

**Q. How does the FIRC work?**

**A.** The online FIRC course consists of 13 lessons. There is a quiz after lesson 6 and then again after lesson 13. All quizzes are comprised of random multiple-choice questions about the material contained in the lessons. The Final Quiz at the end of Lesson 13 is cumulative and contains randomly selected questions covering the content from all of the lessons. Pass rate is 70%. After you've successfully completed all of the lessons, you must submit an application for renewal. This can be done through our ACR Service, either using IACRA or the traditional mail-in method or through a FSDO. If you choose to use IACRA you can complete your paperwork online but must submit your application on the IACRA website at least three business days before the expiration date printed on the back of your CFI certificate. This will allow our on-staff FAA ACR's time to review, approve and sign off on the application and 8710. If you choose to mail your paperwork to our ACR, drop it off at one of our school locations, or take it to a FSDO, we must receive it prior to your expiration date.

**Q. What time zones are used to electronically time stamp graduation certificates and IACRA applications?**

**A.** The American Flyers website time stamps on the Eastern time zone. IACRA's website time stamps on the Central time zone. Those attempting to renew on the last day of the month that are in different time zones will need to take this into account. Suggestion: Do not wait until the last day of the expiring month.

**Q. Why is there a timer on each lesson?**

**A.** The FAA is requiring ALL FIRC providers to provide a minimum number of hours of course content. This course is constructed along FAA guidelines to be a "study" course, not a "read" course and is designed not only to refresh your knowledge of what is required of you as a Certificated Flight Instructor, but also enable you to successfully pass the quizzes to graduate from this course. To that end, the FAA now requires ALL FIRC providers to add a timer to their courses so that study time can be verified.

American Flyers has implemented this by having a clock that remains in the background, out of sight and is activated each time you open a lesson. The required study time is shown at the beginning of the lesson by the lesson title. That particular lesson will stay open and available to you for a selected number of minutes that are appropriate to studying and retaining the information presented. You may then proceed to the next lesson and so on. These "speed bumps" are designed to make sure that you have time to read and review the material before proceeding on.

You may go back at any time to lessons that you have already studied. The content of the course will include links to relevant websites and reports, as well as videos. Time spent on those additional resources will count toward the minimum time for that lesson. If you find you are completing the lessons quicker than the allocated time, we strongly recommend that you make use of those resources for further review. The quizzes will not become available until the Content and Time progress bars reach 100%.

**Q. What if I have to leave my computer in the middle of a lesson and don't return until later in the day or even the next day, will I get credit for the time I spent on that lesson?**

**A.** Yes, simply log back into your account, click on the lesson you were in and then click on the "Page-Next" button till it stops you from progressing any further. This will be the spot where you left off when you were called away from your computer.

**Q. Do I download the material, or do I take the course online?**

**A.** You have to do the whole course online.

**Q. Are there any additional costs?**

**A.** Once you purchased the program it is yours to use for life; however, if you choose the IACRA or ACR Service for processing your paperwork there is an additional fee each time you use one of these services.

**Q. How many quizzes are there?**

**A.** There are a total of 2, with 2 additional back-ups. First, a randomized 30 question test and an additional remedial randomized 30 question test after Lesson 6, called a Midcourse and Remedial Midcourse quiz. The second is a comprehensive final 30 question test and an additional comprehensive 30 question remedial test, called a Final and a Remedial Final. Once you have completed the lessons (100% on both the Content and Time progress bars), you will be prompted to take the first quiz.

**Q. What happens if I fail a quiz?**

**A.** In the event of a failure on either test, the candidate will have the opportunity to take another randomized test. It is recommended that you study the material in those lessons again before taking the quiz again. In the event of a failure on that test, the candidate will undergo remedial training with the National Chief Instructor (or one of his designees). Once the remedial training has been completed, the candidate will then be permitted to take the remedial test. If the candidate fails the remedial test, they will be presented with another remedial test. In the event of a failure on the second remedial test, the candidate will not be permitted to complete the online course.

**Q. How do I provide feedback on the Lessons?**

**A.** After each lesson a question will appear asking you to rate the lesson you just studied. In addition, you can email us at [support@americanflyers.com](mailto:support@americanflyers.com).

**Q. When I'm done with the course do you get my paperwork automatically, or do I have to do something else?**

**A.** There is no automatic transmission of paperwork. There are three ways to submit paperwork for processing: 1. Through the American Flyers ACR using IACRA's electronic application system; 2. Through the American Flyers ACR by physically mailing your paperwork to the FIRC Department; 3. Through a Flight Standards District Office (FSDO).

**Q. My certificate expires in 30 days. Do I have enough time to renew my CFI Certificate?**

**A.** Yes, you have enough time. You need to complete the online training and submit your application for renewal on the IACRA website three days before the expiration date on your back of current CFI certificate. If you are mailing your application to our FIRC Department, it must be received on or before the expiration date on the back of your CFI certificate. If you are applying for renewal through a FSDO, you must present your graduation certificate to them on or before the expiration date on the back of your CFI certificate. Be sure to call the FSDO early to make an appointment.

**Q. If I complete the course before my expiration date, will my date change?**

**A.** As long as you complete the course within the three calendar months preceding the month of your CFI Certificate expiration date, your expiration date will not change.

**Q. Other FIRC sponsors advertise that I can start my FIRC at any time. Why can't I do that with your FIRC?**

**A.** If you start your FIRC too far in advance of your expiration date, you risk the chance of missing regulatory or guidance changes. The intent of the FIRC is to keep you current and safe. As pilots and instructors, we take that responsibility very seriously.

**Q. I finished the FIRC program today and my CFI expiration date is today. Am I okay as long as I have finished the course?**

**A.** No! You must: 1. Complete the American Flyers IACRA checklist; 2. Submit your IACRA application for renewal online at <https://iacra.faa.gov/>; and, 3. Make sure our ACR has reviewed and signed your application. Faxing or emailing paperwork is not permitted. We require that you submit your application at least three days before your expiration in order to guarantee renewal.

**Q. What is the ACR Service?**

**A.** An Airman Certification Representative (ACR) is an individual representing a specific FIRC sponsor who is authorized to accept FAA applications for renewal of valid flight instructor certificates from successful graduates of that sponsor's program and to issue temporary flight instructor certificates. For your convenience, our ACR can accept your application via IACRA or through the mail and issue you a temporary certificate.

**Q. When I started the FIRC course I opted out of the ACR service. Now I have changed my mind and want to use the service. How do I make the change?**

**A.** You have an opportunity to purchase the ACR Service on your Main Page under "Renewal Details" at any time.

**Q. How do I use the IACRA ACR Service?**

**A.** You complete the American Flyers Flight Instructor Renewal Course and follow the instructions found on your Main Page under "Renewal Details". The ACR will communicate with you via email and you will be notified when you can download and print your temporary certificate.

**Q. I am out of the country and would like to renew online. Is there a way to complete my paperwork?**

**A.** Yes! Since the FAA's IACRA system is paperless, CFI's traveling or living outside of the U.S. can easily apply for renewal. You must: 1. Complete the American Flyers IACRA checklist; 2. Submit your IACRA application for renewal online at <https://iacra.faa.gov/>; and, 3. Make sure our ACR has reviewed and signed your application. Faxing or emailing paperwork is not permitted. We require that you submit your application at least three days before your expiration in order to guarantee renewal.

**Q. How do I use the traditional mail-in ACR Service?**

**A.** Mail your signed Graduation Certificate, valid CFI certificate (hard copy), completed 8710 form, notarized proof of identity, and copy of your photo ID to: American Flyers FIRC Department 32535 Wolf Branch Lane Sorrento, FL 32776

**Q. What do I need to do if I want a FSDO to process my renewal?**

**A.** First locate your nearest FSDO at [http://www.faa.gov/about/office\\_org/field\\_offices/fsdo/](http://www.faa.gov/about/office_org/field_offices/fsdo/) then make an appointment to meet with an Airman Inspector prior to your CFI certificate expiration date. The wait time for an appointment can be several weeks depending on the FSDO. Ask if you should bring a paper 8710 application or if they want you to apply through IACRA. Lastly, bring the following: a. Your signed Graduation Certificate (date of issuance must fall within three calendar months prior to CFI certificate expiration date); b. Your completed and signed 8710-1 (if they accept paper applications); c. Your valid US Driver's License, Passport or Military ID; d. Your unexpired Flight Instructor Certificate (hard copy).

**Q. When I started the FIRC course I purchased the ACR service. Now I have changed my mind and want to take my paperwork to a FSDO. Can I get a refund?**

**A.** Yes, provided that you have not yet initiated the ACR service. Click on this link <https://www.americanflyers.net/content/support/contact.aspx?t=Refund%20Request> and complete the instructions on the form, then click the submit button. You should see your credit card statement reflect the refund on your next billing cycle.

**Q. The address on my Graduation Certificate is old and doesn't match my 8710 form. How do I update my account?**

**A.** You can update your profile by clicking on the Account pull-down menu on the navigation menu at the top of the page and then clicking on "Edit Profile." Edit the information in the fields and then click on the "continue" button on the bottom of the page. Please take this opportunity to make sure your email address is current. You can reprint your Graduation Certificate after revising your information.

**Q. My certificate number has changed since I first purchased the FIRC For Life. How do I update my account?**

**A.** Each time you re-enroll you are asked to enter your CFI certificate number. The certificate number you provide is the one that will correspond to that particular renewal. If you make an error, contact American Flyers at [online@americanflyers.com](mailto:online@americanflyers.com) and we can correct it for you.

**Q. I finished my FIRC on a computer that I was unable to print from. How do I retrieve my Graduation Certificate so that I may print it?**

**A.** Log back into American Flyers. On the pull-down Menu at the top of the page, roll your cursor over "Account" and select "FIRC Renewals". There are links to download/print your Graduation Certificate and an 8710 form should you need it. You may print it more than once if you wish.

**Q. Do I have to enter my flight time on my application for renewal?**

**A.** No, you don't have to fill in your flight time for a CFI renewal. In IACRA you can click on "next" to continue past the flight time portion of the application without entering any hours. On the 8710 form you need only fill out Sections I, IV, and V.