United Arab Emirates

الهيئة العامة للطيران المدني
GENERAL CIVIL AVIATION AUTHORITY

CIVIL AVIATION ADVISORY PUBLICATION

CAAP 08

AIR OPERATORS CERTIFICATE (AOC)

GUIDANCE PROCEDURES FOR THE ISSUANCE, RENEWAL AND AMENDMENT OF AN AIR OPERATOR CERTIFICATE (AOC)/PRIVATE OPERATOR CERTIFICATE (POC) TO CONDUCT OPERATIONS UNDER CAR OPS 1 OR 3

Any enquiries regarding the content of this publication should be addressed to: Flight Operations Department, email fops@gcaa.gov.ae.

1. TABLE OF CONTENTS

2. PURPOSE

This Civil Aviation Advisory Publication (CAAP) provides guidance to those operators or individuals, who propose to apply for approval to conduct commercial air transport operations. An operator of an aircraft based in the UAE must have an authority to operate under Civil Aviation Law Article 6, regardless of the category of operation. All commercial operators based in the UAE must obtain an Air Operator Certificate (AOC) and Operations Specifications from the GCAA before conducting commercial activities. Whilst private operators of UAE will be issued with a Private Operators Certificate (POC) instead of AOC, the requirements for POC are essentially the same as for an AOC. The AOC/POC application process is conducted electronically (E-services) and presented in a graphical format as explained in Appendix **Error! Reference source not ound.**.

The procedures detailed in this CAAP enable an operator to determine their capability of meeting the GCAA's requirements. Existing operators wishing to vary their AOC with a different type of aircraft or operation should follow the same general process. The Certification phase is applicable also for AOC renewal. The application for issuance, renewal or amendment is via E-service.

3. REFERENCES

(a) UAE Civil Aviation Regulations
(b) International Civil Aviation Organisation (ICAO).

1) ICAO Doc 8335-AN/879, Manual of Procedures for Operations Inspection, Certification and Continued Surveillance.

2) ICAO Doc. 9376, Preparation of an Operations Manual.

(c) CAR Part V – Airworthiness Regulations
(d) CAR PART II
(e) CAAP 5 – RVSM
(f) CAAP 6 – MNPS
(g) CAAP 13 – FANS
(h) CAAP14 – ULR Operations
(i) CAAP 17 – Flight Dispatcher License, Training, Tests and Flight Dispatcher Training Organisations
(j) CAAP 18 – Electronic Flight Bag
(k) CAAP 21 – ETOPS/EDTO
(l) CAAP 22 – Safety Incident Reporting
(m) CAAP 23 – Cabin Crew Procedures
(n) CAAP 46 – Ground Operations Authorisation
(o) CAAP 52 – PBN Operations Approval
(p) CAAP 57 – VORSY-Voluntary Reporting System
(q) CAAP 63
(r) CAAP 66
(s) CAAP 69

4. STATUS OF THIS CAAP

This is Issue 02 Revision 01 of CAAP 8. It will remain current until withdrawn or superseded. Refer to Section 6 for reason of the changes introduced.

Changes introduced in this issue are marked with revision bars.

5. APPLICABILITY

This CAAP applies to Operators operating under CAR OPS 1 and 3 and individuals or organisations requiring UAE approval process to conduct operations under CAR OPS 1 and 3. This CAAP also applies when an AOC holder proposes to add a different aircraft, whether leased or owned, to their Operations Specifications or substantially change the type of operation such as from cargo to passenger carrying. The requirements of the Certification Phase will be audited as part of the AOC renewal.

6. EFFECTIVITY DATE

From date of publication.

7. REVISION HIGHLIGHTS

The changes are with track bars and are mainly related to initial AOC with a change of structure of the CAAP and incorporation of ICAO Doc 8335 in CAAP 8. Consequently, this revision has no adverse impact on established AOC/POC and it does not require the need for an NPA.

8. POLICY

(a) The initial issue of an Air Operator Certificate in respect of an operator must be approved by the Director General of the General Civil Aviation Authority.

(b) The Operator must be considered a UAE corporate body; that is a UAE national company, which has aviation activities stated in the "articles of association" as approved by an Emirate Economic Department. An operator can be located in any UAE Free Trade Zone but its sponsorship and trade licence issued by the Free Trade Zone will not be accepted as equivalent.

(c) The trade licence issued by the relevant Emirates requires local partnership(s). The majority shares holder(s), if it involves foreigners, must be held by the local partner(s). The trade licence or the company charter/articles must indicate the exact share distribution of all shareholders.

(d) The local partnership and its shares requirements are applicable to new applicants and not to AOC/POC Holder existing before the date of this CAAP provided its ownership and shares distribution remain unchanged.

(e) The aviation activities must be clearly defined as per CAR OPS 1 / 3; and the type of operations to be authorised and explained in the pre application meeting. A minimum of 2 aircraft operations is necessary in the initial application, all registered in the UAE. These aircraft must be not more than 15 years of age.

(f) Unless specifically authorised by the GCAA, former Soviet Union or Commonwealth of Independent States aircraft without an acceptable - Type Certificate accepted by the GCAA (refer to CAR 21) shall not be permitted to operate under a UAE Air Operator Certificate.

(g) All airworthiness and flight operational managerial appointments, manuals, documents and facilities must be accepted / approved by the GCAA. Foreign facilities require specific inspection and approval by the GCAA.

(h) All inspections and processing will be conducted at no cost to the GCAA.

(i) All foreign licences must be validated or render valid with appropriate UAE licence prior to operating a UAE registered aircraft.

(j) All applicants for AOC/POC initial and renewal must undergo a financial fitness/competence by the relevant Department of Civil Aviation (DCA). In the event, the relevant DCA is unable to do so, the GCAA will conduct the assessment.

(k) A separate approval to operate must be obtained from the applicable Emirate(s)' Department of Civil Aviation/Department of Transport from the intended aerodrome of that Emirate. The approval by the respective DCA should not be limited to a no objection statement and can be in a form of a recommendation statement.

(l) All Emirate and other required approvals including security clearance shall be obtained prior to processing an application with the GCAA.

(m) All turbo jet aircraft, turboprop aircraft above 9000 kg MTOM, and helicopters above 5700 kg MTOM require simulator training devices (if available). The GCAA may accept equivalent training on real aircraft.

(n) Ownership of the aircraft must be legally established for inclusion on the Certificate of Registration as per CAR PART V – Chapter 1.

(o) Unless specifically authorised by the GCAA, a foreign registered aircraft operated under the provisions of a UAE Air Operator Certificate, which is not entered on the UAE aircraft registry after the one year exemption period shall be removed from the Operations Specifications.

(p) Unless specifically authorised by the GCAA, an operator which has a foreign registered aircraft in their Operations Specifications shall not be permitted to add any other foreign registered aircraft to their Operations Specifications unless there is at least an equal number of that operator's aircraft on the UAE aircraft registry.

(q) Unless specifically authorised by the GCAA, holders of a UAE Air Operator Certificate shall not permit the use of their organisation's callsign, or ICAO designated code, by any other operator or organisation (CAAP 47 refers).

(r) Maintenance organisations or Continuing Airworthiness Management organisations intended for use by the applicant or AOC/POC holder shall be certified by the GCAA as prescribed by CAR PART V – Chapter 3 and Chapter 4.

(s) Operators for an AOC/Authorisation, or variation of an AOC/Authorisation, shall allow the GCAA to examine all safety aspects of the proposed organisation as laid down in Civil Aviation Regulation including Part IV, CAR Ops 1/3 and Part V. This examination shall also include surveillance on the operator to ensure continued operating competence.

(t) Unless agreed upon, applicant for an initial AOC/POC must complete the entire process within 18 months. Failure to meet the deadline entails a reapplication, restarting the process all over again. Additionally, any AOC process application which is inactive or not progressing for 3 months will be terminated.

(u) AOCs/POCs issued are non-transferable, however, if a transfer is to take place, it will be considered as a new entity and it will require a full certification including security clearance.

(v) Special Cases:

1) Inactive, revoked, or lapsed AOC would require a full certification when reinstatement is required; and
2) Any AOC which is inactive or suspended or lapsed for more than 3 months will be revoked, except in the case of a voluntary suspension by the operator itself which can be extended for another 3 months before the AOC is revoked.

9. INTIAL ISSUE OF AOC/POC

The initial issue of an Air Operator Certificate to an applicant takes place in five distinct phases (Appendix 1 refers):

(a) Pre-application.
(b) Formal application.
(c) Document evaluation.
(d) Operational demonstration and inspection
(e) Certification.

9.1 PRE-APPLICATION PHASE

9.1.1 General

During the pre-application phase the applicant meets with GCAA and discusses generally its initial plans and the viability of different proposals. It is essential that the applicant has, in this pre-application phase, a clear understanding of the form, content and documents required for the formal application.

The purpose of the pre-application meeting is to confirm the information provided in the pre-application statement to determine whether or not the applicant has sufficient knowledge of the appropriate regulations and requirements and to confirm, for the applicant, the expectations of the GCAA.

The pre-application meeting will take place prior to the online formal AOC application. The applicant should contact the GCAA - through email fops@gcaa.gov.ae or call 04 2111513 (Dubai Office). The pre-application meeting will be attended by the GCAA inspectors from Flight Operations, Airworthiness, Safety, Security and Licensing (if required). This meeting will be held at the GCAA Dubai office or other location if agreed upon. It is necessary that at least one nominated Post Holder, either from Operations or Quality, be accepted "in-principle" prior to the commencement of this phase.

During this phase it is also important that the applicant understands the approximate period of time that will be required to conduct the certification process, subsequent to the receipt of a complete and formal application. This element is of particular importance so that such applicant may avoid undue financial expenditure during the certification period, in particular when the applicant has little or no operating experience leading the GCAA to conduct a sufficient period of operational proving, including proving flight operations, to judge the organisation's operating competency.

The applicant needs guaranteed access to sufficient financial resources to obtain all the required equipment, facilities and manpower and to fully support operations in the early stages when revenues are difficult to predict and may, in any case, be very low. Marginal or severely limited resources frequently result in an adverse effect on safety and efficiency; experience indicates that operators tend to take short cuts on such vital matters as required maintenance, acquisition of adequate spare parts, training of personnel and other similar matters with safety implications.

The more thoroughly the applicant's competence is established at this stage, the less likelihood there will be of having serious problems in the document evaluation and the demonstration and inspection phases preceding certification or during the course of subsequent operations. Analysis of the pre-application assessment will indicate either that it is acceptable on a preliminary basis or that it is unacceptable. If in the latter case the deficiencies are such that they can be rectified, the applicant may be given a reasonable opportunity to resubmit its pre-application; otherwise the applicant will be advised to withdraw the intent to apply for AOC.

If the GCAA does not consent to proceed further the application, it will notify the applicant, in writing, of its reasons no later than 30 days after making the preliminary assessment.

If the application is acceptable to the GCAA on the basis of the preliminary assessment, the applicant will be authorised to proceed with preparations for the commencement of operations on the basis that an AOC will be issued subject to satisfactory completion of the remainder of the certification procedure.

During this phase, the GCAA will provide the applicant with the following information:

(a) Application procedures including forms like GTF-NPA-001.

(b) Documents required.

(c) General operating and airworthiness advice.

(d) Approval requirements from other authorities.

(e) Regulatory feasibility.

(f) GCAA fees and payment conditions

(g) E services, Q pulse and ROSI systems.

Note 3: Security clearance is part of the AOC process but the application is conducted by another mean, available in the GCAA online services.

9.1.2 Pre-application Statement of Intent and documentation.

The pre-application statement of intent and documentations should be addressed to the Director General of the GCAA. It should be in the form of a letter from the owner and/or sponsor and should contain at least the following:

(a) Type of operation.

(b) Type(s) of aircraft.

(c) Area(s) of operation.

(d) Route structure and traffic potential

(e) Nature of aircraft and/or simulator training programme.

(f) Location of main base and other facilities.

(g) Management organisation structure and qualifications of Accountable Manager, Operations, Training, Ground, Security, Quality, SMS and Maintenance System Post Holders if available. Names of Post Holders must be submitted via the E-services prior to the formal meeting.

(h) Proposed company trading name and corporate body sponsor.

(i) Approximate date of commencement.

(j) A statement certifying that the Owner, Accountable Manager and all Post Holders do not have record of arrests, convictions or incarcerations and free from liens, civil suits, civil judgement and bankruptcy.

Note 1: The application cannot be processed further until and unless the Director General gives his approval to proceed and he finds the proposed operation is in the national interest.

Note 2: The statement of intent should be addressed to the Director General and submitted via E services together with other documents listed below and those listed in the service card.

9.1.3 Documentation

(a) Duly filled application form GTF-AOC-001

(b) Aircraft Ownership details (power of attorney etc.) if available at this point in time.

(c) Description and structure of organisation (can be part of letter of intent).

(d) Trade licence by Emirate Economic Department. Licence issued by the UAE Free Trade Zone is not accepted.

(e) Payment slips of AED 200,000 for aircraft MTOM of 5,700 kg and below or AED 500,000 for aircraft MTOW 5.700kg and above, to the GCAA (non-refundable) which is deductible for other fees.

(f) Financial information, economic viability and financial fitness assessment.

1) The following documents, when applicable, are required.
2) Audited Financial Statements
3) Financial performance i.e. their Profit & Loss Statement and Balance sheet
4) An approved budget copy (not the whole document) giving their Profit & Loss Statement, Balance Sheet and Cash Flow Statement
5) List of banks and the type of facility and limit available

6) List and values of assets and liabilities;
7) All other pertinent financial information such as proposed arrangements for the purchase or lease of aircraft and major equipment.

(g) Insurance Certificate/policy

(h) Approval by the Department of Civil Aviation/Department of Transport, in a form of a recommendation, to operate at the relevant airport.

(i) Passport copy of owner(s)

(j) Photograph of owner(s)

(k) Schedule of events

(l) Mass and Balance System if it differs from CAR-OPS requirements, as the rules authorise the applicant to provide alternatives means of compliance

(m) Third Party Contract or equivalent like MoU– Flight Planning, Training and etc.

(n) A decree issued by the relevant UAE Emirates if application for AOC involves designated air carrier intending to conduct scheduled operations.

Note 1: For Abu Dhabi operators, applicant must obtain financial fitness certificate from Abu Dhabi Transport Authority (additional).

9.2 FORMAL APPLICATION PHASE

9.2.1 General

The formal application phase commences when the applicant lodges a formal application for an AOC, accompanied by various documents and manuals intended to prove or describe its operations. This formal application should begin at least **90** days prior to the intended start date of revenue operations.

The submission of a formal application means that the applicant is aware of the regulations and rules applicable to the proposed operation and it is prepared to show the method of compliance and prepared for an in-depth evaluation, demonstration and inspection related to the required manuals, training programmes, operational and maintenance facilities, aircraft, support equipment, record keeping, dangerous goods programme, security programme, flight crew and key management personnel, including the functioning of the administrative and operational organisation.

Formal application is associated with a meeting attended by the proposed accountable manager, nominated post holders and key personnel from both the applicant and the GCAA.

The formal meeting will include the following, when:

(a) Operations and Airworthiness manuals will be submitted through Q pulse, along with compliance statement form FOF-OMA 001 ((aeroplane) or FOF-OMA-005 (helicopter) (not required for existing UAE operators)).

(b) Nominated personnel application via E-services will be submitted

(c) Special operations application via E-services will be submitted

(d) Instructor and examiner application via E-services will be submitted

(e) Aircraft, facility and services information will be submitted.

(f) The operator will subscribe to e-publication and as well to other requirements as specified by CAR PART III – Chapter 9.

During the meeting, the GCAA will nominate Principal Inspectors. GCAA Inspectors are available to meet with the operator's technical management and representatives to develop an action plan, and to ensure the application proceeds in a timely and coherent manner.

The formal application meeting should confirm that the management background information satisfies regulatory requirements; it should address any errors or omissions in the application package, resolve any scheduling date conflicts and agree on a process for revising event dates, reinforce the communication and working relationships between the GCAA and applicant personnel and, finally, determine the acceptability of the formal application package.

The applicant should understood that acceptance of the formal application package by the GCAA does not constitute acceptance or approval of any of the attachments which will be subjected to later in-depth review. The identification of significant discrepancies during the in-depth review may require further meetings between appropriate members of the GCAA and the applicant personnel.

9.2.2 Formal Application's Documentation

The following items will be reviewed during the formal meeting:

(a) On line application for Accountable Manager, Post Holders and other managerial personnel like flight safety officer, focal point cabin crew and person in charge Dangerous Goods.

(b) Evidence of continued amendment services of manuals.

(c) Evidence of latest manual revision.

(d) Mass and balance system- aircraft weighing report, trim sheet and etc.

(e) Notification of non-compliance or waiver.

(f) Application of PBN as per CAAP 52.

(g) Application of RVSM as per CAAP 5.

(h) Application of MNPS as per CAAP 6.

(i) Application of other Special Operations as per CAAPs mentioned in chapter 6 of this CAAP.

(j) Application of ATO and Simulator approval as per CAR PART II, if applicable.

(k) Application for three letter ICAO Designation and Radio Telephony Call Sign for operator who intends to operate International Commercial Operations.

9.2.3 Schedule of Events

The Schedule of Events is a list of items, activities, aircraft, and/or facility acquisitions, which the applicant must accomplish or make ready, and the dates on which they will be ready for GCAA inspection. The list should include, but is not limited to, the following and the dates at which they will take place:

(a) Crew members training.

1) initial training
2) conversion training
3) basic indoctrination
4) aircraft systems
5) simulator
6) aircraft flight
7) flight attendant

(b) Maintenance personnel training.

(c) When all facilities will be ready for GCAA inspection.

(d) When ATO, flight simulator and aircraft will be ready for inspection.

(e) C of R, C of A and other certificates requirement

(f) Emergency evacuation and ditching demonstrations.

(g) Ground handling staff, dispatcher training.

(h) Dangerous Goods Training (ref. CARs Part VI, Chapter2, Section 6).

(i) Aviation Security Training (ref. CARs Part VII, Annex A to Section 10).

(j) GCAA Inspector aircraft type training if it is first of type or no inspector is rated on type (if required).

(k) When proving flights will begin.

(l) When proposed operations will begin.

(m) When each of the required manuals will be ready for evaluation;

(n) If and when emergency evacuation demonstrations, ditching demonstrations are planned; and

(o) The dates of proposed assessments of training staff and other persons subject to GCAA approval. The dates should be logical in sequence and provide time for GCAA review, inspection and approval of each item.

The overall plan is to be kept under constant review by the applicant to maintain control of the certification process.

9.2.4 Operations Manual

The following are the manuals required for submission during the formal meeting. The submission of these manuals is through the Q pulse:

(a) General Operations Manual- Part A.

(b) Aircraft Manuals including Standard Operating Procedures – Part B.

(c) Route Manual – Part C.

(d) Training Manuals – Part D.

(e) Continuing Airworthiness Maintenance Exposition, if applicable.

(f) Dangerous Goods Procedures (to be incorporated in Operations Manual; (CARs Part VI, Chapter 2, Section 4.3 refers).

(g) Cabin Crew Emergency Procedures Manual including Standard Operating Procedures.

(h) MEL.

(i) Operators Security Program (may be incorporated in Operations Manual dependent upon aircraft inventory).

(j) Ground Operations / Dispatch Manual.

(k) Dangerous Goods Emergency Response Guide.

(l) Emergency Response Plan / Guide.

(m) SMS manual.

Any manual rejection entails applicant to observe at least a 90 day prohibition for resubmission. The GCAA has also a right, in the event of a rejection, to impose the rewriting of the manual to be performed by an acceptable person or a consultancy firm.

9.2.4.1 Flight Safety Documents System

All documents should be organised according to criteria which are essential to provide easy access to information required for flight and ground operations contained in the various operational documents comprising the system, as well as to manage the distribution and revision of operational documents. This system which is part of ICAO Annex 6 is known as Flight Safety Documents System.

Information contained in a flight safety documents system should be grouped according to the importance and use of the information as follows:

(a) time critical information e.g. information that can jeopardize the safety of the operation if not immediately available e.g. flight crew instructor, flight staff instruction,

(b) time sensitive information e.g. information that can affect the level of safety or delay the operation if not available in a short time period.

(c) frequently used information e.g. Operations Manual, Operator's policies, QRH etc.

(d) reference information, e.g. information that is required for the operation but does not fall under (b) and (c) above, and

(e) information that is grouped based on the phase of operation in which it is used.

Time critical information should be placed early and prominently in the flight safety documents system.

Time critical information, time sensitive, information, and frequently used information should be placed in cards, and quick reference guide.

9.2.4.2 Operations Manual

Information must be presented in clear unambiguous English text and/or graphics in a readily amendable format. The applicant shall ensure that the structure of the operations manual follows the requirements as stated in IEM OPS 1.1045 (c) and consists of the following parts.

Part A General/Basic

Part B Aircraft Operating matters

Part C Route and Aerodrome Instruction and Information

Part D Training

The content of the manual is subject to the GCAA assessment and the elements/subjects that require specific approvals by the GCAA are found in IEM OPS 1.1040(b) or CAR OPS 1 and 3 regulations that bear the statement 'shall/may be approved by the Authority.

CAR OPS 1/3.1045 (a) prescribes the main structure of the Operations Manual. Appendix 1 to CAR OPS 1/3.1045 contains a comprehensive detailed and structured list of all items to be covered in the Operations Manual.

Since a high degree of standardization of Operations Manuals will improve flight safety, the structure described in the IEM CAR-OPS 1/3.1045(c) should be used by applicant. To facilitate comparability and usability of the Operations Manuals by personnel, applicant should not deviate from the numbering system used. If there are sections which, because of the nature of the operations, do not apply, applicant still maintains the numbering system and inserts 'Not applicable".

The contents of the operations manual may not be varied without the GCAA's consent. At the operator's discretion, additional material may be included for information and guidance and such additional material will not require approval.

A copy of the relevant part of the Operations Manual shall be available to each operating crew member employed by the operator and a full electronic copy to be provided to, and retained by, the GCAA. Electronic copy of the Operations Manual, easily accessible to the crew members, is also acceptable, provided, the operator takes the responsibility to ensure that crew members are equipped with personal computer, lap top or other electronic mean for access if accepted by the GCAA.

9.2.4.3 Compliance Statement

The Compliance Statement refers to operations manual material referenced to the CAR-OPS 1 or 3 applicable to the type of operation the applicant is proposing, and other applicable reference mentioned in Section 6. The applicant must provide a brief, narrative description or a reference to a specific section of the applicant's manual or other document which describes how each applicable regulation will be complied with. This compliance statement must be signed by the appropriate accountable manager using form FOF-OMA-001 (aeroplane) or FOF-OMA-005 (helicopter).

The method of compliance may not be finalized at the time of the formal application, in which case a date should be given by which the final information will be provided. The purpose of the statement of compliance is to ensure that the applicant has addressed all regulatory requirements. It aids the GCAA to assess where the regulatory requirements have been addressed in the applicant's manuals, programmes and procedures.

9.2.5 Management/Post Holders Qualification Resumes

9.2.5.1 General

The application for nominated personnel acceptance including Accountable Manager and Post Holders are via the E-services. The application form GTF-NPA-001 is to be completed and should include a brief resume containing information on the individual qualifications, certificates, ratings, and experience of personnel selected for at least the following, or equivalent, positions.

(a) Accountable Manager
(b) Post Holder Flight Operations
(c) Post Holder Continuing Airworthiness (if applicable).
(d) Post Holder Crew Training
(e) Post Holder Ground Operations
(f) Post Holder Aviation Security
(g) Post Holder Quality Assurance
(h) Post Holder Safety Management System (SMS)

Applicants must ensure that only qualified and trained personnel are appointed for the above appointments in addition to those in-charges of Flight Safety, Security and Cabin.

On case to case basis the GCAA may consider a person to hold more than 1 of the nominated posts.

Operators are advised that a lack of technical management appointments during the application process will delay the process. The GCAA will assess the applicant's qualifications and experience as well as their managerial ability. A knowledge test in the form of an interview or written test will be conducted before the nominated accountable manager and post holders are accepted.

An AM/PH is initially approved for 3 months and renewable by a maximum another 3 months. If the PH doesn't meet expectations during any of these 2 periods, he will be revoked. An AM/PH is required to attend a PH course during the 3 first months.

9.2.5.2 Expected Qualifications and Level of Experience.

The qualifications and level of experience of post holders and key operational staff will vary according to the scope and size of the proposed operations. Post holders and key operational staff shall have an understanding with Human Factors and Human Performance limitation besides the following specific requirements.

Accountable Manager

To serve as an Accountable Manager, a person must have the qualifications, experience and authority as specified in CAR OPS 1 or 3

Post -Holder Operations

To serve as Director of Flight Operations a person must have the qualifications and experience as specified in CAR OPS 1 or 3, Subpart C, paragraph 1.175 or 3.175 including its AC and IEM.

It is strongly recommended that the post holder should have at least 5 years supervisory or managerial experience within the last 6 years in a position that exercised operational control over any operations conducted with similar aircraft on international commercial operations. In the case of a person taking up this post for the first time ever, have at least 3 years' experience on international commercial operations within the past 6 years, as pilot in command of the size and type of aircraft to be operated.

Post Holder Continuing Airworthiness.

- Practical experience, knowledge, relevant qualifications and expertise for the areas they manage
- A working knowledge of CAR M and the Continuing Airworthiness Management Organisation Exposition
- Familiarity with the organisation's quality system
- A working knowledge of aviation safety standards and continuing airworthiness management practices and the ability to manage a facility in such an environment
- Appropriate management experience
- Appropriate familiarity with the product
- Appropriately qualified as per AMC M 706
- The post holder shall not be employed in any other organisation and shall have a full time employment contract with the organization;
- Shall not hold any other position in the company unless acceptable to the Authority;
- Shall have comprehensive knowledge of UAE Laws and Regulations.

Post Holder Crew Training

The nominated post holder or his deputy must have the qualifications and experience as specified in CAR OPS 1 or 3, Subpart C, paragraph 1.175 or 3.175 including its AC and IEM.

The post holder is expected to possess the following experience;

i. 1000 hours flight time or 3 year experience in operations substantially similar to those proposed.
ii. 1000 hours in command of aircraft substantially similar to those proposed to be operated.
iii. 500 hours as a TRE/TRI on aircraft substantially similar to those proposed. Duty as a check pilot may include aircraft, simulator, line or base checking, or any combination thereof.
iv. Prior to the commencement of revenue services, hold unrestricted approval as a TRE/TRI on the major type of aircraft to be operated. Should the fleet change in the future, he shall maintain the TRE/TRI on at least one major type in current operation.

Post Holder Ground Operations

The nominated post holder should have a thorough knowledge of the AOC/Authorisation holder's ground operations concept (CAAP 46 refers).

Post holder Quality Assurance

The Post-Holder (PH) Quality assurance (QA) is to be held by a single person for both flight operations and continuing airworthiness activities.

As general guidelines, he/she shall:

- Hold or has held a license relevant with aircraft type to be operated;

- Hold or has held a previous similar position or at least managerial appointment such as an auditor or other similar appointment;
- Have 5 year working experience, 2 of which in aviation organisational experience;
- Have completed auditing techniques training;
- Not be employed in any other organisation and he shall have a full time employment contract with the organization;
- Not hold any other position in the company;
- Have sound knowledge in the fields of flight operations, maintenance, crew training and ground operations, including the standards required by the Authority, and any additional requirements defined by the operator.

Post Holder Aviation Security

The nominated post holder should have successfully attended AVSEC 1, 2, and 3 basic and AVSEC professional manager's courses, as of 2014 the Post Holder Security shall be UAE national (refer to UAE GCAA Security Department Directives).

Post Holder SMS

To serve as a post holder SMS, a person must be trained and have knowledge on all aspects of SMS. The training required shall cover all elements of the SMS system including safety risk management, safety assurance, and safety promotion. (CAR PART X refers)

9.2.6 Aircraft, Facilities, and Services

9.2.6.1 General

This attachment should provide evidence that the applicant will have available aircraft, facilities and support services to conduct the type of operation proposed as well as airports suitability. The evidence may be in the form of proof of purchase, formal contracts, or lease agreements. If formal purchase, lease, or contract agreements have not been completed, letters showing agreement between the contracting parties will suffice until formal contracts or agreements are available. Aircraft ownership details must be authenticated (power of attorney). Documents showing details of the insurance of the aircraft, its occupants and third parties are also required.

Documents should also relate to weather reporting, communications facilities, maintenance, aeronautical charts and publications, aerodrome analysis and obstruction data, outsourced training and training facilities.

9.2.6.2 Aircraft Equipment

Aircraft equipment shall meet CAR requirements, in particular in compliance with CAR OPS 1 and 3 subparts K and L and CAR OPS 1 Subpart S.

9.3 DOCUMENT EVALUATION PHASE

9.3.1 General

The document evaluation phase involves detailed study of the manuals and other documents for their content and compliance. The evaluation will give the GCAA an insight on the applicant's technical fitness for the type of operations proposed by the operator. Applicants are reminded to submit documents, which reflect their actual operation and aircraft; any incomplete or deficient documentation will affect the application completion date.

The set of documents and manuals should be complete and must, satisfy GCAA's requirements before the inspection phase can begin. However, the review of documents and manuals will continue until the certification phase. Indeed, the inspection phase may reveal the need for some operational changes, which in turn requires amendment of those documents and manuals.

The documents and manuals should be presented for consideration not less than 60 days prior to the commencement of the proposed operations to avoid delay.

9.3.2 Compliance Statement

The GCAA will evaluate the compliance statement, the purpose of which is to ensure that the applicant has met all regulatory requirements applicable to the proposed operation. The statement also indicates to the GCAA where the regulatory requirements have been addressed in the applicant's manuals, programmes and procedures. The final compliance statement needs to be completed and accepted by the GCAA prior to the commencement of the flight operations inspection.

9.3.3 Management/Post Holders Qualification Resumes with aviation experience

The list should include the management positions, the names of the individuals involved and their qualifications and relevant management experience and their licences, ratings and aviation experience.

9.3.4 Operations manual

The operations manual is the means by which the applicant intends to control all aspects of the intended operation. Its structure normally consists of four parts: a general section; aircraft operating information; areas, routes and aerodromes; and training. The arrangements for the administration and control of the operations manual should have already been evaluated during the cursory review in the formal application phase of the certification process.

Prior to initiating the ground or flight operations phase of the inspection, a detailed review of the operations manual will be completed by the GCAA. The operations manual should provide, in a clear and concise manner, the necessary policy guidance and instructions to the applicant's personnel on how operations are to be conducted. The operations manual should not contain information that is not relevant to the proposed operations. Thus, at the outset, a determination should be made as to the adequacy of the operations manual. The subsequent ground and flight operational inspections will determine the capability of the applicant's organization to effectively carry out the policies and instructions set forth in the operations manual.

An adequate operations manual should at least:

(a) implement the applicable regulations including any specified mandatory material and not conflict with the regulations of any other State where operations will be conducted;

(b) provide clear, complete and detailed operating instructions, policies and procedures so that operational staff, i.e. crew members and ground operations, loading, maintenance, operational control and administrative personnel, are fully informed of what is required of them. Through the proper use of this material, it will be expected that such personnel perform their duties to a high degree of precision, thus resulting in safe and efficient operations. Procedures should be effective, represent sound safety philosophy and be capable of being accomplished;

(c) make provisions for revision to ensure that the information contained therein is kept up to date;

(d) present the necessary guidance and instructions to personnel in a suitable and convenient format. It should be ascertained that the applicant has provided the required instructions following the guidance provided regarding the form and content of these documents; and

(e) outline standardized procedures for all crew member functions.

In connection with the detailed review of the operations manual, the GCAA will ascertain that effective procedures have been established by the applicant for the revision, distribution and use of the operations manual. Each manual should be numbered and issued according to a specific distribution list, and each holder made responsible for its prompt and accurate update. The distribution list should contain all operations personnel and others requiring the information therein for proper performance of their duties. Those parts of the manual required to be carried on board each aircraft should be designed for convenient use and all parts should permit ready and accurate reference.

9.3.4.1 SMS manual

An SMS manual is required and documents all aspects of the SMS, including: the statement of safety policy and objectives, which clearly describes the safety accountabilities and emergency response planning; the safety risk management, which includes hazard identification processes and risk assessment and mitigation processes; the safety assurance, including safety performance monitoring with an investigation capability; and safety promotion and training.

9.3.4.2 MEL

An MEL is required for each type and model of aircraft to be operated, which provides for the operation of the aircraft, subject to specified conditions, with particular equipment inoperative. This list prepared by the applicant in conformity with, or more restrictive than, the master minimum equipment list (MMEL) for the type approved by the State of Design, is tailored to the applicant's aircraft and installed equipment (CAR PART IV - CAR-MEL refers)

9.3.4.3 CDL

A CDL for each aircraft type and model may be established by the organization responsible for the type design and approved by the State of Design to provide for the commencement of a flight without specified

external parts. The CDL contains any necessary information on associated operating limitations or performance corrections and should be available to flight crew, maintenance personnel and personnel responsible for operational control. A CDL needs to include instructions for its use.

9.3.4.4 Type Related and Aircraft Flight Manual

Part B of the Operations Manual constitutes aeroplane operating matters (type related) and Standard Operating Procedures (SOP). Material produced by the operator in Part B of the Operations Manual may be supplemented with or substituted by applicable parts of the Aircraft Flight Manual required by CAR-OPS 1.1050 with the appropriate control / referencing or, where such a document exists, by an Aircraft Operating Manual produced by the manufacturer of the Aircraft.

In the case of performance class B aeroplanes, it is acceptable that a "Pilot Operating Handbook" (POH) or equivalent document is used as Part B of the Operations Manual, provided that the POH covers the necessary items.

The Operations Manual Part B however, shall also contain information and instructions relating to;

(a) The identification of the aircraft.

(b) The Standard Operating Procedures and limitations of the aircraft.

(c) The performance and loading of the aircraft.

(d) Emergency and supplementary procedures.

Flight manuals are required to be provided specific to individual aircraft. Arrangements for the administration, control and amendment of copies of the flight manuals should be examined together with the means for providing aircraft performance and limitations information to the flight crew.

Aircraft operating manuals for each type of aircraft to be operated are required to contain normal, abnormal and emergency procedures, details of the aircraft systems and the checklists to be used.

Aircraft performance manuals are required for each type and model of aircraft to be operated. The manuals need to contain adequate performance information and procedures for the calculation of performance for all phases of flight to enable aircraft to be operated within the performance limitations specified in the aircraft flight manual. The manual should cover performance limitations for take-off, en-route and landing in all engines operating and in appropriate engine inoperative situations, and should take into consideration appropriate factors affecting performance, such as line-up distance for take-off, runway conditions (wet, contaminated, etc.), aircraft configuration and technical status and environmental conditions. The applicant should have a system for the provision of current performance and obstacle data for the aircraft, routes and aerodromes/heliports in use.

9.3.4.5 Mass and balance control manual

The manual provides for a system to obtain, maintain and distribute to operational personnel information on the mass and balance of each aircraft operated and the means to keep this information up to date. The manual includes procedures for the preparation of load sheets, the distribution of passengers and cargo,

determining passenger, baggage and cargo mass and for the use of standard mass, as well as last-minute change procedures.

9.3.4.6 Aircraft loading and handling manual or ground handling manual

This manual contains procedures and limitations for servicing, fuelling, loading and unloading, pre-flight preparation and post-flight securing, applicable to the aircraft type and model. The manual needs to be available to flight crew, maintenance personnel, ground handlers and handling agents.

9.3.4.7 Training manuals for flight crew, cabin crew, operations personnel, ground personnel and maintenance personnel

Training manuals are required for all operational, maintenance and ground personnel. These should cover all aspects of initial and recurrent training and conversion and upgrading training.

Appendix to CAR OPS 1.1045 (c) contains a comprehensively detailed and structured list of all items to be covered in the Training Manual.

Note: Depending on the size and complexity of the operation, the Training Manual may be a standalone document or incorporated in the Operations Manual. Dispatcher training should be part of the Dispatch Manual.

9.3.4.8 Route guide

The Route and Aerodrome instructions and information shall be in Part C of the Operation Manual. For Part C, material produced by the applicant may be supplemented with or substituted by appropriate outsourced Route Guide material, required to ensure that the flight crew and personnel responsible for operational control have the necessary information for communications, navigation aids, aerodromes/heliports, instrument procedures for departure, en route and arrival for the conduct of the particular operation.

9.3.4.9 Cabin / Flight Dispatch/ Ground Operations Manuals

The Cabin, Flight Dispatch and Ground Operations Manuals can be a standalone document of the Operation Manual If an operator opts to do so, the OMA, under Chapter 0 - Organisation and Control of Manual, should specify this arrangement. In addition, references to the Cabin, Flight Dispatch and Ground Operations Manuals are to be made in the OMA relevant parts if that particular parts, concern these elements.

9.3.4.10 Dangerous goods manual

All applicants will require a manual containing procedures for the handling of dangerous goods, emergency response to dangerous goods incidents and the training of personnel. The details required will depend upon the intended status of the applicant with respect to the transport of dangerous goods. If a declaration has been made that dangerous goods will be carried as cargo, the applicant will require comprehensive material on the control, loading and carriage of dangerous goods and on response to dangerous goods incidents and emergencies. If it is not intended to transport dangerous goods as cargo, the applicant will still need to cover dangerous items that form part of the normal aircraft equipment, dangerous items that are permitted to be carried by passengers and dangerous items that may be carried in the form of company material. In both cases, the operators will require procedures for the handling of dangerous goods, emergency response

information and details of the required training appropriate to the level of activity proposed. The Dangerous goods emergency response guide covering emergencies and appropriate response procedures is required for the instruction and guidance of personnel. It is required to be carried as part of on-board aircraft documentation.

9.3.4.11 Passenger briefing cards

Passenger briefing cards need to be provided to supplement oral briefings and be particular to the type and model of aircraft and the specific emergency equipment in use.

9.3.4.12 Aircraft search procedure checklist

The checklist needs to be carried on board and describes the procedures to be followed in searching for a bomb in case of suspected sabotage and for inspecting aircraft for concealed weapons, explosives or other dangerous devices when a well-founded suspicion exists that the aircraft may be the object of an act of unlawful interference. The checklist should be supported by guidance on the appropriate course of action to be taken should a bomb or suspicious object be found and information on the least-risk bomb location specific to the aircraft.

9.3.4.13 Operational control procedures, dispatch, flight following, etc.

The manual is required to contain the details of the applicant's operational control procedures and procedures for dispatch and flight following. It should cover procedures for use in emergency situations and all communication procedures.

9.3.4.14 Rules limiting the flight time and flight duty periods and providing adequate rest periods for flight and cabin crew members

These rules are included in the operations manual and need to be in accordance with CAR PART IV - CAR-OPS 1/3 Subpart Q. The applicant should state in its scheme the minimum times allocated to pre-flight preparation and immediate post-flight activities. There should be procedures to take into account duty periods, which include flight duty periods and activities other than flight duties, such as ground school, simulator training, attendance at emergency drill practice, management or office duties, particularly with respect to rest periods and the subsequent commencement of a flight duty period. Responsibility should be clearly defined for issuing instructions and decisions on questions relating to flight time, flight duty periods and rest periods and for processing reports when the pilot-in-command exercises his/her discretionary authority to extend duty or reduce rest periods.

9.3.5 Security programme manual

The manual should describe the operator security programme, which should meet the requirements of the national civil aviation security programme of the UAE. The manual should include the security procedures applicable to the type of operations. (CAR PART VII Refers)

9.3.6 Maintenance

This manual sets out the applicant's intentions and procedures with regard to maintaining the airworthiness of the aircraft used, during their operational life. This applies whether or not the applicant for an AOC also

intends to apply for approval as an AMO or intends to contract out maintenance to an AMO (CAR PART V – CAR 145 Refers).

9.3.7 Continuing Airworthiness Management Exposition.

The Continuing Airworthiness Management Exposition (CAME) is the document that defines the management of continuing airworthiness of operated aircraft (CAR PART V – CAR-M refers).

9.3.8 Plans for demonstrations which require evaluation

9.3.8.1 Plan for emergency evacuation demonstration

The applicant needs to have a plan for demonstrating aircraft evacuation. Evacuation demonstrations carried out by the aircraft manufacturer or other operator for the same type and model of aircraft may be taken into account by the GCAA when a decision is made on the actual demonstration required. A description of the emergency equipment installed on the aircraft needs to be attached to the plan.

9.3.8.2 Plan for ditching demonstration

Where over-water flights are included in the proposed operation, the applicant needs to have a plan to demonstrate ditching equipment and the ability to carry out ditching procedures including the preparation of passengers, aircraft and ditching equipment.

9.3.8.3 Plan for demonstration flights

Where the GCAA has determined that demonstration flights are required, a plan for these demonstration flights should be prepared so that the applicant can demonstrate the ability to operate and maintain aircraft and conduct the type of operation specified. The determination by the GCAA as to whether or not demonstration flights will be required, and if such flights are required, their number and type, will depend on the GCAA's assessment of the capabilities of the operational and maintenance systems established by the applicant.

9.4 OPERATIONAL DEMONSTRATION AND INSPECTION PHASE

9.4.1 General

The inspection phase is the phase in which the physical facilities and equipment proposed for use by the applicant are assessed for suitability with the type and size of the operations. The applicant is required to demonstrate its ability to comply with regulations and safe operating practices before actual revenue operations can begin.

The demonstrations are to prove that the applicant has an adequate organization, method of control and supervision of flight operations, training programs that are consistent with the nature and extent of operations specified including ground handling and operations (CAR PART IV – CAR-OPS and CAAP 46 refer), continuing airworthiness management and maintenance arrangement (CAR PART V – CAR M refers), security measures (CAR PART VII refers), and handling of Dangerous Goods (CAR PART VI refers).

These demonstrations will include actual performance of activities and/or operations while being observed by inspectors of the certification team. This will also involve on-site evaluations of aircraft maintenance equipment and support facilities, in particular if the applicant requires approval for a special operation such as ETOPS (CAR-OPS 1 and CAAP 21 refer) or AWO (CAR-OPS 1 Subpart E refers) or RVSM (CAAP 5 refers).

The applicant must satisfy the GCAA that sufficient qualified personnel are employed and that such personnel are employed on a full time basis where appropriate. Staff that requires specific authorisation (for example, Type Rating Examiner and Instructor) will be assessed, and proving flights may be conducted.

Amongst other requirements the applicant shall provide, adequate facilities and equipment, sufficient to permit the staff to carry out their duties related to the conduct of operations in compliance with regulations and manuals, and in a safety manner.

9.4.2 Ground Inspection

9.4.2.1 General

The purpose of this phase is to ascertain, through on-site inspections, the adequacy and suitability of the applicant's management, staffing, training programme, ground equipment, facilities and procedures to conduct the operations specified in the application, in particular:

(a) status of operations management

(b) conformity with the relevant part of the Operations Manual

(c) qualifications/experience of key individuals

(d) administrative Infrastructure

(e) adequacy of staff (including sufficient number), facilities, equipment and finances

(f) communications with staff

(g) office support

(h) printing and/or distribution facilities

(i) rostering

(j) rights of access by GCAA Inspectors

9.4.2.2 Fixed facilities

9.4.2.2.1 Buildings

This inspection should be designed to determine that the buildings to be utilized by the applicant at each base and terminal, including those located in other States, are properly equipped; are adequate for the

operation to be conducted. Such an inspection would include administrative staff and operations personnel offices, passenger service areas, cargo storage, and handling buildings.

Inspection on site may be replaced by an assessment of the buildings from the State's aeronautical information publication, charts or diagrams, complemented by documents, describing the facilities and ground handling arrangements, or by a review of existing usage by other operators.

The inspection of Passenger Handling Facilities may consist of the following:

(a) Passenger handling

1) ticketing
2) seat assignment
3) security/control
4) access to airside
5) check of carry-on baggage

(b) Safety aspects on tarmac

1) aerobridge/directions to board
2) staff in attendance with passengers
3) positioning of steps
4) protection from jet blast/propellers
5) clear of taxying aircraft
6) clear of moving vehicles
7) night/rain aspects

The inspection of Training Facilities may consist of the following:

(a) number/size adequate for purpose

(b) student accommodation

(c) blackboards / white board and screens

(d) lighting, heating, cooling and ventilation

(e) training aids - examinations

(f) security of storage

(g) examination rooms

(h) adequate for purpose

9.4.2.2.2 Aerodromes and heliports

The destination and alternate aerodromes or heliports to be utilized in the operation should be inspected to determine their adequacy for operational use. However, this inspection requirement may be waived in those cases where the GCAA is already familiar with the aerodrome or heliport and its associated facilities and is satisfied that they are adequate for the proposed operation.

In those cases where the proposed operation covers a large part of the world, the GCAA will not assess the adequacy of all the aerodromes or heliports of potential use. The GCAA will consider inspecting only those considered by the applicant to be for major use and should specify that the use of other aerodromes or heliports in the approved area of operations be prohibited without prior approval of the GCAA.

Approval of a particular aerodrome or heliport may be granted without inspection by the GCAA if the operator evaluates the facility as adequate for its operations, using an acceptable documented process, possibly as part of its SMS, and establishes operating minima and appropriate procedures.

Inspections or evaluations should cover at least the following items as applicable:

(a) runways;

(b) clearways;

(c) stopways;

(d) taxiways;

(e) apron and parking areas;

(f) lighting (including approach lighting);

(g) visual and non-visual approach aids;

(h) navigation facilities;

(i) communications services;

(j) ATS;

(k) meteorological services;

(l) aeronautical information services;

(m) aerodrome service equipment (e.g. runway contaminant sweepers, snowploughs);

(n) ground de-icing installations and equipment;

(o) rescue and firefighting equipment and services ;

(p) availability of equipment and handling procedures for fuel and lubricants;

(q) public protection, including security precautions;

(r) obstacles affecting flight operations;

(s) instrument departure, arrival and approach procedures and associated charts; and

(t) aerodrome/heliport operating minima.

In conjunction with the aerodrome inspection, the GCAA should be stratified by the ability of the applicant to determine the adequacy of the applicant's procedures for acquiring current aerodrome data and instrument procedure charts and distributing these to all personnel who require such information in their performance of duty.

9.4.2.3 Mobile equipment

The mobile equipment to be utilized in the operation should be inspected with primary emphasis on adequacy, suitability and the safety aspects of its use. Such equipment would include fuelling vehicles, ground power units, oxygen and compressed gas servicing equipment, towing tugs, cargo and baggage handling equipment, catering vehicles, sanitary servicing trucks, de-icing equipment, etc.

An evaluation of the mobile equipment and the procedures for its use, performed by an audit organization, using suitable and recognized evaluation systems, may be acceptable. For example, equipment inspections conducted as part of industry-recognized fuel quality audits, de-icing/anti-icing quality control audits or audits for ground operations may be acceptable to the GCAA.

9.4.2.4 Operational control organization

9.4.2.4.1 General

Evaluation of the overall effectiveness of an operational control organization should include a thorough analysis of the following factors:

(a) the applicant should establish and maintain a method of control and supervision of flight operations approved by the GCAA. Responsibility for operational control can be delegated only to the pilot-in-command even if the approved method of control and supervision of flight operations requires the use of flight dispatcher personnel.

(b) the operations manual should specify the responsibilities and functions assigned to flight dispatchers. The actual responsibilities assigned are part of the approved method of control and supervision of flight operations.

(c) the responsibilities of a flight dispatcher include the provision of assistance to the pilot-in-command in flight preparation; completion of operational and ATS flight plans; liaison with the air traffic, meteorological and communication services; and the provision to the pilot-in-command during flight of information necessary for the safe and efficient conduct of the flight. Flight dispatchers should also be responsible for monitoring the progress of each flight under their jurisdiction and for advising the pilot-in-command of company requirements for cancellation, re-routing or re-planning, should it not be possible to operate as originally planned. In connection with the foregoing, it should

be understood that the pilot-in-command is the person ultimately responsible for the safety of the flight.

(d) In evaluating the structure, responsibilities and performance of the operational control organization, it should be remembered that:

1) rapidly improving communications capabilities and advances in weather forecasting and reporting in some areas have brought about a trend towards consolidation and centralization of operational control facilities;
2) availability of computerized or stored flight plans and fuel load determination and the use of direct pilot/operations control centre communications have facilitated the performance of the operational control of flights; and
3) the pilot-in-command may, in many cases, have more up-to-date information and may be in a better position to evaluate evolving flight conditions than personnel in a distantly located operations control centre.

9.4.2.2.2 Additional considerations

Items such as the type of operation and its geographical scope and size should also be evaluated in relation to the level of support required. The guidelines below are provided to assist the applicant in determining the adequacy of operational control:

(a) Staffing. The applicant should demonstrate that:

i. the operational control centre is staffed with sufficient personnel to competently handle the assigned workload;
ii. the applicant observes the daily duty time limitations prescribed;
iii. the applicant is not using flight dispatchers to perform other functions such as that of clerks and maintenance officers, to the detriment of the primary function; and
iv. the conditions at the operational control centre facilities such as space, temperature, lighting, noise level and controlled access are adequate for carrying out dispatch and operational control responsibilities.

(b) Communications. The applicant should demonstrate that:

v. the communications facilities meet the requirements of the proposed operation;
vi. the procedures to be used to notify flights regarding hazardous conditions relating to aerodromes or navigation aids, etc., are adequate;
vii. notices to airmen (NOTAMs) will be made available to flight crew personnel in a timely manner;
viii. emergency communications procedures and facilities are adequate;
ix. flight dispatchers are able to establish rapid and reliable voice communications with the flight crew at the gate;
x. communications between the operational control centre and appropriate ATS facilities are adequate;

xi. air-ground communications and point-to-point circuits used for flight safety messages are adequate and are reasonably free of congestion to ensure rapid and reliable communications throughout the geographical area of operations;
xii. flight dispatchers are familiar with all facets of operations within their geographical areas of responsibility and are properly authorized and qualified in the use of all communications channels required by the approved method of control and supervision of flight operations;
xiii. the necessary emphasis is placed on the timely receipt of messages both in the aircraft and at the operational control centre or en-route stations; and
xiv. facilities for the communication of weather information to en-route stations and to aircraft are adequate.

(c) Meteorology. The applicant should demonstrate that:

i. if the applicant has established a meteorological department, it will be provided with adequate staff and facilities;
ii. adequate procedures have been established to ensure the availability of weather forecasts and reports needed by the applicant for flight planning purposes;
iii. particular attention is given to the level of knowledge possessed by individual flight dispatchers with respect to meteorology in general and to the weather conditions in the area with which they are concerned;
iv. means are in place whereby the pilots and the flight dispatchers are provided with timely information pertaining to clear air turbulence, thunderstorms, icing conditions and volcanic ash, as well as to the best routes and altitudes for avoiding such occurrences;
v. particular attention is given to procedures to be employed by operational control for disseminating information pertaining to clear air turbulence, thunderstorms, volcanic ash, icing conditions and other significant weather phenomena;
vi. necessary procedures have been established for providing adequate weather information to the pilot-in-command at en-route stops; and
vii. the adequacy of the procedures to be employed throughout the applicant's system with respect to in-flight meteorological reporting.

(d) Procedures. The applicant should demonstrate that:

i. particular attention is given to the exercise of responsibility by pilots-in-command and flight dispatchers in their analysis of all factors pertaining to the flight. In this context, the applicant should demonstrate that the flight dispatchers will be able to perform their functions in accordance with the terms of the applicable operating instructions and procedures. It is emphasized again that the flight dispatcher is responsible for assisting the pilot-in-command in the pre-flight planning, and authorization of delay and release of flights, in accordance with the approved method of control and supervision of flight operations;
ii. procedures have been established to ensure that flight dispatchers are adequately trained and informed on important aspects of flight planning such as weather forecasts and reports, fuel requirements, aerodrome limitations, NOTAM, navigation equipment, navigation facilities, ATM procedures and aircraft performance data;

iii. the adequacy of procedures and methods to be used to comply with requirements concerning aircraft performance, i.e. the computation of the mass of the aircraft and the centre of gravity location, critical speeds, climb gradients, runway and obstacle clearance limitations;
iv. procedures for the release of a flight are established, which will ensure that the aircraft and its load are in conformity with the relevant flight release documents, e.g. aircraft maintenance release, MEL, CDL, aircraft mass and balance form and manifest; and
v. the procedures to be used for flight monitoring are adequate and meet the applicable requirements.

(e) Operational and ATS flight plans. The applicant should demonstrate:

i. the adequacy of the data to be included in the operational flight plans; and
ii. adequate policy with regard to operational flight plans and ATS flight plans to determine compliance with appropriate rules.

(f) Operations and Dispatch Centre. The applicant should demonstrate:

- library appropriate to operation
- document amendment status
- adequate accommodation and storage facilities
- adequate communication and/or distribution facilities
- officer in charge - duties/training/qualifications

(g) Crew Scheduling. The applicant should demonstrate:

- ease of access during scheduled operational hours
- practicality of use
- coverage of all relevant staff
- accuracy
- validity and compliance

9.4.2.5 Flight crew qualifications, licensing and training

The GCAA should determine that the applicant has established procedures and training programmes to ensure that flight crew qualifications meet the requirements of applicable CAR-OPS and those personnel are duly licensed and hold appropriate and valid ratings.

9.4.2.6 Cabin crew competency and training

The GCAA should also determine that the applicant has established a training programme to ensure that cabin crew members are competent in executing those safety duties and functions to be performed in the event of an emergency including a situation requiring emergency evacuation.

9.4.2.7 Training programmes

The training programme should be described in detail either in the operations manual or in a training manual which, whilst it will form part of the operations manual, will be issued as a separate manual. Depending on the scope and complexity of the proposed operation, the training programmes required by CAR-OPS, may be carried out under the direct control of the applicant or conducted by other training facilities under contract to the applicant, or a combination thereof. In any event the GCAA will need to carry out a thorough analysis and inspection of all phases of the applicant's ground and flight training programmes. This analysis and inspection should permit a determination as to whether the training methods, syllabi, training aids/devices, training standards, related facilities and record keeping are adequate. The qualifications of ground and flight instructor personnel should be established and their effectiveness evaluated.

Factors to be considered in the assessment and inspection of an applicant's training programme are:

(a) the completeness of the training syllabus and adequacy of facilities, aids, equipment and related training material. These items should satisfactorily provide for the particular type of training required and be utilized in such a manner as to achieve the desired training standards and objectives. Particular attention should be given to the availability of approved flight simulation training devices appropriate to the flight training syllabus;
(b) the adequacy and effectiveness of audio-visual training systems that use computer-based instructions, slides, videos and/or films for presenting instructions on aircraft systems, aerodrome qualifications and other related subjects;
(c) the existence of provisions to obtain the necessary training material and to instruct personnel whenever new types of operations, new aircraft and/or equipment, or new or revised maintenance methods or procedures are introduced;
(d) the competency of the applicant's instructors, check pilots and training supervisors;
(e) the competency of personnel designated as examiners, to whom the GCAA intends to delegate responsibility for type ratings, instrument ratings and pilot proficiency checks; and
(f) the competency of training and checking personnel of training organizations to which the applicant intends to contract training.

In assessing the scope, quality and effectiveness of the training programme, the GCAA may observe actual training or instruction being given so that it can be determined that:

(a) the applicant adheres to the prescribed syllabus;
(b) the applicant's ground and flight instructors and check pilots are competent; and
(c) training personnel are able to recognize and appropriately deal with weak or unsatisfactory trainees.

During the inspection of the training programme, the applicant's plan for the maintenance of pilot qualifications, for conversion and pilot upgrading, should also be reviewed to ensure that:

(a) the training and associated qualification checks are carried out in a conscientious manner by properly qualified and authorized personnel;
(b) in flight training, no manoeuvre that might result in an accident is prescribed, taking into account the aircraft involved and the experience and qualifications of the pilot in training and also of the instructor or check pilot;

(c) initial and recurrent training and checking is conducted in a systematic manner and in accordance with the training syllabus, without undue reliance upon the individual skill or preferences of the instructor or check pilot; and

(d) simulation of abnormal or emergency situations is not permitted when passengers or cargo are carried.

Note: Hazardous flight manoeuvres required to be performed should be carried out in an approved flight simulation training device rather than in actual flight.

9.4.2.8 Record keeping

9.4.2.8.1 General

During the review of records to be maintained by the operator, the following factors should be taken into consideration:

(a) In accordance with CAR-OPS 1.1065, an applicant should maintain certain records pertaining to the conduct of the operations for a specified period. The primary objective of the inspection of operations and flight records is to ensure that the operator complies with established procedures and appropriate regulations. The procedures for record keeping need to be evaluated as part of the certification inspection process to indicate the manner in which records will be kept and whether or not such recording will be conducted in compliance with relevant regulations.

(b) The review should cover at least the proposals for the maintenance of records for the following:

1) flight crew members;

2) cabin crew members;

3) flight operations officers/flight dispatchers;

4) flight and cabin crew member duty periods, flight duty periods, rest periods and, for flight crew members, flight time;

5) operational flight planning;

6) operational control; and

7) finances.

(c) Procedures for record keeping should be examined for:

1) potential accuracy and care in preparation;

2) classification and effectiveness of the filing system;

3) completeness of coverage;

4) compliance with required recording periods; and

5) security of access to records and protection from disasters.

9.4.2.8.2 Flight crew, Cabin crew and flight dispatcher records

An inspection should be conducted prior to the commencement of operations and should include a review of flight, cabin crew and flight dispatcher records to determine that the qualifications of crew members are current, including initial training, and recurrent training, flight time, duty period, flight duty period and rest period limitations. In addition, the proposals should cover the recording of reports when the pilot-in-command uses discretion to extend duty or reduce rest periods.

For instance the flight crew record should consist of:

(a) flight and duty time
(b) licence and medical validity
(c) type endorsement validity
(d) recency
(e) OPC/LPC check
(f) route and aerodrome check
(g) training

i. initial
ii. conversion
iii. aircraft
iv. simulator
v. CAT I, II, III
vi. emergency procedures
vii. dangerous goods
viii. specific
ix. PBN; MNPS; FANS; RVSM
x. ETOPS
xi. ACAS
xii. CRM

9.4.2.8.3 Operational flight planning records

This part of the inspection should cover the procedures for the keeping of records relating to individual flights to ensure that:

(a) an operational flight plan will be completed and retained;
(b) the operational flight plan provides for all of the information required by the operations manual;
(c) flight preparation forms will be completed and recorded;
(d) oil and fuel records will be kept; and
(e) aircraft particularities:
    i. maintenance
    ii. fuel consumption

iii. load control
iv. autoland
v. navigation accuracy log

9.4.2.8.4 Operational control records

The proposals for operational control system records should be checked to ensure that:

(a) an operational control log will be maintained and that all operational control duties will be adequately documented; and

(b) all flights will be planned and conducted with the active participation of the flight dispatcher on duty in accordance with the procedures laid down in the operations manual, if the approved method of control and supervision of flight operations requires the use of flight dispatcher personnel.

9.4.2.8.5 Financial records

The procedures for keeping and reviewing financial records are beyond the scope of this manual but should be covered by appropriate instructions issued by the GCAA.

9.4.2.9 Fuel computation procedures

The objective of this inspection is to determine whether the applicant's aircraft will be dispatched with adequate fuel loads calculated in accordance with statutory regulations and the policy set forth in the operations manual. To make this determination, the fuel computation policy and sample operational flight plans for flights to be dispatched from different bases on routes and route sectors calling for wide differences in fuel requirements and including sectors on which aircraft fuel capacity is critical, should be examined and the fuel to be carried validated against expected aircraft performance, with appropriate corrections for wind conditions and flight levels en route.

The fuel policy should consider the additional fuel necessary to proceed to an adequate aerodrome in the event of failure of one engine or loss of pressurization, at the most critical point while en route, whichever is higher.

9.4.2.10 Aircraft mass and balance procedures

This part of the inspection is to ascertain that aircraft will be safely and correctly loaded in accordance with:

(a) the requirements for the computation of aircraft mass and balance in the operations manual;
(b) regulations restricting mass to meet aircraft performance requirements;
(c) mass and centre of gravity limitations as specified in the aircraft flight manual and the operations manual;
(d) limitations on deck and bulkhead loading as specified in the aircraft flight manual and the operations manual; and
(e) limitations in respect of the transport of dangerous goods as specified in the applicable CAR.

The inspection will include verification of:

(a) adequate working facilities;
(b) equipment and documents;
(c) load control system;
(d) trained and approved staff;
(e) communications adequate and effective:

- to/from flight planning area;
- to/from loaders;

(f) security of items being loaded/unloaded;
(g) cargo restraint devices in use;
(h) carriage of live animals;
(i) dangerous goods requirements understood and in use; and
(j) last minute change procedures.

In addition to the foregoing, the GCAA will examine the system and methods whereby aircraft mass is checked and maintained to ensure that mass fluctuations due to modifications and other causes are fully taken into account and that the mass statement is accurate.

9.4.2.11 Emergency evacuation demonstration

An operator is required to assign to each crew member the necessary functions to be performed in an emergency or in a situation requiring emergency evacuation. The training, which includes instruction in the use of all emergency and life-saving equipment and drills in the emergency evacuation of the aircraft, should be performed as prescribed by CAR-OPS. It is considered that the most effective crew training in this regard would be accomplished by combined training of flight crew and cabin crew. Therefore, the applicant should establish, to the satisfaction of the GCAA, procedures to be followed, assignment of duties, qualifications of crew members and equipment to be used that will permit an emergency evacuation in 90 seconds or less, of the maximum number of persons, including crew members, authorized to be carried on each type of aircraft used in commercial air transport operations.

Unless reliable analytical methods or previous demonstrations by the aircraft manufacturer or other operators of the same type and model of aircraft are available to satisfy the GCAA of the applicant's emergency evacuation capability, the certification inspection should require a demonstration of the adequacy of aircraft emergency procedures, crew member emergency evacuation training and emergency equipment. Specific points to be noted during an evacuation demonstration are:

(a) the adherence by crew members to the execution of assigned duties and responsibilities both in the aircraft and on the ground;
(b) the location of each crew member during the evacuation;
(c) the effectiveness of the pilot-in-command in the exercise of command responsibilities;
(d) the succession of command in the event of casualties;
(e) the effectiveness of crew members in performing their assigned evacuation duties; and
(f) the shortcomings, deficiencies or delays encountered.

In the observation of the demonstration, to assist in the assessment of the evacuation demonstration, the following elements are essential:

(a) time to open each approved exit door;
(b) time to deploy and inflate emergency evacuation slides;
(c) time before the slide receives its first evacuees;
(d) time for first evacuees to leave over-the-wing exits; and
(e) total number of persons evacuating each exit.

If the applicant cannot satisfactorily demonstrate emergency evacuation for each particular type, model and configuration of aircraft within the time limit specified by the GCAA, the applicant should be required to take steps to correct the deficiency which could include the following:

(a) revising evacuation procedures;
(b) improving crew training;
(c) modifying or changing the equipment used;
(d) changing the passenger compartment arrangement; and
(e) reducing total passenger seating capacity.

9.4.2.12 Ditching demonstration

Unless data from reliable analytical methods or from previous demonstrations by the aircraft manufacturer or other operators of the same type and model of aircraft is available to satisfy the GCAA that the applicant's procedures, equipment and training for a ditching situation are adequate, the GCAA should require a simulated ditching demonstration during the operational inspection phase of the certification process for each aircraft type, model and configuration which will be operated on extended flights over water.

The GCAA inspectors will first determine whether the aircraft has an airworthiness certification covering ditching. If the aircraft is not certificated for ditching, extended flights over water should not be authorized.

The following are specific points to be noted and evaluated during a simulated ditching demonstration:

(a) was adequate preparation of the passengers and aircraft for a premeditated ditching conducted?
(b) were there adequate items of emergency equipment, i.e. life rafts, inflatable slides, life jackets, medical kits, first aid kits and emergency locator transmitter (ELT), carried on board in sufficient number?
(c) was emergency equipment properly stowed and could it be readily removed or ejected from the aircraft in the time specified?
(d) were means provided and utilized to prevent emergency equipment from drifting away from survivors?
(e) did slides, life jackets and life rafts inflate fully within acceptable time limits; did the slides deploy properly; and did other emergency equipment function properly?
(f) were the emergency exits to be utilized selected, and could such exits be opened readily?
(g) were emergency procedures and related checklists adequate, and were they properly used by the crew members?
(h) was the crew properly trained?

(i) were crew members familiar with and did they adhere to the timely execution of their assigned duties and responsibilities?
(j) could crew members, using available emergency equipment and following the procedures outlined in the operations manual, facilitate the evacuation of the aircraft under the critical conditions expected during the short period of time the aircraft would remain afloat?
(k) were adequate safety precautions followed by the crew members to prevent possible injury to passengers or themselves?

In the observation of the demonstration, to assist in the assessment of the ditching demonstration, the following elements are essential:

(a) time from start of the simulated ditching demonstration until each exit door or emergency exit to be utilized was opened;
(b) time when each life raft was launched;
(c) time required to inflate each life raft; and
(d) time when life rafts were boarded by all passengers and crew members.

9.4.2.13 Ground inspection deficiencies

Unsatisfactory conditions noted by the GCAA during the ground inspection need to be brought to the attention of the applicant for corrective action. The opportunity should be provided for the applicant to remedy any deficiencies affecting the safety of the operation before the commencement of any flight operations inspection. All discrepancies and items of non-compliance need to be corrected or resolved, with acceptable records of the corrective actions taken being kept, to the satisfaction of the GCAA.

9.4.3 Flight Inspection

9.4.3.1 General

Following the ground phase of the inspection programme prior to certification, it may be necessary, particularly in the case of new operators, to carry out a series of inspections in the course of flight. Such inspection flights provide an opportunity for the applicant to demonstrate the ability to carry out the proposed operations in accordance with applicable regulations. Passengers should not be carried during inspection flights prior to certification and observer personnel on board the aircraft should be kept to a minimum. However, it is generally desirable for the applicant to have on board company personnel who can take decisions and make commitments on behalf of the applicant concerning action to correct deficiencies.

All demonstration flights are to be conducted using the methods and procedures proposed by the applicant in the formal application package.

The requirement for proving flights depends on the size and complexity of the operation. The number of flights will be solely at the discretion of the GCAA but must be at least a minimum of 3 of various scenarios. Operators are advised that proving flights may need to be extended to ensure operating competence is achieved in all areas.

9.4.3.2 Planning

The applicant and the GCAA should plan well in advance for the conduct of the flight operations inspection programme. All concerned need to have a clear understanding and agreement as to what needs to be accomplished by the applicant to show compliance with the applicable operating regulations and rules. General objectives for pre-certification inspection flights should include the determination of the adequacy of:

(a) in-flight procedures laid down in the operations manual and compliance with those procedures;
(b) the facilities and equipment provided to the flight crew to conduct the flight safely and in accordance with regulations;
(c) the support provided by the operational control system to the flight crew;
(d) the general provision made for ground handling of the aircraft and assisting the flight crew to carry out their duties at all aerodromes utilized by the applicant along the routes; and
(e) en-route facilities.

9.4.3.3 Pre-flight inspection

The pre-flight procedures followed by the flight crew and the assistance provided by the ground organization during the pre-flight phase should be observed for compliance with the operations manual. These procedures relate to the following:

(a) meteorological and route briefing, provision of NOTAMs;
(b) filing of the ATS flight plan;
(c) flight planning;
(d) fuel computation;
(e) measures taken by the pilot-in-command concerning the:
    i. airworthiness of the aircraft, including the maintenance release, and use of the MEL and, if available, the CDL;
    ii. complement of instruments and equipment required to be on board;
    iii. preparation of the operational flight plan;
    iv. fuel required and the fuel and oil on board the aircraft;
    v. mass of the aircraft and the centre of gravity location;
    vi. capability to comply with the aircraft mass and performance limitations, climb gradient and obstacle clearance requirements;
    vii. correct calculation of critical speeds (V1, Vr, V2, etc.) appropriate to the runway and take-off conditions;
    viii. security of the load and its correct distribution;
    ix. information concerning dangerous goods;
    x. completion and signing of the operational flight plan and the aircraft mass and balance form;
    xi. carriage of the required publications and manuals, e.g. aircraft operating manual, aircraft flight manual, route guide, MEL and CDL, if available, and their correct amendment; and
    xii. carriage on board of required documents or appropriate copies of documents, e.g. certificate of registration, certificate of airworthiness, crew licences, aircraft radio station licence, journey log or technical log and noise certification attestation (when commercial operations commence, after issuance of an AOC, this list will include the AOC and its associated operations specifications, and passenger and/or cargo manifests as appropriate).

(f) boarding of all crew including personnel in excess of the minimum crew and their briefing on the location and use of emergency equipment, no smoking signs, use of seat belts, location and use of emergency exits, etc.;
(g) external and internal aircraft inspection by flight crew and cabin inspection by cabin crew;
(h) procedures preparatory for radio and navigation equipment setting, including data entry in flight management avionics, if available;
(i) procedures for inertial equipment initializing and cross-checking;
(j) flight deck preparation and procedures and use of checklists; and
(k) crew coordination.

During the pre-flight, the general aircraft conditions will be verified:

(a) Flight deck equipment

i. adequate/functional
ii. GPWS
iii. ACAS II
iv. altitude alert
v. navigation equipment (RNP)
vi. communication equipment
vii. fire extinguisher, axe, gloves, portable oxygen bottle
viii. crew oxygen mask stowage, smoke goggles
ix. accessibility of controls needed in emergency drills
x. jump seat operation
xi. crew seat adjustments

(b) Cabin Equipment

i. passenger safety information cards
ii. signs: visibility, ambiguity, exit operation
iii. supplemental oxygen: numbers, locations
iv. fire extinguishers
v. therapeutic oxygen
vi. first aid
vii. life jackets, flotation cushions
viii. life rafts, emergency locater beacons
ix. public address system
x. cargo tie downs and restraints

(c) Manuals, checklist and documents

i. normal and emergency checklists
ii. operations manuals
iii. flight planning and dispatch documents

9.4.3.4 In-flight inspection

9.4.3.4.1 Flight Deck

Prior to take-off, the GCAA will observe the following:

(a) procedures preparatory to starting engines;
(b) engine start-up procedures;
(c) proper communication and coordination with the ground crew regarding:
  i. engine start-up procedures;
  ii. removal of chocks; and
  iii. push back and ground towing, if so required, prior to taxiing.
(d) taxiing and use of aerodrome chart;
(e) use of checklists;
(f) acceptance and recording of air traffic control (ATC) clearance; and
(g) briefing of the flight crew for take-off, departure and initial climb, including use of navigation aids.

During the flight, the GCAA will check the following items:

(a) compliance with rules of the air;
(b) flight crew knowledge of:

  i. aircraft limitations;
  ii. aircraft normal and emergency procedures;
  iii. aircraft systems and equipment; and
  iv. cruise control;

(c) adequacy of flight deck procedures;
(d) crew discipline, coordination and vigilance;
(e) altitude control and procedures for altitude/level change;
(f) the operations manual, including the aircraft operating manual, to confirm that it will meet requirements that may arise during flight;
(g) use of flight deck security procedures;
(h) competence of crew members, including the language proficiency of flight crew members in the language used for radiotelephony communications;
(i) flight crew use of company frequencies and operational control of the flight;
(j) use of en-route and terminal navigation facilities;
(k) pilot knowledge of routes and aerodromes, including departure contingency procedures;
(l) adequacy of weather information and environmental data provided and their use by the flight crew;
(m) use of air/ground communications;
(n) use of navigation procedures and equipment;
(o) use of checklists for each phase of flight;
(p) adherence to ATC clearances and to changes to clearances;
(q) compliance with meteorological reporting procedures and with procedures for reporting hazardous flight conditions;
(r) use and availability of flight documents, whether these are provided electronically or as hard copy. Special notice should be taken of the manner in which the maps and charts contained in the route

guide section of the operations manual are used in flight and in the conduct of departure, arrival, approach and missed approach procedures;

(s) adequacy and use of breathing oxygen in flight;

(t) flight crew use of safety harnesses;

(u) use of passenger cabin “no-smoking” and “seat belt” signs;

(v) general compliance with the regulations of the State of the Operator and other States concerned with the operation;

(w) flight crew management of the flight, including human performance, threat and error management and decision-making, and proficiency in the manual and automatic control of the aircraft in all phases of flight;

(x) conduct of flight crew arrival, approach and landing briefing;

(y) adherence to aerodrome/heliport operating minima; and

(z) conduct of approach and landing procedures, after landing procedures, taxi and shut-down procedures and use of appropriate checklists.

9.4.3.4.2 Cabin Compartment

During the in-flight inspection, the GCAA will observe the procedures used by the cabin crew for passenger briefing on:

(a) stowage of carry-on baggage;

(b) observing the “no-smoking” signs;

(c) how and when to use seat belts;

(d) when seat backs are required be in the full upright position;

(e) procedures for donning oxygen masks and restrictions during use of oxygen;

(f) emergency procedures including the location and use of emergency exits;

(g) location and use of life jackets;

(h) restrictions on the use of toilets; and

(i) location and content of passenger emergency briefing cards.

The GCAA should note that cabin crew members are provided with, and occupy, for take-off and landing, forward or rearward facing seats equipped with safety harnesses and that such seats are located near floor level and other emergency exits.

Cabin crew may be questioned regarding their familiarity with the location and use of various types of emergency equipment, i.e. life rafts, ELT, medical kits and first aid kits, and with their specific duties in the event of an emergency such as a ditching or an emergency evacuation. This discussion with the cabin crew members provides an opportunity for the GCAA to assess the effectiveness of their training. The performance of cabin crew will be evaluated with regard to their effectiveness in performing their assigned duties and the fulfilment of their responsibilities for requiring passengers to comply with their instructions and the applicable regulations.

9.4.3.5 Post-flight inspection

The following should be observed:

(a) use of appropriate after shut-down checklists;

(b) completion by the pilot-in-command of the journey log book or technical log and the reporting of any aircraft unserviceability;
(c) availability and, if necessary, completion of appropriate reports regarding incidents, near misses, bird strikes, lightning strikes, volcanic ash encounters or ingestion and any other unusual occurrences of operational significance;
(d) where a stopover is scheduled for crew rest, the adequacy of the accommodation provided and the actual rest period available; and
(e) where the stop is an intermediate stop, the arrangements made to assist the crew in the preparation for the next stage of the flight.

9.4.3.6 Flight inspection deficiencies

Unsatisfactory conditions noted by the GCAA during any part of the flight inspection should be brought to the attention of the applicant for corrective action. The opportunity should be provided for the applicant to remedy any deficiencies affecting the safety of the operation before any further flights are undertaken. All discrepancies and items of non-compliance need to be corrected or resolved, with acceptable records of the corrective actions taken being kept, to the satisfaction of the GCAA.

Some examples of deficiencies requiring corrective action are:

(a) flight crew member not properly trained, e.g. assistance from applicant supervisors or a CAA inspector required;
(b) flight crew member not familiar with aircraft, systems, procedures or performance;
(c) cabin crew member not properly trained in emergency evacuation procedures or in the use of emergency equipment or not familiar with the location of that equipment;
(d) numerous aircraft deficiencies and/or system malfunctions;
(e) inadequate mass and balance or load control;
(f) unsatisfactory operational control, e.g. improper flight planning and flight release procedures;
(g) unacceptable maintenance procedures or practices; and
(h) improper aircraft servicing and ground handling procedures.

9.5 CERTIFICATION PHASE

The certification phase follows the satisfactory completion of all the previous phases. It begins when the GCAA takes the necessary administrative action to issue the AOC and the associated operations specifications, after assurance that the applicant will comply with the applicable requirements and is fully capable of fulfilling its responsibilities and conducting a safe and efficient operation.

An AOC will not be issued until the economic and financial assessment of the applicant has presented a favourable report, and until the CAA is satisfied that the operator has the financial resources to conduct its planned operations, including resources for the disruptions that can be reasonably expected in daily operations.

The AOC shall remain valid for a period of 2 years or as stated on the AOC subject to:

(a) the operator remaining in compliance with the Law and applicable relevant regulatory requirements, taking into account the provisions related to the handling of findings as specified during the activities conducted by the GCAA;
(b) the GCAA being granted unrestricted access to the organisation to determine continued compliance with Law and applicable relevant regulatory requirements; and
(c) the AOC not being surrendered or revoked.

Upon revocation, suspension, or surrender, the service certificate shall be returned to the Authority without delay.

If the inspection phase is unsatisfactory the certification phase will not take place until the safety and security deficiencies are rectified.

10. RENEWAL OF AOC /POC

Unless it is suspended or revoked, an AOC/POC will only be renewed provided the AOC/POC holder demonstrates continuous compliance with the applicable regulations.

The application for the renewal of an AOC must be submitted at least 30 days, or as otherwise agreed, before the end of the existing period of validity.

The application should be via E-services is to be accompanied with the following:

(a) A letter of request with duly completed form GTF-AOC-001;
(b) Duly completed form FOF-OMA-001 or FOF-OMA-005 as applicable (Statement of Compliance); and
(c) Latest certified financial audit report or equivalent to determine the operator's financial health status.

An operator that does not maintain operational activities under the AOC (e.g. no Aircraft) during 2 (two) years is considered automatically revoked unless specific request for future planning is made to the GCAA and minimum organisation requirement can be demonstrated.

11. AMENDMENT TO AOC/POC OPERATIONS SPECIFICATIONS

The application for the amendment of the AOC/ POC must be submitted at least 30 days, or as otherwise agreed, before the date of intended operation.

An operator, when applicable, shall include the following information in the application for amendment/variation to an AOC:

i. The official name and business name, address, and mailing address;
ii. The proposed operations;
iii. The management organization;
iv. The name of the accountable manager;
v. The names of post holders together with their qualification and experience; or
vi. The Operations Manual relevant parts.

The amendment to the Operations Specifications issued to operators shall include the following;

(a) Details of the amendment
(b) The reason for the amendment
(c) The effective date
(d) The request for any Approval required as a consequence of the amendment, or for any change required for the approval

Amendment involving major operations like initial approval or authorisation of Special Operations may require the applicant to undergo the process as described in the formal, documentation and inspection phases prior to its approval/authorisation.

APPENDIX 1 – PROCESS FLOW

The AOC application is done via E-services (GCAA websites online services) and the flow is as follows: