GENERAL INFORMATION BULLETIN 2026-14

Issue 01

Date of Issue: 21st October 2026

SUBJECT:

IMPLEMENTATION OF GCAA AUDIT PLATFORM AND ORGANISATION MANUALS MANAGEMENT PLATFORM

APPLICABILITY:

All UAE GCAA approved organisations

BACKGROUND:

The General Civil Aviation Authority (GCAA) is replacing Q-Pulse with new integrated digital platforms: the **GCAA Audit Platform** and **Organisation Manuals Management Platform.**

Together, the two platforms aim to improve oversight efficiency, strengthen the consistency and traceability of regulatory records, streamline regulatory processes and support informed, data-driven regulatory decision-making.

This General Information Bulletin is issued to formally notify UAE regulated organisations of the implementation of both platforms from **2 November 2026**, the transition from Q-Pulse, and the arrangements and responsibilities applicable to industry users.

INFORMATION:

1. **New Platforms:**

1.1 The GCAA Audit Platform is the GCAA's new audit and inspection management system, designed to enhance regulatory oversight through a more standardized, transparent and risk-based approach to audit planning, execution, findings management and follow-up activities.

1.2 The GCAA Organisation Manuals Management Platform is the GCAA's new organisation document manual system, providing a single, controlled and traceable workflow for the submission, review, approval and acceptance of organisation manuals, expositions and their amendments, together with the associated GCAA-approved forms.

2. Implementation and Go-Live Schedule

2.1 To ensure a controlled transition from Q-Pulse to the GCAA Audit Platform and Manuals Management Platform, the following implementation schedule is as follows:

Period	Implementation Arrangements
Until 27 October 2026	GCAA staff and regulated organisations may continue using Q-Pulse for applicable audit and inspection activities and manual submissions.
28 October – 1 November 2026	Q-Pulse services will be temporarily suspended to allow the GCAA IT team to complete the required data migration, system configuration, validation and final go-live readiness checks.
From 2 November 2026	The GCAA Audit Platform and Manuals Management Platform will become operational and available to authorized GCAA staff and regulated organisations. Q-Pulse will remain accessible for managing and closing open/existing audit records, findings and associated CAPAs, and open manual requests. No new manual submissions or audit initiations are to be made through Q-Pulse.
9 November 2026	GCAA Digital Platforms Awareness Session at 9:00 AM, Anantara Downtown Dubai, introducing Audit & Manuals Management Platforms to regulated organisations (registration details below in this Bulletin).

2.2 Regulated organisations are advised to complete any time-critical submissions or outstanding actions in Q-Pulse before the scheduled service suspension.

3. Transition from Q-Pulse

3.1 Effective **2 November 2026**, the GCAA Audit Platform will replace Q-Pulse for all new applicable audits and inspections, and Manuals Management Platform will replace Q-Pulse for all new manual submissions, including initial issues and amendments.

3.2 All open Q-Pulse audits findings and associated Corrective and Preventive Action Plans (CAPAs) will be migrated to the GCAA Audit Platform as part of the scheduled data migration activities in alignment with the table under section 1.

3.3 Q-Pulse will remain accessible after go-live for the management and closure of existing audit records and outstanding corrective actions, and for the processing and closure of manual requests that are open on the go-live date, in accordance with the GCAA's approved transition arrangements.

3.4 No new audits, inspections or manual submissions will be initiated through Q-Pulse starting from 2 November 2026.

4. Industry Familiarisation and User Guidance

4.1 GCAA Audit Platform

4.1.1 Industry familiarisation sessions have been conducted across the relevant organisations, and the **GCAA Audit Platform Step-by-Step External User Guide** has been made available to support users in understanding the platform's functions and operational procedures.

4.1.2 The guide is accessible through the following link:

Auditees / Customers – External User Guide

https://eservices5.gcaa.gov.ae/assets/UserGuide/Unified_Audit_Platform_(UAP)/Auditees___Customers.htm

4.1.3 Regulated organisations should ensure that their designated personnel are familiar with the relevant procedures before the go-live date.

4.2 Manuals Management Platform

4.2.1 A virtual industry awareness session on Manuals Management Platform will be conducted on 29 October 2026. Joining details will be communicated to the relevant Quality Post Holders and nominated responsible representatives through the appropriate GCAA channels.

4.2.2 The Manuals Management Platform user guide is accessible through the following link:

Manuals Management Platform – External User Guide

https://eservices5.gcaa.gov.ae/assets/UserGuide/GCAA_Manual_Approval.htm

4.2.3 Regulated organisations are expected to ensure that their designated personnel are familiar with the relevant procedures before the go-live date.

5. User Access and Implementation Support

5.1 Users will be able to access the GCAA Audit Platform and Manuals Management Platform from 2 November 2026, subject to the applicable user access arrangements.

5.2 The relevant GCAA departmental focal points will coordinate implementation-related matters with the concerned representatives.

5.3 Any additional instructions regarding system access, technical support or implementation arrangements will be communicated through the appropriate GCAA channels.

5.4 Both the GCAA Audit and Manuals Management Platforms will be accessible through the Important Links section of the GCAA website.

6. Supersession of Q-Pulse References

With effect from **2 November 2026**, all references to Q-Pulse in GCAA regulatory instruments are superseded, as follows:

6.1 References to Q-Pulse relating to audits, inspections, findings and CAPAs shall be read as references to the GCAA Audit Platform.

6.2 References to Q-Pulse relating to the submission, review, approval or acceptance of manuals and associated forms shall be read as references to Manuals Management Platform.

6.3 The affected GCAA regulatory instruments will be amended to reflect these changes at their next revision.

7. GCAA Digital Platforms Awareness Session

7.1 The GCAA will hold a Digital Platforms Awareness Session as part of the Safety Summit workshop on **9 November 2026, at 9:00 AM- 12:00 PM, at Anantara Downtown Dubai**, to introduce the Audit and Manuals Management Platforms and explain their use by regulated organisations. The session will be conducted in a **hybrid format, allowing participants to attend either physically or virtually via Microsoft Teams**. Physical attendance is recommended, and the Microsoft Teams meeting link will be shared with registered participants opting for virtual attendance prior to the session.

7.2 Quality Post Holders and nominated responsible personnel that will attend should register through the following link by the 28th of OCT 2026:

https://forms.gcaa.ae/surveys/GCAA-Digital-Platforms-Awareness-Session

8. GCAA AUDIT PLATFORM FUNCTIONALITIES FOR REGULATED ORGANISATIONS:

The platform will enable authorized industry users to:

1. Access and review applicable audit and inspection information.
2. Receive, review and acknowledge findings issued by the GCAA.
3. Prepare and submit Corrective and Preventive Action Plans (CAPAs).
4. Upload supporting documentation and objective evidence.
5. Respond to requests for clarification or additional information from the GCAA.
6. Monitor findings, CAPA status, prescribed response timelines and regulatory follow-up actions.
7. Receive and manage platform notifications and communications.

9. MANUALS MANAGEMENT PLATFORM FUNCTIONALITIES FOR REGULATED ORGANISATIONS:

The platform will enable authorized industry users to:

1. Submit organisation manuals, expositions and their amendments for GCAA approval or acceptance.
2. Download copies of the applicable manual compliance checklists for use in preparing manual submissions.
3. Upload supporting documentation, such as completed compliance checklists.
4. Track the review status of each submission throughout the approval or acceptance process.
5. Respond to GCAA review comments and requests for clarification, and resubmit revised documents.
6. Receive approval or acceptance decisions and associated GCAA correspondence.

7. Access the current approved or accepted revision of the organisation's manuals and their revision history.
8. Receive and manage platform notifications and communications.

10. RESPONSIBILITIES OF REGULATED ORGANISATIONS:

Regulated organisations need to:

(a) Identify and authorize additional relevant Quality Post Holders and nominated responsible personnel requiring access to the GCAA Audit and Manuals Management Platform.
(b) Ensure that designated users have reviewed the platform's user guides and are familiar with their assigned responsibilities.
(c) Review and expedite the closure of outstanding audits, findings and associated CAPAs, wherever applicable, preferably before 28 October 2026, subject to satisfactory completion and verification of the required corrective actions.
(d) Complete any time-critical submissions before the scheduled Q-Pulse service suspension and ensure appropriate follow-up of outstanding actions following go-live.
(e) Submit all new manuals, manual amendments and associated forms through Manuals Management Platform from 2 November 2026.
(f) Update any references to Q-Pulse in the organisation's own manuals and procedures at their next scheduled revision.
(g) Verify user access following go-live and promptly report any technical or access-related issues through the designated GCAA support channels.
(h) Ensure that findings, CAPAs, supporting evidence and related communications are submitted accurately, completely and within the prescribed regulatory timelines.
(i) Maintain the integrity, completeness and traceability of all information submitted through the GCAA Audit and Manuals Management Platform.

CONTACT:

For inquiries, technical issues or further clarification, please contact:

- The relevant ASAS Principal Inspectors.
- The IT Support Team at shamas@gcaa.gov.ae.