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TP 14984E
(04/2010)



Transport Canada Civil Aviation **Service Standards Activities (With And Without Charges)**

First Edition

Canada

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ISBN: 978-0-660-19953-5

Catalogue No.: T52-4/35-2010E-PDF

TP 14984E
TC-1003616



RDIMS No. 4787268

TABLE OF CONTENTS

TABLE OF CONTENTS

INTRODUCTION	v
SECTION A—SERVICES WITH APPLICABLE CHARGES	1
Schedule I—General	1
Schedule II—Aircraft Registration	2
Schedule III—Aircraft Leasing	4
Schedule IV—Personnel Licensing and Training	5
Schedule V—Aeronautical Product Approvals	10
Schedule VI—Maintenance and Manufacturing	19
Schedule VII—Air Operations	25
Special Flight Operations	25
Commercial Air Services	26
SECTION B—SERVICES WITHOUT CHARGES	31
Civil Aviation Medicine	31
General Aviation	33
Aircraft Registration	34
Flight Training Unit	34
Personnel Licensing	34
Foreign Inspection	35
National Operations	36
APPENDIX A—SERVICE STANDARDS FOR AERONAUTICAL PRODUCT APPROVALS	37

The [Civil Aviation Service Charter](#) reaffirms Transport Canada Civil Aviation's (TCCA) commitment to setting high standards of service and inviting stakeholder feedback for the continuous improvement of Civil Aviation service delivery. As part of that commitment, TCCA has developed this comprehensive reference tool for its activities with service standards.

The first section of this document reflects the activities with corresponding service standards related to Part 1, Subpart 4 of the *Canadian Aviation Regulations* (CARs) (where charges are applicable). The second section includes service standards for operational activities without charges.

This document focuses on:

- the services available, with associated charges when applicable;
- the description of the services and their characteristics;
- the service standard with its performance objectives (key measurements);

This document also indicates the service standards for timeliness (normal Days and maximum Days) for each activity. These refer to working Days, and not calendar Days. It should be noted that the day count does not include the time before the receipt of documents, fees, forms and/or applications that TCCA requires to provide the service. This is further discussed in Appendix A, section 2.3.

The development of the service standards responds to the needs of those being served. Comments, suggestions and concerns may be shared through the Civil Aviation Issues Reporting System (CAIRS) at the following address: www.tc.gc.ca/cairs.

For additional information on service standards activities, you may also refer to the [Civil Aviation Service Standards Web site](#).

Martin J. Eley
Director General
Civil Aviation

SECTION A—SERVICES WITH APPLICABLE CHARGES

SECTION A—SERVICES WITH APPLICABLE CHARGES

Schedule I—General

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
1	Issuance of a ministerial exemption under subsection 5.9(2) of the <i>Aeronautics Act</i> .	\$475	Upon receipt of a complete and accurate submission of all relevant documentation in accordance with Civil Aviation Directive (CAD) 1, Transport Canada Civil Aviation (TCCA) will examine and evaluate the request. An exemption will be issued when all conditions are met.	Requests are submitted to the applicable regional office or Headquarters.	30	90
2	Replacement of a mutilated, lost or destroyed Canadian aviation document.	\$35	Upon receipt of a request to replace a Canadian aviation document* that was mutilated, lost or destroyed, TCCA will re-issue the document. <i>*"Canadian aviation document" means, subject to subsection (3), any licence, permit, accreditation, certificate or other document issued by the Minister under Part I to or with respect to any person or in respect of any aeronautical product, aerodrome, facility or service."</i> <i>Aeronautics Act (R.S., 1985, c. A-2)</i>	Requests are submitted to the applicable regional office or Headquarters.	5	10
3	Issuance, in response to a request by industry, of an evaluation or authorization of industry training products.	\$690	Deletion pending Canadian Aviation Regulation Advisory Council (CARAC) review and agreement.			
4	Provision of a response to a request by the public for aircraft history.	\$55	The information is available on the Civil Aviation Web site at www.tc.gc.ca/aviation/activepages/ccarcs/index.htm . Deletion pending CARAC review and agreement.			

SECTION A—SERVICES WITH APPLICABLE CHARGES

SECTION A—SERVICES WITH APPLICABLE CHARGES

Schedule II—Aircraft Registration

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
1	Reservation of a registration mark.	\$45	Upon receipt of a request for reservation of a registration mark, Transport Canada Civil Aviation (TCCA) will determine the eligibility of the aircraft for Canadian registration, reserve the next available mark and provide written confirmation to the client.	Requests are submitted to the applicable regional office.	1	10
2	Issuance or reservation of a special registration mark.	\$140	Upon receipt of a request for reservation of a registration mark, TCCA will determine the eligibility of the aircraft for Canadian registration, reserve the special mark and provide written confirmation to the client.	Requests are submitted to the applicable regional office.	1	10
3	Issuance of a certificate of registration, in respect of:					
(a)	a provisional or temporary registration.	\$65	Upon receipt of a request for a provisional or temporary certificate of registration (to permit an aircraft to be imported into Canada or operated for the purpose of transporting it from one location in Canada to another), TCCA will review the application and supporting documentation. Once conditions are met, the certificate will be issued.	Requests are submitted to the applicable regional office.	7	60

SECTION A—SERVICES WITH APPLICABLE CHARGES

SECTION A—SERVICES WITH APPLICABLE CHARGES

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
(b)	a continuing registration.	\$110	Upon receipt of a request for a provisional continuing certificate of registration, (permit an aircraft to be imported into Canada or operated for the purpose of transporting it from one location in Canada to another) TCCA will review the application and supporting documentation. Once conditions are met, the certificate will be issued.		7	60
(c)	an amendment to a certificate, other than a change of address.	\$65	Upon receipt of changed information—other than a change of address—on a certificate of registration, TCCA will review the application. Once conditions are met, the certificate will be reissued and a request will be made to return the existing document.	Requests are submitted to the applicable regional office.	7	60

SECTION A—SERVICES WITH APPLICABLE CHARGES

SECTION A—SERVICES WITH APPLICABLE CHARGES

Schedule III—Aircraft Leasing

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
1	Issuance of an authorization permitting the operation of an aircraft as part of a leasing operation, to:					
(a)	a Canadian air operator that leases a Canadian commercial aircraft from another <i>Canadian air operator</i> [CAR 203.02(1)(a)].	\$520	Upon receipt of the request, Transport Canada Civil Aviation (TCCA) will review the application and supporting documentation. Once requirements are met, the leasing authorization will be issued.	Requests are submitted to the applicable regional office.	3	7
(b)	a foreign air operator that leases a Canadian commercial aircraft from a Canadian air operator or Canadian aircraft manufacturer [CAR 203.02(1)(b) and (d)].	\$1,200	Same as 1(a)	Requests are submitted to the applicable regional office.	3	7
(c)	a Canadian air operator that leases an aircraft that is registered in a foreign state [CAR 203.02(1)(c)].	\$995	Same as 1(a)	Requests are submitted to the applicable regional office.	3	7

SECTION A—SERVICES WITH APPLICABLE CHARGES SECTION A—SERVICES WITH APPLICABLE CHARGES

Schedule IV—Personnel Licensing and Training

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
1	Conduct, by an employee of the Department of Transport, of the writing or rewriting of an examination for a flight crew licence.	\$105	Upon request for an appointment to write an examination, Transport Canada Civil Aviation (TCCA) will schedule a date and time for the candidate. Once the applicant's identity and admissibility to write the examination has been verified, he/she will be assigned the appropriate exam. A letter will be sent to the candidate informing him/her of the results of the examination (pass, partial pass or failure).	Requests are submitted to the applicable regional office.	10	30
2	Conduct, by a person other than an employee of the Department of Transport, of the writing or rewriting of an examination for a flight crew licence.	\$65	This service is provided by authorized examination invigilators. Fee collected covers TCCA costs.	N/A		
3	Conduct of the writing or rewriting of a supplementary examination for a flight crew licence.	\$35	Upon the applicant's arrival, TCCA will verify his/her identity and admissibility to write the examination, collect the fee, and assign and invigilate the examination.	Requests are submitted to the applicable regional office.	10	30
4	Conduct of the writing or rewriting of an examination for a flight crew permit, rating or endorsement, or for recency requirements.	\$35	Same as 1.	Requests are submitted to the applicable regional office.	10	30
5	Conduct, by an employee of the Department of Transport, of a flight test required under Part IV, VI or VII, including the endorsement of a rating.	\$200	Upon request, TCCA will schedule a flight test. A test report shall be provided to the candidate upon completion.	Requests are submitted to the applicable regional office or Headquarters.	15	30

SECTION A—SERVICES WITH APPLICABLE CHARGES

SECTION A—SERVICES WITH APPLICABLE CHARGES

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
6	Issuance of:					
(a)	a private pilot licence— aeroplane or a private pilot licence—helicopter.	\$55	Upon request for a permit, licence and qualification, TCCA will review the application and verify that all requirements set forth in the standard have been met and the fees have been paid. Once all conditions are met, the document is issued.	Requests are submit- ted to the applicable regional office.	20	40
(b)	a pilot licence—balloon or a pilot licence—glider.	\$55	Same as 6(a)	Requests are submit- ted to the applicable regional office.	20	40
(c)	a pilot permit— ultra-light aeroplane or a pilot permit—gyroplane.	\$55	Same as 6(a)	Requests are submit- ted to the applicable regional office.	20	40
(d)	a pilot permit— recreational.	\$55	Same as 6(a)	Requests are submit- ted to the applicable regional office.	20	40
7	Issuance of:					
(a)	a commercial pilot licence.	\$80	Same as 6(a)	Requests are submit- ted to the applicable regional office.	20	40
(b)	an airline transport pilot licence.	\$100	Same as 6(a)	Requests are submit- ted to the applicable regional office.	20	40
8	Issuance of a flight engineer licence.	\$80	Same as 6(a)	Requests are submit- ted to the applicable regional office.	20	40
9	Issuance of an air traffic controller licence.	\$75	Same as 6(a)	Requests are submit- ted to the applicable regional office.	20	40
10	Conduct, by an employee of the Department of Transport, of the writing or rewriting of each technical examination for the issu- ance of an aircraft mainte- nance engineer licence.	\$50	Upon receipt of an applica- tion for an aircraft mainte- nance engineer licence, TCCA will review the sup- porting documents to verify that all requirements set forth in the standard have been met and the fees have been paid. Once all conditions are met,	Requests are submit- ted to the applicable regional office.	1	10

SECTION A—SERVICES WITH APPLICABLE CHARGES

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
			TCCA will return all original supporting documents. If the application is found acceptable, the applicant will be authorized to attempt the examination within the following 12 months.			
11	Conduct, by an employee of the Department of Transport, of the writing or rewriting of the Transport Canada regulatory requirements examination for the issuance of an aircraft maintenance engineer licence.	\$100	Same as 10.	Requests are submitted to the applicable regional office.	1	20
12	Issuance of an aircraft maintenance engineer licence.	\$115	Upon completion of all steps and once the applicant meets all conditions (training, experience and examinations), TCCA will issue a licence.	Requests are submitted to the applicable regional office.	20	40
13	Renewal of an aircraft maintenance engineer licence.	\$40	Upon receipt of an application to renew an aircraft maintenance engineer licence TCCA will review the application, update the photo and file in the database, and issue the renewal.	Requests are submitted to the applicable regional office.	1	5
14	Issuance of a foreign licence validation certificate (CAR 401.07).	\$45	Upon receipt of a request for a foreign licence validation certificate, TCCA will verify the validity of the licence and make a copy of it as well as the medical certificate. A file will be opened, the application will be processed and the fees will be collected.	Requests are submitted to Headquarters.	2	5
15	Endorsement of a flight crew licence or permit with a rating, other than an endorsement referred to in item 5.	\$30	Upon request, TCCA will review the application and verify that all requirements set forth in the standard have been met and the fees have been paid. Once all conditions are met, the document is issued.	Requests are submitted to Headquarters.	20	40

SECTION A—SERVICES WITH APPLICABLE CHARGES

SECTION A—SERVICES WITH APPLICABLE CHARGES

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
16	Endorsement of an aircraft maintenance engineer licence with an additional rating.	\$30	Same as 15.	Requests are submitted to the applicable regional office.	1	20
17	Issuance of a temporary licence, permit or medical certificate at the request of the applicant or holder.	\$40	Same as 15.	Requests are submitted to the applicable regional office.	1	5
18	Issuance of an extension to the validity period of an instrument rating, a flight instructor rating or a medical certificate.	\$50	Same as 15.	Requests are submitted to the applicable regional office or Headquarters.	1	5
19	Issuance of an approved training organization certificate to an organization providing aircraft maintenance engineer training (CAR 403.08).	\$1,000	Upon receipt of the application, TCCA will review the documents as well as the organization's training control manual. Once the manual is approved, a pre-certification audit/inspection will be conducted.	Requests are submitted to the applicable regional office or Headquarters.	90	120
20	Approval of an aircraft maintenance engineer training course:					
(a)	that is an additional course that will form part of the training to be provided under an approved training organization certificate.	\$400	Upon receipt of the application, TCCA will review the documents as well as the organization's training control manual. Once the manual is approved, a pre-certification audit/inspection may be conducted.	Requests are submitted to the applicable regional office or Headquarters.	30	60
(b)	that is to be given on a one-time basis.	\$400	Same as 20(a).	Requests are submitted to the applicable regional office or Headquarters.	30	60
21	Processing, by an employee of the Department of Transport, of a medical certificate in respect of a pilot licence or a pilot permit other than a student pilot permit.	\$55	Upon receipt of a Medical Examination Report or Medical Declaration, TCCA will review the report or declaration. If all conditions are met, a new medical certificate will be issued or the validity of the existing one will be extended.	Requests are submitted to the applicable regional office.	20	40

SECTION A—SERVICES WITH APPLICABLE CHARGES

SECTION A—SERVICES WITH APPLICABLE CHARGES

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
22	Conduct, by an employee of the Department of Transport, of a practical test (CAR 404.05).	\$200	Upon request, TCCA will review all documents and schedule a practical test. A test report shall be provided to the candidate upon completion.	Requests are submitted to the applicable regional office.	15	30
23	Issuance of a flight training unit operator certificate.	\$600	Upon receipt of an application, TCCA will review all documents to determine that the standard has been met, and conduct a pre-certification audit/inspection. Once all requirements are met and fees are collected, a certificate will be issued.	Requests are submitted to the applicable regional office.	30	60
24	Reinstatement of a suspended flight training unit operator certificate or operations specification.	\$75	Upon receipt of an application for the reinstatement of a suspended certificate, TCCA will determine if the operator is qualified to conduct the type of operation for which it has applied. A follow-up inspection to determine if the standard has been met could be required. Once records have been reviewed and fees collected, the certificate will be re-issued.	Requests are submitted to the applicable regional office.	5	10
25	Approval of an amendment to a flight training unit operator certificate or to an operations specification.	\$75	Upon receipt of an application for an amendment to a certificate, TCCA will review the documentation in order to ensure that all qualifications are completed and that requirements in the regulations and standards have been met.	Requests are submitted to the applicable regional office.	5	10

SECTION A—SERVICES WITH APPLICABLE CHARGES

SECTION A—SERVICES WITH APPLICABLE CHARGES

Schedule V—Aeronautical Product Approvals

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
1	Issuance of a Type Certificate for aeronautical products that are the responsibility of the Department of Transport, in respect of:		Transport Canada Civil Aviation (TCCA) issues Type Certificates for Canadian-designed aeronautical products to certify that the product complies with the appropriate airworthiness standards.	Hourly rate with a maximum charge. The majority of these certificates are issued at Headquarters. Some are issued in the Regions.	<p>The schedule for the issuance of a Type Certificate is usually requested by the applicant based on economic considerations.</p> <p>The complexity of type certification projects is not conducive to standards based on timelines.</p> <p>TCCA makes every effort to respect the applicant's proposed date by following documented processes that have been developed over time in conjunction with industry clients. In providing service to clients, TCCA is committed to supporting the applicant's type certification schedule in such a way that the Minister fulfills his obligations under the <i>Aeronautics Act</i>.</p> <p>To measure the level of service provided to clients, clients will be asked to respond to a questionnaire. The results of the questionnaire will be analyzed to determine the level of client satisfaction and to make improvements to the type-certification procedures.</p> <p>Refer to Appendix A for Variables and Priorities.</p>	
(a)	transport category aeroplanes.	\$504,680				
(b)	transport category rotorcraft.	\$196,560				
(c)	very light aeroplanes.	\$91,730				
(d)	gliders and powered gliders.	\$16,350				
(e)	aeroplanes other than transport category aeroplanes, very light aeroplanes, gliders and powered gliders.	\$131,040				
(f)	rotorcraft other than transport category rotorcraft.	\$131,040				
(g)	manned free balloons.	\$17,365				
(h)	airships.	\$22,930				
(i)	engines—turbine.	\$347,255				
(j)	engines—reciprocating.	\$277,805				
(k)	propellers.	\$7,860				

SECTION A—SERVICES WITH APPLICABLE CHARGES

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
2	Issuance of a Type Certificate following a Level 1 Airworthiness Review for aeronautical products that are the responsibility of an airworthiness authority other than the Department of Transport, in respect of:		<p>TCCA issues Type Certificates for foreign aeronautical products to certify that the product complies with the appropriate airworthiness standards.</p> <p>An Airworthiness Review is a process used by TCCA to facilitate type certification and the importation of foreign aeronautical products on the basis of a Type Certificate issued by a foreign airworthiness authority.</p> <p>The level of review to be undertaken is determined, in part, by the extent to which the standards applied by foreign airworthiness authorities have been recognized by and found acceptable to TCCA, and by the type of product involved.</p>	Fixed Charge These certificates are issued at Headquarters.	Same as 1.	
(a)	transport category aeroplanes.	\$2,455				
(b)	transport category rotorcraft.	\$2,455				
(c)	very light aeroplanes.	\$2,455				
(d)	gliders and powered gliders.	\$2,455				
(e)	aeroplanes other than transport category aeroplanes, very light aeroplanes, gliders and powered gliders.	\$2,455				
(f)	rotorcraft other than transport category rotorcraft.	\$2,455				
(g)	manned free balloons.	\$1,500				
(h)	airships.	\$1,500				
(i)	engines—turbine.	\$2,455				
(j)	engines—reciprocating.	\$2,455				

SECTION A—SERVICES WITH APPLICABLE CHARGES

SECTION A—SERVICES WITH APPLICABLE CHARGES

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
(k)	propellers.	\$750				
3	Issuance of a Type Certificate following a Level 2 Airworthiness Review for aeronautical products that are the responsibility of an airworthiness authority other than the Department of Transport, in respect of:		Same as 2.	Hourly rate with a maximum charge. These certificates are issued at Headquarter.	Same as 1.	
(a)	transport category aeroplanes.	\$185,160				
(b)	transport category rotorcraft.	\$144,000				
(c)	very light aeroplanes.	\$33,665				
(d)	gliders and powered gliders.	\$6,000				
(e)	aeroplanes other than transport category aeroplanes, very light aeroplanes, gliders and powered gliders.	\$90,000				
(f)	rotorcraft other than transport category rotorcraft.	\$90,000				
(g)	manned free balloons.	\$6,372				
(h)	airships.	\$8,416				
(i)	engines—turbine.	\$19,800				
(j)	engines—reciprocating.	\$15,840				
(k)	propellers.	\$4,500				
4	Issuance of a Type Certificate following a Level 3 Airworthiness Review for aeronautical products that are the responsibility of an airworthiness authority other than the Department of Transport, in respect of:		Same as 2.	Hourly rate with a maximum charge. These certificates are issued at Headquarters.	Same as 1.	
(a)	transport category aeroplanes.	\$231,450				
(b)	transport category rotorcraft.	\$180,000				
(c)	very light aeroplanes.	\$42,082				

SECTION A—SERVICES WITH APPLICABLE CHARGES

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
(d)	gliders and powered gliders.	\$7,500				
(e)	aeroplanes other than transport category aeroplanes, very light aeroplanes, gliders and powered gliders.	\$112,500				
(f)	rotorcraft other than transport category rotorcraft.	\$112,500				
(g)	manned free balloons.	\$7,965				
(h)	airships.	\$10,520				
(i)	engines—turbine.	\$24,750				
(j)	engines—reciprocating.	\$19,800				
(k)	propellers.	\$4,500				
5	Reissuance of a Type Certificate to add derivative products that are the responsibility of the Department of Transport, in respect of:		TCCA issues Type Certificates to certify that derivative products added to Canadian-designed aeronautical products comply with the appropriate airworthiness standards.	Hourly rate with a maximum charge. The majority of these certificates are issued at Headquarters. Some are issued in the Regions.	Same as 1.	
(a)	transport category aeroplanes.	\$307,945				
(b)	transport category rotorcraft.	\$119,980				
(c)	very light aeroplanes.	\$55,990				
(d)	gliders and powered gliders.	\$9,980				
(e)	aeroplanes other than transport category aeroplanes, very light aeroplanes, gliders and powered gliders.	\$79,985				
(f)	rotorcraft other than transport category rotorcraft.	\$79,985				
(g)	manned free balloons.	\$10,600				
(h)	airships.	\$13,995				
(i)	engines—turbine.	\$42,590				
(j)	engines—reciprocating.	\$34,070				
(k)	propellers.	\$4,800				

SECTION A—SERVICES WITH APPLICABLE CHARGES

SECTION A—SERVICES WITH APPLICABLE CHARGES

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
6	Reissuance of a Type Certificate following a Level 1 Airworthiness Review to add derivative products that are the responsibility of an airworthiness authority other than the Department of Transport, in respect of:		<p>TCCA issues Type Certificates to certify that a derivative product added to foreign aeronautical products complies with the appropriate airworthiness standards.</p> <p>An Airworthiness Review is a process used by TCCA to facilitate type certification and the importation of foreign aeronautical products on the basis of a Type Certificate issued by a foreign airworthiness authority.</p> <p>The level of review to be undertaken is determined, in part, by the extent to which the standards applied by foreign airworthiness authorities have been recognized by and found acceptable to TCCA, and by the type of product involved.</p>	<p>Fixed charge.</p> <p>These certificates are issued at Headquarters.</p>	Same as 1.	
(a)	transport category aeroplanes.	\$2,455				
(b)	transport category rotorcraft.	\$2,455				
(c)	very light aeroplanes.	\$2,455				
(d)	gliders and powered gliders.	\$2,455				
(e)	aeroplanes other than transport category aeroplanes, very light aeroplanes, gliders and powered gliders.	\$2,455				
(f)	rotorcraft other than transport category rotorcraft.	\$2,455				
(g)	manned free balloons.	\$1,500				
(h)	airships.	\$1,500				

SECTION A—SERVICES WITH APPLICABLE CHARGES

SECTION A—SERVICES WITH APPLICABLE CHARGES

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
(i)	engines—turbine.	\$2,455				
(j)	engines—reciprocating.	\$2,455				
(k)	propellers.	\$750				
7	Reissuance of a Type Certificate following a Level 2 Airworthiness Review to add derivative products that are the responsibility of an airworthiness authority other than the Department of Transport, in respect of:		Same as 6.	Hourly rate with a maximum charge. These certificates are issued at Headquarters.	Same as 1.	
(a)	transport category aeroplanes.	\$113,020				
(b)	transport category rotorcraft.	\$87,896				
(c)	very light aeroplanes.	\$20,549				
(d)	gliders and powered gliders.	\$3,662				
(e)	aeroplanes other than transport category aeroplanes, very light aeroplanes, gliders and powered gliders.	\$54,935				
(f)	rotorcraft other than transport category rotorcraft.	\$54,935				
(g)	manned free balloons.	\$3,890				
(h)	airships.	\$5,137				
(i)	engines—turbine.	\$12,086				
(j)	engines—reciprocating.	\$9,669				
(k)	propellers.	\$4,500				

SECTION A—SERVICES WITH APPLICABLE CHARGES

SECTION A—SERVICES WITH APPLICABLE CHARGES

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
8	Reissuance of a Type Certificate following a Level 3 Airworthiness Review to add derivative products that are the responsibility of an airworthiness authority other than the Department of Transport, in respect of:		Same as 6.	Hourly rate with a maximum charge. These certificates are issued at Headquarters.	Same as 1.	
(a)	transport category aeroplanes.	\$141,275				
(b)	transport category rotorcraft.	\$109,870				
(c)	very light aeroplanes.	\$25,686				
(d)	gliders and powered gliders.	\$4,578				
(e)	aeroplanes other than transport category aeroplanes, very light aeroplanes, gliders and powered gliders.	\$68,669				
(f)	rotorcraft other than transport category rotorcraft.	\$68,669				
(g)	manned free balloons.	\$4,862				
(h)	airships.	\$6,422				
(i)	engines—turbine.	\$15,107				
(j)	engines—reciprocating.	\$12,086				
(k)	propellers.	\$4,500				

SECTION A—SERVICES WITH APPLICABLE CHARGES

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
9	Issuance of an Appliance Type Certificate.	\$700	TCCA issues Appliance Type Certificates for Canadian-designed appliances to certify that the product complies with the appropriate airworthiness standards.	Fixed charge. These certificates are issued equally in the Regions and at Headquarters.	Same as 1.	
10	Reissuance of an Appliance Type Certificate.	\$200	TCCA re-issues Appliance Type Certificates for Canadian-designed appliances to certify that the product complies with the appropriate airworthiness standards.	Fixed charge. These certificates are issued equally in the Regions and at Headquarters.	Same as 1.	
11	Issuance of the following supplemental approval certificates to record a modification or repair for which the design was approved by an employee of the Department of Transport:		TCCA issues Supplemental Type Certificates for changes to Canadian-designed aeronautical products to certify that the product continues to comply with the appropriate airworthiness standards.	Fixed charge. The majority of these certificates are issued in the Regions. Some are issued at Headquarters.		
(a)	a supplemental type certificate.	\$1,900				149 ¹
(b)	a limited supplemental Type Certificate (single product serial number).	\$470				84 ¹
(c)	a limited supplemental Type Certificate (several product serial numbers).	\$600				84 ¹
(d)	a repair design certificate.	\$470				65 ¹
(e)	a repair design certificate (process repair).	\$600				65 ¹
12	Issuance of the following supplemental approval certificates to record a modification or repair for which the design was approved by a delegate of the Department of Transport:		Delegated persons may issue Supplemental Type Certificates on behalf of TCCA for changes to Canadian-designed aeronautical products to certify that the product continues to comply with the appropriate airworthiness standards.	These certificates are issued in the Regions.		
(a)	a limited supplemental Type Certificate (single product serial number).	\$220		Transactional. Requires document approval.		84 ¹

SECTION A—SERVICES WITH APPLICABLE CHARGES

SECTION A—SERVICES WITH APPLICABLE CHARGES

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
(b)	a limited supplemental Type Certificate (several product serial numbers).	\$220		Transactional. Requires document approval.		84 ¹
(c)	a repair design certificate.	\$220		Transactional. Requires document approval.		65 ¹
13	Reissuance of the following supplemental Type Certificates associated with a modification or repair for which the design was initially approved by an employee of the Department of Transport:		Same as 11.	Fixed charge. The majority of these certificates are issued in the Regions. Some are issued at Headquarters.		
(a)	a supplemental Type Certificate.	\$200				65 ¹
(b)	a limited supplemental Type Certificate.	\$200				65 ¹
(c)	a repair design certificate.	\$200				65 ¹
14	Reissuance of the following supplemental Type Certificates associated with a modification or repair for which the design was initially approved by a delegate of the Department of Transport:		Same as 12.	Fixed charge. These certificates are issued in the Regions.		
(a)	a limited supplemental Type Certificate.	\$180				65 ¹
(b)	a repair design certificate.	\$180				65 ¹

¹80 percent of projects fall within these durations.

20 percent of all projects may extend beyond this time, some significantly due to a wide variety of factors generally associated with the administrative and technical complexity of a project, availability of Transport Canada staff and delegates, and the pace at which the client progresses through the certification process.

Each of the durations listed are overall project times, that is, including time waiting for Transport Canada data review, client data and follow-up submission time, and time associated with the factors outlined in the Levels of Service Variables and Priorities.

SECTION A—SERVICES WITH APPLICABLE CHARGES

SECTION A—SERVICES WITH APPLICABLE CHARGES

Schedule VI—Maintenance and Manufacturing

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
1	Issuance of the following flight authorities by an employee of the Department of Transport:					
(a)	a certificate of airworthiness for an aircraft in the transport category, other than a certificate issued on importation of the aircraft.	\$180	Upon receipt of an application, Transport Canada Civil Aviation (TCCA) will review the completed application made in accordance with relevant sections of <i>Canadian Aviation Regulation (CAR) 507</i> . A certificate shall be issued for aircraft that comply with all airworthiness requirements.	Requests are submitted to the applicable regional office or Headquarters.	1	5
(b)	a certificate of airworthiness for an aircraft not in the transport category, other than a certificate issued on importation of the aircraft.	\$125	Same as 1(a).	Requests are submitted to the applicable regional office.	1	5
(c)	a certificate of airworthiness for an aircraft in the transport category, issued on importation of the aircraft.	\$1,260	Same as 1(a).	Requests are submitted to the applicable regional office or Headquarters.	45	90
(d)	a certificate of airworthiness for an aircraft not in the transport category, issued on importation of the aircraft.	\$590	Same as 1(a).	Requests are submitted to the applicable regional office.	45	90
2	Issuance of a special certificate of airworthiness.	\$250	Same as 1(a).	Requests are submitted to the applicable regional office or Headquarters.	1	5
3	Reinstatement of a suspended certificate of airworthiness.	\$410	Same as 1(a).	Requests are submitted to the applicable regional office or Headquarters.	1	5

SECTION A—SERVICES WITH APPLICABLE CHARGES

SECTION A—SERVICES WITH APPLICABLE CHARGES

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
4	Issuance of a flight permit in the following classifications:					
(a)	experimental.	\$285	Same as 1(a).	Requests are submitted to the applicable regional office or Headquarters.	1	5
(b)	specific-purpose.	\$45	Same as 1(a).	Requests are submitted to the applicable regional office or Headquarters.	1	5
5	Validation of a flight authority, in respect of:					
(a)	a foreign aircraft, other than a foreign amateur-built aircraft, operating in Canada.	\$100	Upon receipt of an application for the validation of a flight authority for a foreign aircraft that does not comply with Article 31 of the <i>Convention on International Civil Aviation</i> , TCCA will review the foreign flight authority and any associated operating limitations and conditions. Where it is determined that the operating limitations and conditions are acceptable and the aircraft is safe for flight, TCCA will issue a validation of the foreign flight authority, thereby authorizing the operation of the aircraft in Canadian airspace.	Requests are submitted to the applicable regional office or Headquarters.	5	10
(b)	a foreign amateur-built aircraft operating in Canada.	\$25	Same as 5(a).	Requests are submitted to the applicable regional office or Headquarters.	5	10
6	Approval of an amendment to the operations specifications set out in the flight authority in respect of an amateur-built aircraft.	\$35	Upon receipt of a request for approval of an amendment, TCCA will review the application and supporting documentation to verify compliance with the requirements. Once the requirements have been met, the approval will be given.	Requests are submitted to the applicable regional office.	1	5

SECTION A—SERVICES WITH APPLICABLE CHARGES

SECTION A—SERVICES WITH APPLICABLE CHARGES

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
7	Issuance of an export airworthiness certificate by an employee of the Department of Transport, in respect of:					
(a)	transport category aeroplanes and transport category rotorcraft.	\$2,500	Upon receipt of a request for the issuance of an export airworthiness certificate, TCCA will review the application and supporting documentation to verify compliance with the regulatory requirements of CAR 509, schedule an inspection and issue the certificate provided the results of the inspection are satisfactory.	Requests are submitted to the applicable regional office or Headquarters.	45	90
(b)	very light aeroplanes, airships and aeroplanes and rotorcraft other than transport category aeroplanes and transport category rotorcraft.	\$400	Same as 7(a).	Requests are submitted to the applicable regional office.	45	90
(c)	gliders, powered gliders and manned free balloons.	\$200	Same as 7(a).	Requests are submitted to the applicable regional office.	45	90
8	Issuance of a certificate of approval for a maintenance, manufacturing or distributing organization, in respect of organizations with the following number of technical employees (employees who are carrying out maintenance-, manufacturing- or distribution-related activities):					
(a)	three employees or fewer.	\$300	Upon receipt of the organization's manual detailing their policy and procedures, TCCA will review it and make sure it meets the applicable regulatory standards and then issue the certificate.	Requests are submitted to the applicable regional office.	90	120

SECTION A—SERVICES WITH APPLICABLE CHARGES

SECTION A—SERVICES WITH APPLICABLE CHARGES

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
(b)	more than three but fewer than 11 employees.	\$1,200	Same as 8(a).	Requests are submitted to the applicable regional office.	90	120
(c)	more than 10 but fewer than 51 employees.	\$4,920	Same as 8(a).	Requests are submitted to the applicable regional office or Headquarters.	90	120
(d)	51 or more employees.	\$6,090	Same as 8(a).	Requests are submitted to the applicable regional office or Headquarters.	90	120
9	Reinstatement of a suspended certificate of approval for a maintenance, manufacturing or distributing organization, in respect of organizations with the following number of technical employees:					
(a)	three employees or fewer.	\$150	TCCA will review the reinstatement criteria defined in the suspension notice to ensure that they were met, and re-issue the certificate of approval as appropriate.	Requests are submitted to the applicable regional office.	1	10
(b)	more than three but fewer than 11 employees.	\$600	Same as 9(a).	Requests are submitted to the applicable regional office.	1	10
(c)	more than 10 but fewer than 51 employees.	\$2,460	Same as 9(a).	Requests are submitted to the applicable regional office or Headquarters.	1	10
(d)	51 or more employees.	\$3,000	Same as 9(a).	Requests are submitted to the applicable regional office or Headquarters.	5	10
10	Approval of an aircraft maintenance schedule, in respect of:					
(a)	a large aircraft, a turbine-powered pressurized aircraft, a turbine-powered helicopter or an airship.	\$1,400	Upon receipt of a request for approval of an aircraft maintenance schedule, TCCA will review the program and evaluate the draft maintenance schedule to determine if the approval can be granted.	Requests are submitted to the applicable regional office or Headquarters.	30	140

SECTION A—SERVICES WITH APPLICABLE CHARGES

SECTION A—SERVICES WITH APPLICABLE CHARGES

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
(b)	any other aircraft.	\$180	Same as 10(a).	Requests are submitted to the applicable regional office.	30	140
11	Approval of an amendment to the tasks or intervals set out in an aircraft maintenance schedule, other than an amendment requested by an employee of the Department of Transport.	\$100	Upon receipt of a request for approval of an amendment to the tasks or intervals set out in the maintenance schedule, TCCA will review the amendment and determine if the approval can be granted.	Requests are submitted to the applicable regional office or Headquarters.	10	30
12	Issuance of a restricted certification authority.	\$250	Upon receipt of a request for the issuance of a restricted certification authority, TCCA will review, evaluate and determine the individual's training, knowledge and experience. An authority will then be issued by Headquarters. Refer to CAR 571.11(7), <i>Airworthiness Manual (AWM)</i> Chapters 571.11(3) and (4) and Maintenance and Manufacturing Staff Instruction (MSI) 62.	Requests are submitted to the applicable regional or Headquarters office and forwarded to Headquarters for evaluation, if required.	1	5
13	Issuance of a letter of initial acceptance to European Joint Aviation Requirements (JAR-145)* maintenance organizations. *JAR-145 is now the European Aviation Safety Agency (EASA-145).	\$1,200	Upon receipt of a request for a letter of initial acceptance to EASA-145, TCCA will contact EASA to review, evaluate and determine if the company holding a 145 approval is acceptable for issuance of a CAR 573 approval. If so, a letter will be issued.	Requests are submitted to Headquarters.	60	90

SECTION A—SERVICES WITH APPLICABLE CHARGES

SECTION A—SERVICES WITH APPLICABLE CHARGES

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
14	Aviation Requirements (JAR-145)* maintenance organizations. * JAR-145 is now the European Aviation Safety Agency (EASA-145).	\$800	Same as 13.	Requests are submitted to Headquarters.	60	90
15	Inspection, by an employee of the Department of Transport, of an amateur-built aircraft during construction.	\$230	External delegation has been given to Minister's Delegates-Recreational Aviation (MD-RA). TCCA will review/perform inspections if there are conflicts between the builder and the MD-RA.	You may visit their Web site at www.md-ra.com/ .	10	30

SECTION A—SERVICES WITH APPLICABLE CHARGES

SECTION A—SERVICES WITH APPLICABLE CHARGES

Schedule VII—Air Operations

Special Flight Operations

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
1	Issuance of a special flight operations certificate, in respect of:					
(a)	a special aviation event with 10 000 or fewer spectators.	\$50	Upon request for the issuance of a special flight operations certificate (SFOC), Transport Canada Civil Aviation (TCCA) will provide all relative regulations, standards as well as guidance material to the applicant. TCCA will review the application and supporting documents to ensure that they meet the requirements and comply with the appropriate standards. Following coordination with other agencies and a possible visit to the site, an SFOC will be issued.	Requests are submitted to the applicable regional office.	10	20
(b)	a special aviation event with more than 10 000 spectators and 50 000 or fewer spectators.	\$100	Same as 1(a).	Requests are submitted to the applicable regional office.	10	20
(c)	a special aviation event with more than 50 000 spectators.	\$200	Same as 1(a).	Requests are submitted to the applicable regional office.	10	20
(d)	balloon operations with fare-paying passengers.	\$475	Same as 1(a).	Requests are submitted to the applicable regional office.	10	20
2	Issuance of a statement of aerobatic competency (<i>Canadian Aviation Regulation [CAR] Standard 623.06</i>).	\$125	Upon receipt of an application, TCCA will review the applicant's qualifications and experience to ensure that requirements specified in the International Council of Air Shows (ICAS) Aerobatic Competency Evaluation (ACE) Program are met. A ground briefing is required as well as observing, evaluating and debriefing an aerobatic performance before the certificate can be issued.	Requests are submitted to the applicable regional office.	10	20

SECTION A—SERVICES WITH APPLICABLE CHARGES

SECTION A—SERVICES WITH APPLICABLE CHARGES

Commercial Air Services

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
8	Issuance of an Air Operator Certificate, in respect of:					
(a)	aerial work (CAR 702).	\$2,500	Upon receipt of an application, TCCA will provide a letter detailing contacts and required information. Inspectors will thoroughly review all aspects of the proposed operations and assess the applicant's facilities and organizational structure to ensure they meet the requirements. The air operator's organization and facilities will be inspected in the context of the certification process, including interviews of prospective management personnel. Also, all company manuals and documentation will be verified to ensure compliance with the regulations and standards prior to the issuance of the Air Operator Certificate.	Requests are submitted to the applicable regional office.	60	120
(b)	air taxi operations—VFR (CAR 703).	\$2,700	Same as 8(a).	Requests are submitted to the applicable regional office.	90	120
(c)	air taxi operations—IFR (CAR 703).	\$4,700	Same as 8(a).	Requests are submitted to the applicable regional office.	90	120
(d)	commuter operations (CAR 704).	\$8,000	Same as 8(a).	Requests are submitted to the applicable regional office.	120	180
(e)	airline operations—turbine-powered aircraft having 50 or more passenger seats (CAR 705).	\$30,000	Same as 8(a).	Requests are submitted to the applicable regional office or Headquarters.	150	210
(f)	other airline operations (CAR 705).	\$20,000	Same as 8(a).	Requests are submitted to the applicable regional office or Headquarters.	150	210

SECTION A—SERVICES WITH APPLICABLE CHARGES

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
9	Issuance of a Canadian Foreign Air Operator Certificate (CAR 701).	\$500	Upon receipt of a complete application from a foreign air operator, TCCA will review all required documents and, if necessary, conduct a base inspection of the applicant's operations. This includes assessment of the organizational structure and training, office and maintenance facilities. All company manuals and documentation will be verified to ensure compliance with International Civil Aviation Organization (ICAO) and applicable CARs requirements prior to issuance of a Foreign Air Operator Certificate.	Requests are submitted to Headquarters.	90	180
10	Issuance of an amendment to an Air Operator Certificate, other than an amendment to remove an authority, in respect of:					
(a)	an Air Operator Certificate—aerial work.	\$450	Upon receipt of an application for an amendment to a certificate, TCCA will review the documentation including company manuals, and training programs. TCCA will ensure that all qualifications are completed and that requirements in the regulations and standards have been met.	Requests are submitted to the applicable regional office.	20	40
(b)	the introduction of a new aircraft type—aerial work.	\$500	Same as 10(a).	Requests are submitted to the applicable regional office.	20	40
(c)	an Air Operator Certificate—air taxi operations—VFR.	\$450	Same as 10(a).	Requests are submitted to the applicable regional office.	20	40
(d)	the introduction of a new aircraft type—air taxi operations—VFR.	\$525	Same as 10(a).	Requests are submitted to the applicable regional office.	20	40

SECTION A—SERVICES WITH APPLICABLE CHARGES

SECTION A—SERVICES WITH APPLICABLE CHARGES

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
(e)	an Air Operator Certificate—air taxi operations—IFR.	\$450	Same as 10(a).	Requests are submitted to the applicable regional office.	30	60
(f)	the introduction of a new aircraft type—air taxi operations—IFR.	\$525	Same as 10(a).	Requests are submitted to the applicable regional office.	30	60
(g)	an Air Operator Certificate—commuter operations.	\$775	Same as 10(a).	Requests are submitted to the applicable regional office.	30	60
(h)	the introduction of a new aircraft type—commuter operations.	\$900	Same as 10(a).	Requests are submitted to the applicable regional office.	30	210
(i)	an air operator certificate or operations specifications—airline operations—turbine-powered aircraft having 50 or more passenger seats	\$1,000	Same as 10(a).	Requests are submitted to the applicable regional office.	30	90
(j)	an Air Operator Certificate or operations specifications—other airline operations.	\$1,000	Same as 10(a).	Requests are submitted to the applicable regional office.	30	90
(k)	the introduction of a new aircraft type—airline operations—turbine-powered aircraft having 50 or more passenger seats.	\$20,000	Same as 10(a).	Requests are submitted to the applicable regional office.	150	210
(l)	the introduction of a new aircraft type—other airline operations.	\$12,000	Same as 10(a).	Requests are submitted to the applicable regional office.	150	210
11	Issuance of an amendment to a Canadian Foreign Air Operator Certificate.	\$100	Upon receipt of an application for an amendment to a Canadian Foreign Air Operator Certificate, TCCA will review all required documentation to ensure compliance with the regulations and standards.	Requests are submitted to Headquarters.	10	30
12	Issuance of an amendment to the operations specifications in a Canadian Foreign Air Operator Certificate, other than to remove an authority.	\$125	Same as 11.	Requests are submitted to Headquarters.	10	30

SECTION A—SERVICES WITH APPLICABLE CHARGES

SECTION A—SERVICES WITH APPLICABLE CHARGES

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
13	Reinstatement of a suspended Air Operator Certificate or of operations specifications, other than in the case of a voluntary surrender of the certificate, in respect of:					
(a)	aerial work.	\$450	Upon receipt of an application for the reinstatement of a suspended Air Operator Certificate or operations specification, TCCA will determine if the operator now meets the requirements that had previously not been met and that led to the suspension. A follow-up inspection to determine if the requirements have been met may be required. Once records have been reviewed and fees collected, the certificate will be re-issued.	Requests are submitted to the applicable regional office.	30	90
(b)	air taxi operations—VFR.	\$450	Same as 13(a).	Requests are submitted to the applicable regional office.	30	90
(c)	air taxi operations—IFR.	\$450	Same as 13(a).	Requests are submitted to the applicable regional office.	30	30
(d)	commuter operations.	\$800	Same as 13(a).	Requests are submitted to the applicable regional office.	30	90
(e)	airline operations—turbine-powered aircraft having 50 or more passenger seats.	\$800	Same as 13(a).	Requests are submitted to the applicable regional office or Headquarters.	30	90
(f)	other airline operations.	\$800	Same as 13(a).	Requests are submitted to the applicable regional office or Headquarters.	30	90
14	Issuance of an amendment to an Air Operator Certificate or a Canadian Foreign Air Operator Certificate or to operations specifications to remove an authority.	\$50	Upon receipt of an application for an amendment to remove an authority, TCCA will review the documents and remove the authority.	Requests are submitted to the applicable regional office or Headquarters.	10	30

SECTION A—SERVICES WITH APPLICABLE CHARGES

SECTION A—SERVICES WITH APPLICABLE CHARGES

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Charge	Service Description	Service Characteristic	Service Standards	
					Normal Days	Maximum Days
15	Reinstatement of a Canadian Foreign Air Operator Certificate or of operations specifications, other than in the case of a voluntary surrender of the certificate.	\$75	Upon receipt of an application for the reinstatement of a certificate, TCCA will determine if the operator now meets the requirements that had previously not been met and that led to the suspension. A follow-up inspection to determine if the standard has been met may be required. Once records have been reviewed and fees collected, the certificate will be re-issued.	Requests are submitted to Headquarters.	10	30
16	Issuance of a ministerial authorization under Part VII, other than under section 701.10.	\$325	Upon receipt of a complete and accurate submission of all relevant documentation in accordance with Civil Aviation Directive (CAD) 1, TCCA will examine and evaluate the request. The authorization will be issued when all applicable conditions are met.	Requests are submitted to the applicable regional office or Headquarters.	7	14
17	Reinstatement of an Air Operator Certificate or Canadian Foreign Air Operator Certificate that was voluntarily surrendered.	\$50	Upon receipt of an application for the reinstatement of a certificate that was voluntarily surrendered, TCCA will determine if the operator still meets the requirements for the certificate. An inspection to determine if the standards have been met could be required. Once records have been reviewed and fees collected, the certificate will be re-issued.	Requests are submitted to the applicable regional office or Headquarters.	10	30
18	Printing of a copy of an Air Operator Certificate for a non-holder of the certificate.	\$50	Upon receipt of a request to print a copy of an air operator certificate for a non-holder of the certificate, TCCA will provide a copy of the air operator certificate.	Requests are submitted to the applicable regional office.	2	

SECTION B—SERVICES WITHOUT APPLICABLE CHARGES

SECTION B—SERVICES WITHOUT APPLICABLE CHARGES

Civil Aviation Medicine

Item	Document or Preparatory Action in Respect of Where no Charge is Imposed	Service Description	Service Characteristic	Service Standards	
				Normal Days	Maximum Days
1	Review of a Medical Examination Report (MER) deferred by a Civil Aviation Medical Examiner (CAME).	Pilots or air traffic controllers who do not meet the current certification standards must be deferred to a TC Medical Officer for further review.	Headquarters and/or satellite offices across Canada.	2	21
2	Approval of initial applicant for category 1–3 medical certificate by Regional Aviation Medical Officer (RAMO)/ Aviation Medical Officer (AMO).	After the complete file is received from the Records and Mail Management Division, it is assessed and entered into the Civil Aviation Medical Information System (CAMIS).	Headquarters and/or satellite offices across Canada.	7	14
3	Request for further clinical information from initial applicant.	Information on the MER is insufficient to determine medical fitness. Maximum time allows for absence of RAMO for 1–2 weeks.	Headquarters and/or satellite offices across Canada.	2	28
4	Review and assessment of complex medical files.	Internal RAMO review, request for additional information, assessment by Aviation Medical Review Board (AMRB).	Headquarters and/or satellite offices across Canada.	35	70
5	Telephone inquiries from licensees, permit holders, and the public.	Same day or 48 hours maximum, unless a weekend intervenes.	Headquarters and/or satellite offices across Canada.	0.5	2
6	Extension of medical validity.	Request comes through Licensing.	Headquarters and/or satellite offices across Canada.	0.5	28
7	Request for further information when notified under section 6.5 of the <i>Aeronautics Act</i> .	Section 6.5 requires physicians and optometrists to notify the Minister of conditions likely to affect eligibility for a medical certificate. Such notification triggers a request for information from the certificate holder.	Headquarters and/or satellite offices across Canada.	1	7
8	Medical suspension letter.	Preparation for inclusion with Licensing letter. Medical suspension letter may contain medically sensitive information and is usually Protected B.	Headquarters and/or satellite offices across Canada.	2	7
9	Letters of request for additional medical information.	Prepared after assessment of MER and file by RAMO/AMO.	Headquarters and/or satellite offices across Canada.	3	7
10	Provision of medical advice to government offices, external clients and the public.	Includes general inquiries received by e-mail from around the world.	Headquarters and/or satellite offices across Canada.	1	15

SECTION B—SERVICES WITHOUT APPLICABLE CHARGES

SECTION B—SERVICES WITHOUT APPLICABLE CHARGES

Item	Document or Preparatory Action in Respect of Where no Charge is Imposed	Service Description	Service Characteristic	Service Standards	
				Normal Days	Maximum Days
11	Review of information on licence holders involved in accidents or incidents.	When notified of name/ licence number, date of birth (DOB), etc. if file available (not already with the Transportation Safety Board of Canada [TSB]).	Headquarters and/or satellite offices across Canada.	1	5
12	AMRB report sent from Headquarters after receipt of a referral.	Normally reports are sent out within 48 hours of AMRB meeting.	Headquarters.	3	35

SECTION B—SERVICES WITHOUT APPLICABLE CHARGES

SECTION B—SERVICES WITHOUT APPLICABLE CHARGES

General Aviation

Item	Document or Preparatory Action in Respect of Where no Charge is Imposed	Service Description	Service Characteristic	Service Standards	
				Normal Days	Maximum Days
1	Issue Aerobatic Competency Certificate.	Subject to <i>Canadian Aviation Regulation (CAR) 623.06(2)(a)</i> , review the request and associated recommendation. Either issue a Transport Canada Acrobatic Flight Demonstration Certificate (form number 26-0307), or provide the applicant with reasons outlining why the certificate cannot be issued.	Requests are submitted to the applicable regional office.	10	20
2	Special Flight Operations Certificate (other than for Special Aviation Events).	Subject to Divisions II through IV of CAR 603, review the application for a Special Flight Operations Certificate. Either issue the certificate, or provide the applicant with reasons outlining why the certificate cannot be issued.	Requests are submitted to the applicable regional office.	10	20
3	Launch Authorization.	Review request for launch authorization to ensure information is complete. Either issue a launch authorization pursuant to CAR 602.44, including any conditions, or provide reasons why the authorization cannot be issued.	Requests are submitted to the applicable regional office for all high-powered rocket launches; or to Headquarters for all orbital and sub-orbital launches.	10	20
4	Approval of a Flight Training Device.	Upon request, issue a Level 2 or Level 5 flight training device certificate to the operator of a flight training device that has already been certified under the National Simulator Evaluation Program and that is to be used only for training conducted under the authority of CAR 406.	Requests are submitted to the applicable regional office.	20	40

SECTION B—SERVICES WITHOUT APPLICABLE CHARGES

SECTION B—SERVICES WITHOUT APPLICABLE CHARGES

Aircraft Registration

Item	Document or Preparatory Action in Respect of Where no Charge is Imposed	Service Description	Service Characteristic	Service Standards	
				Normal Days	Maximum Days
1	Cancellation of registration.	Pursuant to <i>Canadian Aviation Regulations</i> (CARs) 202.57(1) and (2), when notified by the Region that all requirements for the cancellation of registration have been met, Headquarters proceeds with removing the aircraft from the Canadian Civil Aircraft Register and faxes a notice of de-registration to all parties involved.	Requests are submitted to the applicable regional office and forwarded to Headquarters.	1	3

Flight Training Unit

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Service Description	Service Characteristic	Service Standards	
				Normal Days	Maximum Days
1	Appointment of pilot examiners (PE).	Identify the need for a person to conduct a flight test on behalf of the Minister. Once the need is identified, select, train and appoint that person.	Requests are submitted to the applicable regional office.	40	60

Personnel Licensing

Item	Document or Preparatory Action in Respect of Which a Charge is Imposed	Service Description	Service Characteristic	Service Standards	
				Normal Days	Maximum Days
1	Results of written examinations.	Retrieve the examination within the appropriate time limit, mark the examination, advise the applicant of the results (pass or fail), provide a feedback letter and in the case of a failure, indicate the earliest date for a re-write.	Requests are submitted to the applicable regional office.	1	5
2	Verification letters.	Verify the validity details of the licensing documents held and provide the required information to the document holder or the foreign licence aviation authority.	Requests are submitted to the applicable regional office and Headquarters.	10 Days	

SECTION B—SERVICES WITHOUT APPLICABLE CHARGES

SECTION B—SERVICES WITHOUT APPLICABLE CHARGES

Foreign Inspection

Item	Document or Preparatory Action in Respect of Where no Charge is Imposed	Service Description	Service Characteristic	Service Standards	
				Normal Days	Maximum Days
1	Overflight authorization.	Pursuant to <i>Canadian Aviation Regulations</i> (CARs) 701.03(1) and (2), flights conducted by an air operator that is not a Foreign Air Operator Certificate (FAOC) holder or a foreign state aircraft must receive authorization to overfly and/or perform a technical landing at a Canadian airport. The requests are submitted directly to the Foreign Inspection Division or through the Department of Foreign Affairs and International Trade (DFAIT) or the Ops Centre; however, in all cases, the authorization is issued by the Foreign Inspection Division.	Requests are submitted to Headquarters.	1	5
2	Telephone and e-mail inquiries from air operators regarding certification, over flight and flight validation processes.		Requests are submitted to Headquarters.	1	3
3	Telephone and e-mail inquiries from air operators requesting interpretation of standards and regulations.		Requests are submitted to Headquarters.	Immediate, as required	
4	Canadian representatives of foreign air operators consulting/seeking advice on behalf of their clients.	An agent may be hired (it is not a requirement) by a foreign air operator to facilitate the application process and other matters, such as the Canadian Transportation Agency (CTA) licensing process.	Requests are submitted to Headquarters.	Immediate, as required	

SECTION B—SERVICES WITHOUT APPLICABLE CHARGES

SECTION B—SERVICES WITHOUT APPLICABLE CHARGES

National Operations

Item	Document or Preparatory Action in Respect of Where no Charge is Imposed	Service Description	Service Characteristic	Service Standards	
				Normal Days	Maximum Days
1	Review and approval of company manuals as part of ongoing certification: Ex: Minimum Equipment List (MEL) Maintenance Control Manual Maintenance Policy Manual Training Control Manual Aircraft Operating Manual (AOM), Flight Operations Manual (FOM)	Upon receipt of a complete and accurate manual submission, a review is conducted and an approval letter is issued when all applicable conditions and requirements have been met.	Requests are submitted to the applicable regional office and Headquarters.		
(a)	small.			30	60
(b)	complex.			60	
2	Issuance, and reissuance every two years, of Minister's Delegate—Maintenance Authority.	Upon request, Transport Canada Civil Aviation (TCCA) will review the application and verify that all requirements have been met. Once all the requirements have been met, the authority is issued.	Requests are submitted to the applicable regional office and Headquarters.	15	30
3	Issuance of an Approved Check Pilot Authority.	Upon request, TCCA will review the application and verify that all requirements have been met. Once all the requirements have been met, the authority is issued.	Requests are submitted to Headquarters.	15	30
4	Initial certification of a Flight Simulation Training Device (FSTD) under <i>Canadian Aviation Regulation (CAR) 606.03</i> .	Upon request, TCCA will review the Qualification Test Guide(s). A 3-day on-site qualification of the FSTD will take place after which a certificate is issued if all requirements are met.	Requests are submitted to Headquarters.	30	60
5	Recurrent qualification of a Flight Simulation Training Device (FSTD).	TCCA will re-qualify High Level FSTDs on a 6-month basis. Levels 2, 3 and 4 Flight Training Devices (FTDs) are re-qualified on an annual base. The review of the Qualification Test Guide is done on site. A qualification certificate is issued if all requirements are met.	Requests are submitted to Headquarters.	30	60

APPENDIX A—SERVICE STANDARDS FOR AERONAUTICAL PRODUCT APPROVALS

APPENDIX A—SERVICE STANDARDS FOR AERONAUTICAL PRODUCT APPROVALS

Issuance of Supplemental Certificates (*Canadian Aviation Regulation [CAR] 104, Schedule V*)

1.0 GENERAL

The service standards for the issuance of the supplemental certificates identified in Section A, Schedule V of this document can be found in CAR 104, Schedule V.

2.0 LEVELS OF SERVICE VARIABLES AND PRIORITIES

2.1 Variables

In general, certification projects are managed in accordance with a certification plan agreed to beforehand between Transport Canada Civil Aviation (TCCA) and the applicant.

The time required for the certification of an aeronautical product is a function of the technical and administrative complexity of the design project. As examples, the following are some of the variables that influence project duration:

- a. The quality and volume of required project documentation submitted to TCCA;
- b. The number of parties involved (other Regions, regulatory authorities, contractors and sub-contractors, etc.);
- c. The time of year;
- d. Novel and unusual design elements in the product; and
- e. Unplanned design changes.

Aircraft Certification has, on occasion, received data presented as “final” for a design that is still in the developmental stage. This preliminary presentation of data results in delays due to changing design, added conformity verifications and deviations, failed certification tests, and incomplete test reports. While TCCA aircraft certification engineers will advise on interpretation of standards, they cannot be expected to advise on design concept, or to find compliance prior to design completion. Therefore, the following criteria are to be applied in planning certification programs:

- a. Every effort should be made to provide TCCA with advance notice of impending certification programs, and to complete development testing prior to beginning the TCCA certification phase of a design project.
- b. Acquiring the early support of a qualified TCCA delegate is encouraged. Projects submitted without delegate support will receive the lowest priority, as noted below.
- c. Certificate applicants must consider that in advance of certification tests requiring TCCA witnessing, test plans must be provided and be approved. In addition, conformity must be completed prior to the TCCA conformity and certification tests being conducted.

2.2 Assignment of Project Priority

Projects will be reviewed on a first-come, first-served basis within the following categories:

- a. TCCA delegates' authority to external delegates to more effectively use available resources. Priority is therefore given to projects prepared by a delegate, followed by those prepared by professional engineers who have relevant experience.

APPENDIX A—SERVICE STANDARDS FOR AERONAUTICAL PRODUCT APPROVALS

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- b. Given the potential significant impact of project delays both on the travelling public and on employees and employers, projects submitted on behalf of commercial operators (e.g. a repair design approval) will take priority over those submitted on behalf of private operators; however, it is recommended that a TCCA delegate be retained in such situations. Private operators can take steps to ensure they receive the quickest possible service by retaining the services of a qualified TCCA delegate.

Since a single company may have multiple concurrent projects that could conflict, it is strongly recommended that the company submit a priority list for their certification projects to assist TCCA provide the best possible service to all its clients.

2.3 Service Standards for Timeliness

The service standards for timeliness refer to working Days, and not calendar Days. It should be noted that the day count is conditional on various factors, explained below, and does not include time spent waiting for the documents, fees, forms and applications the Department requires to provide the service.

- a. The count begins once TCCA employees have received all pertinent documents and all applicable fees. A response or approval will be delayed if the documents required, including documents required for cross-checking, are not received. It is important for clients to understand that all documentation that is submitted in support of a requested service must be technically accurate and in compliance with the regulatory requirements of the submission being made. If these conditions are not met, the submission will be returned to the client for correction. It is beyond the scope of TCCA to provide quality assurance services to the industry.
- b. The count restarts at zero each time a new submission is made.
- c. Minimum time required assumes a normal workload, the absence of delays related to special industry and other events, and the availability of sufficient human resources. When TCCA is unable to meet a maximum service level, clients and applicants will be advised as soon as possible following the initial request. The minimum service levels indicated assume the absence of any delays in coordinating with the other sections and divisions.