



**CIVIL AVIATION AUTHORITY OF NEPAL**

# **FLIGHT OPERATIONS ADMINISTRATIVE MANUAL**

---

**(QUALIFICATIONS, TRAINING AND DUTIES)**

---

**ISSUE 01  
NOVEMBER 2020**

---



# FLIGHT OPERATIONS ADMINISTRATIVE MANUAL

---

(QUALIFICATIONS, TRAINING AND DUTIES)

**CIVIL AVIATION AUTHORITY OF NEPAL**  
**November 2020**  
**Issue 01**



## **PREFACE**

This Flight Operations Administrative Manual has been prepared for the use and guidance of Operations Officers and Inspectors in the performance of their duties. This Manual supersedes the FOI Qualifications, Training and Duties Manual that was previously in use and which is now discontinued.

It is emphasized that all matters pertaining to an inspector's duties and responsibilities cannot be covered in this manual. Inspectors are expected to use good judgment in matters where specific guidance has not been given. Changes in aviation technology, legislation and within the industry will necessitate changes to requirements.

Comments and recommendations for revision/amendment action to this publication should be forwarded to the Director of Flight Safety Standards Department, Civil Aviation Authority of Nepal.

This manual shall be effective from 01 December, 2020.

***Rajan Pokhrel***  
***Director General***  
***November 2020***

**LIST OF EFFECTIVE PAGES**

<b>CHAPTER NO.</b>	<b>PAGES AFFECTED</b>	<b>RECORD OF REVISIONS</b>	<b>DATE</b>
Record of Revisions	REC-1	Rev. 00	November 2020
List of Effective Pages	LEP-1	Rev. 00	November 2020
Preface	--	Rev. 00	November 2020
Table of Contents	TOC-1	Rev. 00	November 2020
Chapter 1	1-1 to 1-7	Rev. 00	November 2020
Chapter 2	2-1 to 2-10	Rev. 00	November 2020
Chapter 3	3-1 to 3-8	Rev. 00	November 2020
Chapter 4	4-1 to 4-4	Rev. 00	November 2020
Chapter 5	5-1 to 5-5	Rev. 00	November 2020
Chapter 6	6-1 to 6-7	Rev. 01	11-November-2021
Appendix A	APP A-1	Rev. 00	November 2020
Appendix B	APP B-1 to B-3	Rev. 00	November 2020
Appendix C	APP C-1 to C-5	Rev. 00	November 2020
Appendix D	APP D-1 to D-2	Rev. 00	November 2020
Appendix E	APP E-1	Rev. 00	November 2020
Appendix F	APP F-1	Rev. 00	November 2020
Appendix G	APP G-1	Rev. 00	November 2020

-----

## RECORD OF REVISIONS

[illegible]

**TABLE OF CONTENTS**

<b>Chapter Number</b>	<b>TITLE</b>	<b>Page Number</b>
i	PREFACE	
ii	LOG OF REVISIONS	
lii	LIST OF EFFECTIVE PAGES	
iv	TABLE OF CONTENTS	
<b>1</b>	<b>FLIGHT OPERATIONS DIVISION</b>	<b>1-2</b>
1.1	INTRODUCTION	1-2
1.2	STATUTORY AUTHORITY	1-2
1.3	FLIGHT OPERATIONS STAFFING REQUIREMENTS	1-3
1.4	CHIEF OF FLIGHT OPERATIONS	1-6
1.5	PROCEDURE FOR AMENDMENT OF FOA MANUAL	
<b>2</b>	<b>OPERATIONS FUNCTION</b>	<b>2-1</b>
2.1	INTRODUCTION	2-1
2.2	AUTHORITY	2-1
2.3	STAFFING REQUIREMENTS	2-3
2.4	ADMISSION TO FLIGHT DECK	2-10
<b>3.</b>	<b>TECHNICAL TRAINING FOR FOI</b>	<b>3-1</b>
3.1	INITIAL TRAINING FOR OPERATIONS STAFF	3-1
3.2	FLIGHT OPERATIONS INSPECTOR TRAINING	3-1
3.3	TECHNICAL TRAINING FOR FOIs	3-3
3.4	ON THE JOB TRAINING	3-4
3.5	INSPECTOR REFRESHER TRAINING	3-5
3.6	TRAINING FILES FOR INSPECTORS	3-6
3.7	TRAINING PLAN FOR FOIs	3-7
<b>4.</b>	<b>PERSONAL ETHICS AND CONDUCT</b>	<b>4-1</b>
4.1	PURPOSE	4-1
4.2	ON-THE-JOB ETHICS AND CONDUCT	4-1
4.3	OUTSIDE EMPLOYMENT, FINANCIAL INTERESTS, AND GIFTS	4-3
4.	DRESS CODE	4-3
<b>5.</b>	<b>OPERATIONS INSPECTOR CREDENTIALS</b>	<b>5-1</b>
5.1	GENERAL	5-1
5.2	TYPES OF CREDENTIALS	5-1
5.3	ELIGIBILITY REQUIREMENTS	5-1
5.4	APPLICATION PROCEDURES	5-1
5.5	USE OF CREDENTIALS	5-3



5.6	METHOD ESTABLISHED TO CONTROL CURRENCY OF FLIGHT OPERATIONS STAFF INSPECTOR CREDENTIAL	5-4
5-7	LOST OR STOLEN CREDENTIALS	5-5
<b>6.</b>	<b>CABIN SAFETY INSPECTOR</b>	<b>6-1</b>
6.1	INTRODUCTION	6-1
6.2	DUTIES AND RESPONSIBILITIES	6-1
6.3	QUALIFICATIONS	6-1
6.4	CERTIFICATION	6-2
6.5	SURVEILLANCE DUTIES	6-2
6.6	OTHER	6-2
6.7	SUPERVISION RECEIVED	6-2
6.8	TRAININGS	6-3
6.9	TRAINING PLAN FOR CSIs	6-6
6.10	INSPECTOR CREDENTIALS	6-7
	<b>APPENDICES</b>	
APPENDIX A	FLIGHT OPERATIONS ORGANIZATION CHART	APP A-1
APPENDIX B	FUNCTIONS OF FLIGHT OPERATIONS	APP B-1
APPENDIX C	FLIGHT OPERATIONS INSPECTORS' LINE FLYING CURRENCY PROGRAM	APP C-1
APPENDIX D	TABLE OF REQUIRED TRAINING AND INSPECTION OBSERVATIONS FOR OPERATIONS INSPECTORS	APP D-1
APPENDIX E	SUMMARY OF TRAININGS	APP E-1
APPENDIX F	ADDITIONAL TRAININGS	APP F-1
APPENDIX G	SUMMARY OF ON-THE-JOB TRAININGS	APP G-1



## **CHAPTER 1 – FLIGHT OPERATIONS DIVISION**





## **CHAPTER 1 – FLIGHT OPERATIONS DIVISION**

### **1.1 INTRODUCTION**

1.1.1 The Flight Operation Division under the Flight Safety Standards Department has been formed to perform the CAAN task of maintaining regular surveillance of the operational aspects of all Air Operators in order to ensure safe and efficient commercial air transport services in the country. This surveillance covers not only Airlines operating scheduled services but also non-scheduled operators and General Aviation; and includes both fixed wing aircraft and helicopters. The Division will be responsible to carry out Surveillance Inspection of the system and Certification Checks of aircrew as a part of its regular inspection programme. The personnel of this Division is responsible for carrying out all of the Safety Oversight Responsibilities assigned by the Convention on International Civil Aviation and its Annexes.

1.1.2 In order to accomplish these tasks, qualified Flight Operations Inspectors will be appointed to the CAAN against established posts, who will conduct Surveillance/Inspection/Checks as per the policies laid down by the Director General Civil Aviation Authority of Nepal.

### **1.2 STATUTORY AUTHORITY**

The Flight Operations Division is organized as a component part of CAAN. It is authorized by the Government of Nepal under the CAR 2058 and is charged by the Director General of Civil Aviation to carry out all required functions.

1.2.1 The activities of the Flight Operations Inspectors (FOI) will be governed by the following:

- (a) Civil Aviation Act, Rules, Regulation/and requirements for exercising the duties and functions under the CARs.
- (b) Flight Operations Inspector Manual.
- (c) Air Operator Certificate Inspector Manual (AOCI Manual).
- (d) Other relevant directive and instructions that may be issued from time to time by the Director General of Civil Aviation Authority Nepal.

1.2.2 The functions of the Flight Operations Division in tabular form are laid out in Appendix B.



## **1.3 FLIGHT OPERATIONS STAFFING REQUIREMENTS**

### **1.3.1 GENERAL**

1.3.1.1 Deciding upon the required Flight Operations organizational structure, CAA Nepal should review the number of certificates to be issued, the number and size of potential operators; the number of approved training organizations within Nepal, as well as the level of civil aviation activity, number and complexity of aircraft and the size of Nepal's aviation industry.

1.3.1.2 To effectively fulfill its responsibilities, the Flight Operations Division shall be properly organized and staffed with experienced, qualified, competent personnel and sufficient number of suitable Senior Flight Operations Inspectors, Flight Operations Inspectors and Assistant Inspectors hereafter collectively called "Inspectors", capable of accomplishing required wide range of technical duties and functions involved in safety oversight as per Para 1.2.2 and Chapter 2 of this manual for the success of the Safety Oversight programme of the Civil Aviation Authority of Nepal. Furthermore, the Inspectors shall also enjoy conditions of service and remuneration consistent with their education, technical knowledge and experience and comparable to the operator's staff whose activities they will audit, inspect and supervise.

1.3.1.3 CAA Nepal delegates responsibility for some activities to designated personnel of an operator. In the operational field this applies to type ratings, instrument ratings and pilot proficiency checks. Candidates for Designated Check Pilot are proposed by the operator. The qualification and approval of these designated personnel, covering examiner activity in both the aircraft and flight simulation training devices, as necessary, need to be conducted by the CAA Nepal. These approvals are normally conditional on continuing employment with the same operator. The CAA Nepal is responsible for closely supervising the subsequent activities of the designated examiners. The minimum annual numbers of examinations /checks to be conducted by each Designated Check Pilot is mentioned in DCP Manual. The requirements, on a periodic basis, for the observation of ratings and proficiency checks conducted by DCP so that the CAA Nepal can monitor performance and renew the DCP approval when necessary is mentioned in DCP Manual. The CAA may approve flight crew of an operator to function as line check pilots or line check flight engineers.

1.3.1.4 CAA Nepal has hired experienced personnel of an operator to be seconded to the flight operations to act as Flight Operations Inspectors. In this case, a strategy to mitigate potential conflict of interest issues has been established and documented. CAA Nepal ensures that the seconded inspector will not be involved in inspections concerning the operator from which he/she was seconded. CAA Nepal will ensure that operator personnel, seconded as CAA Nepal Inspectors, are adequately trained and qualified and subsequently supervised in the carrying out of their duties.

1.3.1.5 Flight Operations also use the services of experienced inspector personnel from another State authority on a part-time basis. The details of any such arrangement, including procedures for requesting the services of an inspector on a particular occasion or for a specific period of time, should be documented in an agreement between the CAA and that other authority.



- 1.3.1.6 The CAA Nepal shall ensure they attract and retain technically competent personnel with the credibility and competence to interact with industry in an efficient and effective manner. Considering the specialized and sensitive nature of all Flight Operations Inspectors' job, it is virtually important that the qualifications, and personal characteristics of each person employed, whether directly or on for contract, to perform certification, inspection and surveillance duties shall be verified and carefully evaluated before the selections is made as per "CAAN Employee's Facility, Service and Condition Regulations, 2056 B.S."
- 1.3.1.7 The Inspectors performing certification and surveillance function should be at least as qualified as the personnel to be inspected or supervised. Although the Inspectors should be qualified, it is not expected that in all cases any one FOI within Flight Operations Division would possess the same experience as all the personnel being audited. However, the Flight Operations Division, as a team, should have personnel who are knowledgeable, qualified and experienced in the appropriate areas as the organization being inspected.
- 1.3.1.8 In addition to the importance of technical competency in performing certification, inspection and surveillance function, it is critical that the Inspectors must not only possess the knowledge, experience and qualifications to carry out their duties in a professionally sound manner, but also possess the personality to win the respect and confidence of the air operators. This would require a reasonable level of tactfulness, understanding, firmness, be impartial in carrying out their tasks, high degree of integrity, have a good understanding of human nature, good communication skills and an exemplary personal conduct both in the office and at the air operator's premises.

### **1.3.2 AUTHORIZED STRENGTH OF FLIGHT OPERATIONS INSPECTORS**

- 1.3.2.1 Qualified and trained personnel in commensurate with quantum of activities have to be appointed to perform the approval tasks in a systematic and competent manner. The adequacy of personnel is assessed and quantified based on reasonable justification considering the quantum of existing activities and future activities in terms of man-hour. The number of Inspectors engaged for flight operations will be determined by the level of and the growth of aviation in the country. A periodic review will take place from time to time as required to determine whether or not there needs to be a change in the number of Inspectors authorized.
- 1.3.2.2 Flight Operations Division will prepare "Calculation of Flight Operations Division Staff Man-Hour" annually in the month of January to determine whether or not there needs to be change in the number of inspectors.

The "Calculation of Flight Operations Division Staff Man-Hour" and review of "Calculation of Flight Operations Division Staff Man-Hour" will be done by a Flight Operations Inspector assigned by Chief of Flight Operations Division.

After the preparation of "Calculation of Flight Operations Division Staff Man-Hour", it is presented to all the Inspectors during a Flight Operations Division meeting.

The inputs from Inspectors during the meeting are discussed and comments arising from this meeting are included in Final version of "Calculation of Flight Operations Division Staff Man-Hour".



The final Version of “Calculation of Flight Operations Division Staff Man-Hour” will be forwarded to Chief of FSSD through an internal office memo.

Chief of FSSD will then forward the “Calculation of Flight Operations Division Staff Man-Hour” to Deputy Director General who will forward it to Director General for review in co-ordination with Human Resource Department before approving it.

Based on this document, Human Resource Department determines whether there is need for additional Senior Flight Operations Inspectors, Flight Operation Inspectors and Assistant Inspectors or not, for the next fiscal year and process recruitment for those posts accordingly as per “CAAN Employee’s Facility, Service and Condition Regulations, 2056 B.S.”

Flight Operations Division will prepare review of “Calculation of Flight Operations Division Staff Man-Hour” annually during the month of January.

Such review will enable Chief of Flight Operations to have record of Man-Hour planned vs. Man-Hour required for Senior Flight Operations Inspectors/Flight Operations Inspectors/Assistant Inspectors to complete the function of Flight Operations in Para 1.1 of this manual. This record of Man-Hour planned vs. Man-Hour required will enable to prepare Calculation of Flight Operation Inspections Division Staff Man-Hour” for this year.

1.3.2.3 The following guidelines are considered to be the minimum number that is reasonable for the Inspectors to carry out their tasks:

- (a) One Senior FOI or FOI per approximately ten jet aircraft or nine turbo prop aircraft engaged in commercial operations. The DG, CAAN will, however, need to take into consideration the number of operators that are operating and the complexity of the air operations as these would affect the workload.
- (b) Because of the diversity of aircraft operating in General Aviation, the ratio mentioned in (a) above may not be applicable for General Aviation. In such cases, a ratio of one Inspector for fifteen aircraft (by judiciously combining two or more types) is considered a suitable option. Where qualified inspectors are not available for a particular type, any Flight Operations Inspector may carry out any required check from the forward observer seat.

### 1.3.3 FOD Organization Chart

Appendix A contains the Organization Chart for the Flight Operations Division.



## **1.4 PROCEDURE FOR AMENDMENT OF FLIGHT OPERATIONS ADMINISTRATIVE MANUAL (FOAM)**

### **1.4.1 Introduction**

This FOA Manual will be reviewed annually (in the month of January) by the Flight Operations Division to ensure that its content remains accurate. Changes in aviation technology, legislation, requirements and CAA Nepal policy will necessitate changes to Manuals.

The approval procedure for proposed draft amendment which is identified during this review will be as per process described below. If there is no need to change the FOA Manual, same will be minuted.

### **1.4.2 Procedure**

During a review, any Inspector who recognizes a need for change may initiate amendments procedure. The proposed change will be dealt in accordance with the following procedure.

1. Identify a change that would improve the efficiency and effectiveness of the procedure.
2. Schedule an internal meeting within the Flight Operations Division. The meeting will be chaired by Chief of Flight Operations and all the Inspectors will attend the meeting.
3. Review the proposed change with applicable Rules, Regulations, ICAO SARPs, DOC 10070 and DOC 9734 for compliance.
4. After verifying the compliance, draft the proposed amendment including comments and suggestions from all the Inspectors. The discussions in the meeting will be minuted.
5. Forward the proposed draft amendment to the Chief of Flight Safety Standards Department for review and comment through an Internal Office Memo.
6. If found satisfactory, the Chief of FSSD will forward the proposed draft amendment to DDG for review and comment. If not, he will return the Internal Office memo to Flight Operations Division with comment for necessary action.
7. If found satisfactory, the DDG will forward the proposed draft amendment to DG for review and comment. If not, he will return the Internal Office Memo to the Chief of FSSD and subsequent to Flight Operations Division with comment for necessary action.
8. If found satisfactory, the DG takes final decision and endorses the proposed draft amendment. If not, he will return the proposed draft amendment to DDG, FSSD and Flight Operations Division with comment for necessary action.
9. The approved document will be distributed to all the inspectors through librarian along with internal circular for implementing new changes.



10. A receipt of the approved document is ensured by signing the document by all the inspectors, record of which is kept with the librarian.
11. It is the responsibility of the individual Inspector to update their FOA Manual with the new document received through the librarian.
12. If the proposed draft amendment is returned to the Flight Operations Division with comments, the Division will hold a meeting to include the comment and propose draft amendment and re-initiate the Internal Office memo for approval as stated above.

-----



## **CHAPTER 2 – OPERATIONS FUNCTION**

### **2.1 INTRODUCTION**

2.1.1 The Flight Operations Inspectors will be responsible for:

- a) certification of Commercial Air Operators and General Aviation Operators
- b) carrying out Surveillance Inspection of the system. This surveillance covers Nepalese AOC holders and Foreign Air Operators operating scheduled and non-scheduled operators and General Aviation;
- c) checks of flight crew as a part of its regular inspection program.
- d) the development and/or revision of specific operating regulations.
- e) issuance of exemptions related to Operations.

2.1.2 The issuance of a certificate to an operator or a potential operator is the prerogative of the Director General of Civil Aviation Authority of Nepal. Flight Operations Inspectors will provide information concerning a potential operator's technical capabilities as per its assigned mission.

2.1.3 Flight Operations Inspectors are responsible for supervision of commercial air operators by establishing a system which monitors and records progress, including actions taken by the air operator in resolving identified safety issues, to enable the possibility of tracking past deficiencies and regulatory non-compliance and for advising Chief of Flight Safety Standards Department (FSSD) of legal action/information regarding deficiencies.

2.1.4 In order to accomplish these tasks, qualified Flight Operations Inspectors (Senior FOIs and Assistant FOIs) will be appointed to CAA against established posts, who will conduct Surveillance, Inspection and Checks as per the policies laid down by or on behalf of the DG, CAAN.

### **2.2 QUALIFICATION OF OPERATIONS STAFF**

2.2.1 Flight Operations Inspectors (FOIs)

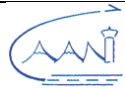
- a) Persons seeking a position as a Flight Operations Inspector should have held previous appointments either in operational management as an airline pilot/flight engineer or training instructor, or as a military pilot/flight engineer where experience in air transport operations would have been acquired.





- b) Flight Operations Inspectors should be at least as qualified as the personnel to be inspected or supervised. To carry out in-flight inspections, the FOI should be qualified on the type of aircraft concerned or on a type of aircraft with similar operational characteristics, and also possess appropriate route experience. However, it is recognized that although a Flight Operations Inspector should be qualified on either the type of aircraft flown or on a similar type of aircraft, it cannot be expected that in all cases the inspector would possess the same level of flying experience on that type as the personnel under inspection or, in the case of operator fleets with multiple types, that the inspector should be qualified on all types. Furthermore, in the case of route inspections, an inspector cannot be expected to possess actual flying experience on all of the routes on which inspections are conducted. The FOI should, however, at least be experienced on comparable routes and be adequately briefed on the particular route under inspection.
- c) Any CAAN pilot / Flight Engineer deputed to act as Inspector-under-supervision, should have at least a Commercial Pilot License or Flight Engineer License and a type rating. Senior Flight Operations Inspector shall receive type familiarization training on new type.
- d) A Flight Operations Inspector should have extensive operational experience, not less than 5000 hours as pilot in command/flight engineer of air transport civil or military aircraft. The Flight Operations Inspectors should have the following qualifications:
- i. For Flight Crew Certification tasks, they should hold a current ATPL/CPL/FE license with an endorsement of the type of aircraft for which they are being utilized;
  - ii. For all Surveillance tasks, they must hold or have held an ATPL/CPL/FE license. For airline surveillance, they must hold or have held a type rating on a jet/turbo prop aircraft similar to the class and type on which they are required to conduct surveillance. A type rating on a particular type of aircraft is not required for the conduct of cockpit en-route inspections;
  - iii. They should have a broad air transport background of 5 years or more, either airline or military;
  - iv. Experience with problems of operating or maintaining transport aircraft;
  - v. Meteorological and climatological knowledge and experience;
  - vi. Experience with technical training including visual aids, training devices and aircraft flight simulators;
  - vii. Have a reputation for possessing qualities of initiative, tact, tolerance and patience; and
  - viii. Subsequently, the FOI must successfully complete training as required;
  - ix. A thorough knowledge of Civil Aviation Act, Civil Aviation Rules/ Regulations, Nepalese Civil Airworthiness Requirements and advisory material published by the CAA Nepal;





- x. training on auditing techniques;
- xi. have good writing skills in order to communicate clearly in writing any shortcomings detected during certification or surveillance ensuring that timely corrective action is taken; and
- xii. have good interpersonal skills to conduct meetings and audits in a fair and professional manner.

e) In cases where suitable pilots fulfilling the above criteria are not available, the DG, CAAN may, at his discretion, relax the requirements, taking into consideration the pilot's seniority, past performance, flying record, experience, progression towards a higher rating and utility of the Flight Operations Inspectors.

2.2.2 CAAN will arrange for the recently inducted FOIs to successfully complete a Basic FOI Course before employing the FOI on Inspector Job Functions.

#### 2.2.3 Assistant Flight Operations Inspectors (AFOIs)

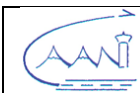
- a. Assistant Flight Operations Inspectors are minimum CPL holders.
- b. Operations staff who have had Basic Dispatcher Training (undergone a recognized course) shall be Operations Inspector.
- c. Assistant Flight Operations Inspectors having completed Basic Inspector course may be authorized to do Ground Inspections after having worked under a Flight Operations Inspector for 2 years as OJT. In such cases they will be referred to as Ground Inspector.
- d. They must have a reputation for possessing qualities of initiative, tact, tolerance and patience;

## 2.3 DUTIES AND RESPONSIBILITIES OF FLIGHT OPERATIONS INSPECTOR

2.3.1 The duties and responsibilities of Flight Operations Inspectors are laid down as below while matters related to the issuance of an AOC is referred to in detail in the Air Operator Certificate Inspector Manual (AOCI). These Job Functions cover both ground and in-flight inspections. The in-flight inspections cover checks from the observer's seat as laid down in the Flight Operations Administrative Manual.

2.3.2 The duties and responsibilities of an individual Operations Inspector will vary depending upon the technical specialty and the specific tasks which are assigned. However, Operations Inspector are expected to accomplish some or all of the following tasks as they relate to a particular specialty:

- Preparation and recommendation of regulatory changes and amendments to the national air law (Rules, Requirements and advisory material) from time to time concerning all matters of Flight Operations within the scope of the functions and responsibilities of the Flight Operations Inspection Division;



- Review current and new international and foreign Flight Operations standards related to Flight Operations and determination of the need for adoption of critical features of those standards into national requirements;
- Examine changes in ICAO requirements for incorporation into national requirements, or the filing of appropriate differences;
- Monitoring the implementation and ensure compliance of the relevant Flight Operations requirements and directives issued by the CAAN;
- Preparation and distribution to the aviation industry of advisory material concerning Flight Operations practices and procedures where such advice does not warrant mandatory action but may still make a significant contribution to aviation safety;
- Conferring at national and international levels on matters relating to the requirements of Flight Operations;
- Adherence to and responding promptly where necessary to all orders/notices/circulars issued by the Director General;
- conduct routine inspections such as the inspection of a station facility, apron, en-route operation and base and carry out oversight or checks considered necessary at prescribed intervals;
- assess the effectiveness of the operator's SMS and the level of resources allocated to it;
- conduct such inspections or oversight in accordance with an established work programme and applicable standard procedures and instructions;
- advise the operator, in writing, of any significant deficiency, requesting a proposal for remedial action;
- conduct follow-up on inspection reports to ensure that appropriate action has been taken in a timely manner;
- submit reports on each inspection or investigation in the manner prescribed, and complete and process the applicable inspection forms;
- investigate and report, as required, possible violations of the basic aviation law or related safety operating regulations and rules;
- continuously review the operator's pertinent documentation (e.g. operations, training), company policies, operating instructions and information to staff and system of amendments to determine whether they are accurate and made available in a timely manner to persons requiring their use;



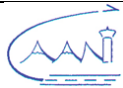
- keep appropriate Flight Operation inspector informed on all aspects of the current operation and projected developments in the company including changes in executive personnel, in assigned responsibilities and in the operator's organization in general;
- conduct qualification, approval and supervisory activities with respect to personnel proposed as Designated Check pilot by an operator; and
- Completion of any other official duties assigned by the Chief of Flight Operations Division, Chief of FSSD, Dy. Director General and Director General of CAA Nepal.

#### 2.3.4 Operations Inspectors are to particularly ensure that:

- a) Flying and surveillance programs are submitted at the beginning of each year and about 07 days in advance of each Inspection.
- b) For important occurrences requiring immediate action, a report is submitted immediately.
- c) Tasks assigned/information requested by other CAAN Departments is responded to promptly. Reports are to be submitted through the Chief of Flight Operations. All orders/notices/circulars issued by the Flight Operations are adhered to and responded to promptly where necessary.
- d) Use initiative to pursue any matter that needs to be attended to by CAAN in the interest of air safety and for efficiency of the system.
- e) Ensure that the confidentiality is always maintained.

#### 2.3.5 Specific Duties

- a) Flight Operations Inspectors (Pilots) are experienced pilots who specialize in the operation of aircraft and who ensure compliance with the Civil Aviation Regulations (CARs).
- b) Flight Operations Inspectors (Flight Engineer) are experienced flight engineers who specialize in the operation of aircraft engineer systems and who ensure compliance with the Civil Aviation Regulations (CARs).
- c) Ground Inspectors are trained Dispatchers who specialize in ground operations activities and who ensure compliance with the Civil Aviation Regulations (CARs).
- d) Dangerous Goods Inspectors are qualified Ground or Flight Operations Inspectors who have undergone training course on transport of Dangerous Goods by air.
- e) Cabin Inspectors are qualified Flight Operations Inspectors who have undergone a Cabin Safety Training course.



- f) These inspectors have responsibility for scheduled air carriers, and commercial operators. Operations Inspectors (OIs) may administer tests (written, oral, and practical) for a variety of certificates and ratings, perform ramp, cockpit and cabin en-route inspections, and conduct surveillance on various other aspects of an air carrier's operation. These other aspects typically would include evaluating the operations of air carriers and similar commercial aviation operations for adequacy of facilities, equipment, procedures, and overall management to ensure safe operation of aircraft.
- g) Other important functions of OIs include the examination of pilots, dispatchers and cabin crews for initial and continuing qualification, as well as the evaluation of airman training programs, equipment, and facilities. When, in the course of an inspection, inspectors find an aircraft or crew member not in compliance with the CARs, they may recommend an enforcement action. Such enforcement can range from administrative action to civil penalty and possible suspension or revocation of their license.
- h) Coordinating all cases affecting a license with Licensing officers from Licensing and Examination Division.

### **2.3.6 Additional Functions of Operations Inspectors**

- a) An additional role is to provide support during the investigation of aircraft accidents in cooperation with the Accident Investigation Committee (AIC), primarily responsible for investigating accidents.
- b) Inspectors may also, from time to time, be called upon to testify in administrative hearings and trials.

### **2.3.7 Investigations:**

Three areas that OIs are responsible for investigating are accidents, incidents, and enforcements.

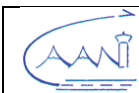
- a. **Accidents-** The Flight Operations Inspector may assist in the investigation of aircraft accident pursuant to Rule 83b of Civil Aviation Regulation 2002 and its amendments to ensure whether the civil aviation safety provisions are complied with or not. Furthermore, Inspectors will assist, if required, the Accident Investigation Committee formed by Government of Nepal.
- b. **Incidents-** The Flight Operations Inspector may assist in the investigation of aircraft Incident pursuant to Rule 83b of Civil Aviation Regulation 2002 and its amendments to ensure whether the civil aviation safety provisions are complied with or not. Furthermore, Flight Operations Inspector and Assistant Flight Operations Inspectors will assist, if required, the Investigation Committee formed by Government of Nepal when there is serious incident. Some of the incidents that require investigation are as follows:
- Foreign air carrier incidents
  - Reports of emergency evacuations



- Incidents involving hazardous materials
  - Noise complaints
  - Damage caused by a civil aircraft
- c. **Enforcement-** Flight Operations Inspector and Assistant Flight Operations Inspectors is required to investigate, analyze, and report enforcement findings. In situations that involve alleged non-compliance with the Flight Operations Requirements, Inspectors are required to make recommendations—concerning enforcement action as per Aviation Enforcement Policy and Procedure Manual.

### 2.3.8 Surveillance

- a) Flight crew Surveillance. OIs are responsible for the surveillance of flight crew who has been certified under the CARs. Some of the flight crew that an OI may survey are as follows:
- Flight instructors
  - Designated Check Pilots (DCP)
  - Designated Check Flight Engineers (DCFE)
  - Dispatcher Examiners
  - Cabin Crew Instructors
  - Cabin Crew Examiners
- b) Air Operator Surveillance. A number of the surveillance activities that OIs shall perform are as follows:
- Ramp inspections
  - Cabin en route inspections
  - Cockpit en route inspections
  - Pilot proficiency and competency checks for operators
  - FE proficiency checks for operators
  - Operators' trip records
  - Operators' training programs (including Cabin Crew if no Cabin Specialist is available)
  - Operators' crew and dispatch records
  - Operators' flight-following and flight-dispatch procedures
  - Operators' flight-following or flight-locating procedures
  - Operators' designated check pilots/flight engineers.
  - Operators' line stations
  - Operators' main base or subbase
  - Operators during a strike
  - Operators' de-icing programs
  - Operators' manuals
  - Operators' Flight and Duty Time limitations program
  - Operators' Flight Safety Program
  - Operators' Dangerous Goods Program



- Flight simulators or flight training devices (FTD)
- Off-site surveillance during pandemic/epidemic periods when on-site surveillance is not possible

**c) Certification**

a) Certificate/renew a DCP (A) and or (B), DCFE within a designated check program.

b) Air Operators. FOIs are heavily involved in the certification of air operators. Some of the many duties of the OI in air operator certification are as follows:

- Approve operators' exit seating plans
- Approve operators' carry-on baggage programs
- Conduct proficiency checks of operators' pilots
- Conduct proficiency checks of operators' flight engineers
- Conduct emergency evacuations or ditching demonstrations
- Conduct aircraft proving and validation tests
- Evaluate an Operator's Minimum Navigation Performance Specification (MNPS) qualifications
- Evaluate an Operator for ETOPS/EDTO Certification.
- Monitor the Operator's Designated Check Pilot/Flight Engineer Program
- Evaluate operators' compliance statements
- Evaluate flight crew training programs
- Evaluate dispatcher training programs
- Evaluate operators' operations manuals
- Evaluate approved flight manuals or company aircraft operations manuals
- Evaluate operators' aircraft checklists
- Evaluate operators' airport and weather aeronautical data
- Evaluate operators' special means of navigation
- Evaluate operators' power back procedure
- Evaluate operators' airport/runway performance data analysis systems
- Evaluate operators' minimum equipment lists (MEL)
- Evaluate operators' hazardous materials (HAZMAT) programs
- Evaluate passenger briefing cards
- Evaluate operators' crew records keeping systems
- Issue and amend operations specifications
- Recommend issue an air operator certificate
- Evaluate operators' flight-locating procedures
- Evaluate operators' flight/trip records
- Review operators' compliance statements
- Review operators' ETOPS/EDTO procedures
- Evaluate operators' LVO procedures
- Evaluate Operators' Load Control Procedure
- Evaluate Operators' RVSM procedures
- Evaluate Operators' PBN procedures

**d) Issuance of exemption**

- Evaluate the application submitted for the issuance of exemptions and determine conditions to minimize risks associated with such exemptions.

**2.3.9 Other responsibilities.**

OIs participate in other activities, such as accident prevention, and the issuance of authorizations. OIs also perform many other duties, including the ones that follow:

- a) Make a deposition or court appearance
- b) Process a voluntary surrender of an operator's certificate
- c) Provide technical assistance

**2.3.10 Duties of Assistant Flight Operations inspectors:**

- a. The role of Assistant Inspector is to fulfill tasks delegated to them by FOIs, and assist the FOIs in carrying out their duties and responsibilities.
- b. Assistant Inspectors are not authorized to conduct inspections on their own unless they meet the criteria under 2.3.

**2.4 ADMISSION TO FLIGHT DECK**

2.4.1 The flight deck of an aircraft is a close society in which each member is proficient in his/her duties and aware of his/her responsibilities, position and rank. The introduction of an inspector into this type of environment may create a distraction and possibly add tension. The FOIs authority can be seen either as a threat to the individual flight crew member or a challenge to the Pilot-in-Command's status. While maintaining the status of his/her own position, the FOI must recognize and support the Pilot-in-Command's authority unless he/she is obviously about to violate a regulation or operate in a hazardous manner. Even in these conditions, the FOI should at first appear to be acting in an advisory capacity and only resort to the powers vested in him/her by the aeronautical legislation as a last resort.

- a) FOI shall, under normal circumstances, make every effort to reserve the use of any observer seat through the operator's flight dispatch or other designated office at least 24 hours prior to scheduled departure time unless a no notice inspection is authorized.
- b) If for some reason, such as joining the flight at an en-route stop, the crew could not be contacted prior to boarding the aircraft, the FOI should identify him/herself to a cabin attendant (CA) and have him/her present his/her credentials to the Pilot-in-Command. The CA should be requested to advise the Pilot-in-Command that an FOI wishes to join the crew on the flight deck for purposes of an in-flight inspection. The FOI's credentials will constitute the FOI's on board authority.





- c) When authorized by their supervisor, FOIs may occupy any observer seat without advanced notice to the operator or crew members. Occasions may arise, such as "ad hoc" inspections, when FOIs will not have had time to affect prior co-ordination. In this situation, a FOIs approach must demonstrate courtesy and common sense.
- d) Where an aircraft is equipped with more than one observer seat, the operator shall make available the observer seat that permits optimal monitoring, by the FOI of the flight deck instrumentation and controls, and the procedures used by flight crew members. Unless specified otherwise by CAA Nepal, observer seat shall be that located in the most forward position.
- e) While on the flight deck, the FOI must avoid distracting the crew. This may not be easy, as another aspect of the flight deck environment is a degree of boredom brought about by repetitive duties and routines. The FOI is a new person to talk to, and a new source of information. A flight deck conversation can be valuable to the FOI as a source of information and to establish a good relationship with the flight crew but it must be carefully controlled so as to avoid distractions at critical times.
- f) During the departure and approach phases of a flight, the FOI should silently observe cockpit policy and procedures. This does not preclude the inspector from advising the crew of a potential hazard or infraction.
- g) Potential for the type of situation referred to below is minimal. Such situations would likely occur only during "ad hoc" inspections:
- The legal provisions authorizing an FOI to occupy that position.
  - That further denial will be in contravention of Civil Aviation Rules, which may be processed by way of enforcement action.
- h) If an FOI has reason to believe that an aircraft is unsafe or is about to be operated in an unsafe manner, he/she may detain the aircraft pursuant to Civil Aviation Rules of Nepal, where available, to deny take-off clearance could be the best course of action. This would give the FOI more time to co-ordinate other recourses.
-





## **CHAPTER 3 – TECHNICAL TRAINING FOR FOI**

### **3.1 INITIAL TRAINING FOR OPERATIONS STAFF**

#### **3.1.1 General**

3.1.2 CAA Nepal shall determine the minimum qualifications for their Operations Inspectors performing safety oversight functions and also provide for their technical training on an initial and recurrent basis. Additionally, periodic practical and specialized technical training including supervisory courses will enable the Inspectors to perform their duties effectively. Training should not be limited to strictly professional elements.

3.1.3 The CAA Nepal shall have Flight Operations Inspector Induction training for induction of new Flight Operations Inspector and Assistant Flight Operations Inspector that includes training in:

- a) Organizational responsibilities
- b) appropriate Flight Operations standards, practices and policies;
- c) working procedures
- d) certification and surveillance procedures; and
- e) the role of a regulator.

3.1.4 CAA Nepal shall have a structured programme to educate the Operations Inspectors on new CAA Nepal requirements, policies and procedures as they are being implemented. To keep personnel abreast of new industry developments a training programme shall be developed that provides at regular intervals (initial and recurrent) technical training to gain first-hand knowledge of new developments, including management principles. As a general policy, it is not desirable for CAA Nepal personnel to obtain technical qualifications from those entities under their direct regulatory jurisdiction.

### **3.2 FLIGHT OPERATIONS INSPECTOR TRAINING**

Operations Inspectors shall undergo following training to meet the qualification requirements laid down in this manual.

- a) BASIC COURSE-I content;

The Operations Inspectors will be provided with Basic Course-I trainings listed below after entry into service within 6 months. Flight Operations Inspector Induction Course covering:

- Civil Aviation Act, Rules and AOCR, FOR, PELR
- Flight Operations Record Keeping Systems
- Ramp Inspection of Domestic Aircraft
- Flight Operations Inspector Manual



- AOCI Manual
- Auditing techniques and auditing procedure
- Safety Management System and Quality System
- Enforcement Procedures
- Human Factors principles including CRM
- Safe transport of Dangerous Goods by air

b) BASIC COURSE-II content;

Subsequently, the Operations Inspectors will be provided with Basic Course-II within one year after completion of Basic Course-I.

- Initial Certification-issuance of Air Operator Certificate; Approved Training Organization Approval and Renewal Procedures.
- Safety Assessment of Foreign Aircraft (SAFA)
- Aircraft Leasing (Flight Operations matters)
- MMEL/MEL

c) ADVANCED COURSE content:

Advanced Course for Inspector is a specialized training which shall be imparted to Operations Inspector depending on their assigned duties and responsibilities. The Advanced Course will consist of but not limited to the following:

- ETOPS/EDTO Operations
- RVSM Operations
- LVO Operations including approval of HUD/SVS/EVS systems
- PBN Operations
- Accident Investigation Course
- Aircraft Type Technical/Performance course (as required)
- Designated Check Pilot course (every 5 years)
- Simulator Evaluation and Approval course (depending on assigned duty)
- Electronic Flight Bag approval course
- High altitude and sling load operations (for helicopters)



### **3.3 TECHNICAL TRAINING FOR FLIGHT OPERATIONS INSPECTORS**

- 3.3.1 Technical Training of Operations Inspectors may be accomplished from several sources. These can be contracted to an operator who offers a course that is approved for use in that country for use by their citizens, or from aircraft manufacturers or from operators in Nepal.
- 3.3.2 An Inspector is required to undergo a full type-rating course before embarking on Flight Licensing activities on that type of aircraft. Routine surveillance activities can be accomplished on any aircraft in airline service whether or not the Inspector is type rated on that particular type. In cases where the inspector is conducting a surveillance function on an aircraft in which he is not type rated, he must limit his observations and remarks to those elements that are not specific to that type of aircraft unless the occurrence is self-evident and would not take a type rated person to make an observation of that nature. An example of that would be not leveling at the altitude to which cleared or not complying with an ATC clearance.
- 3.3.3 If the inspector is a Flight Engineer who does not hold a pilot's license, he will make an effort to conduct cockpit en-route inspections on aircraft that has a Flight Engineer as a required crewmember, however, if the aircraft does not have a Flight Engineer position, the Flight Engineer Inspector can conduct a cockpit en-route inspection on any aircraft in airline service. He will confine his observations to those items that are common to all aircraft, such as ATC clearances, situational awareness, altitude control, airspeed control and other general items. He will observe and make appropriate comments to the crew concerning those occurrences that are self-evident and would not require a type rated person to make an observation of that nature.
- 3.3.4 The organization of the Flight Operations is designed to carry out operational surveillance, certification inspections. The Flight Operations Division requires a dedicated specialized staff to carry out its function. A specialized training course for Operations Inspectors is a necessary pre-requisite for the Operations Inspectors to carry out their Safety Oversight task(s). In the final analysis, the Operations Inspectors will require continuous training to keep pace with the growth of aviation in the country.
- a) In view of the increasing complexity of modern operating techniques, aircraft and equipment, there is a continuous need to review the scope of inspections and related techniques and procedures in order to better evaluate specific areas of interest and assure effective use of the Flight Operations resources.
  - b) Inspector recurrent/refresher training; Operations Inspectors must be scheduled for a minimum of one refresher/recurrent training course followed by a proficiency check in a year. This training can be accomplished either in an aircraft or an approved simulator.



Note: Inspectors may be opting to go in for the Line Flying Currency Program in which case an FOI may be attached with an Operator (through a Mutual Agreement). Refer Appendix 'C'.

- c) When an Inspector is rated on two types of aircraft, he must be scheduled for refresher/recurrent training on 'type A' one year and the next year he would be scheduled for training on 'type B'. Training requirements would alternate thereafter from 'type A' to 'type B'; etc. It is not anticipated that an Inspector will be required to maintain currency in this manner in more than two types of aircraft during any one period. To add a different type aircraft, the inspector would be required to complete the required type rating training for that type of aircraft and then replace one of the previous types with the new one, for purposes of currency.
- d) Proficiency checks for a CAA Flight Operations Inspector must be conducted by a CAA Flight Operations Inspector. When this is not possible or practical because of time / distances and/or expenses, by prior arrangement, a check carried out by a Flight Operations Inspector of the country in which the check is to be carried out to the level required by that authority for their own Inspectors, or to the level required by the rules that would be acceptable to CAANepal.
- e) Flight Operations Inspectors are not exercising the privilege of their pilots/flight engineer license and are not carrying passengers for hire or compensation when they are performing CAA required certification or surveillance activities; therefore, they are not required to maintain the same level of currency as are required of pilots/flight engineers that are exercising the privilege of their license and carrying passengers for hire or compensation.
- f) There may be an occasion where there is no inspector qualified and current on a particular type of aircraft and there is a need for one to accomplish a task that normally required a type rating. In such a case, an inspector with a type rating on a similar aircraft could accomplish the required task after being issued a letter of authorization from the Director General or his designated representative.

### **3.4 ON THE JOB TRAINING**

- 3.4.1 All Operations Inspectors must undergo OJT before being released to perform inspections on their own.
- 3.4.2 The no. of frequency for individual task will depend on the complexity of the task and severity of the task. The no. of frequency for individual task should be at least one observation and another being Evaluation, that needs to be carried out by new Flight Operations Inspector (Assistant Flight Operations Inspector) under supervision of qualified Flight Operations Inspector before its being considered as completion of OJT of each individual tasks.



- 3.4.3 **Observation:** The experienced Flight Operations Inspector actually performs the task which is observed by a new Operations Inspector; once this has been done the Inspector should perform the same task being observed and coached by an experienced Flight Operations Inspector. Following this, the new Operations Inspector is debriefed by the experienced Flight Operations Inspector of any findings or missing points.
- 3.4.4 **Evaluation:** After satisfactory completion of observation, the new Operations Inspector then performs the task under the supervision of experienced Flight Operations Inspector, which is evaluated by experienced Flight Operations Inspector for satisfactory completion of task as per the CAA Nepal requirements and procedures.
- 3.4.5 A guide has been developed to assist Supervisors with the training of Inspectors. It is only a guide and should not be considered limiting. Some of the subject areas are dealt with into in greater detail in other manuals and these manuals should be used to assist with training (i.e. AOCI Manual, DCP Manual etc.).
- 3.4.6 This guide comprises of 4 checklists and are included as Appendices to this Manual:
- a) Appendix D: Table of Required Training and Inspection Observations for Operations Inspector
  - b) Appendix E: Summary of Trainings
  - c) Appendix F: Additional Trainings
  - d) Appendix G: Summary of On-The-Job Training
- 3.4.7 These checklists have been written with the intent of capturing most activities encountered by Operations Inspectors. It is not meant to reflect specific tasks, such as certain office routines or methods on how particular situations are dealt with.
- 3.4.8 The Checklists must be completed for each Inspector and signed by both candidate and supervisor. The Operations Inspector training records should be updated in the individual Operations Inspector Personal/Training file upon successful completion of each OJT task.

### **3.5 INSPECTOR REFRESHER TRAINING**

Operations Inspectors shall be scheduled for a minimum of one refresher training course every 2 years. The refresher training course will cover the changes in requirements, procedures that have occurred during last 2 years.

- If the changes in requirements and procedures are minor (changes for efficiency and productivity), it is not feasible to conduct refresher training for every changes, for this reason, the refresher course will cover all these minor changes in requirements and procedures every two years.



- Any changes to requirements and procedures are discussed among all the inspectors during Flight Operations Inspector meeting before forwarding these changes to Director General for approval. So, minor changes in requirements and procedures will not affect their day to day functions as they are already aware of these changes without immediate refresher training provided to them. If the changes in requirements and procedures are substantial, the training will be conducted to all the Operations Inspectors immediately after approval of new requirements and procedures from Director General.
- This training can be carried out:
  - in-house within CAA Nepal either contracted to an organization within Nepal or abroad; or
  - from operators of Nepal (in exceptional cases).

### **3.6 TRAINING FILES FOR INSPECTORS**

3.6.1 To ensure systematic and comprehensive training of Inspectors it is necessary to maintain Training Records in the Staff File for each Inspector. The Training records must be reviewed and updated at regular intervals.

3.6.2 Record of all 'On the Job Training' imparted to an Inspector must be maintained in the Training File. The Operations Inspector Personal / Training files should include the following details:

- a) Copy of Job Description
- b) Copy of Inspector Credentials
- c) Copy of Latest CV
- d) Copy of CPL/ATPL/FE License if held,
- e) Copy of Training Certificates including On Job Training Records
- g) Copy of Academic Certificates
- h) Copy of "Airport Restricted Area Pass"
- i) Copy of Office ID card
- j) Copy of Citizenship card
- k) Copy of Appointment Letter
- l) Copy of Passport
- m) Training plan for Flight Operations Inspector
- n) Yearly review of training provided to Flight Operations Inspector

3.6.3 It is the responsibility of the Individual Operations Inspector to provide their personal details and training certificates to the Training Unit, who is responsible for maintaining the Inspector Personal/ Training file. If there is any change in the above listed documents or after completion of any new trainings or refresher course, it is the responsibility of the Inspector to include new details in their Inspector Personal/Training file.

3.6.4 The Training Unit will verify the records of individual Operations Inspector Personal/Training file annually in the month of January for its completeness. The Training Unit



will handover Inspector Personal/Training file to individual inspector in the last week of December to verify the completeness of their file.

3.6.5 The Inspector Personal/Training File will be retained for 2 years after he/she is being assigned to another post, resigns, retires or doesn't meet the qualification requirements of the Flight Operations Inspector.

### **3.7. TRAINING PLAN FOR FLIGHT OPERATIONS INSPECTORS**

3.7.1 Flight Operations Division will prepare "Training Plan for Flight Operations Inspector" annually in the month of January and will prepare the "Training Plan for Flight Operations Inspector" which is the forecast of training that needs to be provided to all the Operations Inspectors in this year. This forecast is based on the "Yearly review of training provided to Operations Inspector" for last year, which is also prepared annually in the month of January to facilitate preparation of "Training Plan for Flight Operations Inspector" for this year.

3.7.2 The "Training Plan for Flight Operations Inspector" and "Yearly review of training provided to Flight Operations Inspector" will be done by an Operations Inspector assigned by Chief of Flight Operations Division.

- After the preparation of "Training Plan for Flight Operations Inspector", it is presented to all the Inspectors during division meeting.
- The inputs from Inspectors during meeting are discussed and comments arising from this meeting are included in Final version of "Training Plan for Flight Operation inspector".
- The final version of "Training Plan for Flight Operations Inspector" will be forwarded to Chief of FSSD through an internal office memo.
- Chief of FSSD will then forward the "Training Plan for Flight Operations Inspector" to Dy. Director General who will forward it to Director General for review in co-ordination with Human Resource Department before approving it.
- Based on this document, Human Resource Department will identify the training that is required for individual Operations Inspector in this year and identify the sources which can deliver these trainings to individual Inspector as per "Training Plan for Flight Operation Inspector" and plan the training accordingly.

3.7.3 The approved "Training Plan for Flight Operation Inspector" shall be included in Flight Operations Inspector Personal/Training File.

3.7.4 Chief of Flight Operation Division will monitor the progress of "Training Plan for Flight Operation Inspector" regularly in coordination with Training Unit of FSSD to ensure all the training as required by "Training Plan for Flight Operation Inspector" is being conducted in a timely manner in order to ensure that the competency of Operations Inspectors are being maintained.





3.7.5 Flight Operation Division will prepare “Yearly review of training provided to Flight Operation Inspectors” annually during the month of January. Such review will enable Chief of Flight Operation to have record of *trainings planned* vs. *record of actual training conducted* to each Inspector. This will enable Chief of Flight Operations Division to prepare “Training Plan for Flight Operation Inspector” for this year.

3.7.6 The “Yearly review of training provided to Flight Operation Inspectors” shall also be included in individual Inspectors Personal/Training File for record purpose.

-----





## **CHAPTER 4 – PERSONAL ETHICS AND CONDUCT**

### **4.1 PURPOSE**

4.1.1 This section contains direction and guidance for Operations Inspectors (OI) pertaining to principles of ethics and conduct as they affect the performance of duties.

4.1.2 Although some methods of conduct are listed in this section, all circumstances that an Inspector may encounter cannot possibly be covered. As Inspectors are always in the public eye, they are expected to exercise good judgment and professional behavior at all times while on and off duty.

#### **a) Unique Responsibilities of Operations Inspectors**

Inspectors are exposed to a number of circumstances that are critical to their positions and which are not pertinent to other Civil Aviation Authority (CAA) job functions. The Inspector has the critical position of frequently interpreting and evaluating the quality of training programs, operations and maintenance manuals, pilot and mechanic performance, and overall safety activities. It is imperative that all Inspectors be sensitive to the responsibilities and demands of their positions and be objective and impartial while performing their duties. Inspectors must also be sensitive to actual as well as perceived appearances of any conflict that could disrupt the effectiveness or credibility of the assigned mission.

#### **b) Civil Aviation Authority Requirements**

Inspectors are required to comply fully with the letter and spirit of the standards of conduct as set forth by this section; and with those set forth in CAAN Employee Facilities, Service and Condition Regulation 2056 BS and *Achar shanhita 2075* published by CAAN. The Authority's policy on employee conduct is designed to encourage employees to maintain a level of professionalism that will promote the efficiency of the CAA and conform to accepted principles of conduct.

### **4.2 ON-THE-JOB ETHICS AND CONDUCT**

4.2.1 The conduct of an Inspector has a direct bearing on the proper and effective accomplishment of official job functions and responsibilities. Inspectors are required to approach their duties in a professional manner and to maintain that attitude throughout their activities. Through their conduct, Inspectors working in direct contact with operators and with the public, bear great responsibility in the determination of public perception of the CAAN.

#### **a) Rules of Conduct. All Inspectors must observe the following rules of conduct:**

- i. Report for work on time and in a condition that will permit performance of assigned duties
- ii. Render full and industrious service in the performance of their duties



- iii. Maintain a professional appearance, as appropriate, during duty hours
- iv. Respond promptly to directions and instructions received from their supervisor
- v. Exercise courtesy and tact in dealing with co-workers, supervisors, and members of the public
- vi. Obtain approval for all absences from duty
- vii. Conserve and protect CAAN property, equipment, and materials (Inspectors may not use or permit others to use CAAN equipment, property, or personnel for other than official business).
- viii. When duties concern the expenditure of public funds, have knowledge of and observe all applicable legal requirements and restrictions.
- ix. Safeguard classified information and unclassified information that should not be given general circulation as provided by CAAN. (Inspectors shall not disclose or discuss any classified information or "official use only" information unless specifically authorized to do so).
- x. Observe the various laws, rules, regulations, and other authoritative instructions, including all rules, signs, and instructions relating to personal safety.
- xi. Uphold with integrity the public trust involved in the position to which assigned.
- xii. Report known or suspected violations of law, regulations, or policy through appropriate channels.
- xiii. Not engage in private activities for personal gain or any other unauthorized purpose while on government property.
- xiv. Give any supervisor or official conducting an official investigation or inquiry all information and testimony about all matters inquired of, arising under the law, rules, and regulations administered by CAAN.
- xv. Not use illicit drugs or abuse alcohol or other substances
- xvi. Not participate in telephone eavesdropping (Advance notice must be given whenever any other person is placed on the line for any purpose whatsoever). An advance verbal warning must be given when an automatic recording device or a speaker telephone is used. The use of recording devices, portable or otherwise, on telephones shall be limited to areas involving air safety).
- xvii. Not make irresponsible, false, or defamatory statements that attack, without foundation, the integrity of other individuals or organizations (Inspectors are accountable for the statements they make and the views they express).



### **4.3 OUTSIDE EMPLOYMENT, FINANCIAL INTEREST, AND GIFTS**

#### **4.3.1 Business Interests.**

Inspectors and their immediate families should seek clarification and guidance before engaging in any airline or other business activity for which the CAAN has oversight responsibility. If an Inspector holds any interest that may give the appearance of impropriety, the Inspector should immediately consult his superior and the legal department for a determination.

#### **4.3.2 Conflict of Interest.**

Inspectors may hold employment or own businesses that do not present a conflict of interest with their official job functions. Inspectors who wish to participate in outside aviation activities (such as flight instruction, commercial flying, or any other aviation-related activity) should seek clarification and approval from the Director General.

#### **4.3.3 Public Speaking.**

Inspectors may not receive payment for speaking on issues that deal with their official job functions. Teaching or instructing at colleges, universities, or vocational schools may be acceptable, but should be coordinated and approved by the Director General.

#### **4.3.4 Fund Raising.**

OIs may not participate in fund raising or soliciting donations from any business or activity for which their office is assigned oversight responsibility. Exceptions to this requirement may exist for donation of prizes/gifts for speakers in aviation safety seminars arranged under the aviation safety program. They should, however, seek official approval.

#### **4.3.5 Gifts.**

Gifts should be accepted only when the Inspector knows that the gift will not give the appearance of a conflict of interest.

### **4.4 DRESS CODE**

4.4.1 Inspectors should be aware that their personal appearance affects their professional image; therefore, they should adhere to the guidelines below:

- a) On visits to air operator facilities, Inspectors should dress semi-formally.
- b) During pilot proficiency checks in aircraft or simulators, the semi-formal wear is recommended, regardless of air operator practices.



- c) During training Inspector's dress should be compatible with the air operator's practice but should lean towards formality.
- d) During in-flight inspection, the sight of a non-uniformed person moving in and out of the flight deck can be disturbing to hijack - conscious passengers. For this reason, Inspectors should maintain a low profile, dress conservatively, restrict movements between cabin and flight decks and wear the Airport Restricted Area Pass.
- e) When conducting Inspectors duties at an airport, the Airport Restricted Area Pass must be used to follow crew access routes and shall be worn with their reflective jackets at all times on the ramp and air-side of the terminal.

-----



## **CHAPTER 5 – INSPECTOR CREDENTIALS**

### **5.1 GENERAL**

5.1.1 This section contains information for Inspectors concerning the types of Inspector credentials and the Inspector eligibility requirements and application procedures for those credentials. This section also contains direction and guidance to be used by Inspectors when employing Inspector credentials during the performance of inspector tasks.

5.1.2 CAA Nepal issues appropriate credentials to its Operations Inspectors, identifying them as Flight Operations Inspector or Assistant Flight Operations Inspector employed by CAA Nepal, with the right to “unrestricted and unlimited access to aircraft, aircraft equipment, engines etc., flight check, aviation facilities, services, equipment, records and documentation for the purpose of testing, inspection, verification, investigation, enforcement and regulatory functions in accordance with Rule 84 of Civil Aviation Regulations 2002 and its amendment”.

### **5.2 TYPES OF CREDENTIALS**

5.2.1 Inspectors are issued two types of credentials:

- a) CAA Inspector Identification that identifies the Inspector as an “Authorized Person” for the purpose of the Civil Aviation Regulations and authorized to perform the duties and exercise the powers under said Regulations; and
- b) Functionary Identification from Airports Security which provides for access to different areas of any airport and aircraft, as indicated on the credential

### **5.3 ELIGIBILITY REQUIREMENTS**

FOIs assigned to positions involving air transportation inspections and surveillance are eligible to receive the CAA credential; however, the inspector must have also completed a "Basic Operations Inspector" course. To be eligible for the Airport credential, the Inspectors must possess (or be concurrently issued with) the CAAN credential; have fulfilled the requirements set forth in this manual authorizing the conduct of en-route inspections; and have a job function that requires the conduct of inspections. However, inspector credentials may be given to any Flight operations staff if the Director deems it necessary.

### **5.4. APPLICATION PROCEDURES**

5.4.1 Operations Inspectors shall apply for CAA Nepal “Flight Operations Inspector” or “Assistant Flight Operations Inspector” credentials by completing “Procedure for Issuance of Inspector Credentials” laid down in Para 4.6 of this chapter and “Airport Restricted Area Pass” by completing the “Procedure for Issuance of Airport Restricted Area Pass” as laid down in Para 4.7

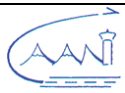


#### 5.4.2 Procedure for Issuance of CAA Nepal “Flight Operations Inspector” Credentials

- a) Individual Flight Operations Inspector will raise an internal office memo with all the supporting documents after fulfilling all the qualifications, training and OJT requirements laid down in Para 2.2 and Chapter 3 of this manual to Chief of Flight Operations Division.
- b) The Chief of Flight Operations Division verifies the supporting document forwarded by Flight Operations Inspector and if found satisfactory forwards it to the Chief of FSSD with his recommendation. If not, he forwards an internal office memo to the concerned Flight Operations Inspector with his comments.
- c) The Chief of FSSD verifies the supporting document forwarded by Chief of Flight Operations and if found satisfactory forwards it to DDG with his recommendation. If not he forwards the file to the Chief of Flight Operations and subsequently to concerned Flight Operations Inspector with his comments.
- d) If the DDG is satisfied with the internal office memo and supporting document forwarded by the Chief of FSSD, he forwards the file to DG with his recommendation, if not he forwards the internal office memo to the Chief of FSSD and subsequently to the Flight Operations Inspector with his comment.
- e) With the recommendation of Chief of Flight Operations Division, Chief of FSSD and DDG, the DG approves the internal office memo and sends the internal office memo to Administration Section, FSSD for preparation of CAA Nepal “Flight Operations Inspector” Credentials.
- f) After the credential card is prepared and signed by the DG, an internal office memo along with CAA Nepal “Flight Operations Inspector” Credentials is sent to Administration Section, FSSD for distribution of Credential and recordkeeping of the Internal Office Memo.
- g) The Flight Operations Inspector signs the record of receipt after receiving CAA Nepal “Flight Operations Inspector” Credential. The record of receipt after receiving Credential is maintained by Administration Section, FSSD.
- h) A copy of Credentials of each “Flight Operations Inspector” will be kept in personal/ training files of individual Flight Operations Inspector which is maintained in training division in a secure location.
- i) Note: *Similar process will be followed for issuance of “Assistant Flight Operations Inspector” credentials.*

#### 5.4.3 Procedure for Issuance of “Airport Restricted Area Pass”

- a) When the new Flight Operations Staff is recruited by CAA Nepal, the Flight Operations Staff applies to Administration Section, FSSD after completing administrative process as required by Tribhuvan International Airport Civil Aviation Office, Kathmandu, Nepal along with supporting documents i.e. TIA Airport Pass Application Form; Police Report etc.
- b) The Administrative Section, FSSD will initiate an Internal Office Memo to Chief of Flight Safety Standards Department (FSSD).
- c) The Chief of FSSD verifies the supporting document forwarded by Administration Section and if found satisfactory forwards it to DDG with his recommendation. If not satisfactory, he forwards the internal office memo to Administration Department and concerned Inspector with his comments.
- d) If the DDG is satisfied with the internal office memo and supporting document forwarded by the Chief of FSSD, he forwards the file to Airport Security



Department with his recommendation, if not he forwards the internal office memo to the Chief of FSSD and subsequently to the Flight Operations Inspector with his comment.

- e) If the Airport Security Department is satisfied with the internal office memo and supporting document forwarded by the Chief of FSSD, he forwards the internal office memo to the GM, TIA with his recommendation, if not he forwards the internal office memo to the Chief of FSSD and subsequently to the Flight Operations Inspector with his comment.
- f) With the recommendation of Administration Section, FSSD, the Chief of FSSD, DDG, Airport Security Department GM, TIA approves the internal office memo and sends the internal office memo to Airport Administration Department for preparation of “Airport Restricted Area Pass”.
- g) After the “Airport Restricted Area Pass” is prepared and signed by the GM, TIA the “Airport Restricted Area Pass” is collected by Administration Section, FSSD for distribution of “Airport Restricted Area Pass” to concerned Flight Operations Staff and the Internal Office Memo is filed in Administration Section, TIA.
- h) The Flight Operations Staff signs the record of receipt after receiving CAA Nepal “Airport Restricted Area Pass” the record of receipt after receiving “Airport Restricted Area Pass” is maintained by Administration Section, FSSD.
- i) It is the responsibility of the Flight Operations Staff to provide photocopy of “Airport Restricted Area Pass” to Training Division.
- j) A copy of Credentials of individual Inspector will be kept in personal/ training files of individual which is maintained in training division in a secure location.

## **5.5 USE OF CREDENTIALS**

5.5.1 Although the credentials contain the general authorization for the inspector to conduct CAAN work functions, specified work functions may only be performed after the inspector has been authorized by an appropriate supervisor and has satisfied the training and qualification requirements specified in this handbook. The work functions for the two credentials are as follows:

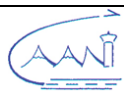
### **a) CAAN Inspector Credential.**

The CAAN Inspector credential identifies an individual as an “Authorized Person” for the purposes of the Civil Aviation Regulations and authorizes that individual to perform the duties and exercise the powers under the rules. These official duties include the conduct of cockpit en-route inspections. An inspector who meets all training and qualification requirements, with the exception of not yet possessing an airline transport pilot (ATPL) license or a flight engineer rating with an airplane type rating, may conduct cabin enroute inspections.

### **b) Airport Restricted Area Pass.**

The Airport functionary credential contains authorization for an inspector to be given free and uninterrupted access to restricted areas at airports governed by the CARs while the inspector is performing official duties to the extent stated on the credential. These official duties include those types of inspections such as ramp





inspections etc. An inspector must display this credential on an outer garment to be permitted entry into airport secured areas, and while working in these areas. While employing the Airport functionary credential (Airport Restricted Area Pass), inspectors should consider the following procedures:

- i. **Physical Barriers.** Although this credential is an authorization for inspectors to be in secured areas, for physical barriers such as locked doors and gates, an inspector may need to seek local assistance to gain access. Inspectors should ask at the time of entry if the operator has any specific security program practices and procedures that need to be followed.
- ii. **Passenger Screening Points.** Inspectors approaching passenger screening points may not bypass that screening; however, if the inspector is unable to afford the delay that may be involved in passenger screening, then arrangements should be made with the airport or operator personnel to enter the secured areas at other entry points.

## **5.6 Method established to control Currency of Flight Operations Staff Inspector Credential (CAAN “Flight Operations Staff Inspector” Credentials and “Airport Restricted Area Pass”)**

5.6.1 The “Flight Operations Inspector” and “Assistant Flight Operations Inspector” Credentials is issued with the validity of 2 Years. It is the responsibility of the inspectors to keep their credentials current while carrying out their inspectorial function. The Inspector should initiate an office memo 1 month before the expiry of their credential. The procedure for renewal of credential will be similar to the procedure laid down in Para 4.2 and 4.3 of this manual.

5.6.2 The “Flight Operations Inspector” and “Assistant Flight Operations Inspector” credential has to be withdrawn when an Inspector stops performing the Inspector duties, such as being assigned to another post, resigns, retires or doesn’t meet the qualification requirements of the Flight Operations Inspector.

5.6.3 When the Inspector resigns or retires, the Chief of Flight Operations Division will initiate an internal office memo to the Administration Section, FSSD to withdraw CAA Nepal “Flight Operations Inspector” or “Assistant Flight Operations Inspector” Credential and “Airport Restricted Area Pass” before issuing him official clearance letter to leave the job by Administration Section, FSSD.

5.6.4 When the Inspector is being assigned to another post, the Chief of Flight Operations Division will initiate the Internal Office Memo to the Administration Section, FSSD to withdraw CAA Nepal “Flight Operations Inspector” or “Assistant Flight Operations inspector” Credential of that inspector before issuing him an official clearance letter to work in another post. However, the “Airport Restricted Area Pass” issued to the Inspector may not be withdrawn depending on his new duties and responsibilities within CAA Nepal in his new post.

5.6.5 When the Flight Operations Inspector doesn’t meet the qualification requirements of the Flight Operations Inspector, the Chief of Flight Operations Division will initiate the internal office memo to Administration Section, FSSD to withdraw CAA Nepal “Flight Operations Inspector” Credential of that inspector. He may be considered to be issued with “Assistant Flight Operations Inspector” credentials if he meets the qualification requirements for same. However, the “Airport Restricted Area Pass” issued to the Flight Operations Inspector may not be withdrawn depending on his duties and responsibilities.





## **5.7 LOST OR STOLEN CREDENTIALS**

If either one or both credentials are lost, stolen, or damaged, the inspector should report the occurrence immediately to the inspector's supervisor and to the Chief of Flight Operations.

-----



## **CHAPTER 6. CABIN SAFETY INSPECTOR**

### **6.1 INTRODUCTION**

The Cabin Safety Inspector functions as a resource and technical authority on cabin safety requirements as they relate to work activities affecting civil aviation. Provides technical support regarding Cabin Safety for assigned air operators. Ensures assigned operators comply with applicable Civil Aviation Regulations, CAAN policy and guidance and approved programs.

### **6.2 DUTIES AND RESPONSIBILITIES**

- (i) Develops a work program to ensure periodic surveillance of training instructors, company training programs and all phases of air operator operations.
- (ii) Determines through surveillance and investigation that the training facilities are properly and adequately organized and equipped, staffed with appropriately qualified instructors, and conduct cabin crew training as required by appropriate Civil Aviation Regulations and CAAN approved training program.
- (iii) Serves as the technical advisor to the Principal Operations Inspector (POI) on assigned areas of the company's training program.
- (iv) Coordinates technical instructions, policy orders, and procedures through the POI and related CAA personnel to ensure standardization of training activities.
- (v) Conducts investigations of public complaints, government inquiries and aircraft incidents and accidents relating to cabin safety.
- (vi) Conducts enforcement investigations and prepares final reports and recommendations on disposition.
- (vii) Provides verbal and/or written technical assistance to legal counsel, testifies at court trials and formal hearings and gives depositions.
- (viii) Develops recommendations for new or revised regulations, standards and procedures governing cabin safety aspects of certification and operational practices of air carriers and air operators.

### **6.3 QUALIFICATIONS**

Refer to Cabin Crew Training Manual Appendix 3, Surveillance Program, para 2.



## **6.4 CERTIFICATION**

- (i) Performs initial certification of new operators in all cabin safety related areas. Reviews documents and evaluates plans to ensure compliance with the Civil Aviation Regulations, CAAN policy and guidance. May provide support to other regions during certification process.
- (ii) Reviews and recommends approval or disapproval of manuals and revisions related to cabin safety programs. Obtains amendments to previously approved manuals to correct conflicts with regulatory requirements, eliminate unsafe practices, and improve the specificity of instruction.
- (iii) Evaluates cabin crew training programs to ensure that they meet CAAN requirements, national and regional directives, and safe operating practices. Recommends approval or disapproval of training programs including cabin simulators, training devices and other training aids used in these programs.
- (iv) Evaluates operations and facilities by on-site inspections and by reviewing reports of other inspectors or other personnel. Negotiates necessary changes in policies and procedures.
- (v) Evaluates requests to operate under conditions not previously authorized and recommends additional conditions and limitations as appropriate.
- (vi) Participates in proving flight evaluations to determine compliance with Civil Aviation Regulations. Recommends changes that will be required prior to approval.
- (vii) Evaluates air operator emergency evacuation, ditching, and other emergency procedures, and makes recommendations to the POI.
- (viii) Reviews proposed modifications to aircraft interiors and location and use of equipment affecting cabin safety and makes recommendations to the POI.

## **6.5 SURVEILLANCE DUTIES**

Refer to CCTM Appendix 3, Surveillance Program, para 4 Cabin Safety Inspections Area. CSI shall also form a part of the flight operations audit team and to conduct flight operations regulatory audits and inspections.

## **6.6 OTHER**

- (i) May be assigned other duties and responsibilities as required.
- (ii) The inspector, when so directed, is required to keep an appropriate control point informed as to his/her whereabouts and the telephone number at which he/she can be reached in the event of an aviation incident/accident requiring CAAN investigation.



## **6.7 SUPERVISION RECEIVED**

The inspector independently performs technical execution of assigned regulatory, certification and/or surveillance activities. An assigned supervisor provides general technical and administrative supervision. Actions taken are guided by adherence to Civil Aviation Regulations, national and regional directives and sound management practices.

## **6.8 TRAININGS**

### **6.8.1 INITIAL TRAINING FOR Cabin Safety Inspector**

#### **6.8.1 General**

The CAA Nepal shall have Cabin Safety Inspector Indoctrination training for induction of new Cabin Safety Inspector that includes training in:

- a) Organizational responsibilities
- b) appropriate Flight Operations standards, practices and policies;
- c) working procedures
- d) certification and surveillance procedures; and
- e) the role of a regulator.

#### **6.8.2 The initial Technical Training of a CSI shall cover, as a minimum, the following:**

- a) national regulations and CAA procedures;
- b) departmental ethics/conduct and discipline;
- c) competencies for CSIs, including those related to the resolution of conflicts;
- d) their role, level of authority and degree of responsibility;
- e) an overview of CAA regulated entities and associated challenges;
- f) human factors principles;
- g) certification and authorization policies, processes and procedures;
- h) surveillance and inspection policies, processes and procedures;
- i) audit policies, processes and procedures;
- j) investigations and enforcement policies, processes and procedures;
- k) safety risk assessments;
- l) SSP;
- m) SMS;
- n) QA; and



- o) training for the specific role and tasks of the CSI, with an emphasis on those areas requiring an approval by the CAAN.

### **6.8.3 CSI REFRESHER TRAINING**

The Cabin Safety Inspector shall undergo Refresher Trainings every two years to ensure they remain current. The refresher training course will cover the changes in requirements, procedures that have occurred during the last 2 years.

- (i) If the changes in requirements and procedures are minor (changes for efficiency and productivity), it is not feasible to conduct refresher training for every changes, for this reason, the refresher course will cover all these minor changes in requirements and procedures every two years.
- (ii) Any changes to requirements and procedures are discussed among all the inspectors during Cabin Safety Inspector meeting before forwarding these changes to Director General for approval. So, minor changes in requirements and procedures will not affect their day to day functions as they are already aware of these changes without immediate refresher training provided to them. If the changes in requirements and procedures are substantial, the training will be conducted to all the CSI immediately after approval of new requirements and procedures from Director General.
- (iii) This training can be carried out:
  - in-house within CAA Nepal either contracted to an organization within Nepal or abroad; or
  - from operators of Nepal (in exceptional cases).

### **6.8.4 ON THE JOB TRAINING**

6.8.4.1 All Operations Inspectors must undergo OJT before being released to perform inspections on their own.

6.8.4.2 The no. of frequency for individual task will depend on the complexity of the task and severity of the task. The no. of frequency for individual task should be at least one observation and another being Evaluation, that needs to be carried out by new Cabin Safety Inspector under supervision of qualified Cabin Safety Inspector before its being considered as completion of OJT of each individual tasks.

6.8.4.3 Observation: The experienced Cabin Safety Inspector actually performs the task which is observed by a new CSI; once this has been done the Inspector should perform the same task being observed and coached by an experienced CSI. Following this, the new CSI is debriefed by the experienced Cabin Safety Inspector of any findings or missing points.

6.8.4.4 Evaluation: After satisfactory completion of observation, the new Cabin Safety Inspector then performs the task under the supervision of experienced Cabin Safety Inspector, which is evaluated by experienced Cabin Safety Inspector for satisfactory completion of task as per the CAA Nepal requirements and procedures.



6.8.4.5 A guide has been developed to assist Supervisors with the training of Inspectors. It is only a guide and should not be considered limiting. Some of the subject areas are dealt with into in greater detail in other manuals and these manuals should be used to assist with training (i.e. AOCI Manual, CCT Manual etc.).

6.8.4.6 This guide comprises of 4 checklists and are included as Appendices to this Manual:

- a) Appendix D: Table of Required Training and Inspection Observations for Operations Inspector
- b) Appendix E: Summary of Trainings
- c) Appendix F: Additional Trainings
- d) Appendix G: Summary of On-The-Job Training

6.8.4.7 These checklists have been written with the intent of capturing most activities encountered by Operations Inspectors. It is not meant to reflect specific tasks, such as certain office routines or methods on how particular situations are dealt with.

6.8.4.8 The Checklists must be completed for each Inspector and signed by both candidate and supervisor. The CSI training records should be updated in the individual CSI Personal/Training file upon successful completion of each OJT task.

## **6.8.5 TRAINING FILES FOR INSPECTORS**

6.8.5.1 To ensure systematic and comprehensive training of Inspectors it is necessary to maintain Training Records in the Staff File for each Inspector. The Training records must be reviewed and updated at regular intervals.

6.8.5.2 Record of all 'On the Job Training' imparted to an Inspector must be maintained in the Training File. The Operations Inspector Personal / Training files should include the following details:

- a) Copy of Job Description
- b) Copy of Inspector Credentials
- c) Copy of Latest CV
- d) Copy of Training Certificates including On Job Training Records
- e) Copy of Academic Certificates
- f) Copy of "Airport Restricted Area Pass"
- g) Copy of Office ID card
- h) Copy of Citizenship card
- i) Copy of Appointment Letter
- j) Copy of Passport
- k) Training plan for Cabin Safety Inspector
- l) Yearly review of training provided to Cabin Safety Inspector



- 6.8.5.3 It is the responsibility of the individual Cabin Safety Inspector to provide their personal details and training certificates to the Training Unit, who is responsible for maintaining the Inspector Personal/ Training file. If there is any change in the above listed documents or after completion of any new trainings or refresher course, it is the responsibility of the Inspector to include new details in their Inspector Personal/Training file.
- 6.8.5.8 The Training Unit will verify the records of individual Cabin Safety Inspector Personal/Training file annually in the month of January for its completeness. The Training Unit will handover Inspector Personal/Training file to individual inspector in the last week of December to verify the completeness of their file.
- 6.8.5.9 The Inspector Personal/Training File will be retained for 2 years after he/she is being assigned to another post, resigns, retires or doesn't meet the qualification requirements of the CSI.

## **6.9 TRAINING PLAN FOR CABIN SAFETY INSPECTORS**

- 6.9.1 Flight Operations Division will prepare "Training Plan for Cabin Safety Inspector" annually in the month of January and will prepare the "Training Plan for Cabin Safety Inspector" which is the forecast of training that needs to be provided to all the CSIs in this year. This forecast is based on the "Yearly review of training provided to Cabin Safety Inspector" for last year, which is also prepared annually in the month of January to facilitate preparation of "Training Plan for Cabin Safety Inspector" for this year.
- 6.9.2 The "Training Plan for Cabin Safety Inspector" and "Yearly review of training provided to Cabin Safety Inspector" will be done by a Cabin Safety Inspector assigned by Chief of Flight Operations Division.
- (i) After the preparation of "Training Plan for Cabin Safety Inspector", it is presented to all the Inspectors during division meeting.
  - (ii) The inputs from Inspectors during meeting are discussed and comments arising from this meeting are included in Final version of "Training Plan for Cabin Safety inspector".
  - (iii) The final version of "Training Plan for Cabin Safety Inspector" will be forwarded to Chief of FSSD through an internal office memo.
  - (iv) Chief of FSSD will then forward the "Training Plan for Cabin Safety Inspector" to Dy. Director General who will forward it to Director General for review in co-ordination with Human Resource Department before approving it.
  - (v) Based on this document, Human Resource Department will identify the training that is required for individual Cabin Safety Inspector in this year and identify the sources which can deliver these trainings to individual Inspector as per "Training Plan for Cabin Safety Inspector" and plan the training accordingly.
- 6.9.3 The approved "Training Plan for Cabin Safety Inspector" shall be included in Cabin Safety Inspector Personal/Training File.



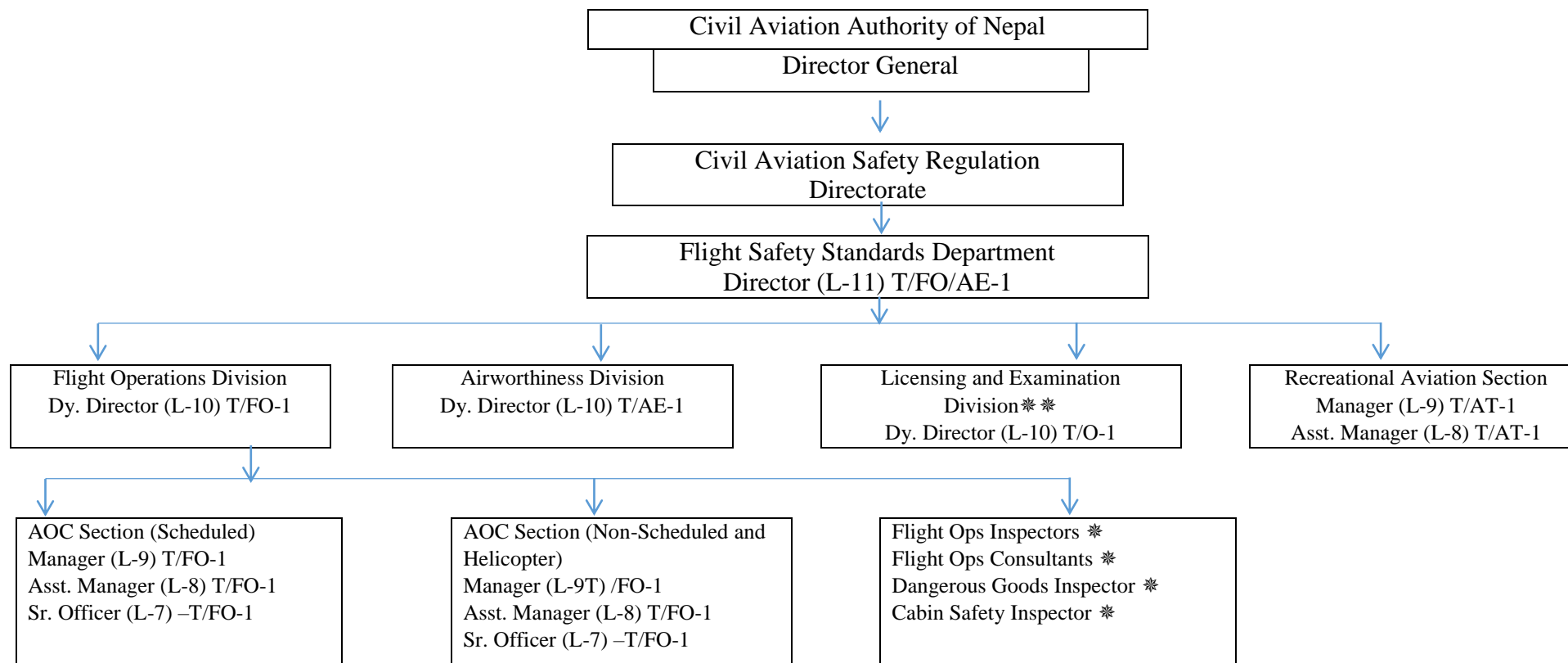
- 6.9.4 Chief of Flight Operation Division will monitor the progress of “Training Plan for Cabin Safety Inspector” regularly in coordination with Training Unit of FSSD to ensure all the training as required by “Training Plan for Cabin Safety Inspector” is being conducted in a timely manner in order to ensure that the competency of CSIs are being maintained.
- 6.9.5 Flight Operation Division will prepare “Yearly review of training provided to Cabin Safety Inspectors” annually during the month of January. Such review will enable Chief of Flight Operation to have record of *trainings planned* vs. *record of actual training conducted* to each Inspector. This will enable Chief of Flight Operations Division to prepare “Training Plan for Cabin Safety Inspector” for this year.
- 6.9.6 The “Yearly review of training provided to Cabin Safety Inspectors” shall also be included in individual Inspectors Personal/Training File for record purpose.

## **6.10 INSPECTOR CREDENTIALS**

The issuance, renewal process and terms of use of Cabin Safety Inspector Credentials for the Cabin Safety Inspectors shall be the same as for FOIs in Chapter 5.

-----



**APPENDIX A****FLIGHT OPERATIONS ORGANIZATION CHART****Note:**

\* Inspectors and Consultants shall be appointed according to the provision made on CAAN Employees' Regulation, 2056 and on Secondment basis from the industry.

\*\* Official with training and experience on Personnel Licensing shall be eligible for this position.

**APPENDIX B****FUNCTIONS OF FLIGHT OPERATIONS**

<b>S. NO.</b>	<b>FLIGHT OPERATIONS FUNCTIONS</b>	<b>RELEVANT REGULATION/ REQUIREMENTS</b>
1	Issuance of AOC	AOCR/AOCI Manual
2	Renewal of AOC (only Administrative function is considered here as individual function for AOC renewal is taken care individually)	AOCR/AOCI Manual
3	Addition of Aircraft	AOCR/AOCI Manual
4	Addition of different Fleet	AOCR/AOCI Manual
5	Revision or amendment of Operations Specification	AOCR/AOCI Manual
6	ATO approval	FOR/PELR
7	Assessment and/or Approval of Key Post holder	AOCR
8	Assessment of IP/DCP	PELR/DCP
9	Approval of Issuance and/or amendment of Ground Instructor Authorization procedure	FOR
10	Issuance and/or Renewal of DCP Authorization	DCP Manual
11	Validation or Renewal of foreign Flight simulators and training devices	FOR/AOCI Manual
12	Approval of Aircraft Lease Agreement	AOCR/ AOCI Manual
13	Approval of LVO Approval	AOCI Manual
14	Approval of RVSM	AOCI Manual
15	Approval of EDTO	AOCI Manual
16	Approval of PBN	PBN Operational Approval Manual
17	Participating in Licensing Activities	PELR
18	Acceptance of Flight Manual	NCAR Chapter E.4



19	Acceptance to Revision of Flight Manual	NCAR Chapter E.4
20	Approval of MEL	AOCI Manual/ NCAR Chapter E.8
21	Approval of Revision of MEL	NCAR Chapter E.8
22	Approval of Manuals OM Part A	FOR/ AOOCR/AOCI
23	Approval of Revision of Manuals OM Part A	FOR/ AOOCR/AOCI
24	Approval of Manuals OM Part B (FCOM/FCTM/QRH/RTOW)	FOR/ AOOCR/AOCI
25	Approval of Revision of Manuals OM Part B	FOR/ AOOCR/AOCI
26	Approval of Manuals OM Part C	FOR/ AOOCR/AOCI
27	Approval of Revision of Manuals OM Part C	FOR/ AOOCR/AOCI
28	Approval of Manuals of Manuals OM Part D	FOR/ AOOCR/AOCI
29	Approval of Revision of Manuals OM Part D	FOR/ AOOCR/AOCI
30	Approval of Manuals of Manuals Flight Dispatch	FOR/ AOOCR/AOCI
31	Approval of Revision of Manuals Flight Dispatch	FOR/ AOOCR/AOCI
32	Acceptance of SOP	FOR/ AOOCR/AOCI
33	Acceptance of revision of SOP	FOR/ AOOCR/AOCI
34	Approval of Ground Handling Manual	FOR/ AOOCR/AOCI
35	Approval of Revision of Ground Handling Manual	FOR/ AOOCR/AOCI
36	Acceptance of SMS	FOR/ AOOCR/AOCI
37	Acceptance of revision of SMS	FOR/ AOOCR/AOCI
38	Acceptance of ERP	FOR/ AOOCR/AOCI
39	Acceptance of revision of ERP	FOR/ AOOCR/AOCI
40	Exemption	CAR Rule 41
41	Rule Making and Procedure	AOOCR/ FOR/AOCI/PELR
42	Investigation task	FOR
43	Internal Meeting and Consultation	
44	Addressing issue related to Protocol Question and ICAO CMA OLF update	



45	Meeting/Interaction with Operator's representatives	
46	Inspection Task (Random Inspection and Surveillance, Ramp Check)	FOR/AOCR/AOCI Manual
47	Route and Station facility inspection	FOR/AOCR/AOCI Manual
48	Observation of competency check	FOR/AOCR/AOCI Manual
49	Monitoring Operators Training	FOR/AOCR
50	Audit	AOCI Manual / Flight Ops Audit Checklist
51	Enforcement Action	Aviation Enforcement Procedure Manual
52	Draft and publish Circulars/Directives	FOR/AOCR
53	Administrative task	
54	SOFIA Project Implementation	
55	Inspector Training	
56	Miscellaneous	

**APPENDIX C****FLIGHT OPERATIONS INSPECTOR'S LINE FLYING  
CURRENCY PROGRAM.****1. POLICY**

- 1.1 CAAN Inspectors may participate in a Line Flying Currency Program (LFCP) with an air operator or private operator in keeping with the specific conditions of this directive.
- 1.2 Upon termination of an LFCP agreement, Inspectors will be considered as having qualified for Flying Allowance as applicable.

**2. OBJECTIVE**

The LFCP will provide training to Inspectors to ensure they become or remain technically competent and have a complete understanding of operating practices, norms, and company (Air Operator) cultures by direct participation in company (Air Operator) operations on a periodic or continuing basis.

**3. COST EFFECTIVENESS OF PROGRAM**

- 3.1 Since all Inspectors are eligible to participate in the LFCP, and in order to make it cost effective, a supervisor must take into consideration the type of aircraft experience the Inspectors already has (or is about to have) in relation to his/her duties and responsibilities.
- 3.2 The LFCP must be managed to be cost neutral and every effort is to be made to realize its potential for significantly reducing overall training costs.

**4. COST EFFECTIVE PROGRAM MANAGEMENT**

- 4.1. Sound management of the LFCP is critical to its success. It is important to note that savings are dependent not only on proper management, but also on the kind of contractual agreement between the air operator and CAA Nepal, and may vary from one case to another. In order to ensure that cost effective management is maintained throughout the LFCP, this training directive includes the following direction/guidelines to managers:
- a. Chief, Flight Safety Standards Department (FSSD) may only allow Inspectors to train on aircraft that they are currently qualified on, or are about to be qualified on as a result of their duties and responsibilities. Deviations from this requirement may be allowed if it has been demonstrated to be cost effective.
  - b. Chief, FSSD may be required to limit the number of Inspectors that are participating in the program in order to ensure that there is no disruption of service to CAAN clients.



- c. Managing the number of days the Inspectors may be allowed to train is paramount in ensuring the effectiveness of this program. The Supervisor and the air operator are required to work out an arrangement that is suitable to everybody's needs. These needs may vary from one case to another depending on the type of operation and the supervisor's ability to release his/her inspector to conduct training duties. Frequency of training must be limited in order to ensure that the benefits of the program are fully realized.

## **5. PROGRAM OPERATING PROCEDURES**

5.1. The principles fundamental to the success of the LFCP are:

- a. The program must be of benefit to both Civil Aviation Authority and industry;
- b. Civil Aviation Authority regulatory programs must operate free from bias, and hence the LFCP must be managed in a manner that withstands public scrutiny;
- c. The LFCP must not increase, and should substantially reduce Civil Aviation Authority overall program costs;
- d. Supervisors delegated the responsibility to approve an Inspector to conduct LFCP training shall be accountable to ensure adherence to the directive in a manner that is consistent with Civil Aviation Authority objectives and in a manner so as not to subject the department to public criticism;
- e. Participant operators in this program shall be advised of all conditions under which they must operate, and enter into a written agreement setting out their commitment to those conditions; and
- f. Participating Inspectors must be fully briefed and acknowledge in writing their duties and responsibilities under this directive.

## **6. CONFLICT OF INTEREST**

- 6.1. The potential for a real or perceived conflict of interest is a valid and serious concern with respect to the implementation of this directive.
- 6.2. As in the Designated Check Pilot Program, the risk of real or perceived conflict of interest is addressed by making all aspects of the program and its controls public and open to scrutiny.
- 6.3. The following controls apply:
- a. Before being allowed to participate on the LFCP, the Inspectors will be provided with written guidance and direction on how to avoid and/or deal with perceived conflict of interest issues associated with training.
  - b. Any Inspectors suspected to be in a conflict of interest with the operator shall be immediately removed from all training activities pending a review.



- c. Inspectors are to conduct themselves as company line pilots while at the host operator, and will not act as a Training or Air Operator Designated Check Pilot. Inspectors shall adhere to all requirements of the Civil Aviation Authority approved Company Operations Manual and other related documents.
- d. Irregularities shall be acted upon and reported to the operator's supervisory personnel through normal company channels in the manner that would be expected of a conscientious company employee.
- e. Inspectors shall invoke his/her full authority in situations that involve an immediate threat to aviation safety including detaining the aircraft and/or issuing a Notice of Suspension as deemed appropriate. These situations shall be reported immediately to Civil Aviation Authority and the air operator.
- f. Any situation that involves an accident/incident and/or has a potential for media attention shall be reported to supervisor immediately.
- g. An inspector shall not participate in any certification, inspection or audit of the host air operator while actively in the program with the host operator.

## **7. LFCE AGREEMENT CONDITIONS**

### **7.1. Priority and Responsibilities**

A participating Inspector's primary duty is to Civil Aviation Authority. Training duties shall not interfere with Civil Aviation Authority tasking.

### **7.2. Qualification for Duty**

The participating Inspectors shall meet all air operator hiring requirements, undergo all relevant air operator and aircraft training and in all respects qualify for and exercise their flight deck duties as a normal air operator pilot.

### **7.3. Remuneration and Compensation**

- a. An Inspector is entitled to normal company-provided items such as uniforms and company standard crew rest facilities, night and meal allowances.
- b. Civil Aviation Authority will remain the Employer for the purposes of remuneration and benefits.



#### 7.4. Program Assessment

- a. The Supervisor retains the mandate to ensure his or her staffs are fully qualified to perform their intended roles. In support of this mandate, the supervisor may elect to review the Inspectors participation in an LFCP and make recommendations or re-assignments as required.
- b. An Inspector performance in connection with training, as in any other regulatory program, is subject to review under the performance review process. The Civil Aviation Authority supervisor may request information in support of program and Inspector performance review from the host operator as required.

#### 7.5. Suspension or Termination of the Agreement

- a. An LFCP training agreement may be terminated at any time by Civil Aviation Authority or the hosting operator. Termination will normally occur with sufficient notice to minimize disruption at the hosting operator.
- b. An LFCP training agreement may be temporarily suspended at either party's request in such cases as an audit or pending regulatory action, a complaint regarding the program or other unusual circumstance. A request for suspension should include the reason for suspension and its anticipated duration.

#### 7.6. Liability

- a. Although liability to third parties cannot be limited by an agreement between the CAAN and the operator, an agreement between CAAN and the host air operator as to who shall pay the damages assessed in respect of the negligence of the Inspector is required. The agreement shall include a waiver and indemnity provision whereby the operator agrees, first not to sue the CAAN for any damages caused by the Inspector and, secondly to pay any damages to third parties assessed against the CAAN as a result of Inspector actions while in the LFCP. The operator would also be required to maintain insurance to cover possible damages.
- b. The fact that the Inspector is or is not the Pilot-In-Command would have no bearing on the CAAN's liability.

### 8. PROCEDURE TO ESTABLISH AN LFCP

- 8.1. An operator initiates the process with a letter of invitation naming the assigned Inspector. This letter should be directed to the Director General. The CAAN and host operator agree on specifics such as company-reimbursed items, training requirements and liability issues;
  - a. An LFCP Agreement which sets out all associated conditions, is signed by the Chief of FSSD, hosting operator and participating Inspector.





## **9. REVIEW**

This directive on training will be reviewed two years after implementation to ensure the objectives of the program are being met, it remains cost-effective and conflict-of- interest is not an issue.

-----



## APPENDIX D

### TABLE OF REQUIRED TRAINING AND INSPECTION OBSERVATIONS FOR OPERATIONS INSPECTORS

TRAINING	OJT	AUTHORIZATIONS	DESIGNATION
ENTRY			
CPL	-	-	Assistant FOI
ATPL	-	-	FOI/Senior FOI
BASIC			
Basic Inspector Training	<ul style="list-style-type: none"><li>• Base Inspection</li><li>• Station Facility</li><li>• Ramp(except cockpit)</li><li>• Cabin en-route</li><li>• Training Facility</li><li>• AOC Certification process</li></ul>	<ul style="list-style-type: none"><li>• Base Inspection</li><li>• Station Facility</li><li>• Ramp (exceptcockpit)</li><li>• Cabin en-route</li><li>• Training Facility</li><li>• AOC Certification</li></ul>	Operations Inspector
Basic Auditor Training	<ul style="list-style-type: none"><li>• Base Audit</li></ul>	<ul style="list-style-type: none"><li>• Base Audit</li></ul>	
SPECIALTIES			
DG	<ul style="list-style-type: none"><li>• DG Audit</li></ul>	<ul style="list-style-type: none"><li>• DG Audit</li></ul>	
Cabin Safety	<ul style="list-style-type: none"><li>• Cabin Safety Audit</li></ul>	<ul style="list-style-type: none"><li>• Cabin Safety Audit</li></ul>	
FLIGHT			
Type Rating	-	<ul style="list-style-type: none"><li>• Cockpit en-route inspection on similar type aircrafts.</li><li>• Ramp Inspection</li></ul>	Flight Operations Inspector / Senior Flight Operations Inspector
DCP training	<ul style="list-style-type: none"><li>• DCP monitor</li></ul>	<ul style="list-style-type: none"><li>• DCP monitoring</li><li>• Skill test</li></ul>	
Helicopter Training	<ul style="list-style-type: none"><li>• High Altitude /Mountain operations</li><li>• Sling Load/Long Line operations</li><li>• Rooftop/Congested Area operations</li></ul>	<ul style="list-style-type: none"><li>• High Altitude/Mountain operations monitoring</li><li>• Sling Load/Long Line monitoring</li><li>• Rooftop/Congested Area monitoring</li></ul>	



SPECIALTIES			
EDTO training	-	• EDTO inspections	
LVO training	-	• LVO inspection	
PBN training	-	• PBN inspection	
RVSM training	-	• RVSM inspection	
EFB training	-	• EFB inspection	
SIM evaluation training	• SIM evaluation procedure	• SIM evaluation	
Accident Investigation	• Accident investigation	• Accident/Incident investigation	

**APPENDIX E****SUMMARY OF TRAININGS**

NAME: .....

POSITION: .....

COURSE	DATE	R	Chief of FOD	REMARKS
Basic Flight Operations Inspector Course				
Advance Flight Operations Inspector Course		2y		
Audit Policy and Procedures Course		2y		
Designated Check Pilot Course		5y		
Aircraft Type Training (as required)				
Crew Resource Management Course		1y		
Simulator Evaluation and Approval		2y		
Accident Investigation Course		2y		
Safety Management System Training		2y		
State Safety Program		2y		
Cabin Safety Training		2y		
Flight Operations Management (Dispatcher) Course				
EDTO approval training				
LVO operations approval course				
Human Factors for Operations Personnel		2y		
Lead auditor (operations) course				
Foreign Operator Surveillance Course				
Dangerous Goods Inspector Course				
DG Inspector (Refresher) Course		3y		
Dangerous Goods Instructor Course				
ICAO Safety Audit Managers course				
PBN Approval course		2y		
PBN implementation workshop				
MEL/MMEL audit procedures				
Leased Aircraft Safety Oversight				
SAFA initial and practical		2y		

**APPENDIX F****ADDITIONAL TRAININGS**

NAME: .....

POSITION: .....

ADDITIONAL TRAININGS					
S. No.	TRAININGS	Date	Signature		Remarks
			Candidate	Supervisor	

**APPENDIX G****SUMMARY OF ON-THE-JOB TRAININGS**

NAME: .....

POSITION: .....

TRAININGS	DATE	Chief of FOD	REMARKS
Main Base Inspection			
Manual Inspection			
Operations Control Inspection			
Operations and Flight trip record Inspection			
Flight and duty time inspection			
Training Program Inspection			
Training and Quality Records Inspection			
Cabin En-route Inspection			
Station Facility Inspection			
Ramp Inspection			
DG inspection			
Air Operator Pilot Proficiency Check			