



REPUBLIC OF ALBANIA



ALBANIA CIVIL AVIATION AUTHORITY

GUIDANCE MATERIAL FOR APPROVAL/ACCEPTANCE
OF
CABIN CREW TRAINING ORGANISATIONS

ACAA-DTL-GM16-CCTO

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Maksim Ethemaj



Executive Director of Albanian Civil Aviation Authority



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0.2. Records of Amendments

The table below describes the dates and reason for the different amendments of the current Guidance Material.

A vertical black line on the left-hand side of the page identifies the changes with the previous version.

Issue No.	Revision No.	Date	Amended by	Reason
01	00	29.06.2026		Initial issue

0.3. Approval List

Action	Name and position	Date	Signature
Prepared by:	Mrs. Fioralba Kasaj, ATO-ADM Inspector	19.06.2026	
	Mrs. Iva Buli, Head of STRN	19.06.2026	
Accepted by:	Mrs. Aida Pipiko, Director of DTL	22.06.2026	
Reviewed by:	Mr. Elton Kacagjeli, Specialist in SQSC	26.06.26	
	Mrs. Krista Garo, Head of SQSC	26.06.26	
	Mrs. Edlira Kraja, Director of DLS		
Approved by:	Mr. Maksim Et'hemaj, Executive Director	29.06.2026	

0.4. Revision table

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0.4. Distribution List

Control #	Responsible Person	Type of Document
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0.5. Definitions

For the purpose of this Guidance Material, the following definitions apply:

Approval means the formal recognition issued by the Albanian Civil Aviation Authority (ACAA) confirming that a Cabin Crew Training Organisation complies with the applicable requirements and is authorised to conduct approved training activities.

Cabin Crew Attestation (CCA) means the document issued to a cabin crew member upon successful completion of the initial training requirements in accordance with the applicable provisions of Part-CC.

Cabin Crew Training Organisation (CCTO) means an organisation approved or accepted by the ACAA to provide cabin crew training in accordance with the applicable requirements.

Competent Authority means the authority designated by a State as responsible for the certification, oversight and enforcement of aviation regulations within its jurisdiction.

Compliance Monitoring means the independent function established by an organisation to monitor compliance with applicable requirements and internal procedures and to verify the effectiveness of corrective actions.

Management System means a systematic approach to managing organisational activities, including safety management, compliance monitoring and continuous improvement processes.

Nominated Person means a person designated by the organisation and accepted by the ACAA to be responsible for specific management functions.

Principal Place of Business means the head office or registered office of an organisation where the principal financial functions and operational control of the activities are exercised.

Safety Management means the systematic management of safety, including organisational structures, responsibilities, policies and procedures for hazard identification and risk management.

0.6. Abbreviations and Acronyms

ACAA Albanian Civil Aviation Authority

AltMoC	Alternative Means of Compliance
AMC	Acceptable Means of Compliance
CAA	Civil Aviation Authority
CCA	Cabin Crew Attestation
CCTO	Cabin Crew Training Organisation
CI	Chief Instructor
CMM	Compliance Monitoring Manager
CRM	Crew Resource Management
DLS	Directorate of Legal and Standards
DTL	Directorate of Training and Licensing
GM	Guidance Material
HT	Head of Training
ICAO	International Civil Aviation Organization
Part-CC	Cabin Crew Requirements
SMS	Safety Management System
SQSC	Safety, Quality and Standardisation & Compliance Sector
STRN	Training Standards Sector

0.7. Purpose

This Guidance Material does not introduce additional requirements but provides guidance on acceptable means of demonstrating compliance with the applicable requirements.

The purpose of this Guidance Material is to describe the processes to be applied:

- For the initial approval of a Cabin Crew Training Organization (CCTO);
- For changes applied to an existing and valid approval of a CCTO;
- For the continued oversight of CCTO approvals in accordance with the applicable Minister Order;
- For the acceptance of foreign Cabin Crew Training Organizations with a principal place of business outside the Republic of Albania that intend to provide training for cabin crew members operating or seeking employment within the Republic of Albania.

For each part of the process, this document provides guidance on the documentation to be submitted, the assessments performed by the ACAA, and the expectations regarding compliance with the applicable requirements.

0.8. Legal basis

This instruction is developed in accordance with the following regulatory framework:

- Law No. 96, date 23.07.2020, “Albanian Air Code”;
- ICAO Annex I “Personnel Licensing”;
- Council of Ministers Decision No.1095, dated 24.12.2020 “On the approval of essential requirements in the field of civil aviation”, amended by DCM No.699, dated 13.11.2024 transposing 2018/1139 (Basic Regulation);
- Minister Order No. 178, dated 20.12.2023, ‘On the approval of the regulation on technical requirements and administrative procedures related to civil aviation flight crew”, as amended by Minister Order No. 111, dated 31.07.2025, ‘On certain additions and amendments to Minister Order No. 178, dated 20.12.2023, “On the approval of the regulation on technical requirements and administrative procedures related to civil aviation flight crew.
- Executive Director’s Decision No 34, date 18.09.2025 “For the acceptance of Applicable Means of Compliance (AMC), Guidance Material (GM) and Certification Specification (CS)” of Regulation (EU) 1178/2011, for use of Ministerial Order NO. 178, dated 20.12.2023. This Procedure is developed in line with the responsibilities assigned to the Albanian Civil Aviation Authority for the certification, oversight and continued surveillance of CCTOs.

1. INITIAL APPROVAL

This section provides guidance on the certification process applicable to Cabin Crew Training Organisations (CCTOs) seeking approval from the Albanian Civil Aviation Authority (ACAA) in accordance with Minister Order No. 178 dated 20.12.2023, as amended, and the applicable provisions of Part-CC.

The guidance contained in this section is intended to assist applicants in understanding the ACAA's expectations regarding the preparation, submission and assessment of applications for initial approval.

The ACAA expects applicants to establish the organisational structure, management system, personnel, facilities and procedures necessary to support the scope of training activities for which approval is sought prior to applying.

Applications for approval should be submitted using the applicable ACAA form ACAA-DTL-CCTOP-100 and should be accompanied by sufficient documentation to enable the Authority to assess the organisation's capability to ensure continuous compliance with the applicable requirements.

1.1. Application Submission and Processing

1.1.1. Means of Compliance and Alternative Means of Compliance (AltMoC)

CCTOs should demonstrate compliance with the applicable requirements by using the Acceptable Means of Compliance (AMC) adopted by the ACAA.

Where an organisation intends to use an Alternative Means of Compliance (AltMoC), it should provide sufficient evidence demonstrating that the proposed alternative achieves compliance with the applicable Implementing Rules and, where relevant, ensures an equivalent level of safety. The level of detail supporting an AltMoC should be proportionate to the complexity and scope of the proposed alternative.

Supporting documentation should normally include:

- a description of the proposed AltMoC;
- the justification for its use;
- a reference to the applicable AMC for which the AltMoC is proposed;
- a reference to the corresponding Implementing Rule and relevant provision(s);
- a risk assessment, where applicable;
- any mitigation measures necessary to ensure continued compliance; and
- an assessment demonstrating that the applicable Implementing Rules continue to be met.

The ACAA may request additional information, demonstrations, inspections or supporting evidence where considered necessary to assess the proposed AltMoC.

Following its assessment, the ACAA may accept the proposed AltMoC, request amendments or additional information, or reject the proposal where compliance with the applicable Implementing Rules cannot be adequately demonstrated.

Accepted AltMoCs remain subject to continued oversight and may be reviewed by the ACAA if changes occur

that could affect the basis upon which the AltMoC was accepted.

1.1.2. Preparation of the Application

An application should normally be submitted only when the organisation has completed the development of its management system and is able to demonstrate that the personnel, facilities, equipment and procedures necessary to support the intended scope of approval are available and operational.

Prior to submission, the organisation should ensure that the required manuals have been developed, key management personnel have been nominated, instructional personnel have been identified and qualified, and appropriate arrangements have been established for examinations, compliance monitoring and safety management activities.

The ACAA expects the information and documentation submitted as part of the application to accurately reflect the manner in which the organisation intends to conduct its activities.

Submission of incomplete applications or applications that do not adequately demonstrate compliance with the applicable requirements may result in delays to the certification process.

Where certification by the ACAA is sought, the organisation should ensure that its principal place of business is established within the Republic of Albania.

1.1.3. Documentation Required for Initial Application

The documentation submitted should enable the ACAA to determine whether the organization is capable of ensuring continuous compliance.

Applicants should submit:

- completed ACAA-DTL-CCTOP-100 application form;
- business plan covering at least 24 months (The business plan should demonstrate the sustainability of the proposed training activity and the availability of adequate resources throughout the intended period of operation);
- organizational structure;
- CVs of nominated personnel;
- Operations Manual;
- Training Manual;
- Compliance Monitoring Manual;
- Safety Management Manual;
- instructor and examiner qualifications;
- description of facilities and equipment;
- sample training records;
- sample examination papers;
- evidence of facility availability (Documentary evidence should demonstrate legal access to all facilities intended to be used for training activities).

Documents submitted in languages other than English should be translated into English and certified where necessary.

1.2. Documents Evaluation Phase

The documentation submitted should provide sufficient evidence that the organisation is capable of conducting the proposed training activities and maintaining compliance with the applicable requirements.

Particular attention should be given to ensuring that the organisational structure, management system, training programmes, facilities, equipment and personnel are appropriate to the scope of approval sought.

The information contained in the manuals and supporting documentation should be consistent, complete and representative of the manner in which the organisation intends to conduct its activities.

The ACAA expects the documentation to demonstrate that adequate arrangements have been established for the management, delivery and oversight of training activities.

Where the submitted documentation does not sufficiently demonstrate compliance or where inconsistencies are identified, additional information or revised documentation may be requested before the certification process can proceed.

1.3. Certification Phase

The organisation should be capable of demonstrating that the management system, personnel, facilities, equipment and procedures necessary to support the scope of approval sought are established and fully operational.

The information and procedures described in the organisation's manuals should be effectively implemented and supported by objective evidence.

Particular attention should be given to the implementation of training programmes, examination procedures, compliance monitoring activities and safety management arrangements.

The ACAA may conduct assessments, interviews, inspections or demonstrations, as considered necessary, to verify the organisation's capability to conduct training activities in accordance with the applicable requirements.

Approval would normally be granted only when the organisation has demonstrated its ability to maintain compliance with the applicable requirements on a continuing basis.

2. MANAGEMENT PERSONNEL ACCEPTANCE

The management personnel nominated by the organisation should collectively possess the qualifications, experience and competence necessary to ensure the safe and effective management of the training activities conducted under the approval.

The organisational structure should clearly define responsibilities, reporting lines and authorities, and should

be appropriate to the size, nature and complexity of the activities performed. The ACAA expects nominated personnel to demonstrate an adequate understanding of the applicable regulatory requirements and the responsibilities associated with their respective positions.

Where functions are combined, the organisation should be capable of demonstrating that the effectiveness of oversight, compliance monitoring and safety management activities is not adversely affected.

2.1. Accountable Manager

The person nominated as Accountable Manager should possess sufficient authority within the organisation to ensure that all approved activities can be adequately financed and conducted in accordance with the applicable requirements.

The ACAA expects the nominated person to be actively involved in the management of the organisation and to ensure that adequate resources remain available to support training, compliance monitoring and safety management activities.

Previous experience in the management of aviation organisations or other comparable organisations would normally be considered an acceptable means of demonstrating suitability for the position.

2.2. Head of Training

The person nominated for this position should be responsible for ensuring the effective planning, organisation and oversight of all training activities conducted by the organisation.

Appropriate arrangements should be established to ensure the standardisation of training delivery, the consistent application of instructional methods and the maintenance of training quality throughout all approved courses.

The ACAA expects the nominated person to possess adequate knowledge of cabin crew training requirements, training methodologies and the applicable regulatory framework.

Experience as a cabin crew member, senior cabin crew member, cabin crew instructor or in a comparable training position would normally be considered acceptable experience for the role.

2.3. Chief Instructor

The Chief Instructor should ensure that instructional personnel apply training procedures consistently and that training is delivered in accordance with the approved programmes and training standards established by the organisation.

Instructor standardisation activities should be conducted periodically to promote consistency in training delivery, trainee assessment and the application of training procedures.

The ACAA expects the nominated person to maintain sufficient involvement in training activities to effectively supervise instructional personnel and monitor training standards.

Experience in cabin crew training and instructional activities would normally be considered acceptable evidence of suitability for this position.

2.4. Compliance Monitoring Manager

The Compliance Monitoring Manager should establish and maintain a compliance monitoring programme appropriate to the size and complexity of the organisation.

The programme should provide assurance that training activities continue to comply with the applicable requirements and that deficiencies are identified, reported and corrected in a timely manner.

The ACAA expects the compliance monitoring function to be sufficiently independent to permit objective assessment of the organisation's activities. Internal audits should normally cover all relevant areas of the organisation within a defined audit cycle.

The nominated person should have a sound understanding of regulatory compliance principles, audit techniques and the applicable requirements relevant to the scope of approval.

2.5. Safety Manager

The Safety Manager should be responsible for coordinating the organisation's safety management activities and promoting a positive safety culture throughout the organisation.

Safety management arrangements should be proportionate to the nature and complexity of the training activities conducted. Particular attention should be given to the identification of hazards associated with practical training activities, training equipment and training facilities.

The ACAA expects suitable arrangements to be established for hazard reporting, risk assessment and safety promotion activities.

Knowledge of safety management principles and practical experience in the aviation environment would normally be considered acceptable evidence of suitability for the position.

2.6. Instructors and Examiners

Instructional personnel should possess the knowledge, experience and competence necessary to deliver the training assigned to them.

The organisation should establish procedures for the selection, qualification, standardisation and recurrent assessment of instructors. Appropriate records should be maintained to demonstrate continued competence.

The ACAA expects instructors to maintain both technical competence and instructional competence relevant to the subjects they deliver.

Examiners should be capable of conducting assessments objectively and consistently in accordance with the procedures established by the organisation. Where practicable, arrangements should be established to ensure an appropriate degree of independence between training delivery and trainee assessment.

Experience as a cabin crew instructor, examiner or in a comparable operational or training environment would normally be considered acceptable evidence of competence.

2.7. Training Facilities

Training facilities should be appropriate to the scope and complexity of the training activities conducted by the organisation and should provide an environment conducive to learning.

The ACAA expects facilities used for theoretical and practical training to be adequately equipped, maintained and available for the duration of the approved training programmes. The facilities should be capable of supporting the achievement of the training objectives and the effective delivery of the approved syllabus.

Classrooms should be of an adequate size and layout to accommodate the number of trainees and should be equipped with suitable instructional aids and training materials. Consideration should be given to factors such as lighting, ventilation, seating arrangements and the overall suitability of the learning environment.

Where practical training forms part of the approved programme, the organisation should ensure that appropriate facilities, equipment and training devices are available to support the conduct of such training. This may include representative cabin equipment, emergency and safety equipment, first aid training equipment and other training devices relevant to the scope of training provided.

Where facilities or equipment are provided by external organisations, suitable arrangements should be established to ensure their continued availability and suitability. The organisation should be capable of demonstrating that such facilities remain under adequate control and continue to meet the requirements of the approved training programme.

The ACAA expects the organisation to establish procedures for the maintenance, inspection and continued serviceability of training equipment and devices used during training activities.

Appropriate records should be maintained to demonstrate the availability, suitability and continued serviceability of facilities and training equipment.

2.8. Examination System

The organisation should establish and maintain an examination system capable of ensuring that candidates are assessed fairly, consistently and in accordance with the approved training programme.

The examination system should be designed to verify that trainees have achieved the required level of knowledge and competence associated with the training objectives and learning outcomes of the course.

The ACAA expects examination procedures to clearly define the methods of assessment, pass standards, examination responsibilities, examination security arrangements and the procedures to be followed in the event of examination irregularities.

Appropriate arrangements should be established to protect the integrity and confidentiality of examination materials. Access to examination questions, answer keys and assessment records should be limited to authorised personnel.

Where written examinations are conducted, the organisation should maintain a question bank appropriate to the scope of training provided. The question bank should be periodically reviewed and updated to ensure continued relevance, validity and effectiveness.

The organisation should establish procedures for the preparation, review, approval and storage of examination materials. Appropriate measures should be implemented to minimise the risk of unauthorised disclosure, predictability or inappropriate reuse of examination questions.

Examiners should be suitably qualified and familiar with the assessment procedures established by the organisation. The ACAA expects assessments to be conducted objectively and consistently. Where practicable, an appropriate degree of independence should be maintained between training delivery and candidate assessment.

The organisation should establish procedures for the management of examination results, re-sits, appeals and the retention of examination records. Such procedures should ensure that examination outcomes are properly documented and can be made available to the ACAA upon request.

Appropriate records should be maintained to demonstrate the conduct of examinations, the results achieved by candidates and the continued effectiveness of the examination system.

3. CHANGES TO THE ORGANISATION

The organisation should establish and maintain a process for the management of changes that may affect compliance with the applicable requirements, the effectiveness of the management system or the quality of the training provided.

Prior to implementing any change, consideration should be given to its potential impact on safety, compliance, personnel, facilities, training programmes and organisational performance. The extent of the assessment should be proportionate to the nature, scope and complexity of the proposed change.

The ACAA expects organisations to establish appropriate arrangements to identify, assess and manage organisational changes before implementation and to maintain records demonstrating that such assessments have been performed.

3.1 Changes Requiring Prior Approval

Certain changes may have a direct impact on the basis upon which the approval was granted and should therefore be submitted to the ACAA for assessment prior to implementation.

Such changes would normally include amendments affecting the organisational structure, nominated personnel, training facilities, training programmes or other elements considered significant to the scope of approval. The organisation should provide sufficient information to enable the ACAA to assess the impact of the proposed change and determine whether continued compliance can be maintained following its implementation. The ACAA may request additional information, supporting documentation or demonstrations where considered necessary to complete the assessment.

Examples may include:

- change of Accountable Manager;
- change of Head of Training;
- change of training facilities;
- introduction of new training programmes;
- significant changes to management system arrangements.

3.2 Changes Not Requiring Prior Approval

For changes not requiring prior approval, the organisation should establish procedures to ensure that the impact of the change is assessed before implementation and that compliance with the applicable requirements is maintained.

The ACAA expects organisations to retain appropriate records demonstrating the evaluation and management of such changes and to make those records available during oversight activities upon request.

Where a change initially considered minor is subsequently found to have a significant impact on compliance or safety, appropriate corrective action should be taken and the ACAA should be informed where necessary.

4. CONTINUED OVERSIGHT AND OCCURRENCE REPORTING

Continued compliance with the applicable requirements should be demonstrated throughout the validity of the approval. The organisation should ensure that its management system, personnel, facilities, training programmes and procedures remain appropriate to the scope of activities conducted and continue to support the safe and effective delivery of training.

The ACAA applies a risk-based approach to oversight and may adjust the scope, frequency and depth of oversight activities based on factors such as the complexity of the organisation, compliance history, organisational changes and identified safety concerns.

The organisation should be capable of demonstrating, at any time, that the procedures described in its manuals are effectively implemented and supported by appropriate records and objective evidence.

Oversight activities may include audits, inspections, interviews, observations of training activities and reviews of records and documentation. Such activities are intended to verify both compliance with the applicable requirements and the effectiveness of the organisation's management system.

4.1. Occurrence Reporting

The organisation should establish arrangements for the reporting, assessment and management of occurrences, hazards and safety concerns associated with its activities.

Occurrence reporting should support the identification of safety risks and contribute to the continuous improvement of training and organisational performance. Personnel should be encouraged to report safety-related concerns through appropriate reporting channels.

The ACAA expects occurrence reporting arrangements to promote a positive reporting culture and to facilitate the timely identification and management of hazards that may affect safety or compliance.

Appropriate records of reported occurrences, investigations and corrective actions should be maintained and made available to the ACAA upon request.

5. ACCEPTANCE OF FOREIGN CCTO

5.1 Application for Acceptance

This section outlines the administrative procedures followed by the Albanian Civil Aviation Authority for the acceptance of foreign Cabin Crew Training Organisations.

Foreign CCTOs seeking acceptance shall demonstrate that they are approved and effectively supervised by their competent authority.

There are two categories of foreign CCTOs:

- CCTOs approved by an EU Member State competent authority or EASA: the acceptance procedure follows the standard steps outlined below in this Guidance Material.
- CCTOs approved by a third country competent authority: in addition to the documentary assessment, the ACAA shall conduct an audit of the organisation. The acceptance process shall follow the steps applicable to an initial approval assessment.

5.2 Documents to Submit

The organization should provide:

- approval certificate;
- scope of approval;
- organization manuals;
- management personnel details;
- training programme descriptions;
- recent audit reports where available.

Additional documentation may be requested where necessary to support the acceptance process.

5.3 Verification by the Competent Authority

The ACAA may coordinate directly with the competent authority to verify:

- validity of the approval;
- scope of activities;
- oversight status;
- significant findings or limitations.

The ACAA may take into consideration the findings history, oversight performance and regulatory status of the organisation.

5.4 Continuing Oversight

Accepted foreign organizations remain subject to ACAA oversight activities, including desk-based reviews and coordination with the competent authority. Acceptance does not remove the responsibility of the organisation to maintain continuous compliance with the applicable requirements.

5.5 Suspension or Revocation

Acceptance may be suspended or revoked where:

- approval by the competent authority is suspended or revoked;
- significant non-compliances are identified;
- information requested by ACAA is not provided;
- safety concerns arise.

6. APPEAL PROCESS

6.1. The right to appeal

An appeal may be applied when ACAA has refused to issue an approval certificate or an acceptance letter for a Training Organization or has suspend or revoke any of the following approval certificate or acceptance letter.

6.2. Submission of the appeal

The appellant must submit a written appeal within 30 days of receiving the ACAA's notice. The notice will clearly state the right to appeal decisions that affect licenses, certificates, approvals, or applications.

The appeal can be sent by mail, fax, or delivered in person to the Minister. It may be in the form of a letter and should include:

1. The appellant's name, address, phone number, and fax number (if applicable).
2. The organization's name and phone number (if applicable).
3. A copy of the CAA's notice or enforcement letter.

Filing an appeal does not automatically delay the suspension or revocation. A request for a stay can be made to the ACAA and may be granted if it does not compromise aviation safety.

The appeal request can be submitted to the ACAA via email (using the email address provided on the ACAA website), by mail, or delivered in person to the Protocol Office at the ACAA.

6.3. Procedures of appeal

When an appeal is submitted to the ACAA, the following procedures apply:

(a) Scheduling the Review Hearing:

The Director of the relevant Directorate will promptly set a date, time, and location for the Review Hearing after receiving the written appeal request.

(b) Attendance:

The appellant must attend the hearing in person or may be represented by an association, relative, or friend. Witnesses may also be requested to appear.

(c) Presentation of Evidence:

All relevant evidence should be presented during the Review Hearing. In any subsequent Appeal Hearing, only new evidence unavailable at the time of the Review Hearing will be considered, and only if deemed necessary by the Appeal Panel (Executive Director, Directors, Aviation Inspector, and Legal Director).

(d) Types of Evidence:

Evidence may include testimonies, documents, or other relevant materials. All proceedings will be recorded to create an official transcript for any future hearings.

(e) Right to Appeal:

The appellant will be informed of their right to appeal and the applicable time limits, as outlined in the Air Code of Albania.

6.4. Appeal Determination

The Executive Director will issue a written decision based on the record of the Review Hearing, including any oral or written statements, as applicable. The written determination, along with the reasons for the decision, will be provided after the hearing.

If the appellant is dissatisfied with the decision of the Appeal Committee, they may file a complaint with the Administrative Court. The complaint must be submitted to the Administrative Court within 45 days from receiving the decision, either in person or by registered mail, in accordance with Article 18 of Law No. 49/2012, "On the Administrative Court and Judgment of Administrative Disputes", as amended.