within the prescribed period of time may result in my removal from the RT program and may result in other FAA Compliance Action, administrative or legal enforcement action.

_____	_____	_____
Airman Signature	Certificate Number	Date
_____	XXX-XXX	_____
[Insert FPM/POC Name]	Routing Number	Date

FAASTeam Program Manager

Regional FAASTeam Point of Contact

Enclosure: Remedial Training Curriculum

Figure 3. Sample Remedial Training Agreement Letter (Continued)**Sample Remedial Training Curriculum Enclosure****REMEDIAL TRAINING CURRICULUM – Sample 1 (see Appendix B for more samples)**

Objective: To improve the airman’s knowledge and pilot proficiency in flight planning with emphasis on fuel management, cross-country flight planning, the use of navigation charts, and the use of the GNS 430 for cross-country navigation.

Content:

A. A minimum of 4 hours of ground instruction on the following subjects:

1. FAASafety.gov Learning Center Course, “The Art of Aeronautical Decision Making” by AFS-800 (online course). (1.0 hours)
2. Cross-country flight planning with emphasis on Cirrus SR-22 performance/fuel consumption charts. (1.5 hours)
3. Programming and use of the GNS 430 for visual flight rules (VFR) cross-country operations. (1.0 hours)
4. Cirrus SR-22 emergency procedures – engine failure/loss of power. (0.5 hours)

B. A minimum of 4 hours of flight instruction to include:

1. Flight Task Activity Number A100125-09 (Airplane Single-Engine Land (ASEL)-Navigation) found in the Pilot Proficiency Program (WINGS) on FAASafety.gov. Activity to be demonstrated using appropriate navigation charts and the GNS 430 when applicable.
2. Demonstrate proficiency utilizing the GNS 430 during flight to include in-flight changes and the ability to find the nearest airports.
3. Cirrus SR-22 emergency procedures – engine failure/loss of power.

Completion Standards: The training will have been successfully completed when the assigned remedial training (RT) provider, by oral testing and practical demonstration, certifies that the airman has completed instruction in the above mentioned tasks in accordance with the RT curriculum. When applicable, the above mentioned tasks will be completed to the level of proficiency stated in the Private Pilot Practical Test Standards (PTS) (the current edition of FAA-S-8081-14) [insert applicable FAA PTS reference]. Documentation must be provided to the FAA Safety Team (FAASTeam) Program Manager (FPM) as stated in the RT agreement.

I agree to comply with the terms and conditions specified in this letter. I understand that failure to complete any element of this agreement within the prescribed period of time may result in my removal from the RT program and may result in other FAA Compliance Action, administrative or legal enforcement action. If legal enforcement action is taken, I waive my right under section 821.33 of the National Transportation Safety Board’s (NTSB) Rules of Practice (Title 49 of the Code of Federal Regulations (49 CFR) part 821, § 821.33), to move to dismiss the FAA’s complaint as stale.

[Insert name]

Date: [Insert date]

Figure 4. Notification of Successful Remedial Training Completion



Federal Aviation
Administration

MEMORANDUM

Date: October 1, 2015

To: [Insert Name], Aviation Safety Inspector, [Insert FSDO Routing Symbol]

From: [Insert Name], FAASTeam Program Manager (FPM), Regional FAASTeam Point of Contact (POC) [Insert Phone]

Through: [Insert Name], FSDO Manager, [Insert FSDO Routing Symbol], [Insert Phone]

Subject: Remedial Training – [Insert Airman’s Name]

Notification of Successful Remedial Training Completion

This Memorandum serves as notification that Airman [Insert Airman’s Name], referred by you to the FAASTeam on [Insert Date of RT Referral], successfully completed all of the minimum requirements of the Remedial Training Agreement on [Insert Date of RT Completion].

I have reviewed the airman’s Remedial Training progress and I am satisfied that all of the training objectives requested in your referral have been satisfied. Additionally, I have concurrence of completion from the Remedial Training Provider.

If you concur, I will return all pertinent original documentation to you as the Referring/Investigating ASI.

Please refer to Program Tracking and Reporting Subsystem ID# [Insert PTRS ID#] for pertinent details regarding the FAASTeam response to your referral.

This memorandum concludes the FAASTeam action herein.

Figure 5. Notification of Failure of Remedial Training Completion

Federal Aviation
Administration

MEMORANDUM

Date: October 1, 2015

To: [Insert Name], Aviation Safety Inspector, [Insert FSDO Routing Symbol]

From: [Insert Name], FAAS Team Program Manager (FPM), Regional FAAS Team Point of Contact (POC) [Insert Phone]

Through: [Insert Name], FSDO Manager, [Insert FSDO Routing Symbol], [Insert Phone]

Subject: Remedial Training – [Insert Airman's Name]

Notification of Failure of Remedial Training Completion

This Memorandum serves as notification that Airman [Insert Airman's Name], referred by you to the FAAS Team on [Insert Date of RT Referral], has failed to successfully complete the minimum requirements of the Remedial Training Agreement.

I have reviewed the airman's Remedial Training progress and discussed any shortcomings with the selected Remedial Training Provider(s) and the airman. Because the airman has failed to meet the expectations of the Agreement within the allotted timeframe, Remedial Training has failed to achieve the desired results in this instance.

If you concur, I will return all pertinent original documentation to you as the Referring/Investigating ASI. Please refer to Program Tracking and Reporting Subsystem ID# [Insert PTRS ID#] for pertinent details regarding the FAAS Team response to your referral.

This memorandum concludes the FAAS Team action herein.

Figure 6. Notification of Voluntary Airman Withdrawal



Federal Aviation
Administration

MEMORANDUM

Date: October 1, 2015

To: [Insert Name], Aviation Safety Inspector, [Insert FSDO Routing Symbol]

From: [Insert Name], FAASTeam Program Manager (FPM), Regional FAASTeam Point of Contact (POC) [Insert Phone]

Through: [Insert Name], FSDO Manager, [Insert FSDO Routing Symbol], [Insert Phone]

Subject: Remedial Training – [Insert Airman’s Name]

Notification of Voluntary Airman Withdrawal

On [Insert Effective Date], Airman [Insert Airman’s Name] voluntarily withdrew from the Remedial Training Program. You had referred this airman to the FAASTeam on [Insert Date of RT Referral].

The airman has stated his/her reason(s) for withdrawal is/are [State Reason(s) for Withdrawal].

I am returning all pertinent original documentation to you as the Referring/Investigating ASI. Please refer to Program Tracking and Reporting Subsystem ID# [Insert PTRS ID#] for pertinent details regarding the FAASTeam response to your referral.

This memorandum concludes the FAASTeam action herein.

Figure 7. Notification of Recommended Airman Withdrawal

Federal Aviation Administration

MEMORANDUM

Date: October 1, 2015

To: [Insert Name], Aviation Safety Inspector, [Insert FSDO Routing Symbol]

From: [Insert Name], FAAS Team Program Manager (FPM), Regional FAAS Team Point of Contact (POC) [Insert Phone]

Through: [Insert Name], FSDO Manager, [Insert FSDO Routing Symbol], [Insert Phone]

Subject: Remedial Training – [Insert Airman's Name]

Notification of Recommended Airman Withdrawal

This Memorandum serves as recommendation that the Remedial Training offer made to Airman [Insert Airman's Name], referred by you to the FAAS Team on [Insert Date of RT Referral], be withdrawn.

I have reviewed the airman's Remedial Training progress and discussed any shortcomings with the selected Remedial Training Provider(s) and the airman. Because the airman has failed to meet Remedial Training expectations, it is my recommendation that you withdraw airman's Remedial Training Referral and proceed with appropriate followup action as applicable.

The specific reason(s) for this recommendation is/are [State Reason(s) for Recommendation].

If you concur, I will return all pertinent original documentation to you as the Referring/Investigating ASI. Please refer to Program Tracking and Reporting Subsystem ID# [Insert PTRS ID#] for pertinent details regarding the FAAS Team response to your referral.

This memorandum concludes the FAAS Team action herein.

Figure 8. Sample Remedial Training Completion Certification from Remedial Training Provider

TO: Jane L. Smith
FAASTeam Program Manager (or Regional FAASTeam Point of Contact)
Blythe Flight Standards District Office
2600 Cactus Blvd.
Blythe, CA 92225

FROM: _____
Remedial Training Provider’s Name (print)

Address

City State ZIP

This is to certify that Mr. John D. Doe has satisfactorily completed the following tasks from the remedial training (RT) program curriculum dated [RT agreement signed date] (online courses not shown). I have given Mr. Doe training on these tasks from the prescribed RT curriculum and the level of proficiency achieved by Mr. Doe is described below. Proficiency level was determined by practical demonstration and oral testing.

Objective: To improve the airman’s knowledge and pilot proficiency in flight planning with emphasis on fuel management, cross-country flight planning, the use of navigation charts and the use of the Garmin GNS 430 for cross-country navigation.

Content:

A. Four hours of ground instruction on the following subjects:

1. Cross-country flight planning with emphasis on Cirrus SR-22 performance/fuel consumption charts. (hours, e.g., 1.2)
2. Programming and use of the GNS 430 for visual flight rules (VFR) cross-country operations. (hours)
3. Cirrus SR-22 emergency procedures – engine failure/loss of power. (hours)

B. Four hours of flight instruction consisting of the following tasks:

1. Flight Task Activity Number A100125-09 (Airplane Single-Engine Land (ASEL)-Navigation) found in the Pilot Proficiency Program (WINGS) on FAASafety.gov. Activity to be demonstrated using appropriate navigation charts and the GNS 430 when applicable (Activity No. A100125-09 validated in WINGS). (hours)
2. Demonstrate proficiency utilizing the GNS 430 during flight to include in-flight changes and the ability to find the nearest airports. (hours)
3. Cirrus SR-22 emergency procedures – engine failure/loss of power. (hours)

Figure 8. Sample Remedial Training Completion Certification from Remedial Training Provider (Continued)

Level of Proficiency Achieved: The above tasks were completed to the level of proficiency stated in the applicable Practical Test Standards (PTS) (FAA-S-8081-[insert standard used]). Scope and comments are attached.

Signature: _____

Applicable Certificate No.: _____ Expires: _____

Date signed: _____

Figure 9. Sample Letter of Completion Flight Operations

[Insert date]

[Insert name]

[Insert address]

Dear [Insert name]:

This letter is in regard to [enter brief description]. As a result of our discussion with you on [insert date], you agreed to complete a program of remedial training (RT) as an appropriate corrective action. You have submitted evidence showing satisfactory completion of 6 hours of ground instruction and 3 hours of flight instruction in the subjects and procedures specified in your training agreement.

Based on your satisfactory completion of the RT program, enforcement action will not be pursued. In place of such action, we are issuing this Letter of Completion. This letter constitutes neither an admission nor an adjudication of a violation.

We appreciate your cooperation in this matter and expect your full compliance with the regulations in the future.

Sincerely,

[Insert name] Aviation Safety Inspector

Figure 10. Sample Letter of Rescission – Flight Operations

[Insert date]

[Insert name]

[Insert address]

Dear [Insert name]:

This is to inform you that we find you have not complied with the remedial training (RT) agreement executed on [insert date], requiring that you complete specified RT. Specifically, your supervising flight instructor, [insert name], advised us that you have not begun the flight instruction in navigation procedures you agreed to have completed by [insert name]. Further, you were scheduled to participate in [insert description of other items if necessary] but you did not attend or advise us of any rescheduling of the training elements per the terms of the RT agreement.

In view of your failure to complete the terms of the RT agreement, we have terminated your participation in the RT program effective this date. We have referred your file back to the [insert Flight Standards District Office (FSDO)] for their follow-up.

Sincerely,

[Insert name]

FAASTeam Program Manager/Regional FAASTeam Point of Contact

Figure 11. Privacy Act Notice**PRIVACY ACT NOTICE**

This Notice is provided in accordance with Section (e)(3) of the Privacy Act, 5 U.S.C. Section 552a(e)(3), and concerns the information requested in the letter or form with which this Notice is enclosed.

A. Authority: This information is solicited pursuant to 49 U.S.C. § 40113(a) and the regulations issued under that statutory provision codified in 14 C.F.R. part 13. Submission of information is voluntary.

B. Principal Purposes:

1. The request for information is intended to provide you with an opportunity to participate in the investigation.

2. The requested information will be used to help determine whether or not there has been a violation of the Federal Aviation Regulations, and if so, what, if any, enforcement action should be taken.

C. Routine uses: Records from this system of records may be disclosed in accordance with the following routine uses that appear in the System of Records No. DOT/FAA 847, General Air Transportation Records on Individuals, DOT/FAA:

1. To provide basic airman certificate and qualification information to the public upon request.

2. To disclose information to the National Transportation Safety Board (NTSB) in connection with its investigation responsibilities.

3. To provide information about airmen to Federal, state, and local law enforcement agencies when engaged in the investigation and apprehension of drug law violators.

4. To provide information about enforcement actions arising out of violations of the Federal Aviation Regulations to government agencies, the aviation industry, and the public upon request.

5. To disclose information to another Federal agency, or to a court or an administrative tribunal, when the Government or one of its agencies is a party to a judicial proceeding before the court or involved in administrative proceedings before the tribunal.

D. Effect of failure to respond: The FAA cannot impose any penalties upon you if you fail to respond to this letter of investigation. If you fail to supply the requested information, however, the FAA will make determinations about possible enforcement action for this matter without the benefit of your comments on this matter.

Figure 12. Pilot's Bill of Rights Notification

[Date]

Dear [Insert name]:

In accordance with the Pilot's Bill of Rights (PBR), we are informing you that:

- (1) You are the subject of an investigation of an apparent deviation that involved [insert brief description], resulting in a Remedial Training (RT) agreement.
- (2) Any response to an inquiry by a representative of the FAA Administrator by you in connection with this investigation may be used as evidence against you.
- (3) If this investigation results in a subsequent legal enforcement action against your airman certificate, rating, or inspection authorization, the releasable portions of the Administrator's investigative report will be made available to you upon your written request addressed to the FAA's legal counsel handling the enforcement action.
- (4) If applicable, you are entitled to access or otherwise obtain air traffic data that would facilitate your ability to productively participate in a proceeding relating to this investigation. Contact the Investigating Aviation Safety Inspector (ASI) to request any air traffic data related to your apparent deviation.

Because air traffic data is routinely destroyed or disposed of in the normal course of business, time is of the essence.

Appendix B. Remedial Training Curriculum Samples**REMEDIAL TRAINING CURRICULUM – MAINTENANCE TECHNICIAN (Sample)**

Objective: To improve the airman’s knowledge and Aircraft Maintenance proficiency in recordkeeping requirements with emphasis on the consequences in failure to follow procedures and addressing Airworthiness Directives (AD).

Content:

A. A minimum of 4 hours of education on the following subjects:

1. FAA Safety.gov Course, “Failure to Follow Procedures – INSPECTIONS,” by the FAA Safety Team (FAASTeam)/Achieve (online course) and complete the end of course exam (corrected to 100%). (2 hours)
2. Attend the upcoming FAASTeam Safety Seminar, “Decoding Airworthiness Directives (AD),” being conducted [state location, date, and time]. (2 hours)

B. A minimum of 4 hours of individual instruction with the appointed training provider to include:

1. Tasks detailed in the Aviation Mechanic General, Practical Test Standards (PTS), FAA-S-8081-26, Section I, Maintenance Forms and Records, Objective 2 to the demonstration of Skill (practical) to the Level 3 Performance Standard. (2 hours)
2. Tasks detailed in the Aviation Mechanic General, Practical Test Standards (PTS), FAA-S-8081-26, Section I, Maintenance Forms and Records, Objective 3(c) and 3(e) to the demonstration of Skill (practical) to the Level 3 Performance Standard. (2 hours)

Completion Standards: The training will have been successfully completed when the assigned remedial training (RT) provider, by oral testing and practical demonstration, certifies that the airman has completed instruction in the above mentioned tasks in accordance with the RT curriculum. Documentation must be provided to the FAASTeam Program Manager (FPM)/point of contact (POC) as stated in the RT agreement.

Completion Date: [insert date]

Failure to complete any element of this agreement within the prescribed period of time will result in your removal from the RT program and commencement of other appropriate FAA compliance or enforcement action.

[Insert name]

Date: [insert date]

FAASTeam Program Manager/Regional FAASTeam Point of Contact

I agree to comply with the terms and conditions specified in this letter. I understand that failure to complete any element of this agreement within the prescribed period of time may result in my removal from the RT program and may result in other FAA Compliance Action, administrative or legal enforcement action.

[Insert name]

Date: [insert date]

REMEDIAL TRAINING CURRICULUM – FLIGHT OPERATIONS (Sample)

Syllabus Objective: To improve the airman’s knowledge and proficiency in visual flight rules (VFR) radio navigation, cross-country flying, and operating procedures in terminal control areas (TCA).

Syllabus Content:

- (1) A minimum of 6 hours of ground instruction on the following subjects:
 - (a) Reading aeronautical charts.
 - (b) Operation of navigation equipment (both Global Positioning System (GPS) and Very high frequency Omnidirectional Range (VOR)).
 - (c) Limitations of navigation equipment (both GPS and VOR).
 - (d) Cross-country navigation using pilotage and radio navigation (both GPS and VOR).
 - (e) Air traffic control (ATC) procedures for operating in TCAs under VFR.
- (2) At least one visit to the Metropolis TCA radar facility to participate in “Operation Rain Check.” Travel time, to and from the Metropolis Airport, cannot be credited toward the 6-hour ground instruction requirement.
- (3) Three hours of flight instruction in the following procedures:
 - (a) Operation of navigation equipment (both GPS and VOR).
 - (b) Cross-country navigation using pilotage and radio navigation (both GPS and VOR).
 - (c) VFR operating procedures in TCAs.

Completion Standards: The training will have been successfully completed when, by oral testing and practical demonstration, the airman demonstrates proficiency in the above subjects and procedures in accordance with the applicable practical test standards (PTS) to the supervising instructor.

Completion Date: [insert date]

Failure to complete any element of this agreement within the prescribed period of time will result in your removal from the remedial training (RT) program and commencement of other appropriate Federal Aviation Administration (FAA) compliance or enforcement action.

[Insert name] Date: [insert date]
FAASTeam Program Manager/Regional FAASTeam Point of Contact

I agree to comply with the terms and conditions specified in this letter. I understand that failure to complete any element of this agreement within the prescribed period of time may result in my removal from the RT program and may result in other FAA Compliance Action, administrative or legal enforcement action.

[Insert name] Date: [insert date]