

**Flight School Association of North America**

# **Flight School Accreditation Standards**

**2014 Edition**

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**SPECIAL NOTE**

This 2014 edition of the “Flight School Accreditation Standards” is to be used for submission of applications and supporting documentation for deadlines in 2014. The 2015 edition will be available in December 2014.

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## CODE OF ETHICS

### PREAMBLE

The **Flight School Association of North America** (FSANA) is a not-for-profit trade association formed to:

- Work in alliance with the aviation and aerospace industry,
- Serve and foster the flight training industry,
- Provide programs and services that will enhance the ability of flight schools to serve their customers and communities, promote best business practices, and
- Increase the pilot population.

FSANA understands the importance of how members conduct and operate their flight training business. Members of FSANA recognize the important and critical role they play in introducing people to the world of flight and providing pilot education on all levels from the sport, recreation and private pilot certificate through the air transport pilot certificate. Adhering to the highest level of ethics creates a platform for consistent delivery of products and services to the public and fellow members.

FSANA members pledge to conduct their business activities with the highest level of integrity at all times. FSANA members are committed to maintaining the highest level of ethical professional standards as described in the “FSANA Code of Ethics.”

### FSANA CODE OF ETHICS

1. Members agree to uphold the principle of fair play at all times and be aware of conduct which appears deceptive toward prospects, customers, peers, employees, vendors and the general public.
  2. Members shall at all times provide accurate claims, testimonials and transparency in dealings with individuals, organizations and vendors.
  3. Members recognize that best business practices, safety, training and continuing education are critical to the flight training industry.
  4. Flight schools are in the education business and recognize the need to constantly strive for the highest level of competence in all facets of their business.
  5. Members shall conduct themselves as professionals with the highest level of integrity at all times.
  6. Members are encouraged to support the mission of FSANA by participating on committees and boards to further the association and the flight training industry.
  7. Members pledge to respect their peers. They are willing to share ideas that are to the betterment of the flight training industry that will foster good will within FSANA and the industry.
  8. Members will establish and practice sound financial policies for their business.
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## OVERVIEW

The **Flight School Accreditation Commission** is the accreditation body that oversees the FSANA Flight School Accreditation Program.

Flight schools are in the business of education. Accreditation ensures a minimum standard of quality and enhances the quality of flight training education. This includes maintaining academic values which meet and/or exceed accreditation standards.

The purpose of FSANA accreditation is to maintain the highest standard for flight schools in respect to industry business practices and professionalism.

FSANA accreditation will provide the general public with an opportunity to identify flight schools that comply with the “FSANA Code of Ethics” and meet or exceed the FSANA accreditation standards.

FSANA accreditation is the recognized standard that the public and flight training vendor community can use to assist in evaluating business relationships.

FSANA accreditation helps flight schools to develop sound academic, business and financial practices which lead to improved student learning, retention and completion.

Ongoing accreditation generates an aggregated positive impact for both flight schools and the public. The process of accreditation is an ongoing and developing system of standards and best practices that lead to continued improvement.

The **FSANA Flight School Accreditation Standards** are designed to focus on seven core areas within the flight school:

- Safety
  - Security
  - Risk Management
  - Business Practices
  - Finance and Accounting
  - Education
  - Customer Satisfaction
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## **ACCREDITATION**

The **FSANA Flight School Accreditation Standards** to be adhered to are as follows:

### **Section 1 Scope and Standards**

- 1.1** The FSANA accreditation process is open to all flight schools that provide flight instruction under the Federal Aviation Regulations. The standards for FSANA accreditation provide the starting benchmarks from which all entities shall be evaluated.
  - 1.2** Flight schools that enroll in the FSANA Flight School Accreditation Program are electing to improve the professional nature of their businesses and the flight training industry.
  - 1.3** The standards for FSANA accreditation represent the core foundation guidelines that must be met in order to become an accredited flight school. Once a flight school becomes accredited, the firm shall submit all required reports on an annual basis in order to maintain their accredited member status.
  - 1.4** Accredited flight schools become eligible to participate in various business management programs that may include the opportunity for flight students to secure flight training loans.
  - 1.5** Accredited flight schools have the ability to benchmark themselves with their professional peers.
  - 1.6** The accreditation standards establish a minimum level of compliance that are nationally recognized. Flight schools shall meet or exceed the standards at all times.
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### **Section 2 Industry References**

The flight training portion of the industry is guided by the Federal Aviation Regulations. Flight schools shall comply with all regulations that are applicable to the proper conduct of their business.

Accredited flight schools shall establish the following as minimum standards:

- 2.1** “FSANA Code of Ethics” and “FSANA Flight School Accreditation Standards”

- 2.2 The Federal Aviation Regulations (FAR)
  - 2.3 Generally accepted accounting principles (GAAP)
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### **Section 3 Definitions**

- 3.1 The *Flight School Association of North America* is herein referred to as FSANA.
- 3.2 The *Flight School Accreditation Commission* is a division of the Flight School Association of North America. The Flight School Accreditation Commission is herein referred to as the Commission.
- 3.3 A *flight school* is a business which provides flight training and owns, operates or leases aircraft, flight simulators and/or flight training devices. A flight school is a business which owns or leases office space at an airport, gliderport, heliport or seaport. A simulator based flight school is not required to be located at one of the aforementioned locations.
- 3.4 A *multi-location flight school* is similar as defined in Section 3.3 above with two or more geographical locations from which business is conducted. Flight schools that fall under Section 3.4 must qualify and meet the accreditation standards for each geographical location that conducts flight training. One accreditation will be used for the same company with campus inspections for each additional campus.
- 3.5 An *accredited flight school* is a flight school which has met all of the accreditation standards described within as adopted by FSANA and approved by the Flight School Accreditation Commission.
- 3.6 The highest-ranking person at the flight school with both authority and responsibility shall be called the *president* for the purposes of these standards. There may be other titles with similar meaning (for accreditation purposes), such as chairman, CEO, director, manager or others who meet the definition.
- 3.7 A *flight training simulator* is herein referred to as an FTS.
- 3.8 A *flight training device* is herein referred to as an FTD.
- 3.9 A *flight instructor mentoring program* is herein referred to as FIMP.
- 3.10 A *flight instructor mentor* is herein referred to as a FIM.
- 3.11 *Non-flight continuing education units* are herein referred to as NFCEU.
- 3.12 The *Transportation Security Administration* is herein referred to as TSA.

- 3.13 The *Federal Aviation Administration* is herein referred to as FAA.
  - 3.14 *Records retention* is defined to include both paper and/or electronic processes.
  - 3.15 A Federal Aviation Administration *Certificated Flight Instructor* is herein referred to as a CFI.
  - 3.16 A *flight school operations manual* is herein referred to as an FSOM.
  - 3.17 A *customer feedback program* is herein referred to as a CFP.
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## **Section 4 Safety**

Safety forms the foundation for all flight schools. Flight schools shall place safety as the highest priority when conducting all functions related to the flight training industry.

- 4.1 Flight schools shall have, maintain and update a flight school operations manual (FSOM). The FSOM shall be reviewed by the flight school for conformance, safety and operating procedures on an annual basis.
- 4.2 Flight schools shall have a designated safety officer. The safety officer shall be responsible for developing a monthly safety briefing for the staff.
- 4.3 Flight schools shall maintain a safety committee. Members of the committee shall include ground, administrative and flight personnel. The operation of the safety committee shall be included in the FSOM. The committee shall be chaired by an employee involved with management. The purpose of the safety committee is to provide leadership and oversight for all safety-related issues related to both ground and flight operations.
- 4.4 Flight schools shall allow students and/or aircraft renters access to aircraft maintenance records which include airworthiness directive lists, proposed time before overhaul (TBO) times on airframe, propeller and accessories and required inspections.
- 4.5 Flight schools shall offer continuing education programs to their students, customers and aircraft renters via the school's specific program or use of industry or FAA programs.
- 4.6 Flight schools shall require that all flight instructors are enrolled in the FAASafety program administered by the FAA.
- 4.7 Flight schools shall recommend in writing that flight students, aircraft renters, customers and prospective students enroll in one of the two FAA FAASafety programs: [www.faasafety.gov](http://www.faasafety.gov) or [www.faasafetyyouth.org](http://www.faasafetyyouth.org).

- 4.8** Flight schools shall comply with all Federal Aviation Administration regulations. If an accredited flight school is found to be in breach of one or more Federal Aviation Regulations, the flight school shall voluntarily notify the Commission of the violation(s) within 30 days.
- 4.9** All aircraft shall carry on board the following items:
- a. A complete aircraft checklist for each make and model of aircraft utilized in flight training.
  - b. The aircraft flight operations manual or pilots operating handbook as provided by the manufacturer of the aircraft. The alternative is for each student pilot to receive a copy of the flight operations manual for each aircraft that they utilize. When there is no aircraft operations manual available based on certain types of older aircraft, the aircraft shall have the appropriate placards and limitations.
- 4.10** All new students shall be provided at the time of enrollment with the following minimum information:
- a. A certificate of enrollment which states the course they have enrolled in
  - b. The date of enrollment
  - c. A copy of the appropriate flight training syllabus for the training to be undertaken. This can include an FAA-approved flight training program and/or FAA special syllabus for Part 141 flight schools.
  - d. A copy of the school's safety and best practices which shall include the following minimum information:
    - i. The established weather minimums for dual and solo flight operations.
    - ii. Aircraft ground operations at the school.
    - iii. Emergency procedures for working around aircraft.
    - iv. Procedures for aircraft operations within the aircraft ramp and airport ground environment.
    - v. Procedures for dealing with aircraft fires in flight and on the ground.
    - vi. How to secure an aircraft after a flight.
    - vii. Procedures for reporting aircraft maintenance issues and how to determine if the maintenance issue has been resolved.
    - viii. Determining aircraft fuel reserves for local and cross-country flights.
    - ix. A written description of the flight school's practice area which shall include geographical boundaries and altitudes.
    - x. A written list of communications frequencies and transponder settings for the local area where the flight training will be conducted.

- 4.11** All customers that are enrolled in a flight training course shall be maintained on a list which is kept current at all times. The customer list shall be broken down into the various course levels.
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## **Section 5 Security**

- 5.1** Flight schools shall have a designated security officer. The security officer shall be responsible for developing a monthly security briefing for the staff.
- 5.2** Flight schools shall have a security plan which is confidential. The security plan shall be reviewed semi-annually.
- 5.3** Flight schools shall secure all aircraft. The aircraft door and ignition keys shall be kept so that the public does not have access to them without permission. Aircraft keys shall not be kept in the open. Keys must be secured at all times. At no time will aircraft keys be located inside unlocked aircraft. All aircraft need to be secured.
- 5.4** Flight schools shall verify the identity and citizenship of all students and aircraft renters. Flight schools shall comply with all Federal regulations that address student pilots and aircraft renters.
- 5.5** Flight schools shall comply with TSA regulations requiring proof of United States citizenship or TSA alien student training approval prior to providing any type of flight training in which the school or school's instructor is doing the providing.
- 5.6** Flight schools shall immediately notify the Transportation Security Administration (TSA) when a flight school customer or member of the public provides any indication that they could be a security risk.
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## **Section 6 Risk Management**

- 6.1** Flight schools shall maintain a minimum liability insurance policy of \$1,000,000 Combined Single Limit for Bodily Injury and Property Damage with each passenger limited to \$100,000. The Flight School Association of North America (FSANA) and the Flight School Accreditation Commission (Commission), and any affiliated, parent or subsidiary companies, their officers, directors, shareholders, employees, agents, or independent contractors shall be named as an "Additional Insured."

- 6.2 Flight schools shall make all customers aware of aircraft renters insurance. It is not mandatory that customers maintain this type of insurance. Flight schools shall provide FSAC on an annual basis how they make all their students and renters aware of aircraft renters insurance.
- 6.3 Flight schools shall require all aircraft renters and students to sign an aircraft rental agreement. The agreement shall contain a minimum expectancy of conduct for both the school to the student/renter and the student/renter to the school. The renter's agreement shall include wording to comply with Section 6.2 above.
- 6.4 Flight schools shall maintain copies of all aircraft renters and student information and shall at minimum require copies of the pilot certificate, FAA medical certificate, driver's license or valid government-issued pictured identification. This data may be saved in a electronic format. This data shall be kept secured at all times.
- 6.5 Flight schools shall maintain a manual or electronic system to determine that students and aircraft renters have current medical certificates as required by the FAA.
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## **Section 7 Business Practices**

- 7.1 Flight schools shall comply with the "FSANA Code of Ethics."
- 7.2 Flight schools shall maintain a business plan. The business plan shall be reviewed quarterly by school management. The Commission will not retain any business plans on file. The Commission inspector who performs the final site inspection shall determine if the school has a business plan and meets this standard.
- 7.3 Flight schools shall maintain a marketing plan, created annually and reviewed/updated semi-annually. This plan may include and is not limited to all forms of learn-to-fly promotions via print, TV, newspaper, radio and Internet mediums.
- 7.4 Both flight and non-flight school staff shall attend an annual personnel review to be conducted by their supervisor and/or the flight school owner or manager. This review will be documented and made a part of a permanent employee or contractor file.
- 7.5 Flight schools shall have written guidelines for introductory flights for prospective students. Flight schools shall provide all customers with the following minimum information in writing at the start of all flight training:
- a. Customers shall receive the flight school's written deposit, refund and

- cancellation policy. Refund policies shall provide for a pro-rated portion of all prepaid funds.
- b. Customers shall receive a written price list for both hourly and package rates. This shall include a course description of the pilot certificate and/or aircraft rating program for which the customer is planning to enroll.
  - c. Customers shall receive in writing that all flight training received is in accordance with FAA regulations. All flight training will be logged in their log books. All training received and logged shall be transferable to all FAA Part 61 or Part 141 flight schools.
  - d. Customers shall receive in writing that the flight school does not guarantee any form of employment upon successful completion of any pilot certificates or ratings.
  - e. If the flight school is providing college credits for flight training, customers shall receive in writing the credit transfer policy.
  - f. Customers shall receive in writing that each student pilot is unique. There are no guarantees that a person will become a pilot by taking flight lessons.
  - g. Flight schools shall notify customers that they may not be qualified candidates to continue flight training which would lead to earning a pilot certificate. This communication would be based on the performance of the student pilot. This notification shall be provided as soon as the school recognizes that there is a problem. This notification does not prevent a person from being a student pilot for life.
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## **Section 8 Finance and Accounting**

- 8.1** Flight schools shall follow generally accepted accounting procedures (GAAP). Flight schools shall submit a letter from their accountant or their bookkeeper stating that the school follows GAAP.
- 8.2** Flight schools shall comply with the Internal Revenue Services guidelines for record retention.
- 8.3** Flight schools shall prepare an annual financial statement. This may be prepared internally or externally as required. The flight school owner, manager or director shall provide in writing on flight school letterhead to the Flight School Accreditation Commission that this has been accomplished on an annual basis.
- 8.4** Flight schools that accept advanced customer payments for future services shall establish at minimum a separate ledger account for the customer in accordance with GAAP standards. The school shall send a monthly account statement to the customer or provide one to the customer upon their request.

Accredited flight schools shall follow the following requirements when accepting advanced payments from customers for future services:

*Tier 1: Customer provides advance deposit of funds up to \$1,000—*

When a flight school accepts up to \$1,000 in advanced funds for flight training or aircraft rental services, said funds shall be maintained in a separate general ledger account specifically designated for advanced deposits. These funds shall be maintained in a bank savings, checking or money market account which is maintained at a financial institution that is federal or state chartered and provides FDIC insurance. Flight schools shall be permitted to co-mingle funds within the account. The funds for each customer shall be tracked and accounted for within the account.

*Tier 2: Customer provides advance deposit of funds from \$1,001 to \$5,000—*

When a flight school accepts from \$1,001 to \$5,000 in advanced funds for flight training or aircraft rental services, said funds shall be maintained in a separate flight training escrow account specifically designated for advanced deposits. An escrow account shall be a stand-alone account which is maintained at a financial institution that is federal or state chartered and provides FDIC insurance. Flight schools shall be permitted to co-mingle funds within the escrow account. The funds for each customer shall be tracked and accounted for within the account.

*Tier 3: Customer provides advance deposit of funds that exceed \$5,000—*

When a flight school accepts more than \$5,000 in advanced funds for flight training, said funds shall be maintained in a separate flight training escrow account which is maintained and administered by a third party. An escrow account shall be a stand alone account which is maintained at a financial institution that is federal or state chartered and provides FDIC insurance.

Tier 3 requires that a separate escrow account be established and maintained for each customer. Flight schools are not be permitted to co-mingle customer funds within Tier 3. The customer funds shall be tracked and accounted for within the escrow account. The wording on the flight training escrow account shall be as follows: The “*customer’s name*” and the “*legal name of the flight school.*”

- 8.5** The withdrawing of escrowed monies from customer escrow accounts in Tier 3 shall be timed to coincide within a reasonable time period based on the date that the services are provided.
  - 8.6** In the event of flight school financial insolvency, a plan shall be established for rectifying customer accounts from the escrowed funds.
  - 8.7** The flight school shall determine whether contracting instructors or employees shall be used in order to comply with federal and state regulations.
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## **Section 9 Education**

- 9.1** Flight schools shall require all newly-certificated flight instructors to participate in a flight instructor mentoring program (FIMP). The mission of the FIMP is to assist new flight instructors as they transition from pilot to flight instructor.
- 9.2** The FIMP program is designed to assist new flight instructors who have recently earned a certificate or rating by partnering with an aviation mentor who has been engaged in the business of teaching people to fly and/or flight school management.
- 9.3** To be an eligible Flight Instructor Mentor (FIM), a person shall be either a currently-active flight instructor, FAA-designated examiner and/or involved with flight school management for at least the previous 48 months.
- 9.4** Flight instructors shall remain in the FIMP while they are actively engaged in teaching people to fly.
- 9.5** Flight schools shall maintain a record of flight instructors who are in the FIMP. This shall include the date entered into the FIMP and the name of their mentor.
- 9.6** Flight schools shall utilize a professional written training program syllabus offered by a variety of third-party flight training educational suppliers to the industry. Schools that operate under Part 141 of the Federal Aviation Regulations (FAR) shall utilize their FAA-approved flight training syllabus.
- 9.7** Flight schools shall maintain a paper or electronic system which records the progress of all students.
- 9.8** Flight schools shall offer ongoing aviation education to their students and aircraft renters. Flight schools shall recognize the need for ongoing education in respect to all aspects of their business.
- 9.9** Flight schools shall provide ongoing education for their staff. This education will be appropriate for each job description. This education shall be comprised of both flight and non-flight education.
- 9.10** Flight instructors shall be required to receive non-flight continuing education on teaching techniques and processes related to how students learn, process and retain information. This education can come from monthly flight instructor meetings, manufacturer-sponsored training programs and other programs designed to keep flight instructors up to date on modern teaching techniques and processes. Flight instructors shall receive a minimum of 12 hours of non-flight continuing education units (NFCEU) each calendar year. This requirement shall be prorated based on the employment start date of the flight instructor.

- 9.11** Flight schools are encouraged to provide an FAA-approved flight training simulator (FTS) or flight training device (FTD) which allows for logged flight time. Flight schools shall promote the use of these devices for both prospective, student and certificated pilots.
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## **Section 10 Customer Satisfaction**

- 10.1** Flight schools shall have a customer feedback program (CFP). Customers shall be provided in writing, a clear process so that they may provide customer compliments, concerns or issues regarding services received. This process permits customers to inquire and raise questions regarding the services they receive with respect to all aspects of the flight school and related business activities.
- 10.2** The CFP shall include a tracking system for all customer feedback including complaints so that management can understand, respond and adjust the business model to ensure proper procedures are in place.
- 10.3** The customer feedback process may be in a written and/or automated format. All feedback shall be date and time stamped. Flight school management shall respond to all customer feedback concerns within 72 hours of receiving the customer feedback.
- 10.4** Flight schools shall maintain customer relationship management (CRM) information for each customer and prospective customer. The following is a minimum list of information that shall be documented on a form when a prospective customer makes first contact with the flight school. This requirement shall be met for all introductory flights. The customer information can be retained in a written and/or automated format and kept on file at the school for a minimum of four years.
- a. Is the customer a U.S. citizen?  
If no, the customer shall follow the process as outlined by the United States government in order to comply with all required regulations.
  - b. Does the customer hold any FAA pilot certificates?  
If yes, list all certificates.
  - c. Has the customer ever flown in an airplane?
  - d. Has the customer ever piloted an airplane?
  - e. What are the customer's goals?
  - f. Does the customer want to attain their first solo flight? *order change OK?*
  - g. Does the customer intend to pilot aircraft as a career? *order change OK?*

- h. Which pilot certificates does the customer want to attain?
    - Student Pilot
    - Sport Pilot
    - Recreation Pilot
    - Private Pilot
    - Commercial Pilot
    - Airline Transport Pilot
    - Flight Instructor
  - i. How did the customer find the flight school?
  - j. Does the customer know any pilots?
  - k. Are there any pilots in the customer's family?
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## **Section 11 Accreditation Overview**

- 11.1** The **Flight School Accreditation Commission** shall be comprised of three to five volunteer members. Members are appointed from the aviation and aerospace industry based on their backgrounds and career.
  - 11.2** Accredited flight schools shall comply with all accreditation standards for the duration of the accreditation period, which is three years. Applicants shall complete and mail the FSANA accreditation application and supporting materials. The printed application must be signed and submitted by the owner or president of the flight school.
  - 11.3** Applicants have 12 months to complete the accreditation process. Applicants who have not achieved accreditation within the allotted time period may request a one time, three-month extension to complete the process.
  - 11.4** Accreditation applicants shall remit the initial accreditation application fee at the time of application.
  - 11.5** Accreditation shall be in effect for 36 months from the date of approval. Six months prior to the effective end date, accredited flight schools shall initiate the accreditation renewal process. An automatic reminder will be sent six months before the end of the accreditation period.
  - 11.6** Accredited flight schools shall submit their accreditation renewal applications six months prior to the end of their current accreditation term. Failure to do this may cause a lapse in accreditation.
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## **Section 12 Use of Accreditation Logo**

**12.1** Flight schools that have successfully met the accreditation standards are permitted to use the accreditation logo. This logo may be used on letterheads, business cards, banners, websites, signage, and other business-related marketing and advertising materials in all forms of media.

**12.2** The accreditation logo must be used in its entirety and may not be altered in any way, including proportion, element, type, etc. without the express permission of FSANA. The colorization shall remain as designated by FSANA, except the logo may be printed in black ink or in its original colors; however, the proportion, color scheme, shape and design shall not be altered.

When the logo is displayed on a website, the minimum size of the logo shall be 150 pixels wide by 75 pixels high. The proportions of the logo shall be maintained. The appearance of the logo may not be animated, morphed, or in any other way distorted.

The logo may not be used on any website that is in violation of any applicable laws or governmental regulations.

If used on a website, the logo may link only to the FSANA home page, and not to any other pages of the flight school's website or any other websites.

**12.3** Flight schools that have not met the accreditation standards are not permitted to use the FSANA accreditation logo. A list of flight schools that currently meet the accreditation standards is available at [www.fsana.com](http://www.fsana.com).

Flight schools that lose accreditation status must immediately cease use of the accreditation logo in any form including on all marketing materials. Printed marketing materials must be destroyed.

**12.4** The accreditation logo may not be used to indicate any kind of endorsement by FSANA of a company's product or service; or that any official status for any product or service has been conferred by or is otherwise associated with FSANA; or to show any kind of relationship with FSANA aside from those permitted above.

**12.5** The accreditation logo may not be used in connection with any disparaging statements about FSANA, members of FSANA, or its products or services, or statements that otherwise reflect poorly on FSANA. FSANA reserves the right to disallow any use of the accreditation logo. Any unauthorized use of the accreditation logo may result in legal action.

- 12.6** FSANA owns all of the right, title and interest in the FSANA accreditation logo. Accredited flight schools are granted a limited license to use the logo as described in this Section 12. No accredited flight school has the authority to use the logo other than as described in this Section 12, or to authorize any other person to use the logo. An accredited flight school shall immediately notify FSANA if the school becomes aware of unauthorized use of the logo.
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