

**CIVIL AVIATION AUTHORITY OF NEPAL
FLIGHT SAFETY STANDARDS DEPARTMENT**

**AIR OPERATOR CERTIFICATE
INSPECTOR MANUAL**

Volume II

**OPERATIONS DEMONSTRATIONS,
INSPECTIONS, APPROVALS AND
SURVEILLANCE**

**Issue 02 Rev 02
October 2023**



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

FOREWORD

This Manual outline CAA Nepal's policies and procedures for the certification, surveillance and resolution of safety issues, associated with commercial air transport operations by Nepalese air operators.

Adherence to these procedures by CAA Nepal staff will ensure that prior to issuing an Air Operator Certificate (AOC) the air operator has demonstrated adequate organization, method of control and supervision of flight operations, training program and maintenance arrangements consistent with the nature and extent of the operation specified. The continued safety oversight (surveillance) of air operators will ensure that the air operator maintains the requirements noted above.

This Manual is intended to provide detailed instructions for CAA Nepal staff to meet their air operator certification, surveillance responsibilities and resolution of safety issues. It is divided into three volumes:

Volume I outline the policy and procedures to be followed by CAA Nepal and operators for the initial issuance of an AOC. Volume II outlines the policies and procedures related to operational demonstrations, inspections, approvals and surveillance; while Volume III contains policies and procedures for airworthiness inspections, approvals and surveillance. Many of the inspections required for the initial certification of an air operator will subsequently be repeated during the implementation of the CAA Nepal surveillance program. CAA Nepal has issued AOC Guidance Materials as guidance to prospective operators/ operators and CAA Nepal Inspectors which amplify requirements laid down in AOICR and procedures laid down in this AOIC Manual.

Because of the wide scope of operations involved and the many variables that can be encountered, it is impossible to anticipate all situations; therefore, CAA Nepal's personnel must exercise common sense and good judgement in the application of these policies and procedures.

This Manual will be effective from the day Director General approves this manual.

Er. Pradeep Adhikari
Director General
Civil Aviation Authority of Nepal



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

LIST OF EFFECTIVE PAGES

Chapter	Page(s)	Revision	Date
COVER PAGE	-	Issue 02	November 2021
RECORD OF REVISION	a	Issue 02	November 2021
FOREWORD	b	Issue 02	November 2021
LIST OF EFFECTIVE PAGES	c to d	Issue 02	November 2021
TABLE OF CONTENTS	e to j	Issue 02	November 2021
Chapter 1A- Surveillance and Inspection	A-1 to A-8	Issue 02	November 2021
Chapter 1B- Aviation Safety Inspectors	B-1 to B-7	Issue 02	November 2021
Chapter 1- Operator Manual Inspection	1-1 to 1-19	Issue 02	November 2021
Chapter 2- SMS Manual Acceptance	2-1 to 2-10	Issue 02 Rev 01	August 2023
Chapter 3- Approval of Minimum Equipment Lists (MEL) and Configuration Deviation Lists (CDL)	3-1 to 3-17	Issue 02	November 2021
Chapter 4- Training Program	4-1 to 4-44	Issue 02	November 2021
Chapter 5- Demonstration (Proving) Flights	5-1 to 5-4	Issue 02	November 2021
Chapter 6- Continuing Safety Oversight-Surveillance	6-1 to 6-7	Issue 02	November 2021
Chapter 7- Main Base Audit	7-1 to 7-2	Issue 02	November 2021
Chapter 8- Operation Control Inspection	8-1 to 8-12	Issue 02	November 2021
Chapter 9- Operation and Flight (Trip) Records Inspection	9-1 to 9-5	Issue 02	November 2021
Chapter 10- Fatigue Management Records Inspection	10-1 to 10-3	Issue 02	November 2021
Chapter 11- Station Facilities Inspection	11-1 to 11-4	Issue 02	November 2021
Chapter- 12 Station Facilities Inspection	12-1 to 12-11	Issue 02	November 2021
Chapter 13- In-Flight Cockpit Inspection	13-1 to 13-10	Issue 02 Rev 02	October 2023
Chapter 14- In-Flight Cabin Inspection	14-1 to 14-8	Issue 02	November 2021
Chapter 15- Ramp Inspection of Nepalese Air Operators	15-1 to 15-15	Issue 02	November 2021
Chapter 16- Performance- Based Navigation Approval	16-1 to 16-4	Issue 02	November 2021
Chapter 17- Low Visibility Takeoff, Category II and III Approval	17-1 to 17-11	Issue 02	November 2021
Chapter 18- Designated Examiner Approval	18-1	Issue 02	November 2021
Chapter 19- Transportation of Dangerous Goods Approval	19-1 to 19-2	Issue 02	November 2021
Chapter 20- Reduced Vertical Separation Minima (RVSM) Operator Approval	20-1 to 20-7	Issue 02	November 2021
Chapter 21- Extended Diversion Time Operation (EDTO)	21-1 to 21-2	Issue 02	November 2021
Chapter 22- Procedure for Approval of Electronic Flight Bag	22-2	Issue 02	November 2021
Appendix 1	1 to 4	Issue 02	November 2021
Appendix 2	5 to 9	Issue 02	November 2021
Appendix 3	10 to 18	Issue 02	November 2021
Appendix 4	19 to 23	Issue 02	November 2021
Appendix 5	24 to 25	Issue 02	November 2021
Appendix 6	26 to 31	Issue 02	November 2021
Appendix 7	32	Issue 02	November 2021
Appendix 8	33	Issue 02	November 2021



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

Appendix 9	34 to 37	Issue 02	November 2021
Appendix 10	38 to 42	Issue 02	November 2021
Appendix 11	43	Issue 02	November 2021
Appendix 12	44 to 48	Issue 02	November 2021
Appendix 13	49 to 53	Issue 02	November 2021
Appendix 14	54 to 55	Issue 02	November 2021
Appendix 15	56 to 57	Issue 02	November 2021
Appendix 16	58 to 59	Issue 02	November 2021
Appendix 17	60 to 62	Issue 02	November 2021
Appendix 18	63 to 64	Issue 02	November 2021
Appendix 19	65 to 66	Issue 02	November 2021
Appendix 20	67	Issue 02	November 2021
Appendix 21	68 to 69	Issue 02	November 2021
Appendix 22	70 to 72	Issue 02	November 2021
Appendix 23	73	Issue 02	November 2021
Appendix 24	74	Issue 02	November 2021
Appendix 25	75 to 86	Issue 02	November 2021
Appendix 26	87 to 89	Issue 02	November 2021
Appendix 27	90 to 92	Issue 02	November 2021
Appendix 28	93	Issue 02	November 2021
Appendix 29	94 to 95	Issue 02	November 2021
Appendix 30	96 to 100	Issue 02	November 2021
Appendix 31	101 to 102	Issue 02	November 2021
Appendix 32	103 to 105	Issue 02	November 2021
Appendix 33	106 to 107	Issue 02	November 2021
Appendix 34	108 to 110	Issue 02	November 2021
Appendix 35	111 to 117	Issue 02	November 2021
Appendix 36	118 to 120	Issue 02	November 2021
Appendix 37	121 to 123	Issue 02	November 2021
Appendix 38	124	Issue 02	November 2021
Appendix 39	125	Issue 02	November 2021
Appendix 40	126 to 127	Issue 02	November 2021
Appendix 41	128 to 130	Issue 02	November 2021
Appendix 42	131 to 133	Issue 02	November 2021
Appendix 43	134 to 137	Issue 02	November 2021
Appendix 44	138 to 142	Issue 02	November 2021
Appendix 45	143 to 145	Issue 02	November 2021
Appendix 46	146	Issue 02	November 2021
Appendix 47	147	Issue 02	November 2021



TABLE OF CONTENT

RECORD OF REVISION	a
FOREWORD.....	Error! Bookmark not defined.
LIST OF EFFECTIVE PAGES	c
TABLE OF CONTENT	e
1A SURVEILLANCE AND INSPECTION	A-1
1A.1 PURPOSE	A-1
1A.2 BACKGROUND.....	A-1
1A.3 OBJECTIVES OF THE CIVIL AVIATION AUTHORITY OF NEPAL SAFETY OVERSIGHT PROGRAM	A-1
1A.4 PLANNING AND EXECUTING SAFETY OVERSIGHT PROGRAM	A-2
1A.5 GUIDELINES FOR FREQUENCY OF OPERATIONAL INSPECTIONS	A-4
1A.6 RISK FACTORS	A-6
1B AVIATION SAFETY INSPECTORS	B-1
1B.1 THE INSPECTOR'S ROLE.....	B-1
1B.2 THE INSPECTORS' PRIMARY FUNCTION	B-1
1B.3 STANDARD TERMS FOR ACTION INSPECTOR ENTRY.....	B-2
1B.4 AUDITING STANDARDS	B-5
1B.5 APPLICABLE AUDITING STANDARDS	B-5
1B.6 INFORMAL DISCUSSIONS	B-6
1B.7 INSPECTOR RECOMMENDATIONS	B-6
1B.8 PARTY TO NON-CONFORMANCE	B-7
1B.9 IMMEDIATE SAFETY OF FLIGHT ISSUES.....	B-7
1 OPERATOR MANUAL INSPECTION	1-1
1.1 BACKGROUND AND OBJECTIVES	1-1
1.2 MANUAL ORGANIZATION	1-1
1.3 GENERAL OPERATIONS MANUAL INSPECTION AREAS	1-2
1.4 SPECIFIC OPERATIONS MANUAL INSPECTION AREAS	1-3
1.5 PROCEDURE TO REVIEW THE MANUAL	1-16
Attachment A.....	1-17
2 SMS MANUAL ACCEPTANCE	2-1
2.1 BACKGROUND AND OBJECTIVES.....	2-1
2.2 GENERAL SMS ACCEPTANCE PRACTICES AND PROCEDURES	2-1
2.3 SPECIFIC SMS ACCEPTANCE REVIEW.....	2-1
2.4 CONCLUSION OF THE SMS ACCEPTANCE EXERCISE	2-3
2.5 SMS ASSESSMENT	2-3
2.6 PROCEDURE FOR VERIFICATION OF AN SMS MANUAL.....	2-3



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL

VOLUME II

2.7	PROCEDURE FOR VERIFICATION OF AN SMS IMPLEMENTATION PLAN	2-3
	Attachment B.....	2-5
3	APPROVAL OF MINIMUM EQUIPMENT LISTS (MEL) AND CONFIGURATION DEVIATION LISTS (CDL)	3-1
3.1	GENERAL	3-1
3.2	MEL APPROVAL PROCESS.....	3-4
3.3	MEL USE IN SERVICE.....	3-12
3.4	CONFIGURATION DEVIATION LISTS (CDL)	3-14
3.5	PROCEDURE FOR THE VERIFICATION AND APPROVAL OF MEL AND CDL	3-15
	Attachment C.....	3-16
4	TRAINING PROGRAMME	4-1
	PART I — TRAINING MANUAL/PROGRAMME APPROVAL	4-1
4.1	BACKGROUND AND OBJECTIVES.....	4-1
4.2	TRAINING MANUAL APPROVAL.....	4-1
4.3	TRAINING PROGRAMME APPROVAL – GENERAL	4-3
4.4	SPECIFIC TRAINING PROGRAM.....	4-4
	Attachment D1	4-32
	Attachment D2	4-34
	Attachment D3	4-35
	Attachment D4	4-38
	Attachment D5	4-39
	Attachment D6	4-41
	Attachment D7	4-43
5	DEMONSTRATION (PROVING) FLIGHTS.....	5-1
5.1	BACKGROUND AND OBJECTIVES.....	5-1
5.2	SPECIFIC PROCEDURES.....	5-2
5.3	EVALUATION AND REPORTING	5-3
	Attachment E.....	5-4
6	CONTINUING SAFETY OVERSIGHT — SURVEILLANCE.....	6-5
6.1	GENERAL	6-5
6.2	Safety Oversight Program	6-5
6.3	Planning and Executing Safety Oversight Program	6-7
	Refer to Para 1A.4 for more details.....	6-7
7	MAIN BASE AUDIT	7-1
7.1	BACKGROUND AND OBJECTIVES.....	7-1
7.2	GENERAL INSPECTION GUIDELINES.....	7-1
7.3	SPECIFIC INSPECTION PROCEDURES AND PRACTICES	7-2
8	OPERATION CONTROL INSPECTION.....	8-1
8.1	BACKGROUND AND OBJECTIVES.....	8-1
8.2	GENERAL INSPECTION PRACTICES AND PROCEDURES.....	8-1



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL

VOLUME II

8.3	SPECIFIC INSPECTION PRACTICES AND PROCEDURES	8-2
	Attachment F	8-9
	Attachment F (1)	8-11
9	OPERATIONS AND FLIGHT (TRIP) RECORDS INSPECTIONS	9-1
9.1	BACKGROUND AND OBJECTIVES	9-1
9.2	INSPECTION PRACTICES AND PROCEDURES	9-1
9.3	TRIP RECORDS INSPECTION AREAS	9-2
	Attachment G	9-4
10	FATIGUE MANAGEMENT RECORDS INSPECTIONS	10-1
10.1	BACKGROUND AND OBJECTIVES	10-1
10.2	GENERAL INSPECTION PRACTICES AND PROCEDURES	10-1
10.3	INSPECTION AREAS	10-1
10.4	INSPECTION REPORTING PROCEDURES	10-2
	Attachment H	10-3
11	TRAINING AND QUALIFICATION RECORDS INSPECTION	11-1
11.1	BACKGROUND AND OBJECTIVES	11-1
11.2	TRAINING AND QUALIFICATION REQUIREMENTS	11-1
11.3	GENERAL INSPECTION PRACTICES AND PROCEDURES	11-2
11.4	INSPECTION AREAS	11-3
11.5	INSPECTION REPORTING PROCEDURES	11-3
	Attachment I	11-4
12	STATION FACILITIES INSPECTION	12-5
12.1	BACKGROUND AND OBJECTIVES	12-5
12.2	GENERAL INSPECTION PRACTICES AND PROCEDURES	12-5
12.3	SPECIFIC INSPECTION AREAS	12-6
12.4	STATION FACILITIES INSPECTION REPORT	12-9
	Attachment J	12-10
13	IN-FLIGHT COCKPIT INSPECTION	13-1
13.1	BACKGROUND AND OBJECTIVES	13-1
13.2	GENERAL IN-FLIGHT COCKPIT INSPECTION PRACTICES AND PROCEDURES	13-2
13.3	SPECIFIC IN-FLIGHT COCKPIT INSPECTION PROCEDURES	13-3
	Attachment K	13-10
14	IN-FLIGHT CABIN INSPECTION	14-1
14.1	BACKGROUND AND OBJECTIVES	14-1
14.2	CABIN INSPECTION AREAS	14-1
14.3	GENERAL IN-FLIGHT CABIN INSPECTION PRACTICES AND PROCEDURES	14-1
14.4	SPECIFIC IN-FLIGHT CABIN INSPECTION PRACTICES AND PROCEDURES	14-2
14.5	REPORTING PROCEDURES	14-6
	Attachment L	14-7



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

15	RAMP INSPECTIONS OF NEPALESE AIR OPERATORS	15-1
15.1	BACKGROUND AND OBJECTIVES.....	15-1
15.2	GENERAL RAMP INSPECTION PRACTICES AND PROCEDURES.....	15-1
15.3	RAMP INSPECTION AREAS	15-1
15.4	CONDUCTING RAMP INSPECTIONS.....	15-2
15.5	RESOLUTION OF SAFETY DEFICIENCIES.....	15-2
	Attachment M.....	15-3
	Attachment N	15-12
	Attachment O	15-14
	Attachment P.....	15-15
16	PERFORMANCE-BASED NAVIGATION APPROVAL.....	16-1
16.1	BACKGROUND.....	16-1
16.2	PBN OVERVIEW.....	16-1
16.3	RNAV AND RNP	16-2
16.4	CAA Nepal PBN OPERATIONAL APPROVAL PROCESS.....	16-2
16.5	PROCEDURES	16-3
	Attachment Q.....	16-4
17	LOW VISIBILITY TAKE-OFF, CATEGORY II AND III APPROVAL	17-1
17.1	BACKGROUND AND OBJECTIVES.....	17-1
17.2	GENERAL APPROVAL REQUIREMENTS.....	17-1
17.3	SPECIFIC APPROVAL REQUIREMENTS CATEGORY II/III	17-3
17.4	SPECIFIC APPROVAL REQUIREMENTS FOR LOW VISIBILITY TAKE-OFF.....	17-8
17.5	ISSUANCE OF OPERATIONS SPECIFICATION.....	17-10
17.6	PROCEDURES	17-10
	Attachment R.....	17-11
18	DESIGNATED EXAMINER APPROVAL	18-1
19	TRANSPORTATION OF DANGEROUS GOODS APPROVAL.....	19-1
19.1	BACKGROUND AND OBJECTIVES.....	19-1
19.2	INSPECTION PRACTICES AND PROCEDURES	19-1
19.3	CHECKLISTS	19-2
20	REDUCED VERTICAL SEPARATION MINIMA (RVSM) OPERATOR APPROVAL	20-1
20.1	BACKGROUND AND OBJECTIVE	20-1
20.2	RVSM APPROVAL GENERAL	20-1
20.3	CONTENT OF OPERATOR RVSM APPLICATION	20-2
20.4	MONITORING PROGRAMMES.....	20-3
20.5	ISSUANCE OF OPERATIONS SPECIFICATION.....	20-3
20.6	REMOVAL OF RVSM APPROVAL.....	20-4
20.7	ENFORCEMENT	20-4
20.8	PROCEDURES	20-4



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL

VOLUME II

Attachment T	20-7
21 EXTENDED DIVERSION TIME OPERATIONS (EDTO).....	21-1
21.1 BACKGROUND AND OBJECTIVES.....	21-1
21.2 PROCEDURES	21-2
22 PROCEDURE FOR APPROVAL OF ELECTRONIC FLIGHT BAG.....	22-1
APPENDIX 1.....	- 1 -
APPENDIX 2.....	- 5 -
APPENDIX 3.....	- 10 -
APPENDIX 4.....	- 19 -
APPENDIX 5.....	- 23 -
APPENDIX 6.....	- 25 -
APPENDIX 7.....	- 31 -
APPENDIX 8.....	- 32 -
APPENDIX 9.....	- 33 -
APPENDIX 10.....	- 37 -
APPENDIX 11.....	- 42 -
APPENDIX 12.....	- 43 -
APPENDIX 13.....	- 48 -
APPENDIX 14.....	- 53 -
APPENDIX 15.....	- 55 -
APPENDIX 16.....	- 57 -
APPENDIX 17.....	- 59 -
APPENDIX 18.....	- 62 -
APPENDIX 19.....	- 64 -
APPENDIX 20.....	- 66 -
APPENDIX 21.....	- 67 -
APPENDIX 22.....	- 70 -
APPENDIX 23.....	- 73 -
APPENDIX 24.....	- 74 -
APPENDIX 25.....	- 75 -
ATTACHMENT A to Appendix 25.....	- 77 -
ATTACHMENT B to Appendix 25.....	- 78 -
ATTACHMENT C to Appendix 25.....	- 79 -
APPENDIX 26.....	- 88 -
ATTACHMENT A to Appendix 26.....	- 90 -
APPENDIX 27.....	- 91 -
ATTACHMENT A to Appendix 27.....	- 93 -
APPENDIX 28.....	- 95 -
APPENDIX 29.....	- 96 -



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

ATTACHMENT A to Appendix 29..... - 97 -
APPENDIX 30..... - 98 -
ATTACHMENT A to Appendix 30..... - 101 -
APPENDIX 31..... - 103 -
ATTACHMENT A to Appendix 31..... - 104 -
APPENDIX 32..... - 105 -
ATTACHMENT A to Appendix 32..... - 107 -
APPENDIX 33..... - 108 -
ATTACHMENT A to Appendix 33..... - 109 -
APPENDIX 34..... - 110 -
ATTACHMENT A to Appendix 34..... - 112 -
APPENDIX 35..... - 113 -
ATTACHMENT A to Appendix 35..... - 119 -
APPENDIX 36..... - 120 -
ATTACHMENT C to Appendix 36..... - 122 -
APPENDIX 37..... - 123 -
ATTACHMENT A to Appendix 37..... - 125 -
APPENDIX 38..... - 126 -
APPENDIX 39..... - 127 -
APPENDIX 40..... - 128 -
ATTACHMENT A to Appendix 40..... - 129 -
APPENDIX 41..... - 130 -
ATTACHMENT A to Appendix 41..... - 132 -
APPENDIX 42..... - 133 -
ATTACHMENT A to Appendix 42..... - 135 -
APPENDIX 43..... - 136 -
Attachment A to Appendix 43 - 138 -
APPENDIX 44..... - 140 -
ATTACHMENT A to Appendix 44..... - 142 -
APPENDIX 45..... - 145 -
ATTACHMENT A to Appendix 45..... - 147 -
APPENDIX 46..... - 148 -
APPENDIX 47..... - 149 -



1A SURVEILLANCE AND INSPECTION

1A.1 PURPOSE

The purpose of this topic on Surveillance and Inspection in AOCI Manual Volume III, is to clearly define the responsibilities, goals, and methods for surveillance of air operators by CAA Nepal Flight Operation Inspector. Further details on surveillance policy and procedure is laid on Surveillance Policy and Procedure Manual.

1A.2 BACKGROUND

FOR-A Para 4.2.1.3 requires that CAA Nepal issue Air Operator Certificates or equivalent documents to air operators. The issuance of an Air Operator Certificate shall be dependent upon the operator demonstrating an adequate organization and method of control and supervision of flight operations, and the continued validity of that certificate shall be dependent upon the operator's continuing maintenance of the standards which it demonstrated upon original issuance of the certificate. CAA Nepal must therefore perform surveillance of certificated operators in order to insure that operators continue to meet certification requirements and has incorporated provisions in its requirements which permits CAA Nepal to conduct inspections of air operators.

It is important to make a clear distinction between surveillance and certification activities. Both are important aspects of an inspector's duties, and one should not take precedence over the other. Certification activities are required to license, certificate, or otherwise qualify an airmen or an airline to operate in a prescribed manner. Surveillance, on the other hand, is aimed at ensuring that the airmen or airline continue to adhere to the standards by which they were certificated or approved, through regular inspections of various aspects of an airline's operation.

1A.3 OBJECTIVES OF THE CIVIL AVIATION AUTHORITY OF NEPAL SAFETY OVERSIGHT PROGRAM

The primary objective of surveillance is to provide the CAA Nepal, by means of a variety of inspections, with an accurate, real-time, and comprehensive evaluation of the safety status of the air transportation system. This Safety Oversight Program objective is accomplished by inspectors performing the following:

- Determining each airline/operator's compliance with regulatory requirements and safe operating practices
- Detecting changes as they occur in the operational environment.
- Detecting the need for regulatory, managerial, and operational changes.



- Measuring the effectiveness of previous corrective actions.

1A.4 PLANNING AND EXECUTING SAFETY OVERSIGHT PROGRAM

Surveillance is an important duty and responsibility of all aviation safety inspectors assigned to the CAA Nepal. Safety Oversight Program provide a method for the continual evaluation of operator compliance with CAA Nepal requirements and safe operating practices. Information generated from safety Oversight Program permits CAA Nepal to Act upon deficiencies which affect or have a potential effect on aviation safety. For Safety Oversight Program to be effective, they must be carefully planned and executed. Inspections are specific work activities within a Safety Oversight Program which should exhibit the following characteristics:

- A specific work activity title
- A definite beginning and a definite end
- Defined procedures
- Specific objectives
- A requirement for a report of findings (either positive, negative, or both)

Planning and executing any type of Safety Oversight Program may reasonably be broken down into four phases:

- **Phase One** - Developing a risk-based surveillance plan by determining the types of inspections necessary and the frequency of those inspections.
- **Phase Two** - Accomplishing the surveillance plan by conducting the inspections.
- **Phase Three** - Analyzing surveillance data gathered from inspection reports and related information from other sources
- **Phase Four** – Resolution of safety deficiencies.

1A.4.1 Phase One: Developing a risk-based Surveillance Plan: Responsibility for the development of the annual Safety Oversight Program rests with the Director, Flight Safety Standards Department upon recommendation of Chief of Flight Operation Divisions. The safety Oversight program includes detailed surveillance plan for each service provider. The Safety Oversight Program recognizes the need to conduct routine and ongoing surveillance, and shall anticipates the possibility of special emphasis surveillance as a result of certain risk indicators such as accidents, incidents, repeated violations of CAA Nepal requirements, and evidence of financial problems. When planning a Safety Oversight Program, the Director, Flight Safety Standards Department must identify the program objectives, evaluate the resources available, and determine the specific types and numbers of inspections to be conducted in support of that program. Numbers of inspections should be established taking into consideration the current operating environment which the CAA Nepal oversees (such as number of airplanes and variety of airplane types, number of crewmembers, routes, number and geographic location of transit stations, and the volume of training being conducted) and the assessment of risk mentioned above. Previous inspection reports, accident/incident information, compliance and enforcement information, and public complaints, operators history of compliance with requirements, co-operation with inspectors will also be considered to



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

determine both the types and frequency of inspections to be accomplished during a given time frame.

1A.4.2 Phase Two: Conducting Surveillance Plan Inspections: During the conduct of the surveillance plan inspections, accurate and qualitative inspection reporting is essential. High quality and standardization of inspection reporting is necessary for the effective accomplishment of the third and fourth phases of a surveillance program. The quality and standardization of inspection reporting will be enhanced through the use of the inspection checklists and report forms contained in this manual and other relevant manuals/procedures/handbook, as applicable.

1A.4.3 Phase Three: Analyzing Surveillance Data: Evaluation of inspection results is a key phase of any Safety Oversight Program. The primary purpose of evaluating surveillance data is to identify both negative and positive trends as well as deficiencies which are not associated with an apparent trend. When deficiencies are observed in the course of the Safety Oversight Program for a particular operator, the cause shall be determined, prompt action taken to rectify the deficiency and appropriate follow-up initiated to determine the effectiveness of the corrective action. Additional inspections shall be planned and conducted whenever problems in particular areas are repeated. Evaluation of inspection results is a key phase of any surveillance program. The primary purpose of evaluating surveillance data is to identify trends as well as deficiencies which are not associated with an apparent trend. This evaluation of inspection results is also important in terms of redefining and implementing subsequent surveillance objectives and inspection activity. Additionally, other related information from incidents, accidents, enforcement actions and other sources may provide valuable trend information which may relate to the operator's safety and compliance status. For each air operator, summary information collected under the surveillance program will be gathered and maintained current. In coordination with other departments such as Airworthiness, PEL, the Director, FSSD will evaluate the surveillance data on a quarterly basis and amend the Safety Oversight Program as required.

1A.4.4 Phase Four: Determining Appropriate Course of action: The Director, Flight Safety Standards Department must use good judgment when determining the most effective course of action to be taken as a result of unsatisfactory inspection findings. The appropriate course of action often depends on many factors, many of which may be quite subjective. Various options which may be considered are: informal discussion with the operator; formal written request for corrective action; withdrawal of CAA Nepal approval for a program, manual, or document; and initiation of an investigation leading to formal enforcement/disciplinary action. Corrective action which an operator takes independently of the CAA Nepal should be taken into account.

Should the safety oversight program and related inspection reports reveal that an operator has failed to meet or is unable to meet or maintain the required standards for certification or the conditions specified in the AOC and its associated operations specifications, CAA Nepal inspector responsible for that air operator is to advise the operator of the deficiency observed and the air operator will be responsible to develop a corrective action plan which will normally be required within 30 days. If an operator does not correct a deficiency as required, the Director, Flight Safety Standards Department



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

shall inform the Director General CAA Nepal and, if necessary, make a recommendation that the AOC and its associated operations specifications be restricted, temporarily withdrawn or permanently withdrawn. When an AOC is suspended or revoked for any reason, the operator is required to promptly return the AOC to the CAA Nepal.

CAA Nepal must also decide whether or not the results of a specific inspection should result in a modification of their current safety oversight program. As previously mentioned, CAA Nepal may elect to conduct further inspections to determine if the unsatisfactory finding was an isolated incident or part of a trend.

Note: *Details on Surveillance Policy and Procedure is laid down in Surveillance Policy and Procedure Manual.*

1A.5 GUIDELINES FOR FREQUENCY OF OPERATIONAL INSPECTIONS

The minimum numbers of the various types of Inspections which must be accomplished are as follows:



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

Activities covered under Flight Operation Division Inspection		Annual Frequency	Expertise
Organizational Structure and Responsibilities	a. Post holders	1	OPS
	b. Operations management	1	OPS
	c. Cooperation and communication	1	OPS
	d. Delegation	1	OPS
Library and Document Management and Control	a. Regulations	2	OPS
	b. Operations Manual updates and	2	OPS
	c. Aircraft manufacturer documents	2	OPS
Operational Control	a. Dispatcher qualifications and training files	1	OPS
	b. Dispatch procedures	1	OPS
	c. Documentation	1	OPS
	d. Flight crew rostering	2	OPS
	e. Flight and duty time management	4	OPS
Flight Preparation and Follow Up	a. Route and aerodrome minima	2	OPS
	b. Aircraft performance calculation	2	OPS
	c. Mass and balance calculation	2	OPS
	d. Fuel Calculation	2	OPS
	e. Follow-up logs	4	OPS
	f. Flight documentation	4	OPS
Flight Deck Route Inspection / Aircraft > 5700 Kg	a. SOP	4 (per A/C Type)	OPS
	b. Flight procedures	4 (per A/C Type)	OPS
	c. Ramp inspections	4 (per A/C Type)	OPS
	d. Ground handling	4 (per A/C Type)	OPS
	e. Aircraft servicing	4 (per A/C Type)	OPS
Flight Deck Route Inspection / Aircraft < 5700 Kg	a. SOP	2 (per A/C Type)	OPS
	b. Flight procedures	2 (per A/C Type)	OPS
	c. Ramp inspections	2 (per A/C Type)	OPS
	d. Ground handling	2 (per A/C Type)	OPS
	e. Aircraft servicing	2 (per A/C Type)	OPS
Flight Deck Route Inspection / Helicopters	a. SOP	2 (per A/C Type)	OPS
	b. Flight procedures	2 (per A/C Type)	OPS
	c. Ramp Inspections	2 (per A/C Type)	OPS
	d. Ground Handling	2 (per A/C Type)	OPS
	e. Aircraft Servicing	2 (per A/C Type)	OPS
Flight Crew Training and Testing	a. Ground training monitoring	1	OPS
	b. Instructor monitoring	1	OPS
	c. Aircraft / simulator training monitoring	1	OPS
	d. Instructor monitoring	1	OPS
	e. Proficiency check monitoring	1	OPS
	f. DCP monitoring	1	OPS
Flight Crew Records	a. Flight and Duty times	2	OPS
	b. Training records	2	OPS
Cabin Safety- Base Inspection	a. General Setups	1	CABIN SAFETY
	b. Cabin Crew Records	1	CABIN SAFETY
Cabin Safety- Training Inspection	a. Training Curriculums Inspection	1	CABIN SAFETY
	b. Training Courseware Inspection	1	CABIN SAFETY
	c. Training Facilities and Devices	1	CABIN SAFETY



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

	d. Instructors and Examiners Proficiency	1	CABIN SAFETY
Cabin Safety- In-flight Inspection	a. Aircraft	1	CABIN SAFETY
	b. Crew Member	1	CABIN SAFETY
	c. Flight Conduct	1	CABIN SAFETY
Dangerous Goods Inspections / Operators Not Transporting Dangerous Goods A. Sales and Reservation section B. Passenger Handling section C. Ground Handling section D. Cargo Handling section	a. Information to passengers	1	DANGEROUS GOODS
	b. Training monitoring	1	DANGEROUS GOODS
	c. Instructor monitoring	1	DANGEROUS GOODS
	d. Training records	1	DANGEROUS GOODS
	e. Incident/ accident reports	1	DANGEROUS GOODS
Dangerous Goods Inspections / Operators Authorized to Transport Dangerous Goods A. Sales and Reservation section B. Passenger Handling section C. Ground Handling section D. Cargo Handling section E. Flight and Cabin Crew section F. Aircraft Maintenance and Technical stores section	a. Information to passengers	1	DANGEROUS GOODS
	b. Training monitoring	1	DANGEROUS GOODS
	c. Instructor monitoring	1	DANGEROUS GOODS
	d. Training records	1	DANGEROUS GOODS
	e. DG handling facilities	1	DANGEROUS GOODS
	f. DG acceptance	1	DANGEROUS GOODS
	g. DG transport documents	1	DANGEROUS GOODS
	h. Incident/ accident reports	1	DANGEROUS GOODS
Safety Management System (SMS)	a. Safety director/manager duties and	1	SMS- (SMS/AWID/OPS)
	b. Reporting system	1	SMS- (SMS/AWID/OPS)
	c. Report analysis and follow up	1	SMS- (SMS/AWID/OPS)
	d. Flight data analysis	1	SMS- (SMS/AWID/OPS)
	e. Risk identification and mitigation	1	SMS- (SMS/AWID/OPS)
	f. Safety management documentation	1	SMS- (SMS/AWID/OPS)
	g. Safety surveys and audits	1	SMS- (SMS/AWID/OPS)
Financial Aspects	a. Financial statements	1	OPS FINANCIAL EXPERT
	b. Insurance coverage	1	OPS FINANCIAL EXPERT
Sample Aircraft Check (planned ramp Check)	Sample Aircraft Check	1	At least 1 aircraft during audit
Sample Aircraft Check (un-planned ramp Check)	Sample Aircraft Check	1	Two ramp inspections annually on each aircraft type operated by an operator
Inspection of Designated Check Pilot	Sample Inspection	Random	OPS

Note: The frequency indicated in Table includes Initial and follow-up audit

1A.6 RISK FACTORS

One objective of the audit program is to target companies with poor conformance or safety records for more frequent audits. Accordingly, maximum resources will be directed at those companies where the risk of compromising aviation safety is the greatest.

Risk indicators are very important when determining whether a company should be subject to additional special-purpose or more frequent inspections.

A list of these indicators, with an explanation of each is spelt out as follows:



1A.6.1 Financial Change

The effects of financial difficulties and the subsequent impact on operations and maintenance actions are potential indicators of safety. Examples could be “cash on delivery” demands made by suppliers; delays by the company in meeting financial obligations such as rent, payroll or fuel bills; spare-part shortages; and repossession of aircraft or other equipment.

1A.6.2 Labour Difficulties

Labour unrest may occur during periods of seniority-list mergers, union negotiations, strikes, or employer lockouts, and may warrant increased CAA Nepal monitoring.

1A.6.3 Management Practices

Management controls employment, salaries, equipment, training and operational / maintenance processes. It may be effective or ineffective at ensuring that operations and maintenance functions are performed in a controlled and disciplined manner. Management can also determine how quickly problems are solved and weak processes rectified. These factors all determine the extent of CAA Nepal monitoring required.

1A.6.4 Poor Internal Audit or Quality Assurance Program

Some larger companies and maintenance organizations have adopted internal audit programs. These are in the form of a formal internal audits. The absence of these program may influence the frequency of monitoring, inspections or audits.

1A.6.5 Change in Operational Scope

Changes such as a new level of aircraft operations and associated service will require increased CAA Nepal monitoring.

1A.6.6 Changes in Contracting for Services

Any changes to aircraft handling or maintenance contracts may require increased monitoring to ensure that the company has conformed to CAA Nepal requirements.

1A.6.7 High Turnover in Personnel

A loss of experienced personnel or lack of employee stability may be the result of poor working conditions or management attitudes that result in operational inconsistencies or the inability to meet or maintain CAA Nepal requirements. This situation will require increased monitoring.

1A.6.8 Loss of Key Personnel

The replacement of key aviation post holders such as operations managers, continuing airworthiness managers, maintenance managers, chief pilots, quality manager, training manager or other key personnel will require increased CAA Nepal monitoring to ensure a smooth transition.

1A.6.9 Additions or Changes to Product Line

Any changes to a product line may require increased monitoring to ensure that appropriate CAA Nepal requirements have been met.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

1A.6.10 Poor Accident or Safety Record

Incidents or accidents that occur during company operations may be an indicator of the company's level of conformance and require additional monitoring, inspection or audits.

1A.6.11 Merger or Takeover

Any merger or change in controlling management may require additional CAA Nepal monitoring or inspection after initial recertification.

1A.6.12 Regulatory Record

A company's record of previous inspections and audits, the promptness with which company has completed its corrective action plan, and its overall conformance history are indicators that will influence the frequency of monitoring, inspections and audit.



1B AVIATION SAFETY INSPECTORS

This provides foundation information about the generic role and expectations of aviation safety inspectors.

1B.1 THE INSPECTOR'S ROLE

- a. It is a common mistaken perception that an inspector is personally responsible for the safety of the aviation community.
- b. It is true that inspectors can have significant influence on aviation safety in the areas where they are assigned if they stay within certain key parameters in their inspector's role.
- c. But the responsibility for aviation safety rests with the operators of the aircraft.
- d. It is the "certificate or licence holder" (Air Operator, Pilot, Engineer, Mechanic, Dispatcher, and Cabin Crew Member) who must ensure that they are always in compliance with the applicable requirements and relevant safety practices.
- e. CAA Nepal does have a responsibility to ensure that the air operator and other certificate holders meets the minimum safety requirements before issuing the certificate authorizing operation and the continuing validation of that certification.
- f. All inspectors should be qualified to provide "auditor" and "administration" services on behalf of the government regarding the certification and continued validation processes. These roles are critical to the safety oversight system.

1B.2 THE INSPECTORS' PRIMARY FUNCTION

- a. The primary function of an inspector as described by aviation experts is to—
 - Audit the aviation community (individuals, organisations and aircraft) **for conformance with the laws; regulations; requirements** applicable to aviation; and
 - While doing that task, also audit **for conformance to aviation industry relevant safety practices**; and
 - Make a **technical decision**; and
 - Make a **record of that audit and that decision**.
- b. The audit tracking database is designed to allow the inspector to make a record of that audit and the decision through simplified web browser.



1B.3 STANDARD TERMS FOR ACTION INSPECTOR

ENTRY

The purpose of this section is to discuss the standards terms that will be used by inspectors during its surveillance.

2.3.1 STANDARDIZED USE OF TERMS

The following terms and their application are defined in this section and should be applied to all inspector activities—

- a. Conformance
- b. Evaluation
- c. Inspection
- d. Investigation
- e. Certification
- f. Safety issue

It is very important that CAA Nepal inspectors have a standard terminology regarding these critical terms. When an inspector uses these terms, other inspectors and the operators should interpret the term as defined there. For eg., the term **Cabin Crew** should be used for conformance with ICAO, instead of Cabin Attendant or Flight Attendant.

2.3.2 AUDIT FOR CONFORMANCE

Conformance is defined as “an action taken by an inspector that compares the manual, procedures, programme, system, aircraft or an individual’s performance to the established standard.”

- Conformance Example 1: Comparing a pilot’s performance for conformance to the minimum established standards for the issuance of the licence.
- Conformance Example 2: Comparing the contents of the aircraft technical log for conformance with the Nepalese Civil Aviation Requirements mandated minimum contents for such a log.
- Conformance Example 3: Comparing the contents of an aircraft Minimum Equipment List for conformance with the minimum required contents of the Minimum Equipment List.
- Conformance Example 4: Comparing the contents of the aircraft maintenance programme (schedule) for conformance with the manufacturer’s Manufacturer Review Board (MRB) document.
- Conformance Example 5: Walking across the ramp where servicing, fueling and loading activities are occurring and mentally comparing for conformance with the published standards.
- Conformance Example 6: Seeing maintenance being performed on the ramp and stopping to compare the work methodology for conformance with the published standards.
- Conformance Example 7: Listening to conversations at a party about someone’s flying exploits and mentally comparing them for conformance to the published regulations/

As an inspector goes through the workday, he is continuously auditing for conformance in his conversations with the aviation public, on his walks across the ramp, when he visits facilities, etc.

Conformance assessments become a way of life for the good inspector. Making the technical decision, then determining what should be recorded, is discussed in the safety issue Help sections.



requirements.

2.3.3 PRIMARY INSPECTOR AUDITING CATEGORIES

There are 3 primary categories that can be used to describe the auditing functions performed by an inspector--

- Evaluations;
- Inspections; and
- Investigations

2.3.4 EVALUATIONS

The term, *evaluation*, is used to describe an inspector action taken *before* the document, procedure, system, aircraft or flight crew is *approved for use* in aviation operations.

An “evaluation” is an act of auditing for conformance with a published standard.

- Evaluation Example 1: Auditing a proposed aircraft operating checklist before approving it for use by an air carrier for the conduct of flight operations.
- Evaluation Example 2: Auditing a proposed maintenance programme (schedule) before approving it as the air carrier timetable for completing maintenance checks.
- Evaluation Example 3: Auditing a proposed aircraft operations manual before authorizing it for use by the air carrier’s flight crew members.
- Evaluation Example 4: Auditing the performance of a pilot during a flight check before issuance of the licence or rating.
- Evaluation Example 5: Auditing the aircraft to determine that it meets the minimum requirements for flight operations in the category of the airworthiness certificate to be issued.

The list of evaluations in the Action numbers for each technical specialty is more than 4 times longer than the inspection numbers.

Evaluations are a key process of certification and – *for the purposes of selecting Action numbers* – are only accomplished before issuance of an authorisation, approval, licence, or certificate.

2.3.5 INSPECTIONS

The term, *inspection*, is used to describe a specific inspector action when evaluating a document, record, procedure, individual or system that is *currently approved for use* in aviation.

- Inspection Example 1: Auditing an aircraft operating checklist currently being used by an air carrier for the conduct of flight operations.
- Inspection Example 2: Auditing a maintenance programme (schedule) currently being used by an air carrier for maintaining an aircraft.
- Inspection Example 3: Auditing an aircraft operations manual currently being used by the air carrier’s flight crew members.
- Inspection Example 4: Auditing the performance of a licensed pilot during a re-examination flight check after an accident.

An “inspection” is an act of auditing for conformance with a published standard.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- Inspection Example 5: Auditing the aircraft after a flight operation to determine if it met the minimum requirements for flight operations for that flight operation.
- Inspection Example 6: Auditing the crew's performance on a revenue flight to determine that they are conforming to the air carrier's procedures.

- Inspections are primarily accomplished on an ongoing basis after the certification process has been completed.
- Inspections are, however, a key part of the latter stages of a certification process to confirm that the individual or organisation is ready for issuance of an authorisation.

For Ramp Inspections, Inspectors shall use CAA Nepal official letter.

For Audit, Inspectors should use the Discrepancy Reporting Form laid down in AOCI Manual Volume II.

2.3.6 INVESTIGATIONS

The term, *investigation*, is used to describe the overall process of inspector actions when following up on a reported complaint, incident, accident or enforcement case.

An "investigation" usually involves an individual or organisation that is currently operating in aviation.

Depending on its complexity, an investigation may include both evaluations and inspections.

An investigation usually involves a series of activities conducted over a period of time.

2.3.7 CERTIFICATION

The term, *certification*, is used to describe the overall process of inspector actions to approve, licence, or certificate an individual, document, procedure, record or organisation. Depending on its complexity, a certification may include both evaluations and inspections.

A "certification" usually involves a document, individual, aircraft or organisation that is NOT YET APPROVED for operations in aviation.

For example, a certification for an original air operator certificate will include a complex series of evaluations to approve the documentation and other arrangements, followed by a battery of inspections before the AOC holder is approved for operations in aviation.

But the "certification" actions associated with a single revision of a Minimum Equipment List will probably consist only of evaluations conducted by each of the inspector technical specialities prior to approval for use in aviation.

C. A certification usually involves a series of activities conducted over a period of time.

2.3.8 SAFETY ISSUE

The term, *safety issue*, is used to describe a finding or observation made by an inspector as a result of almost any activity (except "evaluation").

By definition, there is no safety issue if the document, record, procedure, individual or system being evaluated is not currently being used in aviation.

Safety issues can result from inspections, investigations, and other contact with the



aviation public.

But safety issues are not generally associated with evaluations or certifications accomplished by the technical inspector.

Examples of safety issues primarily focus on the technical inspector's assessment that an individual or organisation has failed, either inadvertently or by decision, to—

- Conform to aviation law, regulations and directives issued by the Federal Democratic Republic of Nepal;
- Conform to relevant industry safety practices; or
- Maintain the required fitness to hold a certificate or licence.

The CAA Nepal will then pursue resolution of those identified safety issues. The priority of that resolution process will be directly associated with the assessed impact to public safety.

1B.4 AUDITING STANDARDS

The concept of auditing is based on the establishment of specific standards as the basis for making an objective evaluation.

- The primary standards that will be applied are the current aviation regulations/requirements, mandatory technical guidance and other relevant industry-wide and regional safety standards.
- These regulations/ requirements and other relevant standards are derived from the ICAO Convention, ICAO Annexes and regional agreements.
- As a signatory State, Nepal has agreed by treaty that those minimum safety standards will be required.

To implement this, CAA Nepal has published regulations/requirements and guidance that is applicable to the aviation community.

- The aircraft manufacturer also publish relevant technical standards and practices in the development of the type certification and maintenance documents during the original certification of the aircraft. A “certification” usually involves a document, individual, aircraft or organization that is not yet approved for operations in aviation. By definition, there is NO safety issue if the document, record, procedure, individual or system being evaluated is not currently being used in aviation.
- In addition, there are regional documents published by organizations outlining the safety standards to be applied during flight in those regions.
- These constitute the standards that will be audited by the inspectors on behalf of the CAA Nepal.

1B.5 APPLICABLE AUDITING STANDARDS

The creditability of a safety inspector's audit findings is directly related to the basis for making such a finding.

- Inspectors should avoid expressing personal opinions to members of the aviation community.
- This is especially true when the inspector is not sure of the proper answer.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

The basis for making a decision, which will require resolution action by a member of the aviation community, should be, limited to law, regulations, requirements mandatory technical guidance, and relevant safety practices.

This is applicable to all certification evaluations and later inspections and surveillance. The following sources may be used as a basis for evaluation decisions and discussions:

- **Law**

For inspector auditing purposes, applicable Nepalese law may be used and includes treaties and other regional agreements to which Nepal is a Signatory State. The specific law and applicable section should be cited when issuing a written evaluation decision.

- **Safety Regulations/ Requirements**

For inspector auditing purposes, applicable Nepalese requirements may be used. The specific requirements and applicable section/subsection should be cited when issuing a written evaluation decision.

- **Mandatory Technical Information**

For inspector auditing purposes, technical information published by the CAA Nepal, aircraft manufacturer or ICAO State of Design may be used. The specific source and applicable page/ paragraph should be cited when issuing a written evaluation decision.

- **Relevant Safety Practices**

For inspector auditing purposes, relevant safety practices that are published by the CAA Nepal, ICAO and aircraft manufacturer may be used. The specific source and applicable page/ paragraph should be cited when issuing a written evaluation decision.

1B.6 INFORMAL DISCUSSIONS

The previous guidance is also applicable to informal discussions from the standpoint that inspectors should confine their evaluation discussions and decisions to known actual requirements.

Inspectors are not expected to memorize the exact source locations of regulatory requirements.

It is possible that an inspector may make a mistake as to a specific requirement or source document in an informal discussion. If this does happen, the inspector now has an obligation to provide the person with the correct information.

1B.7 INSPECTOR RECOMMENDATIONS

It is true that an inspector that has credibility with the aviation community can make recommendations that are readily accepted. It is critical that inspectors' understand that their personal opinions are not usually an acceptable basis for making an audit finding.

But the acceptability of an individual inspector's recommendations should not be the basis for any evaluation decision. If the inspector believes that a specific safety requirement should be published by the CAA Nepal, that individual should submit his or her recommendation, including the proposed terminology, to the Director, Flight Safety Standards Department for consideration.



Inspector recommendations should be based on the applicable *published* auditing standards:

- The inspector is cautioned to refrain from making recommendations based solely on personal opinion or past experience.
- The members of the aviation community will not be expected to make changes to their practices based on inspector personal opinions.

1B.8 PARTY TO NON-CONFORMANCE

This is not to suppose that the inspector is to say nothing when they observe non-conformance with the legislation standards.

- It is a requirement that, as soon as an inspector recognizes that an aviation operator or its personnel are about to get into a situation that may result in non-conformance with the standards, the inspector must tell the individuals that they may be in a non-conformance situation – paraphrasing the applicable legislation.
- If this is not done, the inspector has become “party” to the non-conformance.

Failure to provide this inspector input complicates, or even invalidates subsequent resolution of the safety issues.

- It is not acceptable for an inspector to knowingly fail to advise the operator or its individuals when it appears that non-conformance is about to occur or is occurring.
- On the other hand, the inspector as an auditor has then accomplished his duty. The inspector should not allow himself to be drawn into further explanations or argumentative situations.
- Should the operator or individuals continue in the non-conformance situation, it is not necessary for the inspector to re-emphasize the point.

1B.9 IMMEDIATE SAFETY OF FLIGHT ISSUES

The only time the inspector has an obligation to insist on corrective action is in a situation involving immediate safety of flight.



1 OPERATOR MANUAL INSPECTION

1.1 BACKGROUND AND OBJECTIVES

1.1.1 FOR-A para 4.2.3 and FOR-H Section 2, para 2.2.3 require each AOC holder to issue to crew members and persons assigned operational control functions an Operations Manual. Furthermore, FOR-A and FOR-H Appendix-1 outline the organization and contents of the Operations Manual. The Operations Manual shall be reviewed by CAA Nepal and shall be approved, prior to being provided for the use of personnel. FOR-A para 4.2.3.1 b) and FOR-H Section 2, para 2.2.3.1 b) requires revision of the manual as necessary to achieve compliance with CAA Nepal requirements.

1.1.2 The objective of CAA Nepal review of the Operations Manual is to ensure that the policies and procedures contained in the manual:

- a. implement the requirements of CAA Nepal and does not conflict with the requirements of any other State where operations will be conducted;
- b. provide clear, complete and detailed operating instructions, policies and procedures so that operational personnel are fully informed of what is required of them. Procedures shall be effective, represent sound safety philosophy and be capable of being accomplished;
- c. make provisions for revision to ensure that the information contained therein is kept up to date;
- d. present the necessary guidance and instructions to personnel in a suitable and convenient format; and
- e. outline standardized procedures for all crew member functions.

1.2 MANUAL ORGANIZATION

1.2.1 In order to accomplish the above requirements and effectively organize policy and instructions, that portion of an operator's overall manual system which applies specifically to operations personnel is typically divided into several volumes. The size, as well as the number of volumes, of the operations manual will depend upon the size and complexity of the proposed operations. The overall manual system may be organized in any manner which adequately provides guidance concerning all important aspects of the operation.

1.2.2 The operations manual shall be organized with the following structure:

- a. general;
- b. aircraft operating information;
- c. area, routes and aerodromes; and
- d. training.



1.3 GENERAL OPERATIONS MANUAL INSPECTION AREAS

Inspectors shall review the air operator's operations manual or manual system to ensure that it contains information in sufficient detail to permit all flight operations personnel to perform their duties safely and efficiently. The following areas shall be evaluated:

- a. **organization and readability:** The manual(s) shall be organized so that information specific to various employee positions and types of operations is easy to locate, clear, concise, and unambiguous. Table of Contents shall be detailed enough so that specific subject areas may be easily and expeditiously located. Type quality, illustrations, and graphics shall be clear and readable. Each manual shall be numbered and issued according to a specific distribution list, and each holder made responsible for its prompt and accurate update. The distribution list shall contain all operations personnel and others requiring the information therein for proper performance of their duties. Those parts of the manual required to be carried on board each aircraft shall be designed for convenient use and all parts shall permit ready and accurate reference;
- b. **validity and accuracy:** Technical information contained in manuals such as weight and balance charts, performance charts, limitations, etc. shall accurately reflect data provided from the manufacturer or have been developed through the use of accepted and approved methods;
- c. **continuity:** Information presented in the various sections or volumes of a manual shall be consistent with that presented in other sections;
- d. **currency and conformity:** Information contained in manuals shall reflect current company organization, equipment, procedures and policies. The manual(s) shall be easy to update and contain a list of effective pages;
- e. **distribution and availability:** The operator shall have an effective system for distributing and updating manuals. There shall be no question as to who has responsibility for entering changes in specific manuals. CAA Nepal must be provided with copies of all manuals;
- f. **approvals:** FOR-A para 4.2.3.2 a) and FOR-H para 2.2.3.2 require that certain portions of the Operations Manual be reviewed in detail and approved by CAA Nepal, while other portions of the Operations Manual are to be acceptable to CAA Nepal. For aspects of the Operations Manual to be acceptable to CAA Nepal, inspectors shall conduct a specific evaluation to ensure that the information provided is in accordance with the applicable requirements and/or CAA Nepal Guidance Material. Where Nepal is not the State of registry, then inspectors shall ensure the operator complies with the applicable approvals issued by the State of Registry and/or State of Design in addition to CAA Nepal requirements;
- g. **content:** The air operator operations manual inspection checklist/report form which appears at the end of this chapter and the forms **FOS-FORM-CL-107-OM and CL-108-OMCE** will be used for all operations manual inspections. The focus of the manual inspection will be to evaluate the operator's Operations Manual in the areas listed above. The "content" area of the form contains a checklist of the minimum subject areas which shall be adequately addressed in the operator's manual(s). The checklist items in the "content" area are designed to be used for all operators. Certain items



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

may not apply to a particular operator in which case the checklist item shall be annotated – not applicable. More specific information on each checklist item is outlined below. In determining the acceptability of the material contained in the manual(s), inspectors will need to often cross reference against the applicable requirements and CAA Nepal Guidance Material;

Note— *Training subjects are not included in this chapter as they are contained in Chapter 4 of this volume.*

1.4 SPECIFIC OPERATIONS MANUAL INSPECTION AREAS

1.4.1 General part/section. The general part or section of the operations manual shall contain at least the following:

a. Administration and control of operations manual:

1) introduction

- i) a statement that the manual complies with all applicable CAA Nepal regulations and requirements and with the terms and conditions of the applicable Air Operator Certificate;
- ii) a statement that the manual contains operational instructions that are to be complied with by the relevant personnel in the performance of their duties;
- iii) a list and brief description of the various operations manual parts, their contents, applicability and use; and
- iv) explanations and definitions of terms and words used in the manual;

2) system of amendment and revision:

- i) an operations manual shall describe who is responsible for the issuance and insertion of amendments and revisions;
- ii) a record of amendments and revisions with insertion dates and effective dates is required;
- iii) a statement that hand-written amendments and revisions are not permitted except in situations requiring immediate amendment or revision in the interest of safety;
- iv) a description of the system for the annotation of pages and their effective dates;
- v) a list of effective pages and their effective dates;
- vi) annotation of changes (on text pages and as practicable, on charts and diagrams);
- vii) a system for recording temporary revisions;
- viii) a description of the distribution system for the manuals, amendments and revisions; and
- ix) a statement of who is responsible for notifying the CAA Nepal of proposed changes and working with the authority on changes requiring approval;

b. organization and responsibilities:

- 1) organizational structure:** A description of the organizational structure, including the general company organization and operations department organization. The relationship between the operations department and other departments of the company. In particular, the subordination and reporting lines of all divisions,



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

departments etc., which pertain to the safety of flight operations shall be shown. Instructions outlining the responsibilities of operations personnel pertaining to the conduct of flight operations;

- 2) **responsible manager:** The name of each manager responsible for flight operations, the maintenance system, crew training and ground operations shall be listed. A description of their function and responsibilities shall be included;
- 3) **responsibilities and duties of operations management personnel:** A description of the duties, responsibilities of operations management personnel pertaining to the safety of flight operations and with compliance with applicable requirements shall be listed;
- 4) **duties and responsibilities of a PIC:** A statement defining the duties and responsibilities of the PIC shall be listed;
- 5) **duties and responsibilities of crew members other than the PIC:** A statement defining the duties and responsibilities of all required aircraft crew members shall be listed;

c. operational control and supervision:

- 1) **supervision of the operation by the AOC holder:** A description of the system for supervision of the operation by the AOC holder shall be listed. This description shall show how the safety of flight operations and the qualifications of personnel involved in all such operations are supervised and monitored. In particular, the procedures related to the following items shall be described:
 - i) specifications for the operational flight plan;
 - ii) competence of operations personnel; and
 - iii) control, analysis and storage of records, flight documents, additional information and safety related data;
- 2) **system of promulgation of additional operational instructions and information:** A description of any system for promulgating information which may be of an operational nature but is supplementary to that in the operations manual. The applicability of this information and the responsibilities for its promulgation shall be included;
- 3) **operational control:** A description of the objectives, procedures, and responsibilities necessary to exercise operational control with respect to flight safety;

d. crew:

- 1) **crew composition:** An explanation of the method for determining crew compositions taking into account of the following:
 - i) experience (total and on type), recency and qualification of the crew members;
 - ii) the designation of the PIC and, if required by the duration of the flight, the procedures for the relief of the PIC or other members of the flight crew; and
 - iii) the flight crew for each type of operation including the designation of the succession of command;
- 2) **designation of the PIC:** The rules applicable to the designation of a PIC;
- 3) **flight crew incapacitation:** Instructions on the succession of command in the event of flight crew incapacitation;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

e. *flight crew, cabin crew, flight operations officer and other operations personnel qualifications:*

- 1) *qualifications:*** A description of the required licence rating(s), qualification/competency (e.g., for routes and aerodromes) experience, training, checking and recency of experience for operations personnel to conduct their duties. Consideration shall be given to the aircraft type, kind of operation, and composition of the crew;
- 2) *flight crew:*** Operation on more than one type or variant;
- 3) *cabin crew:***
 - i) senior cabin crew member;
 - ii) cabin crew member;
 - required cabin crew member;
 - additional cabin crew member; and
 - cabin crew member during familiarization flights;
 - iii) operation on more than one type or variant;
- 4) *other operations personnel;***

f. *flight and duty time:*

- 1) *flight and duty time limitations and rest schemes:***
 - i) flight crew;
 - ii) cabin crew;

g. *crew health:*

- 1) *crew health precautions:*** The relevant regulations and guidance for crew members concerning health including:
 - i) alcohol and other intoxicating liquor;
 - ii) narcotics;
 - iii) drugs;
 - iv) sleeping tablets;
 - v) pharmaceutical preparations;
 - vi) immunization;
 - vii) self-contained underwater breathing apparatus (SCUBA) diving;
 - viii) blood donation;
 - ix) meal precautions prior to and during flight;
 - x) sleep and rest; and
 - xi) surgical operations;

h. *operating procedures:*

- 1) *flight preparation instructions:*** As applicable to the operation:
 - i) criteria for determining the usability of aerodromes;
 - ii) the method for determining minimum flight altitudes;
 - iii) the method for determining aerodrome operating minima;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- iv) *en-route operating minima for visual flight rules (VFR) flights*. A description of en route operating minima for VFR flights or VFR portions of a flight and, where single-engine aircraft are used, instructions for route selection with respect to the availability of surfaces which permit a safe forced landing;
 - v) presentation and application of aerodrome and en-route operating minima;
 - vi) *interpretation of meteorological information*. Explanatory material on the decoding of meteorological (MET) forecasts and MET reports relevant to the area of operations, including the interpretation of conditional expressions;
 - vii) *determination of the quantities of fuel and oil carried*. The specific instructions and methods by which the quantities of fuel and oil to be carried are determined and monitored in flight. This section shall also include instructions on the measurement and distribution of the fluid carried on board. Such instructions shall take account of all circumstances likely to be encountered on the flight, including the possibility of in-flight re-planning and of failure of one or more of the aircraft's power plants, and possible loss of pressurization. The system for maintaining fuel and oil records shall also be described;
 - viii) *mass and centre of gravity*. The general principles of mass and centre of gravity including:
 - the policy for using either standard and/or actual masses;
 - the method for determining the applicable passenger, baggage and cargo mass;
 - the applicable passenger and baggage masses for various types of operations and aircraft type;
 - general instruction and information necessary for verification of the various types of mass and balance documentation in use;
 - last minute changes procedures;
 - seating policy/procedures; and
 - list of documents, forms and additional information to be carried during a flight;
- i. ground handling arrangements and procedures:**
- 1) fuelling procedures:** A description of fuelling procedures, including:
 - i) safety precautions during refuelling and defueling including when an auxiliary power-unit (APU) is in operation or when a turbine engine is running and, if applicable, the propeller brakes are on;
 - ii) refuelling and defueling when passengers are embarking, on board or disembarking;
 - iii) precautions to be taken to avoid mixing fuels; and
 - iv) method to ensure the required amount of fuel is loaded.
 - 2) aircraft, passengers and cargo handling procedures related to safety:** A description of the handling procedures to be used when allocating seats and embarking and disembarking passengers and when loading and unloading the aircraft. Further procedures, aimed at achieving safety whilst the aircraft is on the ramp, shall also be given. Handling procedures shall include:
 - i) sick passengers and persons with reduced mobility;
 - ii) permissible size and weight of hand baggage;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- iii) loading and securing of items in the aircraft;
 - iv) special loads and classification of load compartments (i.e., dangerous goods, live animals, etc.);
 - v) positioning of ground equipment;
 - vi) operation of aircraft doors;
 - vii) safety on the ramp, including fire prevention, blast and suction areas;
 - viii) start-up, ramp departure and arrival procedures;
 - ix) servicing of aircraft;
 - x) documents and forms; and
 - xi) multiple occupancy of aircraft seats;
- 3) *procedures for the refusal of embarkation:*** Procedures to ensure that persons who appear to be intoxicated or who demonstrate by manner or physical indications that they are under the influence of alcohol or drugs, except medical patients under proper care, are refused embarkation;
- 4) *de-icing and anti-icing on the ground (as applicable):*** Instructions for the conduct and control of ground de-icing/anti-icing operations. A description of the de-icing and anti-icing policy and procedures for aircraft on the ground. These shall include descriptions of the types and effects of icing and other contaminants on aircraft while stationary, during ground movements and during take-off. In addition, a description of the fluid types used shall be given including:
- i) proprietary or commercial names;
 - ii) characteristics;
 - iii) effects on aircraft performance;
 - iv) precautions during usage;
- j. *flight procedures and flight navigation equipment:***
- 1) a description of flight procedures, including:**
- i) standard operating procedures (SOP) for each phase of flight;
 - ii) instructions on the use of normal checklists and the timing of their use;
 - iii) departure contingency procedures;
 - iv) instructions on the maintenance of altitude awareness and the use of automated or flight crew altitude call-outs;
 - v) instructions on the use of autopilots and auto-throttles in instrument meteorological conditions (IMC);
 - vi) instructions on the clarification and acceptance of ATC clearances, particularly where terrain clearance is involved;
 - vii) departure and approach briefings;
 - viii) procedures for familiarization with areas, routes and aerodromes;
 - ix) stabilized approach procedure;
 - x) limitation on high rates of descent near the surface;
 - xi) conditions required to commence or to continue an instrument approach;
 - xii) instructions for the conduct of precision and non-precision instrument approach procedures;
-



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- xiii) allocation of flight crew duties and procedures for the management of crew workload during night and IMC instrument approach and landing operations;
 - xiv) the circumstances in which a radio listening watch is to be maintained; and
 - xv) instructions and training requirements for the use of head-up-displays (HUD) and enhanced vision systems (EVS) equipment as applicable;
- 2) navigation equipment:** A list of the navigational equipment to be carried including any requirements relating to operations where performance-based navigation is prescribed;
- 3) navigation procedures:** A description of all navigation procedures relevant to the type(s) and area(s) of operation. Consideration shall be given to:
- i) standard navigational procedures including policy for carrying out independent cross-checks of keyboard entries where these affect the flight path to be followed by the aircraft;
 - ii) in-flight re-planning;
 - iii) procedures in the event of system degradation;
 - iv) where relevant to the operations, the long range navigation procedures, engine failure procedure for extended diversion time operation (EDTO) and the nomination and utilization of diversion aerodromes;
 - v) instructions and training requirements for the avoidance of controlled flight into terrain and policy for the use of the ground proximity warning system (GPWS);
 - vi) policy, instructions, procedures and training requirements for the avoidance of collisions and the use of the airborne collision avoidance system (ACAS);
 - vii) information and instructions relating to the interception of civil aircraft including:
 - procedures for pilots-in-command of intercepted aircraft; and
 - visual signals for use by intercepting and intercepted aircraft;
 - viii) for aeroplanes intended to be operated above 49 000 ft (15 000 m):
 - information which will enable the pilot to determine the best course of action to take in the event of exposure to solar cosmic radiation; and
 - procedures in the event that a decision to descend is taken, covering:
 - the necessity of giving the appropriate air traffic services (ATS) unit prior warning of the situation and of obtaining a provisional descent clearance; and
 - the action to be taken in the event that communication with ATS unit cannot be established or is interrupted;
- 4) policy and procedures for in-flight fuel management:**
- 5) adverse and potentially hazardous atmospheric conditions:** Procedures for operating in, and/or avoiding, potentially hazardous atmospheric conditions including:
- i) thunderstorms;
 - ii) icing conditions;
 - iii) turbulence;
 - iv) wind shear;
 - v) jet stream;
 - vi) volcanic ash clouds;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- vii) heavy precipitation;
 - viii) sand storms;
 - ix) mountain waves; and
 - x) significant temperature inversions;
- 6) operating restrictions:**
- i) cold weather operations;
 - ii) take-off and landing in turbulence;
 - iii) low-level wind shear operations;
 - iv) crosswind operations (including tail wind components);
 - v) high temperature operations;
 - vi) high altitude operations;
- 7) *incapacitation of crew members:*** Procedures to be followed in the event of incapacitation of crew members in flight. Examples of the types of incapacitation and the means for recognizing them shall be included;
- 8) *cabin safety requirements:*** Procedures covering:
- i) cabin preparation for flight, in-flight requirements and preparation for landing including procedures for securing cabin and galleys;
 - ii) procedures to ensure that passengers are seated where, in the event that an emergency evacuation is required, they may best assist and not hinder evacuation from the aircraft;
 - iii) procedures to be followed during passenger embarkation and disembarkation;
 - iv) procedures for fuelling with passengers on board, embarking, or disembarking;
 - v) smoking on board; and
 - vi) use of portable electronic equipment and cellular telephones;
- 9) *passenger briefing procedures:*** The contents, means, and timing of passenger briefing;
- 10) *procedures for use of cosmic or solar radiation detection equipment – aeroplanes:*** Procedures for the use of cosmic or solar radiation detection equipment and for recording its readings including actions to be taken in the event that limit values specified in the operations manual are exceeded. In addition, the procedures, including ATC procedures, to be followed in the event that a decision to descend or re-route is taken.
- k. *all-weather operations;***
- l. *use of the minimum equipment list (MEL) and configuration deviation list (CDL);***
- m. *non-revenue flights.*** Procedures and limitations for:
- 1) training flights;
 - 2) test flights;
 - 3) delivery flights;
 - 4) ferry flights;
 - 5) demonstration flights; and
 - 6) positioning flights, including the kind of persons who may be carried on such flights



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- n. **oxygen requirements:** An explanation of the conditions under which oxygen shall be provided and used
- o. **dangerous goods and weapons:**
 - 1) **transport of dangerous goods:** Information, instructions and general guidance on the transport of dangerous goods including:
 - i) AOC holder's policy on the transport of dangerous goods;
 - ii) guidance on the requirements for acceptance, labelling, handling, stowage and segregation of dangerous goods;
 - iii) procedures and actions to be taken for responding to emergency situations involving dangerous goods;
 - iv) duties of all personnel involved; and
 - v) instructions on the carriage of the AOC holder's employees;
 - 2) **transport of weapons:** The conditions under which weapons, munitions of war and sporting weapons may be carried;
- p. **security:**
 - 1) **security policies and procedures:** A description of security policies and procedures for handling and reporting crime on board such as unlawful interference, sabotage, bomb threats, and hijacking;
 - 2) **security instructions and guidance:** Security instructions and guidance of a non-confidential nature which shall include the CAA Nepal and responsibilities of operations personnel;
 - 3) **preventative security measures and training:** A description of preventative security measures and training;

Note — *Parts of the security instructions and guidance may be kept confidential.*

- q. **handling of accidents and occurrences:** Procedures for the handling, notifying and reporting of accidents and occurrences. This section shall include:
 - 1) definitions of accidents and occurrences and the relevant responsibilities of all persons involved;
 - 2) the descriptions of which company departments, Authorities or other institutions have to be notified by which means and in which sequence in case of an accident;
 - 3) special notification requirements in the event of an accident or occurrence when dangerous goods are being carried;
 - 4) a description of the requirements to report specific occurrences and accidents;
 - 5) the forms used for reporting and the procedure for submitting them to the [insert agency to report accidents and serious incidents] shall also be included; and
 - 6) procedures for pilots-in-command observing an accident;
- r. **rules of the air:** Rules of the air including:
 - 1) territorial application of the rules of the air;
 - 2) the circumstances during which a radio listening watch shall be maintained;
 - 3) ATC clearances, adherence to flight plan and position reports;
 - 4) the ground/air visual codes for use by survivors, description and use of signal aids; and



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

5) distress and urgency signals;

s. **safety management system (SMS):** Details of the safety management system;

Note — *The requirements for acceptance of SMS Manual/Programme are contained in Chapter 2 of this volume.*

1.4.2 Aircraft operating information: The part or section containing aircraft operating information shall contain at least the following:

a) **general information and units of measurement:** General Information (e.g., aircraft dimensions), including a description of the units of measurement used for the operation of the aircraft type concerned and conversion tables;

b) **limitations:**

1) **certification and operational limitations:** A description of the certified limitations and the applicable operational limitations including:

i) certification status;

ii) passenger seating configuration for each aircraft type including a pictorial presentation;

iii) types of operation that are approved (e.g. IFR/VFR, CAT II/III, flights in known icing conditions, RVSM, RNP AR etc.);

iv) crew composition;

v) operating within mass and centre of gravity limitations;

vi) speed limitations;

vii) flight envelopes;

viii) wind limits including operations on contaminated runways;

ix) performance limitations for applicable configurations;

x) runway slope;

xi) limitations on wet or contaminated runways;

xii) airframe contamination; and

xiii) post landing;

c) **normal procedures:** The normal procedures and duties assigned to the crew, the appropriate checklists, the system for use of the checklists and a statement covering the necessary coordination procedures between flight and cabin crew. The following normal procedures and duties shall be included:

1) pre-flight;

2) pre-departure and loading;

3) altimeter setting and checking;

4) taxi, take-off and climb;

5) noise abatement;

6) cruise and descent;

7) approach, landing preparation and briefing;

8) VFR approach;

9) instrument approach;

10) visual approach and circling;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- 11) missed approach;
- 12) normal landing;
- 13) post-landing; and
- 14) operation on wet and contaminated runways;

d) specific flight deck procedures:

- 1) determining airworthiness of aircraft;
- 2) obtaining flight release;
- 3) initial cockpit preparation;
- 4) standard operating procedures;
- 5) cockpit discipline;
- 6) standard call-outs;
- 7) communications;
- 8) flight safety;
- 9) push-back and towing procedures;
- 10) taxi guidelines and ramp signals;
- 11) take-off and climb out procedures;
- 12) choice of runway;
- 13) take-off in limited visibility;
- 14) take-off in adverse weather;
- 15) use and limitations of weather radar;
- 16) use of landing lights;
- 17) monitoring of flight instruments;
- 18) power settings for take-off;
- 19) malfunctions during take-off;
- 20) rejected take-off decision;
- 21) climb, best angle, best rate;
- 22) sterile cockpit procedures;
- 23) en-route and holding procedures;
- 24) cruise control;
- 25) navigation log book;
- 26) descent, approach and landing procedures;
- 27) reporting maintenance problems;
- 28) how to obtain maintenance and service en-route;

e) *abnormal and emergency procedures and duties:* The manual shall contain a listing of abnormal and emergency procedures assigned to crew members with appropriate checklists that include a system for use of the check-lists and a statement covering the necessary co-ordination procedures between flight and cabin crew. The following abnormal and emergency procedures and duties shall be included:

- 1) crew incapacitation;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- 2) fire and smoke drills;
 - 3) unpressurised and partially pressurized flight; as applicable;
 - 4) exceeding structural limits such as overweight landing;
 - 5) exceeding cosmic radiation limits; as applicable;
 - 6) lightning strikes;
 - 7) distress communications and alerting ATC to emergencies;
 - 8) engine failure;
 - 9) system failures;
 - 10) guidance for diversion in case of serious technical failure;
 - 11) ground proximity warning;
 - 12) ACAS warning;
 - 13) windshear;
 - 14) emergency landing/ditching;
 - 15) aircraft evacuation;
 - 16) fuel jettisoning (as applicable) and overweight landing;
 - 17) general considerations and policy;
 - 18) fuel jettisoning procedures and precautions;
 - 20) emergency procedures;
 - 21) emergency descent;
 - 22) low fuel;
 - 23) dangerous goods incident or accident;
 - 24) interception procedures;
 - 25) emergency signal for cabin crew members;
 - 26) communication procedures; and
 - 27) radio listening watch;
- f) **performance data:** Performance data shall be provided in a form in which it can be used without difficulty. Performance material which provides the necessary data to allow the flight crew to comply with the approved aircraft flight manual performance requirements shall be included to allow the determination of:
- 1) take-off climb limits – mass, altitude, temperature;
 - 2) take-off field length limits (dry, wet, contaminated);
 - 3) net flight path data for obstacle clearance calculation or, where applicable, take-off flight path;
 - 4) the gradient losses for banked climb outs;
 - 5) en-route climb limits;
 - 6) approach climb limits;
 - 7) landing climb limits;
 - 8) landing field length limits (dry, wet, contaminated) including the effects of an in-flight failure of a system or device, if it affects the landing distance;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- 9) brake energy limits; and
 - 10) speeds applicable for the various flight stages (also considering wet or contaminated runways);
- g) supplementary performance data:** Supplementary data covering:
- 1) flights in icing conditions;
 - 2) the maximum crosswind and tailwind components for each aeroplane type operated and the reductions to be applied to these values having regard to gust, low visibility, runway surface conditions, crew experience, use of autopilot, abnormal or emergency circumstances, or any other relevant operational factors;
 - 3) any certified performance related to an allowable configuration, or configuration deviation, such as anti-skid inoperative, shall be included;
- h) other acceptable performance data:** If performance data, as required for the appropriate performance class, is not available in the approved AFM, then other data acceptable to the CAA Nepal shall be included. Alternatively, the operations manual may contain cross-reference to the approved data contained in the AFM where such data is not likely to be used often or in an emergency;
- i) additional performance data:** Additional performance data where applicable including:
- 1) all engine climb gradients;
 - 2) drift-down data;
 - 3) effect of de-icing/anti-icing fluids;
 - 4) flight with landing gear down;
 - 5) for aircraft with three or more engines, one engine inoperative ferry flights; and
 - 6) flights conducted under the provisions of a configuration deviation list (CDL).
- j) flight planning**
- 1) **flight planning data:** Specific data and instructions necessary for pre-flight and in-flight planning including factors such as speed schedules and power settings. Where applicable, procedures for engine(s) out operations, EDTO and flights to isolated aerodromes shall be included for the flight plan and the operational flight plan;
 - 2) **fuel and oil calculations:** The method for calculating fuel needed for the various stages of flight;
- k) mass and balance:**
- 1) **calculating mass and balance:** Instructions and data for the calculation of mass and balance including:
 - i) calculation system (e.g. index system);
 - ii) information and instructions for completion of mass and balance documentation, including manual and computer generated types;
 - iii) limiting mass and centre of gravity of the various versions;
 - iv) dry operating mass and corresponding centre of gravity or index;
- l) loading:**
- 1) **loading procedures:** Instructions for loading and securing the load in the aircraft;
 - i) use of aircraft systems and associated controls;
 - 2) **loading dangerous goods:** The operations manual shall contain a method to notify the PIC when dangerous goods are loaded in the aircraft (if applicable);



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

m) survival and emergency equipment including oxygen:

1) list of survival equipment to be carried:

- i) A list of the survival equipment to be carried for the routes to be flown and the procedures for checking the serviceability of this equipment prior to take-off. Instructions regarding the location, accessibility and use of survival and emergency equipment and its associated check list(s) shall also be included;
- 2) **ground – air visual signal:** Instructions illustrating the ground-air visual signal code for use by survivors shall also be included;
- 3) **oxygen usage:** The procedure for determining the amount of oxygen required and the quantity that it available. The flight profile, number of occupants and possible cabin decompression shall be considered. The information provided shall be in a form in which it can be used without difficulty;
- 4) **emergency equipment usage.** A description of the proper use of the following emergency equipment, if applicable:
 - i) life jackets;
 - ii) life rafts;
 - iii) medical kits/first aid kits;
 - iv) survival kits;
 - v) emergency locator transmitter (ELT);
 - vi) visual signaling devices;
 - vii) evacuation slides;
 - viii) emergency lighting;

n) emergency evacuation procedures:

- 1) **instructions for emergency evacuation:** Instructions for preparation for emergency evacuation including crew co-ordination and emergency station assignment;
 - 2) **emergency evacuation procedures:** A description of the duties of all members of the crew for the rapid evacuation of an aircraft and the handling of the passengers in the event of a forced landing, ditching or other emergency;
- o) aircraft systems:** A description of the aircraft systems, related controls and indications and operating instructions.

Note —MEL/CDLs would be contained in a separate document for each aircraft type. Chapter 3 of Volume II contains the detailed procedures for the review and approval of the MEL/CDL.

1.4.3 Route guide: The route guide part or section of the operations manual shall contain at least the following:

- a) the route guide will ensure that the flight crew will have for each flight, information relating to communication facilities, navigation aids, aerodromes, instrument approaches, instrument arrivals and instrument departures as applicable for the operation, and such other information as the operator may deem necessary in the proper conduct of flight operations;
- b) each route guide shall contain at least the following information:
 - 1) the minimum flight altitudes for each aircraft to be flown;
 - 2) aerodrome operating minima for each of the aerodromes that are likely to be used as aerodromes of intended landing or as alternate aerodromes;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- 3) the increase of aerodrome operating minima in case of degradation of approach or aerodrome facilities;
- 4) the necessary information for compliance with all flight profiles required by regulations/requirements, including but not limited to, the determination of:
 - i) take-off runway length requirements for dry, wet and contaminated conditions, including those dictated by systems failures which affect the take-off distance;
 - ii) take-off climb limitations;
 - iii) en-route climb limitations;
 - iv) approach climb limitations and landing climb limitations;
 - v) landing runway length requirements for dry, wet and contaminated conditions, including systems failures which affect the landing distance; and
 - vi) supplementary information, such as tire speed limitations.

1.5 PROCEDURE TO REVIEW THE MANUAL

Appendix-27 of this Volume and **Attachment A to Appendix-27** contains the procedure and checklist to be used to verify Part A of the applicant's Operations Manual. It shall be used by inspectors prior to filling the forms of **Attachment A** as well as **FORM-CL-107** and **FORM-CL-108**.

Appendix-41 of this volume and **Attachment A to Appendix-41** contains the procedure and checklist to be used to verify Part B of the applicant's Operations Manual. It shall be used by inspectors prior to filling the forms of **Attachment A** as well as **FORM-CL-107** and **FORM-CL-108**.

Appendix-42 of this volume and **Attachment A to Appendix-42** contains the procedure and checklist to be used to verify Part C of the applicant's Operations Manual. It shall be used by inspectors prior to filling the forms of **Attachment A** as well as **FORM-CL-107** and **FORM-CL-108**.

Appendix-43 of this volume and **Attachment A to Appendix-43** contains the procedure and checklist to be used to verify Part D of the applicant's Operations Manual. It shall be used by inspectors prior to filling the forms of **Attachment A** as well as **FORM-CL-107** and **FORM-CL-108**.



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

Attachment A

CAA NEPAL OPERATIONS MANUAL INSPECTION CHECKLIST/ REPORT

Operator: <input style="width: 90%;" type="text"/>	Date: <input style="width: 90%;" type="text"/>
Location: <input style="width: 90%;" type="text"/>	Inspector: <input style="width: 90%;" type="text"/>

S = Satisfactory; U = Unsatisfactory; NA = Not applicable

	✓	S/U/NA
A. GENERAL		
1. Organization and readability		
a) Clear		
b) Concise		
c) Information easily located		
d) Print quality		
2. Validity and accuracy		
3. Continuity		
4. Currency and conformity		
5. Distribution and availability		
6. Approvals		
7. Content		
B. SPECIFIC		
1. Administration and control of operations manual		
a) Introduction		
b) System of amendment and revision		
2. Organization and responsibilities		
a) Organizational structure		
b) Responsible manager		
c) Responsibilities and duties of operations management personnel		
d) Duties and responsibilities of a PIC		
e) Duties and responsibilities of crew members other than the PIC		
3. Operational control and supervision		
a) Supervision of the operation by the AOC holder		
b) System of promulgation of additional operational instructions and information		
c) Operational control		
4. Crew		
a) Crew composition		
b) Designation of the PIC		
c) Flight crew incapacitation		
5. Flight crew, cabin crew, flight operations officer and other operations personnel qualifications		
a) Qualifications		
b) Flight crew		
c) Cabin crew		
d) Other operations personnel		
6. Flight and duty time		
a) Flight and duty time limitations and rest schemes		
7. Crew health		



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

	✓	S/U/NA
a) Crew health precautions		
8. Operating procedures		
a) Flight preparation instructions		
i) Criteria for determining the usability of aerodromes		
ii) Method for determining minimum flight altitudes		
iii) Method for determining aerodrome operating minima		
iv) En-route operating minima for VFR flights		
v) Presentation and application of aerodrome and en-route operating minima		
vi) Interpretation of meteorological information		
vii) Determination of the quantities of fuel and oil carried		
viii) Mass and centre of gravity		
b) Ground handling arrangements and procedures		
i) Fuelling procedures		
ii) Aircraft, passenger and cargo handling procedures related to safety		
iii) Procedures for the refusal of embarkation		
iv) De-icing and anti-icing on the ground		
c) Flight procedures and flight navigation equipment		
i) Flight procedures		
ii) Navigation equipment		
iii) Navigation procedures		
iv) Policy and procedures for in-flight fuel management		
v) Adverse and potentially hazardous atmospheric conditions		
vi) Operating restrictions		
vii) Incapacitation of crew members		
viii) Cabin safety requirements		
ix) Passenger briefing procedures		
x) Cosmic or solar radiation detection		
d) All-weather operations		
e) Use of MEL and CDL		
f) Non-revenue flights		
g) Oxygen requirements		
9. Dangerous goods and weapons		
a) Transport of dangerous goods		
b) Transport of weapons		
10. Security		
a) Security procedures		
b) Security instructions		
c) Preventative security measures		
11. Handling of accidents and occurrences		
12. Rules of the air		
C. AIRCRAFT OPERATING INFORMATION		
1. General information and units of measurement		
2. Limitations		
a) Certification and operational limitations		
3. Normal procedures		
4. Specific flight deck procedures		
5. Abnormal and emergency procedures and duties		
6. Performance data		
7. Supplementary performance data		
8. Other acceptable performance data		
9. Additional performance data		



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

	✓	S/U/NA
10. Flight planning		
a) Flight planning data		
b) Fuel and oil calculation		
11. Mass and balance		
a) Calculating mass and balance		
12. Loading		
a) Loading procedures		
b) Loading dangerous goods		
13. Survival and emergency equipment including oxygen		
a) List of survival equipment		
b) Ground-air visual signal		
c) Oxygen usage		
d) Emergency equipment usage		
14. Emergency evacuation procedures		
a) Instructions for emergency evacuation		
b) Emergency evacuation procedures		
15. Aircraft systems		
D. ROUTE GUIDE		
1. Minimum flight altitudes		
2. Aerodrome operating minima		
3. Increase of aerodrome operating minima		
4. Information for compliance with all flight profiles		
Remarks:		
OVERALL RESULT:	Inspector's signature:	<input type="text"/>
Satisfactory <input type="checkbox"/>	Name:	<input type="text"/>
Unsatisfactory <input type="checkbox"/>	Date:	<input type="text"/>



2 SMS MANUAL ACCEPTANCE

2.1 BACKGROUND AND OBJECTIVES

2.1.1 FOR-A para 3.3.3; FOR-H Section 2 para 1.3.3; NCAR Part-M (NCAR M.A.712 (g)) and NCAR Part-145 (NCAR 145.A.65 (d)) requires an AOC holder, CAMO and AMO to implement a Safety Management System acceptable to the CAA Nepal that as a minimum:

- a) identifies safety hazards;
- b) ensures the implementation of remedial action necessary to maintain agreed safety performance;
- c) provides for continuous monitoring and regular assessment of the safety performance; and
- d) aims at a continuous improvement of the overall performance of the safety management system.

2.1.2 Civil Aviation Requirements for SMS (CAR-19) also outline the framework for the implementation and maintenance of an SMS. Some elements of SMS are quite complex, thus effective implementation of an SMS by an air operator, CAMO and AMO will typically take several years. Nevertheless, the framework for the implementation and maintenance of an SMS must be established and accepted by the CAA Nepal during the initial certification of an air operator, CAMO and AMO. The objective of this chapter is to provide guidance and direction to inspectors for the initial acceptance of the air operators, CAMO and AMO safety management system.

2.2 GENERAL SMS ACCEPTANCE PRACTICES AND PROCEDURES

2.2.1 The acceptance of a SMS is an important part of the overall certification process. Acceptance Team (hereinafter referred to as the Team) will complete an acceptance exercise on the applicant organization in accordance with the procedures described in this section. The acceptance exercise is a two-part process comprising of a documentation review and an on-site review. Its purpose is to confirm that elements of the SMS are documented, in place and ready to be used. The exercise does not test the effectiveness of the system. The depth of the on-site review is at the discretion of the team leader, and may be based on the results of the documentation review and any information uncovered while on-site. The issuance of an AOC, CAMO Approval, AMO Approval is dependent on the satisfactory review and acceptance of the applicant's SMS.

2.3 SPECIFIC SMS ACCEPTANCE REVIEW

2.3.1 Documentation Review

2.3.1.1 The objective of a documentation review is to identify omissions or deficiencies in the submitted documentation. It is not intended to establish if the described policies, procedures and processes are effective. This particular part of the certification is a desktop exercise that does not involve an on-site visit and is intended to confirm that the applicant has documented their program in a manner that meets the requirements.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

2.3.1.2 The SMS Review Team should consider two aspects of structure when conducting the documentation review, as some sections will apply to the whole organization while others may apply only to an individual certificate:

- a) *the corporate aspect* are the policies, process and procedures documented and consistent across all regulated areas of the organization; and
- b) *the individual certificate aspect* are the policies, processes and procedures unique to a particular certificate area.

2.3.1.3 The documentation review provides a focus for planning the on-site review by gaining a general overview and understanding of the applicant's SMS and of its state of preparedness for certification.

2.3.1.4 The major steps of a documentation review include the following:

- a) **SMS review guide:** In preparation for the exercise, the SMS Review Team shall provide the applicant with the SMS review guide in **Attachment B** and request that they enter the required tombstone information in Part A, as well as the document references and supporting comments. The SMS Review Team will use Part B of the guide to document the results of the documentation review exercise.
 - b) **Receipt of the applicant's submission:** Applicants must submit documentation that demonstrates to the CAA Nepal that they have addressed all of the required SMS elements. Along with their documentation, organizations must submit the completed documentation review guide.
 - c) **Preliminary review:** The SMS Team Leader will perform a preliminary review of the documentation submitted to verify its completeness. The SMS Team Leader is required to pay particular attention to Part A of the documentation review guide.
 - d) **Request for omitted documents:** The SMS Team Leader is responsible for contacting the applicant to request any omitted documentation.
 - e) **Documentation review:** The SMS Team Leader shall complete the documentation review exercise and document the results in Part B of the documentation review guide. The SMS Review Team will clearly identify any discrepancies in the comment section of the guide.
 - i) The aim of the documentation review is to ascertain that the SMS requirements are clearly addressed in the submitted documentation. A general policy statement is not usually enough to satisfy the requirement. The SMS Review Team must verify that there is a policy in place that it is supported by an appropriate procedure and where required b requirements, a process is outlined. The documentation shall be complete, comprehensive and appropriately cross-referenced.
 - ii) Although detailed processes and procedures may be referenced in the approved manuals, multiple documents that are incorporated by reference may also be utilized (e.g., an overarching SMS document).
 - f) **Discrepancies:** All observed discrepancies shall be recorded in the comment section of Part B of the SMS review guide in detail. The SMS Review Team must ensure that they clearly define the problem area and the reasons why they consider it missing, incomplete, or otherwise deficient.
 - g) **Acceptance of the documentation corrections:** The SMS Review Team shall review any corrections to the organization's documentation and ensure that the documentation meets SMS requirements.
 - h) **Conclusion of the documentation review:** Once the documentation review has been completed satisfactorily, the SMS Review Team shall complete Part B of the SMS review guide. This sign-off does not constitute an acceptance of the referenced documentation, but rather indicates that all available company documentation was reviewed against the SMS requirements and that the on-site portion of the review can proceed.
-



2.3.2 On-site review

2.3.2.1 The objective of an on-site review is to validate observations from the documentation review exercise. This includes deficiencies in the submitted documentation, as well as verifying that the documented policies, processes and procedures are in place and available for immediate use when the applicants request for certification is granted.

2.3.2.2 The major steps of an on-site review include the following:

- a) **On-site review:** Through a series of interviews and observations, the SMS Review Team shall validate the information for selected SMS elements by comparing the organization against the SMS expectations. Team leaders are responsible for documenting observations and any supporting evidence;
- b) **Comparison of on-site observations to documentation review:** The SMS Review Team shall compare the observations collected on-site to the documentation of SMS elements previously reviewed;
- c) **Discrepancies:** All discrepancies observed by inspectors shall be recorded. The SMS Review Team shall ensure that they clearly define the problem areas and document the fact that observations from the documentation review and the on-site review were not compatible; and
- d) **Acceptance of the documentation corrections:** The SMS Review Team shall review any corrections to the applicant's documented policies, processes and procedures resulting from the on-site review and verify that the revised documentation meets SMS requirements.

2.4 CONCLUSION OF THE SMS ACCEPTANCE EXERCISE

Once the on-site review has been completed satisfactorily, the team leader shall sign the SMS Review Guide. This does not constitute an acceptance of the referenced documentation, but rather indicates that all available company documentation was validated on site and the SMS portion of the organization is acceptable for initial certification of the air operator, CAMO and AMO.

2.5 SMS ASSESSMENT

Twelve months following initial certification the new organization shall undergo a full SMS assessment using the assessment procedures contained in **Appendix 30** of this volume.

2.6 PROCEDURE FOR VERIFICATION OF AN SMS MANUAL

The inspector shall follow the procedure as mentioned in **Appendix 30 (Procedure for the verification of an SMS manual)** when evaluating an operator's SMS manual. The Appendix provides detailed guidance on a systematic approach that helps the inspector to complete the form numbered **FOD-FORM-CL-212** as well as **Attachment B SMS Review Guide – Acceptance of this Volume**.

2.7 PROCEDURE FOR VERIFICATION OF AN SMS IMPLEMENTATION PLAN

The inspector shall follow the procedure as mentioned in **Appendix 31 (Procedure for the verification of an SMS implementation plan)** when evaluating an operator's SMS



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

implementation plans. The appendix provides detailed guidance on a systematic approach that helps the inspector to complete the form numbered **FOD-FORM-CL-213** as well as **Attachment B SMS Review Guide – Acceptance** of this Volume.



Attachment B

SMS REVIEW GUIDE — ACCEPTANCE

Instructions:

1. Air operators, CAMO and AMO are to complete Part A.
2. Lines that are shaded do not need to be completed. Those questions will be checked by the inspectors during on-site acceptance review of the SMS.
3. Once Part A is completed, inspectors will review the information provided by the air operator, CAMO and AMO and complete Part B.
4. The completed review guide will be used by inspectors to plan the on-site acceptance review of the SMS.

No.	EXPECTATIONS	PART A <i>(TO BE COMPLETED BY COMPANY)</i>		PART B <i>(TO BE COMPLETED BY CAA NEPAL)</i>	
		Document reference	Company comment	CAA Nepal Comment	FOD & AWID Inspector Sign.
	Components and elements				
Component 1 — SAFETY POLICY AND OBJECTIVES					
Element 1.1 — Management commitment and responsibility					
Reference: (CAR-19 Appendix-2 Para 1.1; NCAR Part-145 Appendix-V & NCAR Part-M Appendix-XIV)					
1	Is there a safety policy in place?				
2	Does the safety policy reflect senior management commitments regarding safety management?				
3	The safety policy is appropriate to the size, nature and complexity of the organization.				
4	The safety policy is relevant to aviation safety.				
5	Is the safety policy signed by the Accountable Executive?				
6	Is the safety policy communicated, with visible endorsement, throughout the [organization]?				
7	Is the safety policy periodically reviewed to ensure it remains relevant and appropriate to the [organization]?				
Element 1.2 — Safety accountabilities					
Reference: (CAR-19 Appendix-2 Para 1.2; NCAR Part-145 Appendix-V & NCAR Part-M Appendix-XIV)					
1	Has the [organization] identified an Accountable Executive who, irrespective of other functions, shall have ultimate responsibility and accountability, on behalf of the [organization], for the implementation and maintenance of the SMS?				
2	Does the Accountable Executive have full control of the financial and human resources required for the operations authorized to be conducted under the operations certificate?				
3	Does the Accountable Executive have final authority over all aviation activities of his organization?				
4	Has the organization identified and documented the safety accountabilities of management as well as operational personnel with respect to the SMS?				
5	Is there a safety committee or review board for the purpose of reviewing SMS and safety performance?				
6	Is the safety committee chaired by the Accountable Executive or by an appropriately assigned deputy, duly substantiated in the SMS manual?				
7	Does the safety committee include relevant operational or departmental heads as applicable?				



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

No.	EXPECTATIONS	PART A (TO BE COMPLETED BY COMPANY)		PART B (TO BE COMPLETED BY CAA NEPAL)	
		Document reference	Company comment	CAA Nepal Comment	FOD & AWID Inspector Sign.
		Components and elements			
8	Are there safety action groups that work in conjunction with the safety committee? (large/complex organizations as appropriate)				
Element 1.3 — Appointment of key safety personnel Reference: (CAR-19 Appendix-2 Para 1.3; NCAR Part-145 Appendix-V & NCAR Part-M Appendix-XIV)					
1	Has the organization appointed a qualified person to manage and oversee the day-to-day operation of the SMS?				
2	Does the qualified person have direct access or reporting to the Accountable Executive concerning the implementation and operation of the SMS?				
3	The manager responsible for administering the SMS does not hold other responsibilities that may conflict or impair his role as SMS manager.				
4	The SMS Manager is a senior management position not lower than or subservient to other operational or production positions				
Element 1.4 — Coordination of emergency response planning Reference: (CAR-19 Appendix-2 Para 1.4; NCAR Part-145 Appendix-V & NCAR Part-M Appendix-XIV)					
1	Does the [organization] have an emergency response/contingency plan appropriate to the size, nature and complexity of the organization?				
2	Does the Emergency/Contingency plan address all possible or likely emergency/crisis scenarios relating to the organization's aviation product or service deliveries?				
3	Does the ERP include procedures for the continuing safe production, delivery or support of its aviation products or services during such emergencies or contingencies?				
4	Is there a plan and record for drills or exercises with respect to the ERP?				
5	Does the ERP address necessary coordination of its emergency response/contingency procedures with the emergency/response contingency procedures of other organizations where applicable?				
6	Does the [organization] have a process to distribute and communicate the ERP to all relevant personnel, including relevant external organizations?				
7	Is there a procedure for periodic review of the ERP to ensure its continuing relevance and effectiveness?				
Element 1.5 — SMS documentation Reference: (CAR-19 Appendix-2 Para 1.5; NCAR Part-145 Appendix-V & NCAR Part-M Appendix-XIV)					
1	There is a top level SMS summary or exposition document which is approved by the Accountable Manager and accepted by the CAA Nepal.				
2	Does the SMS documentation address the organization's SMS and its associated components and elements?				
3	Is the organization's SMS framework in alignment to the regulatory SMS framework?				
4	Does the organization maintain a record of relevant supporting documentation pertinent to the implementation and operation of the SMS?				



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

No.	EXPECTATIONS	PART A (TO BE COMPLETED BY COMPANY)		PART B (TO BE COMPLETED BY CAA NEPAL)	
		Document reference	Company comment	CAA Nepal Comment	FOD & AWID Inspector Sign.
		Components and elements			
5	Does the organization have a SMS implementation plan to establish its SMS implementation process, including specific tasks and their relevant implementation milestones?				
6	Does the SMS implementation plan address the coordination between the service provider's SMS and the SMS of external organizations where applicable?				
7	Is the SMS implementation plan endorsed by the Accountable Executive?				
Component 2 — SAFETY RISK MANAGEMENT					
Element 2.1 — Hazard identification					
Reference: (CAR-19 Appendix-2 Para 2.1; NCAR Part-145 Appendix-V & NCAR Part-M Appendix-XIV)					
1	There is a process for voluntary hazards/threats reporting by all employees.				
2	Is the voluntary hazard/threats reporting simple, available to all personnel involved in safety-related duties and commensurate with the size of the service provider?				
3	Does the [organization's] SDCPS include procedures for incident/accident reporting by operational or production personnel?				
4	Is incident/accident reporting simple, accessible to all personnel involved in safety-related duties and commensurate with the size of the service provider?				
5	Does the [organization] have procedures for investigation of all reported incident/accidents?				
6	Are there procedures to ensure that hazards/threats identified or uncovered during incident/accident investigation processes are appropriately accounted for and integrated into the organization's hazard collection and risk mitigation procedure?				
7	Are there procedures to review hazards/threats from relevant industry reports for follow up actions or risk evaluation where applicable?				
Element 2.2 — Safety risk assessment and mitigation					
Reference: (CAR-19 Appendix-2 Para 2.2; NCAR Part-145 Appendix-V & NCAR Part-M Appendix-XIV)					
1	Is there a documented hazard identification and risk mitigation (HIRM) procedure involving the use of objective risk analysis tools.				
2	Are the risk assessment reports approved by departmental managers or higher level where appropriate?				
3	Is there a procedure for periodic review of existing risk mitigation records?				
4	Is there a procedure to account for mitigation actions whenever unacceptable risk levels are identified?				
5	Is there a procedure to prioritize identified hazards for risk mitigation actions?				
6	Is there a programme for systematic and progressive HIRM performance of all aviation safety-related operations/ processes/ facilities/ equipment as identified by the organization?				



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

No.	EXPECTATIONS	PART A (TO BE COMPLETED BY COMPANY)		PART B (TO BE COMPLETED BY CAA NEPAL)	
		Document reference	Company comment	CAA Nepal Comment	FOD & AWID Inspector Sign.
		Components and elements			
Component 3 — SAFETY ASSURANCE					
Element 3.1 — Safety performance monitoring and measurement					
Reference: (CAR-19 Appendix-2 Para 3.1; NCAR Part-145 Appendix-V & NCAR Part-M Appendix-XIV)					
1	Are there identified safety performance indicators for measuring and monitoring safety performance of the organization's aviation activities?				
2	Are safety performance indicators relevant to the organization's safety policy as well as management's high-level safety objectives/ goals?				
3	Do the safety performance indicators include alert/target settings to define unacceptable performance regions and planned improvement goals?				
4	Is the setting of alert levels or out of control criteria based on objective safety metrics principles?				
5	Do the safety performance indicators include quantitative monitoring of high consequence safety outcomes (e.g., accident and serious incident rates) as well as lower consequence events (e.g. rate of non-compliance, deviations)?				
6	Are safety performance indicators and their associated performance settings developed in consultation with, and subject to the aviation authority's agreement?				
7	Is there a procedure for corrective or follow-up action to be taken when targets are not achieved and alert levels are exceeded/ breached?				
8	Are the safety performance indicators periodically reviewed?				
Element 3.2 — The management of change					
Reference: (CAR-19 Appendix-2 Para 3.2; NCAR Part-145 Appendix-V & NCAR Part-M Appendix-XIV)					
1	Is there a procedure for review of relevant existing aviation safety related facilities and equipment (including any HIRM records) whenever there are pertinent changes to those facilities or equipment?				
2	Is there a procedure for review of relevant existing aviation safety related operations and processes (including any HIRM records) whenever there are pertinent changes to those operations or processes?				
3	Is there a procedure for review of new aviation safety related operations and processes for hazards/risks before they are commissioned?				
4	Is there a procedure for review of relevant existing facilities, equipment, operations or processes (including any HIRM records) whenever there are pertinent changes external to the organization such as regulatory/industry standards, best practices or technology?				
Element 3.3 — Continuous improvement of the SMS					
Reference: (CAR-19 Appendix-2 Para 3.3; NCAR Part-145 Appendix-V & NCAR Part-M Appendix-XIV)					
1	Is there a procedure for periodic internal audit/assessment of the SMS?				



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

No.	EXPECTATIONS	PART A (TO BE COMPLETED BY COMPANY)		PART B (TO BE COMPLETED BY CAA NEPAL)	
		Document reference	Company comment	CAA Nepal Comment	FOD & AWID Inspector Sign.
		Components and elements			
2	Is there a current internal SMS audit/assessment plan?				
3	Does the SMS audit plan include the sampling of completed/existing safety risk assessments?				
4	Does the SMS audit plan include the sampling of safety performance indicators for data currency and their target/alert settings performance?				
5	Does the SMS audit plan cover the SMS interface with sub-contractors or customers where applicable?				
6	There is a process for SMS audit/ assessment reports to be submitted or highlighted for the Accountable Manager's attention where appropriate.				
Component 4 – SAFETY PROMOTION					
Element 4.1 – Training and education					
Reference: (CAR-19 Appendix-2 Para 4.1; NCAR Part-145 Appendix-V & NCAR Part-M Appendix-XIV)					
1	Is there a program to provide SMS training/familiarization to personnel involved in the implementation or operation of the SMS?				
2	Has the Accountable Executive undergone appropriate SMS familiarization, briefing or training?				
3	Are personnel involved in conducting risk mitigation provided with appropriate risk management training or familiarization?				
4	Is there evidence of organization-wide SMS education or awareness efforts?				
Element 4.2 – Safety communication					
Reference: (CAR-19 Appendix-2 Para 4.2; NCAR Part-145 Appendix-V & NCAR Part-M Appendix-XIV)					
1	Does the organization participate in safety information sharing with relevant external industry product and service providers or organizations, including the relevant aviation regulatory organizations?				
2	There is evidence of a safety (SMS) publication, circular or channel for communicating safety (SMS) matters to employees.				
3	Are the organization's SMS manual and related guidance materials accessible or disseminated to all relevant personnel? [4.3.12; 4.5.4]				

On-site Review

1. The on-site review is to validate observations from the documentation review exercise. This includes deficiencies in the submitted documentation, as well as verifying that the documented policies, processes and procedures are in place and available for immediate use when the applicants request for certification is granted.

2. Deficiencies noted by the review team will be rectified by the air operators, CAMO and AMO prior to acceptance of the SMS.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

Company documentation was validated on site and the SMS portion of the organization is acceptable for initial certification of the air operator, CAMO and AMO.

SMS Reviewed by,

FOD Inspector

Date:

AWID Inspector

Date:



3 APPROVAL OF MINIMUM EQUIPMENT LISTS (MEL) AND CONFIGURATION DEVIATION LISTS (CDL)

3.1 GENERAL

3.1.1 Background

3.1.1.1 MEL procedures were developed to allow the continued operation of an aircraft with specific items of equipment inoperative under certain circumstances. For particular situations, an acceptable level of safety can be maintained with specific items of equipment inoperative for a limited period of time, until repairs can be made.

3.1.1.2 The Flight Operations Inspector (FOI) is the primary CAA Nepal official responsible for the overall process of administering, evaluating, and approving an operator's MEL. It is essential that the FOI works closely with the airworthiness inspector (AWI) and other individuals or groups involved in this process.

3.1.2 Definitions

3.1.2.1 The following definitions are used throughout this chapter:

MMEL review board: In conjunction with the certification of each new type of aircraft, a board should be established to develop and maintain the MMEL for the aircraft and additional models of that aircraft developed in the future. The board is an advisory body to the State of Design and should have representation from the flight operations and airworthiness organizations within the State of Design, as well as from the organization responsible for the type design and air operators.

Note — *specific name utilized for the review board will vary amongst the different States of Design but the function is essentially the same.*

Aircraft flight manual (AFM): A manual, associated with the certificate of airworthiness, containing limitations within which the aircraft rotorcraft is to be considered airworthy and instructions and information necessary to the flight crew members for the safe operation of the aircraft.

Note — *The State of Registry may either validate the AFM or approve its own which could be different due to differences in its airworthiness requirements. The AFM should not be less restrictive than the one approved by the State of Design.*

Aircraft maintenance manual (AMM): The AMM is the source document for aircraft maintenance procedures. The term AMM can apply to either an aeroplane or a rotorcraft manual. The AMM is developed as part of the aircraft certification process.

Air Transport Association of America (ATA) Specification 100: ATA Specification 100, Manufacturer's Technical Data, is an international industry numbering standard developed to identify systems and components on different aircraft in the same format and manner.

Configuration deviation list (CDL): A list established by the organization responsible for the type design with the approval of the State of Design which identifies any external parts of an aircraft type which may be missing at the commencement of a flight, and which contains, where necessary, any information on associated operating limitations and performance.

Inoperative: Inoperative means that a system or component has malfunctioned to the extent that it does not accomplish its intended purpose and/or is not consistently functioning normally within its approved operating limits or tolerances.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

Master minimum equipment list (MMEL): A list established for a particular aircraft type by the organization responsible for the type design with the approval of the State of Design containing items, one or more of which is permitted to be unserviceable at the commencement of a flight. The MMEL may be associated with special operating conditions, limitations or procedures.

Note — *The State of Registry may either validate the MMEL or approve its own which could be different due to differences in its airworthiness requirements. These documents should not be less restrictive than the one approved by the State of Design.*

Minimum equipment list (MEL): A list which provides for the operation of aircraft, subject to specified conditions, with particular equipment inoperative, prepared by an operator in conformity with, or more restrictive than, the MMEL established for the aircraft type.

Note — *The MEL is derived from the MMEL and is applicable to an individual operator. The operator's MEL takes into consideration the operator's particular aircraft configuration, operational procedures and conditions. When approved and authorized for use, the MEL permits operation of the aircraft under specified conditions with certain inoperative equipment.*

3.1.3 Purpose of MEL

3.1.3.1 FOR-A para 6.1.3; FOR-H Sec. 2 para 4.1.3 and NCAR Chapter E.8 permit the authorization of an MEL in that compliance with all the aircraft equipment requirements is not necessary in the interest of safety for a particular operation. Through the use of appropriate conditions or limitations, the MEL provides for improved scheduled reliability and aircraft utilization with an equivalent level of safety. This process is possible because of the installation of additional and redundant instruments, equipment and/or systems in present transport aircraft. Without an approved MEL, inoperative equipment would ground the aircraft until repair or replacement of the non-functioning equipment. An MEL is for a specific make and model of aircraft and is approved by a letter from the CAA Nepal authorising its use by the operator.

3.1.4 Items listed on the MEL

3.1.4.1 Categories of items: There are three categories of items that may be contained in the operator's MEL:

- a) **MMEL items:** The MEL will list all of the items for which the operator seeks relief and that are appropriate for its operation. The operator, by not listing at its discretion certain items in its MEL, may be more restrictive than permitted by the MMEL;
- b) **passenger convenience items:** The passenger convenience items, as contained in the operator's approved MEL, are those related to passenger convenience, comfort or entertainment such as, but not limited to, galley equipment, movie equipment, in-flight phones, ashtrays, stereo equipment, and overhead reading lamps. It is incumbent on the operator and the FOI/AWI to develop procedures to ensure that those inoperative passenger convenience items are not used. Passenger convenience items do not have fixed repair intervals. Items addressed elsewhere in the MMEL shall not be authorized relief as a passenger convenience item. "M" and "O" procedures may be required and shall be developed by the operator, approved by the FOI/AWI, and included in the air operator's appropriate document; and
- c) **administrative control items:** An operator may use an MEL as a comprehensive document to control items for administrative purposes. In such cases, the operator's MEL may include items not listed in the MMEL; however, relief may not be granted for these items unless conditions and limitations are contained in approved documents other than the MMEL or meet the regulatory requirements of CAA Nepal. Examples of items considered to be administrative control items would be cockpit procedure cards, medical kits, delaminated windshields and life vests.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

3.1.5 Timely repair of items that are inoperative

- a) **Operator's responsibility:** The MEL is intended to permit the operation of an aircraft with certain inoperative items for a limited period of time until repairs can be accomplished. The operator is responsible for establishing a controlled and effective repair programme.
- b) **Repair interval:** Operators must make repairs within the time period specified by the MEL. Although the MEL might permit multiple days of operation with certain inoperative equipment, operators must repair the affected item as soon as possible.
- c) **Day of discovery:** The day of discovery is the calendar day an equipment malfunction was recorded in the aeroplane technical log or record. This day is excluded from the calendar days or flight days specified in the MMEL for the repair of an inoperative item of equipment. This provision is applicable to all MMEL items such as categories "A", "B", "C" and "D". The operator and the FOI must establish a reference time in which the calendar day or flight day begins and ends 24 hours later. This reference time is established to ensure compliance with timely repair of equipment and items.
- d) **MMEL definitions:** More than one set of MMEL definitions exist due to years of evolving changes during which not all MMELs have been updated to the latest revision of the definitions. However, only the most up-to-date set of definitions may be used with a specific MMEL. Only certain portions of the latest definitions may be appropriate for a specific air operator's MEL.
- e) **Continuing authorizations:** Approval of an MEL authorizes an operator to use a continuing authorization to approve extensions to the maximum repair interval for category "B" and "C" items, provided the CAA Nepal is notified within 24 hours of the operator's exercise of extension authority. The certificate holder is not authorised to extend the maximum repair time for category "A" items, as specified in the approved MEL. Misuse of the continuing authorization may result in the CAA Nepal removing the operator's authority to use an MEL.

3.1.6 Record keeping

When an item of equipment becomes inoperative, the operator must report it by making an entry in the aircraft technical log, as prescribed by NCAR M.A.306.

3.1.7 Multiple items that are inoperative

Individual MEL requirements are designed to provide coverage for single failures en-route. When operating with multiple inoperative items, the operator shall consider the interrelationships between those items and the effect on aircraft operation and crew workload, including consideration of a single additional failure occurring en-route.

3.1.8 Fleet approval

An operator who has a single MEL for multiple aircraft may reflect equipment in its MEL that is not installed on all aircraft in its fleet. In this case, the item's title in the operator's MEL need not reference any specific aeroplane identification (usually Registration Number) unless the operator determines that there is need to do so.

3.1.9 Access to MEL

FOR-A and FOR-H requires that the MEL (if applicable) is carried aboard the aircraft or that the flight crew have direct access to the MEL information prior to flight. Other means of direct access require approval.

3.1.10 Conflict with other documents approved by the CAA Nepal

The MEL may not conflict with other documents approved by CAA Nepal approved flight manual limitations and Airworthiness Directives. The operator's MEL may be more restrictive than the MMEL, but under no circumstances may the operator's MEL be less restrictive.



3.1.11 Acceptable sources of MMELs

- a) **Source MMELs policy:** CAA Nepal shall accept MMELs approved by the regulatory authority of the State of Aircraft Design as published. Operators are to incorporate source MMEL amendments as soon as they are available. CAA Nepal is to be informed immediately of subsequent amendment. In addition, CAA Nepal shall establish a system to be notified by the manufacture or State of Design of any amendment to a MMEL. The amendment to an operator MEL is to be submitted to CAA Nepal for approval prior to usage.
- b) **Third country MMEL:** CAA Nepal will not normally accept a MMEL produced by a third country (an example would be a U.S. MMEL for a European aircraft). However, exceptions may be made, particularly for older aircraft, if no other source is available or to enable for an air operator to have a consistent relief for different aircraft types.

3.2 MEL APPROVAL PROCESS

3.2.1 General

This section contains specific direction, guidance, and procedures to be used by operations and airworthiness inspectors when evaluating and approving MELs. The operator's MEL is developed by the operator from the appropriate MMEL, then approved by the CAA Nepal. The approval process for an MEL follows the general process for approval or acceptance.

3.2.2 MEL acceptability

The general criteria for MEL acceptability are as follows:

- a) **Equally or more restrictive:** The operator's MEL must not be less restrictive than the MMEL, FOR, NCAR, operations specifications, the approved flight manual limitations, certification maintenance procedures, or airworthiness directives (AD).
- b) **Appropriate:** The MEL must be appropriate to the individual aircraft make and model.
- c) **Specific:** The operator's operations ("O") and maintenance ("M") procedures must be specific to the aircraft and the operations conducted.
- d) **Applicability:** An MEL shall be applicable for the Nepalese CARs under which the operator is certificated.

3.2.3 Initial phase of MEL approval

- a) **Phase overview:** In this phase of the MEL approval process, the operator shall consult with the operations inspector (FOI) regarding requirements for either developing an MEL or for revising an existing MEL. The FOI shall consult with and seek the participation of the airworthiness inspector (AWI) during the entire approval process. During the review of the "O" and "M" procedures, the FOI, AWI may consult with the State which approved the type design as necessary concerning specific procedures.
- b) **Operator familiarization:** In phase one of the MEL approval process, the FOI shall determine the scope of the task, based on the operator's experience with MELs. FOIs shall adapt the discussion to fit the operator's needs and experience, and shall provide advice and guidance to the operator as necessary. FOIs must ensure that the operator clearly understands that MEL document preparation is solely the operator's responsibility.
- c) **Required document submittal:** FOIs shall advise the operator that, for an MEL to be approved, the following documents must be submitted:
 - 1) the proposed MEL or MEL changes;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- 2) necessary “O” and “M” procedures, which may be based on the aircraft manufacturer’s recommended procedures, supplemental type certificate (STC) modifier’s procedures, or equivalent operator procedures;
- 3) a description of the MEL management programme and its procedures as required by the operations manual, unless an MEL management programme is already in place; and
- 4) any required guidance material developed by the operator, such as training material, guidance, and deferral procedures for both maintenance and operations personnel.

Note — *Several manufacturers have produced manuals of recommended procedures for operating with inoperative equipment. When a manufacturer’s recommended procedures exist, operators may use them or may develop alternate procedures. When contract services are used to develop the operator’s MEL along with acceptable “O” and “M” procedures, the operations and maintenances shall review the “O” and “M” procedures in light of the type of operations being conducted and shall ensure the acceptability of the procedures. The inspectors shall ensure that the developed MEL procedures can be adequately implemented by the operator.*

- d) **Materials provided to the operator:** Operators shall obtain a copy of an MMEL for a specific aircraft in either hard copy or electronic format, along with appropriate guidance material, from the manufacturer.
- e) **Document form:** The operator may submit MEL draft documents to the CAA Nepal either on hard copy (printed on paper) or on computer disk, as mutually agreed upon between the operator and the FOI. The operator and the FOI shall discuss the techniques that will be used for revising and editing the proposed document. It is important that the operator understand that when the process is complete, the final proposed MEL must be submitted on paper unless otherwise approved by the CAA Nepal.
- f) **MEL format:** The MMEL format has been standardized to facilitate the development, revision, and approval of both master and operator documents. While the master document contains eight total sections, six of these sections are considered basic for MEL development and shall be included in each operator’s MEL.
- g) **Generic single engine MMELs:** A generic MMEL for single engine aircraft may have been developed and published by the State of Design. This MMEL is applicable to all single engine aeroplanes and single engine helicopters for which a specific MMEL has not been issued. When an operator is approved to use this generic MMEL, and a specific MMEL for the individual aircraft type is subsequently issued, the operator’s MEL must be revised within the specified time frame to conform to the specific MMEL.

3.2.4 Final phase of MEL approval process

- a) **Phase overview:** The final phase begins when the operator formally submits the proposed MEL or MEL changes to the FOI. The FOI and the AWI shall initially review the operator’s submittal to verify that it is complete, contains the required elements, and is detailed enough to permit a thorough evaluation of the MEL.
- b) **Unacceptable submittal:** If the FOI or AWI finds the proposed MEL package to be incomplete or unacceptable at this time or at any other juncture in the approval process, the FOI shall contact the operator. If a mutually acceptable correction cannot be immediately agreed upon, the entire package must be immediately returned to the operator, or its representative, along with an explanation of the problems found within the documents.
- c) **Acceptable submittal:** If the FOI or AWI finds the proposed MEL package to be complete and to contain the required information in an acceptable format, the detailed analysis begins. During this analysis, the FOI shall continue to coordinate with the AWI to perform a detailed examination of the proposed MEL document and other supporting documents and procedures. If the operator does not currently have an MEL programme, its MEL



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

management programme must also be reviewed for acceptability. Inspectors shall examine the technical content and quality of the proposed MEL document and other supporting documents and procedures as follows:

- 1) **timely review:** Inspectors shall promptly address all deficiencies and notify the operator of any discrepancies or outstanding issues. The FOI/AWI and the operator may informally coordinate by telephone to clarify minor discrepancies or misunderstandings;
- 2) **reference material:** Inspectors shall use the MMEL and this manual as the primary reference document when reviewing and approving the MEL. In addition, inspectors shall use the following references:
 - i) related CAA Nepal requirements;
 - ii) advisory circulars/ guidance materials;
 - iii) approved flight manual;
 - iv) operator's operations specification;
 - v) operator's manuals; and
 - vi) other information provided by the State of Design or State of Manufacture as applicable.
- d) **MEL evaluation:** Inspectors shall compare the operator's MEL changes against the corresponding items in the current MMEL for the specific aircraft type. In addition, inspectors shall verify that the operator's MEL contains the following sections:
 1. **cover page:** The MEL cover page contains the operator's name and the make and model of the aircraft to which the MEL applies;
 2. **table of contents:** The table of contents contains a list of all of the pages in the MEL by title and the corresponding page identification (usually a page number);
 3. **log of revisions:** The log contains the revision identification (usually a number) and date of the revision. It may also contain a list of the revised pages, a block for the initials of the person posting the change and additional enhancements for use by the operator;
 4. **preamble:** The standard MMEL preamble section must be reproduced word for word in each MEL without modification;
 5. **definitions:** The standard MMEL definitions section must be reproduced word for word in each MEL without modification; and
 6. **control page:** The control page is used as a method for keeping track of the status of the MEL and includes a record of the revision status or the date of each page of the operator's MEL. It will also be used as a means of conveying CAA Nepal approval of the MEL. The control page is also referred to as the "List of Effective Pages".
- e) **Minimum contents:** At a minimum, the control page must contain the following:
 - 1) the operator's name;
 - 2) a listing of all of the pages in the MEL (including the date of each page and its page number or revision number);
 - 3) the MMEL revision number on which the MEL is based;
 - 4) a signature block containing space for signature of the FOI;
 - 5) **optional contents.** The operator may include additional information on the control page to provide flexibility and additional approval functions; and



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

6. *highlights of change page (optional)*. This page contains a synopsis of the changes made by the operator in each revision.
- f) **Additional Items:** The operator may include additional information sections in excess of the six sections.
- 1) **Individual Air Transport Association of America (ATA) system page evaluation:** These pages contain a list of individual items of equipment in the aircraft together with provisions for the operation of the aircraft when the items are inoperative. The reviewing inspector shall examine the individual ATA system pages, ensuring that the MEL is at least as restrictive as the MMEL and that operator's procedures are adequate and appropriate. The inspector shall also examine the material contained on these pages for conflict with any CAA Nepal requirements, with the approved flight manual emergency procedures and limitations, and with the operator's operations specification. The following elements are included:
 - i) **the ATA numbering system:** Operators shall use the standard ATA numbering system, similar to the manner used in the MMEL, for numbering individual pages in this section. An example of this numbering system would be the communications page: the first page would be 23-1; the second page would be 23-2'.
 - ii) **individual items of equipment:** The MMEL contains listed items of installed equipment that may be inoperative.
 - 2) **MMEL items not listed on the operator's MEL:** If items listed on the MMEL are not listed on the MEL there is no relief.
 - 3) **MMEL items listed on the operator's MEL:** Each piece of equipment that is installed on the aircraft and that is contained in the MMEL, for which the operator seeks relief and that is appropriate for its operation, shall be listed on the appropriate page of the operator's MEL within the associated ATA system. The operator may be more restrictive than permitted by the MMEL by not listing certain items in its MEL. Each item title on the operator's MEL will generally be entered exactly as it is shown on the MMEL. Exceptions include the following:
 - i) when the MMEL uses a generic term to address equipment that serves a similar function when various operators use different names for that equipment; or
 - ii) when the MMEL lists functions rather than individual pieces of equipment within that category such as "navigation equipment" or "communications equipment". In such cases, the MEL must contain a list of the individual equipment items or systems within that category that are actually installed on the aircraft such as "VHF communications transceivers". When items of this type consist of several components of a system, the item may be listed as a complete system such as "VOR navigation system", consisting of a VOR navigation receiver and its associated indicator. The inspector shall ensure that the operator has not listed inappropriate items or items that are listed individually elsewhere in the MMEL. However, the FOI is authorized to approve generic MMEL relief for navigation or communication equipment that is appropriate such as ILS, VOR, VHF, HF and GPS.
 - 4) **Items listed on the MMEL but not installed on the operator's aircraft:** The FOI may follow several acceptable methods of dealing with an item of equipment being listed on the MMEL but not installed on the operator's aircraft. One method is to simply omit the item from the MEL altogether, renumbering individual items within an ATA category as necessary to provide proper continuity. (It should be noted that individual item numbers on a page are not necessarily ATA code numbers but are simply sequential item numbers within an ATA category.) Another method is to list the item as shown on the MMEL and to show the number installed as zero. In this case, the "number required for dispatch" would also be zero, and the remark "not installed"



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

may be noted under “remarks and exceptions”; repair category designators should be omitted.

- 5) **Triple asterisk symbol (***)**: The triple asterisk symbol is used in an MMEL to indicate that an item is not installed on some models of the aircraft. Operators shall not produce or use this symbol in the MEL.
- 6) **Repair category**: Each item of equipment listed in the operator’s MEL, except for administrative control items and passenger convenience items, must include the repair category designator for that item as shown on the MMEL. These designators, categorized as “A”, “B”, “C” or “D” indicate the maximum time that an item may remain inoperative before repair is made. The actual repair categories corresponding to these letters are provided in the “notes and definitions” section of the MMEL. The operator may choose to adopt a more restrictive repair category than the one shown on the MMEL, but may not relax the requirement. Components or subsystems of items categorized in the MMEL, such as items of communications or navigation equipment that are not listed individually in the MMEL, must retain the repair category shown on the MMEL when listed as separate items on the MEL.
- 7) **Passenger convenience items**: Passenger convenience items relate to the convenience, comfort and entertainment of passengers and must never affect the airworthiness of the aircraft. These items do not carry a specific repair category; however, the operator shall make repairs to convenience items within a reasonable time frame. Normally, the operator lists these items individually in ATA Chapters 25 and 38. Passenger convenience items may be included elsewhere in the MEL if clearly identified as passenger convenience items. FOIs shall review the proposed MEL to decide which passenger convenience items are components of an item appearing in the MMEL. When listing passenger convenience items on the MEL, the operator must list each item for which the operator wishes relief. Passenger convenience items also apply to cargo aeroplanes, as appropriate.
- 8) **Administrative control items**: “Administrative control item” means an item listed by the operator in the MEL for tracking and informational purposes. It may be added to an operator’s MEL by approval of the FOI, provided no relief is granted or provided conditions and limitations are contained in an approved document (such as structural repair manual or airworthiness directive). Examples of items that could be considered administrative control items are cockpit procedure cards, medical kits and life vests. These items should appear in the appropriate ATA chapter and would not have a repair category. When the operator chooses this course of action, the FOI must examine each proposed administrative control item on the operator’s proposed MEL to ensure that the following conditions are met:
 - i) no item is included as an administrative control item if it is included elsewhere in the MMEL;
 - ii) administrative items are not included as a subsystem of items listed in the MMEL;
 - iii) administrative items are not granted relief in the MEL unless the release conditions or limitations are contained in another approved document.
- 9) **Number of items installed**: The MEL will normally contain the actual number of items of particular equipment installed on the aircraft. This number may be either greater or less than the number shown on the MMEL. The MMEL shows the number of items installed as the number of those items normally installed on a particular aircraft type. Individual aircraft operated by an operator may have a different number of items. Frequently, the MMEL shows a dash in the “number installed” column. This dash indicates that variable quantities of these items are usually installed on the aircraft. If the operator has an MEL for a single aircraft or identical aircraft, the actual number of these items on the particular aircraft must be listed in the MEL. If the operator has an MEL for multiple aircraft, and the equipment is not installed on all aircraft or there



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

is a variable quantity between aircraft, the operator's MEL will not reference specific aircraft identifications; the "number installed" column may contain a dash.

10) Number of items required for dispatch: Normally, the number of items required for dispatch is determined by the State of aircraft design and may be modified in the MEL in only two cases:

- i) when the item is not installed on the aircraft, in which case a zero may be shown as the number required for dispatch; and
- ii) when the item is shown in the MMEL as being a variable number required for dispatch

Note — *In this case, the reviewing inspector shall ascertain that the operator has made a determination as to the number required for dispatch. There can be several factors that establish this number. In some cases, it is determined by a reference to specific requirements listed in the "remarks or exceptions" column of the MMEL. An example would be cabin lights. In this case, the MMEL may show a variable number installed while the "remarks or exceptions" column might state that 50 per cent of those items be operable. The number required for dispatch would therefore be 50 per cent of the number of lights determined to be actually installed on the individual aircraft. Another case where the MMEL may show a variable number required for dispatch is when the "remarks or exceptions" column of the MMEL contains the statement "as required by regulation". In this case, the number is the minimum quantity of these items that must be installed for operations under the CAA Nepal requirements.*

11) "Remarks or exceptions": Certain items demand specific relief developed by the operator as authorized through operations specifications, area of operation and CAA Nepal requirements. "As required by regulation" is an example of this type of relief.

12) Other items: Other items in which relief has been specifically written to reflect actions or restrictions to the operation may be changed only when, the State which approved the aircraft design makes a change to the MMEL. Generally, they contain "O" and "M" procedures in which the operator develops its company procedures to comply with the MEL.

13) Evaluation of associated documentation: The inspector shall evaluate the supporting documentation submitted by the operator to ensure that it is complete and appropriate.

- i) *The operator's manual.* Inspectors shall evaluate the operator's manual to ensure that it contains adequate guidance for the operator's personnel in conducting operations using the MEL. Generally, if the operator does not presently have an MEL programme, the applicable portions of its manual and other guidance material shall be submitted at the time the MEL is submitted for initial review. When evaluating the operator's manual, inspectors shall ensure procedures for documenting inoperative equipment (in the aircraft technical log) and any required maintenance procedures are clear. At a minimum, provisions for recording the following items shall be developed:
 - an identification of the item of equipment involved;
 - a description of the nature of the malfunction;
 - an identification of the person making the entry; and
 - the MEL item number for the equipment involved.

14) Flight crew notification: The operator shall establish procedures for advising the pilot-in-command (PIC) of inoperative items and required procedures such as affixing placards, alternate operating procedures and instructions for the isolation of malfunctions. The PIC and the operator are both responsible for ensuring that flights



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

are not dispatched or released until all of the requirements of the “O” and “M” procedures have been met.

- 15) Flight restrictions:** The operator shall establish procedures to ensure that dispatch or other operational control personnel, as well as the flight crew, are notified of any flight restrictions required when operating with an item of equipment that is inoperative. These restrictions may involve maximum altitudes, limitations for the use of ground facilities, weight limitations or a number of other factors.
- 16) Training programme material:** Inspectors shall ensure that the operator’s flight and ground personnel training programmes contain adequate instruction for MEL use.
- 17) MEL management programme:** The FOI shall co-ordinate closely with both the AWI and the operator on the MEL management programme. Operators must develop an MEL management programme as a comprehensive means of controlling the repair of items listed in the approved MEL. Operators must include a description of the programme in their Continuing Airworthiness Management Exposition. The MEL management plan must include the following:
- i) a method for tracking the date and time of deferral and repair;
 - ii) the procedures for controlling extensions to maximum repair categories;
 - iii) a plan for co-ordinating parts, maintenance, personnel and aircraft at a specific time and place for repair;
 - iv) a review of items deferred due to unavailability of parts;
 - v) the specific duties and responsibilities of the managers of the MEL management programme, listed by job title.

g) Terms and conditions of relief: This section contains the terms and conditions of relief granted to an operator for operating the aircraft with items of installed equipment that are inoperative. The operator must state the terms and conditions under which operations may be conducted with inoperative items for the operator’s particular organization and aircraft. The reviewing inspector must address the following elements of this section:

- 1) standard phraseology:** When reviewing the MEL, inspectors shall ensure that the operator generally some uses the phraseology used in the MMEL to ensure clarity and standardization. In cases modified phraseology is appropriate for the operator’s specific installation.
- 2) “as required by regulations”:** The general term “as required by regulations”, applies to ATA Chapters 23 (Communications), 31 (Instruments), 33 (Lights) and 34 (Navigation equipment). When this term appears in the “remarks or exceptions” section of an MMEL, the operator’s MEL must contain the specific conditions that apply. The operator usually must research the applicable regulations in detail to develop the appropriate provisions that apply to that operator’s particular operations.

Note —The operator’s MEL must clearly establish the actual requirement for its operation when the MMEL stipulates “as required by regulation”. It is not acceptable for the MEL to simply refer to the regulation.

3) “O” and “M” procedures:

- i) “O” and “M” procedures must contain descriptions of the individual steps necessary to accomplish each process. For example, if the MMEL contains an “M” symbol with a provision that a valve must be closed, the operator must include the appropriate procedures to close the valve as part of the operator's manual or MEL. The reviewing inspector must ensure that the procedure addresses the following:



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- how the procedure is accomplished;
 - the order of accomplishing the elements of the procedure;
 - the actions necessary to complete the procedure
- ii) For example, if the MMEL contains an “M” symbol with a provision that a valve must be closed, the operator must include detailed steps and actions for closing and testing the valve and installing the placard. The actual written procedures may be contained within the “remarks or exceptions” section of the MEL, in separate documents, or attached as an appendix. Inspectors shall consult the Guidelines for “O” and “M” Procedures of the MMEL when evaluating these procedures. The section about the Guidelines for “O” and “M” Procedures does not have to be contained within the operator’s MEL. If the “O” and “M” procedures are not contained within the MEL, the MEL shall include a reference to the location of the procedures.

Note —While inspectors shall ensure that the procedures are detailed and explicit, it is not necessary that the operator repeat obvious requirements of the MEL item, of the regulation, or of other established standards.

- iii) *“O” procedures:* The “(O)” symbol indicates a requirement for a specific operations procedure that must be accomplished in planning for and/or operating with the listed item inoperative. Normally, these procedures are accomplished by the flight crew; however, other personnel may be qualified and authorised to perform certain functions. The satisfactory accomplishment of all procedures, regardless of who performs them, is the responsibility of the operator. Appropriate procedures are required to be published as a part of the operator’s manual or MEL.
- iv) *“M” procedures:* The “(M)” symbol indicates a requirement for a specific maintenance procedure, which must be accomplished prior to operation with the listed item inoperative. Normally these procedures are accomplished by maintenance personnel; however, other personnel may be qualified and authorized to perform certain functions. Maintenance personnel shall accomplish procedures requiring specialized knowledge or skill, or requiring the use of tools or test equipment. The satisfactory accomplishment of all maintenance procedures, regardless of who performs them, is the responsibility of the operator. Appropriate procedures are required to be published as part of the operator's manual or MEL.
- v) *Provisos:* The “remarks and exceptions” section of the MMEL generally contains provisos that include specific conditions under which an item of equipment may be inoperative. These provisos must be carried over either verbatim into the operator’s MEL or by using equivalent terminology. Provisos are distinct from “O” and “M” procedures. A procedure is an action that must be performed. A proviso is a condition that must exist. For a proviso that operations must be conducted under VFR, an operation under an IFR flight plan is not permitted, regardless of the weather conditions. When reference is made to visual meteorological conditions (VMC), operations may be conducted under an IFR flight plan, but only in VMC.
- h) **Approval of the MEL:** The FOI will coordinate with the AWI on accepting the MEL. The AWI must ensure that prior to authorizing the use of the approved MEL for an AOC holder that the MEL management programme is approved. Once the FOI and AWI are satisfied that all requirements of this chapter have been met the FOI sends the letter of approval to the operator and stamps the list of effective pages.

Note: Refer to MEL approval procedure in **AOCI Manual Vol III Chapter 7 Para 7.2** for Airworthiness Aspect.



3.3 MEL USE IN SERVICE

3.3.1 General

This section contains specific direction, guidance, and procedures for operations and airworthiness inspectors on the revision, administration, and policy application for administering MELs that have been approved for use by operators operating under the provisions of the Nepalese Civil Aviation Regulations.

3.3.2 Revision procedures

- a) **Revisions to an MEL:** Either the operator or the CAA Nepal may initiate revisions to an operator's MEL. Operator initiated revisions may be equal to or more restrictive than the MMEL. It is not necessary for an operator to submit an entire MEL when requesting the approval of a revision. The minimum submission would consist of only the affected pages; the approval by the operations inspector (FOI) may only consist of specific items. These items are approved within a controlled process, and the operator will produce the final MEL document. If the revision results in individual pages either being added or deleted, a revised table of contents page is also required.
- b) **MEL revision initiated by an operator:** An operator initiated MEL revision will normally fit into one of the following three categories:
 - 1) **items not requiring an MMEL change:** Operators may propose changes to an MEL that are equal to, or more restrictive than, the MMEL. These revisions are approved by the FOI using the same procedures, as those required for an original MEL approval;
 - 2) **items requiring an MMEL change:** Operators may request changes to an MEL that are less restrictive than the MMEL. However, the MEL cannot be revised until the MMEL has been revised to permit the proposed MEL change. The most common instance of a revision request of this type occurs when an operator installs additional equipment on an aircraft and provisions for that equipment are not included on the current MMEL; or
 - 3) **major aircraft modifications:** Major aircraft modifications, such as a supplemental type certificate (STC), a major alteration or a type certificate (TC) amendment, may invalidate the MEL for that aircraft. Operators shall review the MEL to assess the impact of any planned modification and shall immediately notify the FOI of these modifications and the impact on the MEL. The FOI should obtain guidance from the State of Design, as applicable, to determine if a revision to the MMEL is required.
- c) **MEL revisions initiated by the CAA Nepal:** When the CAA for the State of Design revises an MMEL, operators, manufacturers, receive notification by printed or electronic means.
 - i) **Non-mandatory revision:** Some MMEL revisions only provide additional relief that are less restrictive than the operator's MEL may be ignored by the operator. An example of a non-mandatory revision is when the MMEL has been revised to provide for optional equipment normally not installed on all aircraft of a particular type, such as logo lights. Operators that operate aircraft with logo lights may choose to revise the MELs, while operators operating without logo lights would not.
 - ii) **Global change:** A global change is another type of non-mandatory revision. A global change generally applies to items of equipment that are required to be installed by a new regulatory requirement, such as a cockpit voice recorder (CVR). Items affected by State of Design CAA policy decisions are also global changes. The global change does not replace the normal MMEL revision process. When a standard revision to an MMEL is issued, it will include all global changes issued to date. However, since the process for revising the MMEL can be lengthy and the operator's MEL must be based on the MMEL, a global change will allow an



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

operator to revise its MEL prior to the change in the MMEL. The FOI has the authority to approve the operator's MEL revision on the basis that the global change is an approved addendum to the existing MMEL provided that the global changes is in conformance with the applicable Nepalese Civil Aviation Regulations and CAA Nepal policy.

Note — *Not all States of Design utilize a Global Change process.*

- iii) **Mandatory revisions:** Mandatory changes, which are more restrictive and may remove relief from the current MMEL, are reflected by the next successive change to the basic MMEL revision number itself. Any MMEL changes that are more restrictive than the operator's MEL will be implemented by the operator as soon as possible. In some cases when relief is removed from the MMEL, there will be a specific date for compliance or guidance for an acceptable date to be negotiated between the FOI and the operator.
 - iv) **FOI or AWI initiated revision:** A FOI or AWI may initiate an MEL revision that is not based on a revision to the MMEL. The FOI shall make such a request to the operator in writing, stating specific reasons why the revision is necessary. A FOI or AWI initiated revision may be made upon the discovery that an operator has modified an aircraft or that faulty maintenance or operations procedures exist. The FOI or AWI shall work closely with the operator and make every effort to resolve the matter in a mutually agreeable manner. The operator shall be given a reasonable time period to make the required changes depending on whether safety of flight is affected.
- d) **Modifications within a fleet:** If an operator has been granted approval to use the MEL for a fleet, and the operator installs a new piece of equipment in one or more aircraft, the operator may continue to operate that aircraft under the provisions of the currently approved MEL. The operator may not defer repair of the new item until an appropriate revision to the MEL has been approved.

3.3.3 Tracking of revision status

FOIs and AWIs shall maintain a copy of the current MEL for each assigned operator's aircraft type. The FOI and AWI shall track the revision status of the operator's MEL, to ensure it is current with the revision status of the MMEL (except for non-mandatory amendments).

3.3.4 Availability of MEL for flight crew members

Flight crew members must have direct access to the MEL, which is a part of the Flight Safety Documentation System, at all times prior to flight. Although not required, the easiest method of compliance with this requirement is for the operator to carry the MEL aboard each aircraft. The operator may choose to use some system of access to the MEL other than the MEL document. The critical element in approving an alternate form of access is whether or not the flight crew has a direct means of access to the appropriate information in the MEL, specifically "O" and "M" procedures. Direct access shall not be construed to mean access through telephone or radio conversations with maintenance or other personnel. If the operator chooses to provide the flight crew with access to the MEL by other than printed means, the method must be approved in the operator's MEL programme.

3.3.6 Discrepancies discovered during flight

Use of the MEL is not applicable to discrepancies or malfunctions that occur or are discovered during flight. Once an aircraft moves under its own power, the flight crew must handle any equipment failure in accordance with the approved flight manual. A flight is considered to have departed when the aircraft moves under its own power for the purpose of flight. Discrepancies occasionally occur between the time the flight departs and the time it takes off. If the flight manual contains procedures for handling that discrepancy, or if the PIC deems that the discrepancy does not affect the safety of flight, the flight may continue. The discrepancy must be addressed prior to the next departure. For those operators who are required to use a dispatch or



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

flight release, the PIC must handle a discrepancy that occurs after the issuance of the release, but before the flight departs, in accordance with the MEL. The PIC must obtain a new or amended dispatch or flight release, as well as any required airworthiness release. This new or amended release must contain any applicable flight restrictions necessary for operation with any item of equipment that is inoperative.

3.3.7 Documentation of discrepancies

Provisions of the MMEL preamble require that an airworthiness release be issued or an entry be made in the aircraft technical log prior to conducting any operations with items of equipment that are inoperative.

3.3.8 Conflict with airworthiness directives (ADs)

Occasionally an AD may apply to an item of equipment that may be authorized to be inoperative under the MEL. The item may not simply be deferred under the MEL in order to avoid or delay compliance with the AD or a CAA Nepal approved alternate means of compliance with the AD. In all cases, when an AD has been issued, the operator must comply fully with the terms of the AD or a CAA Nepal approved alternate means of compliance with the AD. In other cases, the provisions of an AD may allow operation of the aircraft on the condition that certain items of installed equipment be used or be operable. In those cases, the affected items must be operable even though the MEL may provide for deferral of repair.

3.3.9 Interrelationships of inoperative components

When the MEL authorizes a component of a system to be inoperative, only that component may be affected. When a system is authorized to be inoperative, individual components of that system may also be inoperative. Any warning or caution systems associated with that system must be operative unless specific relief is authorized in the MEL. The operator must consider the interrelationship of inoperative components. This consideration must include the following:

- a) the interrelationship of one piece of equipment on another;
- b) the crew workload;
- c) the operation of the aircraft; and
- d) the flight restrictions.

3.3.10 Repair categories

When an item of equipment becomes inoperative, and repair is deferred under an MEL, the operator must make repairs as specified by the associated repair category designator (“A”, “B”, “C” or “D”) and the operator’s MEL management system. In the event that more items are installed than those that are required for normal operation, the “C” repair category may be used. For example, if one altitude alerting system is required and the associated repair category is “B”, but there are two such systems installed, failure of the first system could be deferred as specified for a “C” category item (10 days). Failure of the remaining system would limit at least one system to the repair category for the “B” category item (3 days). See the definitions section of the MMEL for an explanation of repair categories.

3.4 CONFIGURATION DEVIATION LISTS (CDL)

3.4.1 General

This section contains information for operations and airworthiness inspectors concerning the development and approval processes of configuration deviation lists (CDL). Transport aircraft may be approved for operations with missing secondary airframe and engine parts. Approval for operating with these parts missing would be authorised by the State of Design. Evaluation and approval of CDLs are functions of the State of Design.



3.4.2 Development and approval of CDL

An aircraft manufacturer develops a proposed CDL for a specific aircraft type. Engineering specialists submit the proposed CDL to the responsible CAA office for approval. The responsible CAA office will then co-ordinate with, aircraft evaluation group (AEG) (or other similar forum) to resolve any problems and discrepancies prior to approving the CDL. The CDL, once approved, is often incorporated into the limitations section of the aeroplane flight manual (AFM) as an appendix. For some manufacturers, the CDL may be a stand-alone document and part of the structural repair manual or another manufacturer's document. Some operators may choose to attach a copy of the CDL to their MEL for easy and ready reference by flight crews.

3.4.3 Use of a CDL

Operators must follow the CDL limitations when operating with a configuration deviation. Operators are required to observe the following:

- a) the limitations in the CDL when operating with certain equipment missing (except as noted in the appendix to the approved flight manual);
- b) the flight operations, restrictions or limitations that are associated with each missing airframe and engine part;
- c) any placard(s) required by the CDL describing associated limitations, which must be affixed in the cockpit in clear view of the pilot in command (PIC) and other appropriate crew members.

3.4.4 CDL approval

CAA Nepal shall ensure that operators comply with any applicable approvals issued by the State of Registry and/or State of Design. The operations inspector (FOI) must ensure that the operator has developed appropriate procedures for the PIC and, if appropriate, procedures for notifying dispatch of the CDL missing parts by an appropriate notation in the aircraft technical logbook or other acceptable means. For aircraft for which Nepal is the State of Registry, the CAA Nepal will validate/approve the CDL.

3.5 PROCEDURE FOR THE VERIFICATION AND APPROVAL OF MEL AND CDL

The inspector shall follow the procedures as mentioned in **Appendix 32 (AOC-PROC-07)** by using checklist **FOD-FORM-CL-214** when reviewing an applicant's MEL and **Appendix 40 (AOC-PROC-14)** for verification on approval of CDL using checklist **FOD-FORM-CL-219** along with **Attachment C-Joint Review Checklist (for airworthiness and Operations) at the end of this chapter**. On airworthiness aspects, Airworthiness Inspectors will also refer to **AOCI Manual VOL III Chapter 7 Para 7.2 and Attachment 5**.



Attachment C

JOINT OPS/AWI MEL REVIEW Job Aid

File reference:		Date of inspection:	
Operator:			
Aircraft Make/Model:			
Air Operator Contact:		MMEL Revision #:	
CAA Nepal OPS and AWID Inspector name:			

S = Satisfactory; U = Unsatisfactory; N/A = Not Applicable

	S	U	N/A
1. The MEL is current with the MMEL date and revision number			
2. Contains the ATA Table of Contents			
3. Contains the Preamble			
4. Contains the Notes and Definitions Section same as the MMEL			
5. Contains list of effective pages			
6. All items addressed in the MMEL covered in the MEL			
If no, include explanation:			
7. Items have been added			
If so, include description:			
8. Each page of the MEL can be matched to MMEL to confirm revision number and date of revision			
9. Describes the operations procedure for placarding:			
10. Describes the procedure for recording discrepancies:			
11. Describes the procedure for clearing discrepancies:			
12. Are all items at least as restrictive as the MMEL:			
13. Remarks or exceptions specific relief developed:			
14. Flight Crew notification procedures established			
15. MEL Management Program has been established			



4 TRAINING PROGRAMME

PART I — TRAINING MANUAL/PROGRAMME APPROVAL

4.1 BACKGROUND AND OBJECTIVES

4.1.1 FOR-A para 4.2.4.1 and FOR-H Sec. 2 para 2.2.4.1 require an AOC holder to ensure that all operations personnel are properly instructed in their duties and responsibilities and the relationship of such duties to the operation as a whole. The AOC holder shall have a training program manual approved by CAA Nepal containing the general training, facilities and record keeping policies. Furthermore, training program for instructors who provide training to operations personnel shall also have the approval of CAA Nepal.

4.1.2 This chapter outlines the procedures and job aids that CAA Nepal inspectors will utilize prior to providing the approval of an air operators training program for the purpose of qualifying a crew member, or person performing operational control functions, for duties in commercial air transport.

4.2 TRAINING MANUAL APPROVAL

4.2.1 The training program shall be described in detail either in the operations manual or in a training manual which, whilst it will form part of the operations manual, will be issued as a separate manual. The choice will generally depend upon the extent of the operations and the number and types of aircraft in the operator's fleet.

Note: *If the training program is details in Operations Manual Part D, refer to “Appendix-43 Procedure for verification of Operations Manual Part D” FOD Procedure (AOC-PROC-17) and Attachment A to Appendix 43 Operation Manual Part D verification checklist FOD-Checklist (FOD-FORM-CL-222) of this manual for verification of operation manual Part D in along with this procedure.*

4.2.1.1 Most applicants find it convenient to set forth their training program in a training manual of one or more volumes to facilitate easy application and updating. Depending on the scope and complexity of the proposed operation, the training program required by CAA Nepal requirements may be carried out under the direct control of the air operator or conducted by other training facilities under contract or a combination thereof.

4.2.1.2 The applicant shall also submit, where available, the Flight Crew Training Manual (FCTM) of the type provided by the manufacturer. The Inspector shall provide approval of the Training Program/Manual of the applicant based upon the FCTM provided.

4.2.2 Training syllabi and checking program for all operations personnel assigned to operational duties in connection with the preparation and/or conduct of a flight shall be developed to meet the respective requirements of CAA Nepal. An AOC holder may not use, nor may any person serve in a required crewmember capacity or operational capacity unless that person meets the training and currency requirements established by CAA Nepal for that respective position.

4.2.3 Flight Crew. The training syllabi and checking program for flight crew members shall include:

- a) a training program acceptable to the CAA Nepal that provides for basic indoctrination, initial, transition, difference and recurrent training, as appropriate, for flight deck crew members for each type of aircraft flown by that crew member. This training program shall



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

include both normal and emergency procedures training applicable for each type of aircraft flown by the crew member;

- b) adequate ground and flight training facilities and properly qualified instructors required to meet training objectives and needs;
- c) a current list of approved training materials, equipment, training devices, simulators and other required training items needed to meet the training needs for each type and variation of aircraft flown by the AOC holder; and
- d) a record system acceptable to the CAA Nepal to show compliance with appropriate training and currency requirements.

4.2.4 Cabin crew. The training syllabi and checking program for cabin crew members shall include:

- a) basic initial ground training covering duties and responsibilities;
- b) appropriate CAA Nepal rules and regulations;
- c) appropriate portions of the AOC holder's operating manual;
- d) appropriate emergency training as required by the CAA Nepal and the AOC holder's operating manual;
- e) appropriate flight training;
- f) appropriate recurrent, upgrade, or difference training, as required, to maintain currency in any type and variance of aircraft the crew member may be required to work in;
- g) adequate training facilities and properly qualified instructors required to meet training objectives and needs;
- h) a current list of approved training materials, equipment, training devices, simulators and other required training items needed to meet the training needs for each type and variation of aircraft flown by the AOC holder; and
- i) maintain a training record system acceptable to the CAA Nepal to show compliance with all required training;

4.2.5 All crew members. A training program shall be developed for all crew members in the emergency procedures appropriate to each make and model of aircraft flown in by the crew member. Areas shall include:

- a) instruction in emergency procedures, assignments and crew co-ordination;
- b) individual instruction in the use of on-board emergency equipment such as fire extinguishers, emergency breathing equipment, first aid equipment and its proper use, emergency exits and evacuation slides and the aircraft's oxygen system including the use of portable emergency oxygen bottles. Flight crew members shall also practice using their emergency equipment designed to protect them in case of a cockpit fire or smoke;
- c) training shall also include instruction in potential emergencies such as rapid decompression, ditching, fire-fighting, aircraft evacuation, medical emergencies, hijacking and disruptive passengers; and
- d) scheduled recurrent training to meet CAA Nepal requirements.

4.2.6 All operations personnel. The training syllabi and checking program for all operations personnel shall include:

- a) training in the safe transportation and recognition of all dangerous goods to a depth sufficient to ensure that an awareness is gained of the hazards associated with dangerous goods, how to identify them and what requirements apply to the carriage of such goods by passengers. Training shall include: general philosophy; limitations on dangerous goods in air transport; package marking and labeling; dangerous goods in passengers baggage;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

emergency procedures; and a method of providing any required notification of an accident or incident involving undeclared dangerous good;

Note — *The requirements for training outlined here are for air operators who are not authorized to carry dangerous goods. The requirements for the initial approval and continuing safety oversight of air operators that do carry dangerous goods are extensive. Therefore, the Dangerous Goods Inspector Handbook has been established as a separate handbook and the procedures and job aids/checklist in this document will be utilized by CAA Nepal inspectors for the approval (including training) and oversight of air operators who may wish to be approved to carry dangerous goods.*

- b) all appropriate security training required by CAA Nepal.

Note — *Procedures for the review of the security training programmes are not contained in this handbook as this review will be completed by the Directorate, AVSEC Department.*

4.2.6 Operations personnel other than crew members. For operations personnel other than crew members (e.g., flight operations officer, handling personnel, etc.), a written training programme shall be developed that pertains to their respective duties. The training programme shall provide for initial, recurrent and any required upgrade training.

4.2.7 Procedures for training and checking. These are procedures to be applied in the event that personnel do not achieve or maintain the required standards.

4.2.8 Document retention. These are procedures for retention of documentation as required by CAA Nepal regulations/ requirements.

4.3 TRAINING PROGRAMME APPROVAL – GENERAL

4.3.1 An applicant for an air operator certificate (AOC) is required to develop a training programme for crew members, dispatchers and instructors. An existing operator may need to revise its training programme when purchasing new equipment, operating in a new environment, obtaining new authorizations, or when new CAA Nepal requirements are specified. Each operator must obtain CAA Nepal approval of curriculums used for training crew members, instructors, examiners and dispatchers. The operator is responsible for ensuring that its training programme is complete, current and in compliance with CAA Nepal guidance. (Unless otherwise specified in this chapter, the term “operator” applies equally to an applicant for a certificate and an existing certificate holder).

4.3.2 CAA Nepal inspectors will carry out a thorough analysis and inspection of all phases of the applicant’s ground and flight training programmes. This analysis and inspection will establish whether the training methods, syllabi, training aids/devices, training standards, related facilities and record keeping are adequate. The qualifications of ground and flight instructor personnel and their effectiveness evaluated.

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

- a) the completeness of the training syllabus and adequacy of facilities, aids, equipment and related training material. These items shall satisfactorily provide for the particular type of training required and be utilized in such a manner as to achieve the desired training standards and objectives. Particular attention shall be given to the availability of approved flight simulation training devices appropriate to the flight training syllabus;
- b) the adequacy and effectiveness of audio-visual training systems that use computer-based instructions, slides, videos and/or films for presenting instructions on aircraft systems, aerodrome qualifications and other related subjects;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- c) the existence of provisions to obtain the necessary training material and to instruct personnel whenever new types of operations, new aircraft and/or equipment, or new or revised maintenance methods or procedures are introduced; and
- d) the competency of the applicant's instructors and training supervisors or training organizations to which the applicant intends to contract training.

4.3.4 In assessing the scope, quality and effectiveness of the training programme, CAA Nepal inspector shall observe a sampling of actual training or instruction being given so that it can be determined that:

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

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

- a) the training and associated qualification checks are carried out in a conscientious manner by properly qualified and authorized personnel;
- b) in flight training, no manoeuvre that might result in an accident is prescribed, taking into account the aircraft involved and the experience and qualifications of the pilot in training and also of the instructor or check pilot;
- c) initial and recurrent training and checking is conducted in a systematic manner and in accordance with the training syllabus, without undue reliance upon the individual skill or preferences of the instructor or check pilot; and
- d) simulation of abnormal or emergency situations is not permitted when passengers or cargo are carried.

4.3.6 CAA Nepal inspector will approve the applicant's training programme in discrete self-contained sections such as initial training, recurrent training, transition training, conversion training and upgrading training, which can then be further divided into subsections such as ground training, simulator training and flight training. Should any section or subsection of the training programme not meet the required standards, it shall be referred back to the applicant with a detailed explanation of its deficiencies and of the corrective action necessary. When all requirements for the training programme have been fully met, the applicant shall be notified officially that the training programme has been approved. Any subsequent change to the training programme will require the approval of CAA Nepal.

4.4 SPECIFIC TRAINING PROGRAM

4.4.1 Crew Resource Management training: Flight operations officers and all aircraft crew members shall have CRM training as part of their initial and recurrent training requirements. CRM training shall include an initial indoctrination/awareness segment, a method to provide recurrent practice and feedback, and a method of providing continuing reinforcement. Curriculum topics to be contained in a CRM training course include:

- communications processes and decision behaviour
- internal and external influences on interpersonal communications
- barriers to communication
- listening skills
- decision-making skills



- effective briefings
- developing open communications
- inquiry, advocacy, and assertion training
- crew self-critique
- conflict resolution
- team building and maintenance
- leadership and follow-ship training
- interpersonal relationships
- workload management
- situational awareness
- how to prepare, plan and monitor task completions
- workload distribution
- distraction avoidance
- individual factors
- stress reduction

4.4.2 Emergency equipment training: The training programme shall require each aircraft crew member to complete emergency equipment training during the specified training periods, using those items of installed emergency equipment for each type of aircraft in which he or she is to serve. During initial training, each aircraft crew member shall be required to perform the following one-time emergency drills:

- a) protective breathing equipment (PBE)/fire-fighting drill:
 - i) locate source of fire or smoke (actual or simulated fire);
 - ii) implement procedures for effective crew co-ordination and communication, including notification of flight crew members about fire situation;
 - iii) don and activate installed PBE or approved PBE simulation device;
 - iv) manoeuvre in limited space with reduced visibility;
 - v) effectively use the aircraft's communication system;
 - vi) identify class of fire;
 - vii) select the appropriate extinguisher;
 - viii) properly remove extinguisher from securing device;
 - ix) prepare, operate and discharge extinguisher properly; and
 - x) utilize correct fire-fighting techniques for type of fire;
- b) emergency evacuation drill:
 - i) recognize and evaluate an emergency;
 - ii) assume appropriate protective position;
 - iii) command passengers to assume protective position;
 - iv) implement crew coordination procedures;
 - v) ensure activation of emergency lights;
 - vi) assess aircraft conditions;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- vii) initiate evacuation (dependent on signal or decision);
- viii) command passengers to release seatbelts and evacuate;
- ix) assess exit and redirect, if necessary; to open exit, including deploying slides and commanding helpers to assist;
- x) command passengers to evacuate at exit and run away from aircraft;
- xi) assist special-need passengers, such as handicapped, elderly and persons in a state of panic; and
- xii) actually exit aircraft or training device using at least one of the installed emergency evacuation slides;

Note — *The training programme shall require crew members to either observe the aeroplane exits being opened in the emergency mode and the associated exit slide/raft pack being deployed and inflated, or perform the tasks resulting in the accomplishment of these actions.*

The training programme shall require each aircraft crew member to accomplish additional emergency drills during initial and recurrent training, including actual performance of the following emergency drills:

- c) emergency exit drill:
 - i) correctly pre-flight each type of emergency exit and evacuation slide or slide raft (if part of cabin crew member's assigned duties);
 - ii) disarm and open each type of door exit in normal mode;
 - iii) close each type of door exit in normal mode;
 - iv) arm each type of door exit in emergency mode;
 - v) open each type of door exit in emergency mode;
 - vi) use manual slide inflation system to accomplish or ensure slide or slide raft inflation;
 - vii) open each type of window exit; and
 - viii) remove escape rope and position for use;
- d) hand-held fire extinguisher drill:
 - i) pre-flight each type of hand-held fire extinguisher;
 - ii) locate source of fire or smoke and identify class of fire;
 - iii) select appropriate extinguisher and remove from securing device;
 - iv) prepare extinguisher for use;
 - v) actually operate and discharge each type of installed hand fire extinguisher;

Note 1 — *Fighting an actual or a simulated fire is not necessary during this drill.*

Note 2 — *The discharge of halon extinguishing agents during fire-fighting drills is not appropriate, unless a training facility is used that is specifically designed to prevent harm to the environment from the discharged halon. When such facilities are not used, other fire extinguishing agents that are not damaging to the environment should be used during the drills.*

- vi) utilize correct fire-fighting techniques for type of fire;
 - vii) implement procedures for effective crew co-ordination and communication, including notification of flight crew members about the type of fire situation;
- e) emergency oxygen system drill:
 - i) pre-flight and operation of portable oxygen devices;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- ii) actually operate portable oxygen bottles, including masks and tubing;
 - iii) verbally demonstrate operation of chemical oxygen generators or installed oxygen supply system;
 - iv) prepare for use and operate oxygen device properly, including donning and activation;
 - v) administer oxygen to self, passengers and to those persons with special oxygen needs;
 - vi) utilize proper procedures for effective crew coordination and communication;
 - vii) manually open each type of oxygen mask compartment and deploy oxygen masks;
 - viii) identify compartments with extra oxygen masks;
 - ix) implement immediate action decompression procedures;
 - x) reset oxygen system, if applicable;
 - xi) pre-flight and operation of PBE; and
 - xii) activate PBE;
- f) flotation device drill:
- i) pre-flight flotation device, if appropriate;
 - ii) don and inflate life vests;
 - iii) remove and use flotation seat cushions, as installed; and
 - iv) demonstrate swimming techniques using a seat cushion, as installed;
- g) ditching drill, if applicable:

Note — *During a ditching drill, students shall perform the “prior to impact” and “after impact” procedures for ditching, as appropriate, to the specific operator’s type of operation.*

- i) implement crew coordination procedures, including briefing with captain to obtain pertinent ditching information and briefing cabin crew members;
- ii) coordinate time frame for cabin and passenger preparation;
- iii) adequately brief passengers on ditching procedures;
- iv) ensure cabin is prepared, including the securing of carry-on baggage, lavatories and galleys;
- v) demonstrate how to properly deploy and inflate slide raft;
- vi) demonstrate how to properly deploy and inflate life rafts, if applicable;
- vii) remove, position and attach slide rafts to aircraft;
- viii) inflate rafts;
- ix) use escape ropes at over wing exits;
- x) command helpers to assist;
- xi) use slides and life vests or seat cushions as flotation devices;
- xii) remove appropriate emergency equipment from aircraft;
- xiii) board rafts properly;
- xiv) initiate raft management procedures (i.e., disconnecting rafts from aircraft, applying immediate first aid, rescuing persons in water, salvaging floating rations and



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- equipment, deploying sea anchor, tying rafts together, activating or ensuring operation of emergency locator transmitter);
- xv) initiate basic survival procedures (i.e., removing and utilizing survival kit items, repairing and maintaining raft, ensuring protection from exposure, erecting canopy, communicating location, providing continued first aid, providing sustenance);
- xvi) use heaving line to rescue persons in water;
- xvii) tie slide rafts or rafts together;
- xviii) use life line on the edge of slide- or life-raft as a handhold; and
- xix) secure survival kit items.

The training programme shall require each aircraft crew member to accomplish additional emergency drill requirements during initial and recurrent training including observing the following emergency drills:

- h) life raft removal and inflation drill, if applicable.
 - i) removal of a life raft from the aircraft or training device; and
 - ii) inflation of a life raft;
- i) slide raft transfer drill:
 - i) transfer of each type of slide raft pack from an unusable door to a usable door;
 - ii) disconnect slide raft at unusable door;
 - iii) redirect passengers to usable slide raft; and
 - iv) installation and deployment of slide raft at usable door.
- j) slide and slide raft deployment, inflation and detachment drill:
 - i) engage slide girt bar in floor brackets, if applicable;
 - ii) arm slide for automatic inflation;
 - iii) inflate slides with and without quick-release handle (manually and automatically);
 - iv) disconnecting slide from the aircraft for use as a flotation device;
 - v) arm slide rafts for automatic inflation; and
 - vi) disconnecting slide raft from the aircraft.
- k) emergency evacuation slide drill:
 - i) open armed exit with slide or slide raft deployment and inflation; and
 - ii) egress from aircraft via the evacuation slide and run away to a safe distance.

4.4.3 Flight crew initial aircraft ground training

4.4.3.1 The initial aircraft ground training curriculum for the flight crew shall be applicable to their duties, the type of operations conducted and aircraft flown. Instructions shall include at least the following general subjects:

- a) AOC holder's dispatch, flight release or flight locating procedures;
- b) principles and methods for determining mass and balance and runway limitations for take-off;
- c) AOC holder's operations specifications, authorizations and limitations;
- d) adverse weather recognition and avoidance, and flight procedures which shall be followed when operating in the following conditions:



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- icing
- fog
- turbulence
- heavy precipitation
- thunderstorms
- low-level windshear and microburst
- low visibility
- contaminated runways
- e) normal and emergency communications procedures and navigation equipment including the AOC holder's communications procedures and ATC clearance requirements;
- f) navigation procedures used in area departure, en-route, area arrival, approach and landing phases, to include visual cues prior to and during descent below DH or MDA;
- g) approved crew resource management training;
- h) air traffic control systems, procedures and phraseology
- i) aircraft performance characteristics during all flight regimes, including:
 - i) the use of charts, tables, tabulated data and other related manual information;
 - ii) normal, abnormal and emergency performance problems;
 - iii) meteorological and mass limiting performance factors (such as temperature, pressure, contaminated runways, precipitation, climb/runway limits);
 - iv) inoperative equipment performance limiting factors (such as MEL/CDL, inoperative anti-skid); and
 - v) special operational conditions (such as unpaved runways, high altitude aerodromes and drift down requirements)
- j) normal, abnormal and emergency procedures on the aircraft type to be used;

4.4.3.2 The initial aircraft ground training curriculum for the flight crew shall be applicable to their duties, the type of operations conducted and aircraft flown, including at least the following aircraft systems (if applicable):

- a) airframe:
 - aircraft
 - aircraft dimensions, turning radius, panel layouts, cockpit and cabin configurations
 - other major systems and components or appliances of the aircraft
 - operating limitations
 - approved aircraft flight manual
- b) powerplants:
 - basic engine description
 - engine thrust ratings
 - engine components such as accessory drives, ignition, oil, fuel control, hydraulic and bleed air features
- c) electrical:



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- sources of aircraft electrical power (such as engine driven generators, APU generator, external power, etc.)
- electrical buses
- circuit breakers
- aircraft battery
- standby power systems
- d) hydraulic:
 - hydraulic reservoirs, pumps, accumulators; filters, check valves, interconnects and actuators
 - other hydraulically operated components
- e) fuel:
 - fuel tanks (location and quantities)
 - engine driven pumps
 - boost pumps
 - system valves and crossfeeds
 - quantity indicators
 - provisions for fuel jettisoning
- f) pneumatic:
 - bleed air sources (APU, engine or external ground air)
 - means of routing, venting and controlling bleed air via valves, ducts, chambers and temperature and pressure limiting devices
- g) air conditioning and pressurization:
 - heaters, air conditioning packs, fans and other environmental control devices
 - pressurization system components such as outflow and negative pressure relief valves
 - automatic, standby and manual pressurization controls and annunciators
- h) flight controls:
 - primary controls (yaw, pitch, and roll devices)
 - secondary controls (leading/trailing edge devices, flaps, trim, and damping mechanisms)
 - means of actuation (direct/indirect or fly by wire)
 - redundancy devices
- i) landing gear and brakes:
 - landing gear extension and retraction mechanism including the operating sequence of struts, doors and locking devices, and brake and anti-skid systems, if applicable
 - steering (nose or body steering gear)
 - bogie arrangements
 - air/ground sensor relays
 - visual downlock indicators
- j) ice and rain protection:



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- rain removal systems
- anti-icing and/or de-icing system(s) affecting flight controls, engines, pitot static and other probes, fluid outlets, cockpit windows and aircraft structures
- k) equipment and furnishings:
 - exits
 - galleys
 - water and waste systems
 - lavatories
 - cargo areas
 - crew member and passenger seats
 - bulkheads
 - seating and/or cargo configurations
 - non-emergency equipment and furnishings
- l) navigation equipment:
 - flight directors
 - horizontal situation indicator
 - radio magnetic indicator
 - navigation receivers (GPS, ADF, LDA, VOR, RNAV, marker beacon, DME) as required for the flight operations to be conducted.
 - inertial systems (INS, IRS)
 - functional displays
 - fault indications and comparator systems
 - aircraft transponders
 - radio altimeters
 - weather radar
 - cathode ray tube or computer generated displays of aircraft position and navigation information
- m) auto flight system:
 - autopilot
 - autothrottles
 - flight director and navigation systems
 - automatic approach tracking
 - autoland
 - automatic fuel and performance management systems
- n) flight instruments:
 - panel arrangement
 - flight instruments (attitude indicator, directional gyro, magnetic compass, airspeed indicator, vertical speed indicator, altimeters, standby instruments)
 - instrument power sources and instrument sensory sources (e.g., pitot static pressure).



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- o) display systems:
 - weather radar
 - other cathode ray tube (CRT) or computer generated displays (e.g., checklist, vertical navigation or longitudinal navigation displays)
- p) communication equipment:
 - VHF/HF/SAT COM radios
 - audio panels
 - inflight interphone and passenger address systems
 - voice recorder
 - air/ground passive communications systems (ACARS)
- q) warning systems:
 - aural, visual, and tactile warning systems (including the character and degree of urgency related to each signal)
 - warning and caution annunciator systems (including airborne collision avoidance, ground proximity and take-off configuration warning systems)
- r) fire protection:
 - fire and overheat sensors, loops, modules or other means of providing visual and/or aural indications of fire or overheat detection
 - procedures for the use of fire handles, automatic extinguishing systems and extinguishing agents
 - power sources necessary to provide protection for fire and overheat conditions in engines, APU, cargo bay/wheel well, cockpit, cabin and lavatories
- s) oxygen:
 - passenger, crew and portable oxygen supply systems
 - sources of oxygen (gaseous or solid)
 - flow and distribution networks
 - automatic deployment systems
 - regulators, pressure levels and gauges
 - servicing requirements
- t) lighting:
 - cockpit, cabin and external lighting systems
 - power sources
 - switch positions
 - spare light bulb locations
- u) emergency equipment:
 - fire and oxygen bottles
 - first aid and medical kits
 - liferafts and life preservers
 - crash axes



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- emergency exits and lights
- slides and slide rafts
- escape straps or handles
- hatches, ladders and movable stairs
- v) auxiliary power unit (APU):
 - electric and bleed air capabilities
 - interfaces with electrical and pneumatic systems
 - inlet doors and exhaust ducts
 - fuel supply
- w) performance

4.4.3.3 The initial aircraft ground training curriculum for the flight crew shall be applicable to their duties, the type of operations conducted and aircraft flown, including at least the following aircraft systems integration items:

- a) use of checklist:
 - safety checks
 - cockpit preparation (switch position and checklist flows)
 - checklist callouts and responses
 - checklist sequence
- b) flight planning:
 - pre-flight and in-flight planning
 - performance limitations (meteorological, mass, and MEL/CDL items)
 - required fuel loads
 - weather planning (lower than standard takeoff minimums or alternate requirements)
- c) display systems:
 - weather radar
 - CRT displays (checklists, vertical navigation or longitudinal navigation displays)
- d) navigation and communications systems:
 - pre-flight and operation of applicable receivers
 - onboard navigation systems
 - flight plan information input and retrieval
- e) autoflight/flight directors:
 - autopilot
 - autothrust
 - flight director systems, including the appropriate procedures, normal and abnormal indications and annunciators
- f) cockpit familiarization:
 - activation of aircraft system controls and switches to include normal, abnormal and emergency switches



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- control positions and relevant annunciators, lights or other caution and warning systems

4.4.4 Flight Crew initial aircraft flight training

4.4.4.1 The pilot initial flight training includes at least the following training and practice in procedures related to the carrying out of pilot duties and functions. This training and practice may be accomplished either in flight or in a flight simulation training device (FSTD), as appropriate to the category and class of aircraft and as approved by the CAA Nepal. If available, an FSTD must be utilized for training on turbo-jet aircraft and all large turbo-prop aircraft training.

Note — *The flight training events for pilots listed below are generic in nature for a type-rated aeroplane training curriculum conducted in an FSTD. All of the events may not apply to all aircraft. Additional training events may need to be added, changed or deleted for aircraft based on aircraft category or class.*

- a) Preparation:
 - aircraft pre-flight done by external walk around, unless the use of pictorial display is authorised by CAA Nepal
 - pre-taxi procedure
 - performance limitations
 - surface operation
 - pushback
 - powerback taxi, if applicable to the type of operation to be conducted
 - starting
 - taxi
 - pre-take-off checks
- b) Takeoff:
 - normal
 - crosswind
 - rejected
 - power failure after V1
 - lower than standard minimum, if applicable to the type of operation to be conducted
- c) Climb:
 - normal
 - one-engine inoperative during climb to en-route altitude
- d) En-route:
 - steep turns
 - approaches to stalls (takeoff, en route, and landing configurations)
 - inflight powerplant shutdown
 - inflight powerplant restart
 - high speed handling characteristics
- e) Descent:
 - normal



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- maximum rate
- f) Approaches:
 - VFR procedures
 - visual approach with 50 per cent loss of power of available powerplants
 - visual approach with slat/flap malfunction
 - IFR precision approaches (ILS normal and ILS with one-engine inoperative)
 - IFR non-precision approaches (NDB normal and VOR normal)

Note 1 — *Non-precision approach with one engine inoperative may include LOC backcourse procedures, LDA, GPS and circling approach procedures, as applicable to the operator's authorizations.*

Note 2 — *Simulator shall be qualified for training/checking on the circling manoeuvre.*

- missed approach from precision approach
- missed approach from non-precision approach
- missed approach with powerplant failure
- g) Landings:
 - normal with a pitch mistrim (small aircraft only)
 - normal from precision instrument approach
 - normal from precision instrument approach with most critical engine inoperative
 - normal with 50 per cent loss of power of available powerplants
 - normal with flap/slat malfunction
 - rejected landings
 - crosswind
 - manual reversion/degraded control augmentation
 - short/soft field (small aircraft only)
 - glassy/rough water (seaplanes only)
 - auto-rotation (helicopter only)
- h) After landing:
 - parking.
 - emergency evacuation
 - docking, mooring and ramping (seaplanes only)
- i) Other flight procedures during any airborne phase:
 - airborne collision avoidance system (ACAS): use and avoidance maneuvers
 - holding
 - ice accumulation on airframe
 - air hazard avoidance
 - windshear/microburst
- j) Normal, abnormal and alternate systems procedures during any phase:
 - pneumatic/pressurization



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- air conditioning
- fuel and oil
- electrical
- hydraulic
- flight controls
- anti-icing and de-icing systems
- autopilot
- flight management guidance systems and/or automatic or other approach and landing aids
- stall warning devices, stall avoidance devices and stability augmentation systems
- airborne weather radar
- flight instrument system malfunction
- communications equipment
- navigation systems
- k) Emergency systems procedures during any phase:
 - aircraft fires
 - smoke control
 - powerplant malfunctions
 - fuel jettison
 - electrical, hydraulic, pneumatic systems
 - flight control system malfunction
 - landing gear and flap system malfunction

4.4.5 Flight Engineer flight training: The flight engineer flight training shall include at least the following training and practice in procedures related to the carrying out of flight engineer duties and functions. This training and practice may be accomplished either in flight or in a flight simulation training device (FSTD), as approved by CAA Nepal.

Note — *The flight training events for flight engineers listed below are generic in nature for a type-rated aeroplane training curriculum. Additional training events may need to be added, changed or deleted. The events listed are typically conducted in an FSTD, except as noted, and may be conducted in aircraft when appropriate,*

- a) Preparation:
 - airplane pre-flight
 - logbook procedures
 - safety checks
 - cabin/interiors
 - exterior walk-around
 - servicing/de-icing
 - use of oxygen
- b) Ground operations:
 - performance data



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- TO/LND data
- airport analysis
- mass and balance
- use of checklist
 - panel setup
- starting
 - external power
 - external air
 - APU
- communications
 - station procedures
 - ACARS
- taxi
- c) Take-off:
 - powerplant control
 - flaps/landing gear
 - fuel management
 - other systems operation
 - aircraft performance
 - checklist completion
- d) Climb
 - powerplant control
 - fuel management
 - pressurization
 - electrical system
 - air conditioning
 - flight controls
 - other systems
- e) En-route
 - powerplant operation
 - fuel management
 - performance management
 - high-altitude performance
 - other systems operation
- f) Descent
 - powerplant operation
 - other systems operation



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- performance management
- g) Approach
 - landing data
 - landing gear operation
 - flat/slat/spoiler operation
 - approach monitoring
- h) Landings
 - powerplant operation
 - aircraft configuration
 - system operation
 - emergency evacuation
- i) Procedures during any ground or airborne phase
 - cockpit equipment
 - flap slats/gear
 - powerplant
 - pressurization
 - pneumatic
 - air conditioning
 - fuel and oil
 - electrical
 - hydraulic
 - flight controls
 - anti-icing and de-icing
 - other checklist procedures

4.4.6 Aircraft differences training: Aircraft differences training for flight operations officers are required when the operator has aircraft variances within the same type of aircraft, which includes at least the following:

- operations under adverse weather phenomena conditions, including clear air turbulence, windshear, and thunderstorms.
- mass and balance computations and load control procedures
- aircraft performance computations, to include take-off mass limitations based on departure runway, arrival runway and en-route limitations as well as engine-out limitations
- flight planning procedures, to include route selection, flight time and fuel requirements analysis
- dispatch release preparation
- crew briefings
- flight monitoring procedures
- flight crew response to various emergency situations, including the assistance the aircraft flight operations officer can provide in each situation



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- MEL and CDL procedures
- manual performance of required procedures in case of the loss of automation capabilities
- training in appropriate geographic areas
- ATC and instrument procedures, to include ground hold and central flow control procedures
- radio/telephone procedures
- emergency procedures – actions taken to aid the flight crew
- emergency procedures – AOC holder and CAA Nepal notification

4.4.7 Pilot recurrent training

4.4.7.1 The recurrent training program for all flight crew shall be relevant to the type or variant of aircraft on which he or she is certified to operate and for the crew member position involved. The flight crew member recurrent ground training includes at least the following:

- a) general subjects:
 - flight locating procedures
 - principles and method for determining mass/balance and runway limitations
 - meteorology to ensure practical knowledge of weather phenomena including the principles of frontal system, icing, fog, thunderstorms, windshear and high altitude weather situations
 - ATC systems and phraseology
 - navigation and use of navigational aids
 - normal and emergency communication procedures
 - visual cues before descent to MDA
 - accident/incident and occurrence review
 - other instructions necessary to ensure the pilot's competence
- b) aircraft systems and limitations:
 - normal, abnormal, and emergency procedures
 - aircraft performance characteristics
 - engines and, if applicable, propellers
 - major aircraft components
 - major aircraft systems (i.e., flight controls, electric, hydraulic and other systems as appropriate)
- c) ground icing and de-icing procedures and requirements
- d) emergency equipment and drills
- e) every 12 months:
 - location and use of all emergency and safety equipment carried on the aeroplane.
 - the location and use of all types of exits
 - actual donning of a lifejacket where fitted
 - actual donning of protective breathing equipment
 - actual handling of fire extinguishers



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- f) every 3 years:
 - operation of all types of exits
 - demonstration of the method used to operate a slide, where fitted
 - fire-fighting using equipment representative of that carried in the aeroplane on an actual or simulated fire

Note — *With Halon extinguishers, an alternative method acceptable to CAA Nepal may be used.*

- effects of smoke in an enclosed area and actual use of all relevant equipment in a simulated smoke-filled environment.
- actual handling of pyrotechnics, real or simulated, where fitted
- demonstration in the use of the life-raft(s), where fitted
- an emergency evacuation drill
- a ditching drill, if applicable
- a rapid decompression drill, if applicable

- g) crew resource management:

- decision-making skills
- briefings and developing open communication
- inquiry, advocacy and assertion training
- workload management
- situational awareness

- h) dangerous goods:

- recognition of and transportation of dangerous goods
- proper packaging, marking and documentation
- instructions regarding compatibility, loading, storage and handling characteristics

- i) security:

- hijacking
- disruptive passengers

4.4.7.2 The pilot recurrent flight training shall include at least the following:

Note — *Flight training may be conducted in an appropriate aircraft, adequate flight simulation training device (FSTD), or in a combination of aircraft and FSTD, as approved by the CAA Nepal. Recurrent training shall be conducted in an FSTD for all turbo-jet and large turbo-prop aircraft.*

- a) preparation:

- visual inspection (use of pictorial display authorised)
- pre-taxi procedures

- b) ground operation:

- performance limitations
- cockpit management
- securing cargo
- pushback
- powerback taxi, if applicable



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- starting
 - taxi
 - pre-takeoff checks
 - c) take-off:
 - normal
 - crosswind
 - rejected
 - power failure after V1
 - powerplant failure during second segment
 - low visibility take-off operations
 - d) climb:
 - normal
 - one-engine inoperative climb to en-route altitude
 - e) en-route:
 - steep turns
 - approaches to stalls (take-off, en-route and landing configurations)
 - inflight powerplant shutdown
 - inflight powerplant restart
 - high-speed handling characteristics
 - f) descent:
 - normal
 - maximum rate
 - g) approaches:
 - VFR procedures
 - visual approach with 50 per cent loss of power of available powerplants
 - visual approach with slat/flap malfunction
 - IFR precision approaches (ILS normal and ILS with one-engine inoperative)
 - IFR non-precision approaches (NDB normal and VOR normal)
 - non-precision approach with one engine inoperative (LOC backcourse, SDF/LDA, GPS, TACAN and circling approach procedures)
- Note** — *A Flight Simulation Training Device shall not be used for training/checking on the circling manoeuvre unless it has been qualified for circling manoeuvres. The operator must be approved to conduct circling manoeuvres by CAA Nepal to participate in that training and checking.*
- missed approach from precision approach
 - missed approach from non-precision approach
 - missed approach with powerplant failure
- h) landings:
 - abnormal with a pitch mistrim (small aircraft only)



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- abnormal from precision instrument approach
- abnormal from precision instrument approach with most critical engine inoperative
- abnormal with 50 per cent loss of power of available powerplants
- abnormal with flap/slat malfunction
- rejected landings
- crosswind
- short/soft field (small aircraft only)
- glassy/rough water (seaplanes only)
- auto-rotation (helicopter only)
- i) after landing:
 - parking
 - emergency evacuation
 - docking, mooring and ramping (seaplanes only)
- j) other flight procedures during any airborne phase:
 - airborne collision avoidance system: use and avoidance maneuvers
 - holding
 - ice accumulation on airframe
 - air hazard avoidance
 - windshear/microburst
- k) normal, abnormal and alternate systems procedures during any phase:
 - pneumatic/pressurization
 - air conditioning
 - fuel and oil
 - electrical
 - hydraulic
 - flight controls
 - anti-icing and de-icing systems
 - flight management guidance systems and/or automatic or other approach and landing
 - stall warning devices, stall avoidance devices and stability augmentation systems
 - airborne weather radar
 - flight instrument system malfunction
 - communications equipment
 - navigation systems
 - autopilot
 - approach and landing aids
 - flight instrument system malfunction
- l) emergency systems procedures during any phase:



- aircraft fire
- smoke control
- powerplant malfunctions
- fuel jettison
- electrical, hydraulic, pneumatic systems
- flight control system malfunction
- landing gear and flap system malfunction

4.4.8 Flight engineer recurrent: The flight engineer recurrent flight training includes at least the flight training specified in Para 4.4.5.

4.4.9 Initial aircraft ground training – Cabin crew: The initial ground training curriculum for cabin crew members shall be applicable to the type of operations conducted and aircraft flown, including at least the following general subjects, if applicable:

- a) aircraft familiarization:
 - aircraft characteristics and description
 - flightdeck configuration
 - cabin configuration
 - galleys
 - lavatories
 - stowage areas
- b) aircraft equipment and furnishings:
 - cabin crew member stations
 - cabin crew member panels
 - passenger seats
 - passenger service units and convenience panels
 - passenger information signs
 - aircraft markings
 - aircraft placards
 - bassinets and bayonet tables
- c) aircraft systems:
 - air conditioning and pressurisation system
 - aircraft communication systems (call, interphone and passenger address)
 - lighting and electrical systems
 - oxygen systems (flight crew, observer and passenger)
 - water system
 - entertainment and convenience systems
- d) aircraft exits:
 - general information
 - exits with slides or slide rafts (pre-flight and normal operation)



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- exits without slides (pre-flight and normal operations)
- window exits (pre-flight)
- e) crew member communication and coordination:
 - authority of PIC
 - routine communication signals and procedures
 - crew member briefing
- f) routine crew member duties and procedures:
 - crew member general responsibilities
 - reporting duties and procedures for specific aircraft
 - pre-departure duties and procedures prior to passenger boarding
 - passenger boarding duties and procedures
 - prior to movement on the surface duties and procedures
 - prior to take-off duties and procedures applicable to specific aircraft
 - inflight duties and procedures
 - prior to landing duties and procedures
 - movement on the surface and arrival duties and procedures
 - after arrival duties and procedures
 - intermediate stops
- g) passenger handling responsibilities:
 - crew member general responsibilities
 - infants, children and unaccompanied minors
 - passengers needing special assistance
 - passengers needing special accommodation
 - carry-on stowage requirements
 - passenger seating requirements
 - smoking and no smoking requirements

4.4.9.1 Initial ground training for Cabin Crew members: The initial ground training curriculum for cabin crew members shall be applicable to the type of operations conducted and aircraft flown, including at least the following aircraft specific emergency subjects, if applicable:

- a) emergency equipment:
 - emergency communication and notification systems
 - aircraft exits
 - exits with slides or slide rafts (emergency operation)
 - slides and slide rafts in a ditching
 - exits without slides (emergency operation)
 - window exits (emergency operation)
 - exits with tailcones (emergency operation)
 - cockpit exits (emergency operation)



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- ground evacuation and ditching equipment
- first aid equipment
- portable oxygen systems [oxygen bottles, chemical oxygen generators, protective breathing equipment (PBE)]
- fire-fighting equipment
- emergency lighting systems
- universal precaution kits
- automated external defibrillators
- additional emergency equipment
- b) emergency assignments and procedures:
 - general types of emergencies specific to aircraft, including crew coordination and communication
 - emergency communication signals and procedures
 - rapid decompression
 - insidious decompression and cracked window and pressure seal leaks
 - fires
 - ditching
 - ground evacuation
 - unwarranted evacuation (i.e., passenger initiated)
 - illness or injury
 - abnormal situations involving passengers or crew members
 - hijacking and acts of unlawful interference
 - bomb threat
 - turbulence
 - other unusual situations including an awareness of other crew members' assignments and functions as they pertain to the cabin crew member's own duties
 - previous aircraft accidents and incidents
- c) aircraft specific emergency drills:
 - emergency exit drill
 - hand fire extinguisher drill
 - emergency oxygen system drill
 - flotation device drill
 - ditching drill, if applicable
 - life raft removal and inflation drill, if applicable
 - slide raft pack transfer drill, if applicable
 - slide or slide raft deployment, inflation and detachment drill, if applicable
 - emergency evacuation slide drill, if applicable

4.4.10 Recurrent normal and emergency training – Cabin crew: Each cabin crew member shall undergo recurrent training in evacuation and other appropriate normal and emergency



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

procedures and drills relevant to his or her assigned positions and the type(s) and/or variant(s) of aircraft on which he or she operates every twelve months in at least the following:

- a) emergency equipment, as applicable:
 - emergency communication and notification systems
 - aircraft exits
 - exits with slides or slide rafts (emergency operation)
 - slides and slide rafts in a ditching
 - exits without slides (emergency operation)
 - window exits (emergency operation)
 - exits with tailcones (emergency operation)
 - cockpit exits (emergency operation)
 - ground evacuation and ditching equipment
 - first aid equipment
 - portable oxygen systems (oxygen bottles, chemical oxygen generators, protective breathing equipment (PBE))
 - fire-fighting equipment
 - emergency lighting systems
 - additional emergency equipment
- b) emergency procedures:
 - general types of emergencies specific to aircraft
 - emergency communication signals and procedures
 - rapid decompression
 - insidious decompression and cracked window and pressure seal leaks
 - fires
 - ditching
 - ground evacuation
 - unwarranted evacuation (i.e., passenger initiated)
 - illness or injury
 - abnormal situations involving passengers or crew members
 - turbulence
 - other unusual situations
- c) emergency drills
- d) every twelve months:
 - location and use of all emergency and safety equipment carried on the aeroplane
 - the location and use of all types of exits
 - actual donning of a lifejacket where fitted
 - actual donning of protective breathing equipment (PBE)
 - actual handling of fire extinguishers



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- e) every three years:
 - operation of all types of exits
 - demonstration of the method used to operate a slide, where fitted
 - fire-fighting using equipment representative of that carried in the aeroplane on an actual or simulated fire

Note — *With Halon extinguishers, an alternative method acceptable to CAA Nepal may be used.*

- effects of smoke in an enclosed area and actual use of all relevant equipment in a simulated smoke-filled environment
- actual handling of pyrotechnics, real or simulated, where fitted
- demonstration in the use of the life-raft(s), where fitted
- an emergency evacuation drill
- a ditching drill, if applicable
- a rapid decompression drill, if applicable

f) Crew Resource Management:

- decision-making skills
- briefings and developing open communication
- inquiry, advocacy and assertion training
- workload management

g) dangerous goods:

- recognition of and transportation of dangerous goods
- proper packaging, marking and documentation
- instructions regarding compatibility, loading, storage and handling characteristics

h) security:

- hijacking
- disruptive passengers

4.4.11 Initial aircraft ground training – Flight Operations Officer: The initial aircraft ground training for flight operations officers that include instruction in at least the following subjects:

a) general dispatch subjects:

- appropriate regulations
- operations manual of the AOC holder
- operations specifications of the AOC holder
- weather reports: interpretation, available sources, actual and prognostic, seasonal variations
- communications, to include normal and emergency
- meteorology, to include effects on radio reception
- adverse weather
- notices to airmen
- navigational charts and publications
- joint dispatcher/pilot responsibilities



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- ATC coordination procedures
- familiarization with operations area, including classes of airspace and special areas of navigation
- characteristics of special aerodromes
- b) aircraft characteristics:
 - aircraft specific flight preparation
 - aircraft operating and performance characteristics
 - navigation equipment, including peculiarities and limitations
 - instrument approach and communication equipment
 - emergency equipment
 - AFM or RFM provisions applicable to the aircraft duties
 - MEL/CDL
 - applicable equipment training
- c) operations procedures:
 - adverse weather phenomena (wind-shear, clear air turbulence and thunderstorms)
 - mass and balance computations and load control procedures
 - aircraft performance computations, to include take-off weight limitations based on departure runway, arrival runway, and en-route limitations and also engine-out limitations
 - flight planning procedures, to include route selection, flight time and fuel requirements analysis
 - dispatch release preparation
 - crew briefings
 - flight monitoring procedures
 - MEL and CDL procedures
 - manual performance of all required procedures in case of the loss of automated capabilities
 - training in appropriate geographic areas
 - ATC and instrument procedures, ground hold and central flow control procedures
 - radio/telephone procedures
- d) abnormal and emergency procedures:
 - assisting flight crew in an emergency
 - alerting of appropriate governmental, company and private agencies
- e) crew resource management
- f) dangerous goods
- g) security
- h) differences training



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

4.4.12 Recurrent training – Flight Operations Officer

4.4.12.1 The recurrent training programme, to be completed every twelve months shall be relevant to the type(s) and/or variant(s) of aircraft and the operations conducted by the AOC holder.

4.4.12.2 The training programme shall ensure that each flight operations officer receives recurrent training in the subjects required for initial training listed in Para 4.4.10 in sufficient detail to ensure competency in each specified area of training. Operators may choose to provide in-depth coverage of selected subjects on any one cycle of training. In such cases the operator's training programme must cover all the subjects to the detail required for initial qualification within three years.

4.4.13.1 Flight crew instructor training: The initial ground training for flight instructors shall include the following:

- flight instructor duties, functions and responsibilities
- applicable regulations and the AOC holder's policies and procedures
- appropriate methods, procedures and techniques for conducting the required checks
- proper evaluation of student performance including the detection of:
 - improper and insufficient training
 - personal characteristics of an applicant that could adversely affect safety
- appropriate corrective action in the case of unsatisfactory checks
- approved methods, procedures and limitations for performing the required normal, abnormal and emergency procedures in the aircraft
- except for holders of existing flight instructor licences:
 - the fundamental principles of the teaching-learning process
 - teaching methods and procedures
 - the instructor-student relationship

For transition training the programme shall include the approved methods, procedures, and limitations for performing the required normal, abnormal, and emergency procedures applicable to the aircraft to which the flight instructor is in transition.

4.4.13.2 The initial and transition flight training for flight instructors shall include the following:

- safety measures for emergency situations that are likely to develop during instruction
- potential results of improper, untimely or non-execution of safety measures during instruction
- for pilot flight instructor (aircraft):
 - in-flight training and practice in conducting flight instruction from the left and right pilot seats in the required normal, abnormal and emergency procedures to ensure competence as an instructor
 - the safety measures to be taken from either pilot seat for emergency situations that are likely to develop during instruction
- flight training requirements for flight instructors can be completed in full or in part in flight or in a flight simulation training device, as appropriate
- initial and transition flight training for flight instructors (flight simulation training device) shall include the following:



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- training and practice in the required normal, abnormal and emergency procedures to ensure competence to conduct the flight instruction required by this part. This training and practice shall be accomplished in full or in part in a flight simulation training device.
- training in the operation of flight simulation training devices, to ensure competence to conduct the flight instruction required

4.4.14 Cabin crew instructor training: The initial ground training for the cabin instructors shall include the following:

- cabin instructor duties, functions and responsibilities
- applicable regulations and the AOC holder's policies and procedures
- appropriate methods, procedures and techniques for conducting the required checks
- proper evaluation of student performance including the detection of:
 - improper and insufficient training
 - personal characteristics of an applicant that could adversely affect safety
- appropriate corrective action in the case of unsatisfactory checks
- approved methods, procedures and limitations for performing the required normal, abnormal and emergency procedures in the aircraft, as applicable
- except for existing cabin instructors:
 - fundamental principles of the teaching-learning process
 - teaching methods and procedures
 - the instructor-student relationship

For transition ground training for cabin instructors the training programme shall include the approved methods, procedures and limitations for performing the required normal, abnormal and emergency procedures applicable to the aircraft, as appropriate to which the cabin instructor is in transition.

4.4.15 Flight Operations Officer instructor training shall include the following:

- flight operations officer instructor duties, functions and responsibilities
- applicable regulations and the AOC holder's policies and procedures
- appropriate methods, procedures and techniques for conducting the required checks
- proper evaluation of student performance including the detection of:
 - improper and insufficient training
 - personal characteristics of an applicant that could adversely affect safety
- appropriate corrective action in the case of unsatisfactory checks
- approved methods, procedures and limitations for performing the required normal, abnormal and emergency procedures for the aircraft or position involved
- except for holders of existing flight operations officer instructor licences:
 - the fundamental principles of the teaching-learning process
 - teaching methods and procedures
 - the instructor-student relationship



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

Transition ground training for Flight Operations Officer instructors shall include the approved methods, procedures and limitations for performing the required normal, abnormal and emergency procedures applicable to the aircraft or position involved to which the Flight Operations Officer instructor is in transition.

4.4.16 Report procedures

The appropriate training manual/program checklist/report form [**Form # D1 to Form # D7**] included at the end of this chapter shall be used for recording the results of the review of the applicable training manual/program.



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

Attachment D1

TRAINING PROGRAMME MONITOR INSPECTION CHECKLIST/REPORT

Company: <input style="width: 90%;" type="text"/>	Date: <input style="width: 90%;" type="text"/>
Location: <input style="width: 90%;" type="text"/>	Inspector: <input style="width: 90%;" type="text"/>
Type of training program inspected: <input style="width: 95%; height: 30px;" type="text"/>	

S = Satisfactory; U = Unsatisfactory

	✓	s/u
A. TRAINING CURRICULUM		
1. Appropriate title(s)		
2. List of effective pages		
3. Record of revisions		
4. CAA Nepal approved		
5. Sufficient detail		
6. Training hours specified		
7. Objective (s) stated		
8. Currency		
9. Conformity		
B. INSTRUCTOR COURSEWARE		
1. Title		
2. Detail		
3. Usability/practicality		
4. Consistency		
5. References		
6. Validation		
C. STUDENT COURSEWARE		
1. Consistency		
2. Detail		
3. Validation		
D. TRAINING FACILITIES AND ENVIRONMENT		
1. Classroom space		
2. Storage space		
3. Instructor areas		
4. Lighting		
5. Noise and temperature		
E. GROUND INSTRUCTORS		
1. Training		
2. Knowledge		
3. Instructional technique and delivery		
4. Adherence		
F. FLIGHT INSTRUCTORS		
1. Training		
2. Knowledge		
3. Proficiency		
4. Instructional technique and delivery		



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

	✓	s/u
5. Adherence		
6. Briefings		
7. Debriefings		
8. Evaluation		
G. TRAINING AIDS AND EQUIPMENT		
1. Instructions for use		
2. Condition		
3. Fidelity		
H. FLIGHT SIMULATORS AND TRAINING DEVICES		
1. Approval		
2. Condition		
3. Publication		
I. TRAINING CAPTAIN/ AUTHORIZED EXAMINER		
1. Staffing		
2. Training and qualification		
3. Standardization		
4. Level of activity		
J. ORAL AND PRACTICAL TEST STANDARDS		
1. Conform to accepted international standards		
2. Comply with regulations		
K. QUALITY CONTROL		
1. Training adequately monitored		
2. Utilizes progress evaluations		
3. Training folders		
Remarks:		
<p>OVERALL RESULT:</p> <p>Satisfactory <input type="checkbox"/></p> <p>Unsatisfactory <input type="checkbox"/></p>	<p>Inspector's signature: <input style="width: 100%;" type="text"/></p> <p>Name: <input style="width: 100%;" type="text"/></p> <p>Date: <input style="width: 100%;" type="text"/></p>	



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

**Attachment D2
EMERGENCY EQUIPMENT TRAINING CHECKLIST/REPORT**

Company:	<input style="width:95%;" type="text"/>	Date:	<input style="width:95%;" type="text"/>
Location:	<input style="width:95%;" type="text"/>	Inspector:	<input style="width:95%;" type="text"/>
Type of training program inspected:	<input style="width:95%; height: 30px;" type="text"/>		

S = Satisfactory; U = Unsatisfactory

	✓	s/u
1. Protective breathing equipment (PBE)/fire-fighting drill		
2. Emergency evacuation drill		
3. Emergency exit drill		
4. Hand-held fire extinguisher drill		
5. Emergency oxygen system drill		
6. Flotation device drill		
7. Ditching drill, if applicable		
The follow drill 8 – 11 shall be observed during initial and recurrent training.		
8. Life raft removal and inflation drill, if applicable		
9. Slide raft transfer drill		
10. Slide and slide raft deployment, inflation and detachment drill		
11. Emergency evacuation slide drill		

Remarks:

OVERALL RESULT:	Inspector's signature: <input style="width:95%;" type="text"/>
Satisfactory <input style="width:20px;" type="checkbox"/>	Name: <input style="width:95%;" type="text"/>
Unsatisfactory <input style="width:20px;" type="checkbox"/>	Date: <input style="width:95%;" type="text"/>



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

**Attachment D3
FLIGHT CREW TRAINING CHECKLIST/REPORT**

Company: <input style="width: 90%;" type="text"/>	Date: <input style="width: 90%;" type="text"/>
Location: <input style="width: 90%;" type="text"/>	Inspector: <input style="width: 90%;" type="text"/>
Type of training program inspected: <input style="width: 90%;" type="text"/>	

S = Satisfactory; U = Unsatisfactory

	✓	s/u
A. FLIGHT CREW INITIAL AIRCRAFT GROUND TRAINING		
1. General		
a) AOC holder's dispatch, flight release or flight locating procedures		
b) Determining mass and balance and runway limitations for take-off		
c) Operations specifications, authorizations and limitations		
d) adverse weather recognition/avoidance		
e) Normal and emergency communications procedures and navigation equipment		
f) Navigation procedures used in all phases		
g) Crew resource management		
h) Air traffic control systems, procedures and phraseology		
i) Aircraft performance characteristics during all flight regimes		
j) Normal, abnormal and emergency procedures		
2. Aircraft systems (as applicable)		
a) Airframe		
b) Powerplants		
c) Electrical		
d) Hydraulic		
e) Fuel		
f) Pneumatic		
g) Air conditioning and pressurization		
h) Flight controls		
i) Landing gear and brakes		
j) Ice and rain protection		
k) Equipment and furnishings		
l) Navigation equipment		
m) Auto-flight system		
n) Flight instruments		
o) Display systems		
p) Communication equipment		
q) Warning systems		
r) Fire protection		
s) Oxygen		
t) Lighting		
u) Emergency equipment		
v) Auxiliary power unit (APU)		
w) Performance		
3. Systems integration items		
a) Use of checklist		



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

	✓	s/u
b) Flight planning		
c) Display systems		
d) Navigation and communications systems		
e) Auto-flight/flight directors		
f) Cockpit familiarization		
B. FLIGHT CREW/PILOT INITIAL AIRCRAFT FLIGHT TRAINING		
a) Preparation		
b) Take-off		
c) Climb		
d) En-route		
e) Descent		
f) Approaches		
g) Landings		
h) After landing		
i) Other flight procedures		
j) Normal, abnormal and alternate systems procedures		
k) Emergency systems procedures		
C. PILOT RECURRENT TRAINING		
1. Flight crew member recurrent ground training		
a) General subjects		
b) Aircraft systems and limitations		
c) Ground icing and de-icing procedures		
d) Emergency equipment and drills		
e) Every 12 months: <ul style="list-style-type: none"> - location and use of all emergency and safety equipment - the location and use of all types of exits - actual donning of a lifejacket where fitted - actual donning of protective breathing equipment - actual handling of fire extinguishers 		
f) Every 3 years: <ul style="list-style-type: none"> - operation of all types of exits - demonstration of the method used to operate a slide, where fitted - fire-fighting drill re - use of all relevant equipment in a simulated smoke-filled environment. - actual handling of pyrotechnics, real or simulated, where fitted - demonstration in the use of the life-raft(s), where fitted - an emergency evacuation drill - a ditching drill, if applicable - a rapid decompression drill, if applicable 		
g) Crew resource management		
h) Dangerous goods		
i) Security		
2. Pilot recurrent flight training		
a) Preparation		
b) Ground operation		
c) Take-off		
d) Climb		
e) En-route		
f) Descent		
g) Approaches		
h) Landings		
i) After landing		



Attachment D4

FLIGHT ENGINEER TRAINING CHECKLIST/REPORT

Company: <input style="width:90%;" type="text"/>	Date: <input style="width:90%;" type="text"/>
Location: <input style="width:90%;" type="text"/>	Inspector: <input style="width:90%;" type="text"/>
Type of training program inspected: <input style="width:95%; height: 30px;" type="text"/>	

S = Satisfactory; U = Unsatisfactory

	✓	S/U
1. Preparation		
2. Ground operations		
3. Take-off		
4. Climb		
5. En-route		
6. Descent		
7. Approach		
8. Landings		
9. Procedures during any ground or airborne phase		

Remarks:

OVERALL RESULT:	Inspector's signature: <input style="width:95%;" type="text"/>
Satisfactory <input type="checkbox"/>	Name: <input style="width:95%;" type="text"/>
Unsatisfactory <input type="checkbox"/>	Date: <input style="width:95%;" type="text"/>



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

		✓	s/u
OVERALL RESULT:	Inspector's signature:	<input type="text"/>	
Satisfactory <input type="checkbox"/>	Name:	<input type="text"/>	
Unsatisfactory <input type="checkbox"/>	Date:	<input type="text"/>	



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

Attachment D6

FLIGHT OPERATIONS OFFICER TRAINING CHECKLIST/REPORT

Company: <input style="width:90%;" type="text"/>	Date: <input style="width:90%;" type="text"/>
Location: <input style="width:90%;" type="text"/>	Inspector: <input style="width:90%;" type="text"/>
Type of training program inspected: <input style="width:95%; height: 30px;" type="text"/>	

S = Satisfactory; U = Unsatisfactory

	✓	S/U
A. INITIAL AIRCRAFT GROUND TRAINING		
1. General dispatch subjects		
2. Aircraft characteristics		
3. Operations procedures		
4. Abnormal and emergency procedures		
5. Crew resource management		
6. Dangerous goods		
7. Security		
8. Differences training		
B. RECURRENT TRAINING		
Each flight operations officer receives recurrent training in the subjects above in sufficient detail to ensure competency in each specified area of training. Operators may choose to provide in-depth coverage of selected subjects on any one cycle of training. In such cases the operator's training program must cover all the subjects to the detail required for initial qualification within three years.		
C. AIRCRAFT DIFFERENCES TRAINING		
1. Operations under adverse weather phenomena conditions, including clear air turbulence, windshear, and thunderstorms.		
2. Mass and balance computations and load control procedures		
3. Aircraft performance computations, to include take-off mass limitations based on departure runway, arrival runway and en-route limitations as well as engine-out limitations		
4. Flight planning procedures, to include route selection, flight time and fuel requirements analysis		
5. Dispatch release preparation		
6. Crew briefings		
7. Flight monitoring procedures		
8. Flight crew response to various emergency situations, including the assistance the aircraft flight operations officer can provide in each situation		
9. MEL and CDL procedures		
10. Manual performance of required procedures in case of the loss of automation capabilities		
11. Training in appropriate geographic areas		
12. ATC and instrument procedures, to include ground hold and central flow control procedures		
13. Radio/telephone procedures		
14. Emergency procedures – actions taken to aid the flight crew		
15. Emergency procedures – AOC holder and CAA Nepal notification		



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

Remarks:

OVERALL RESULT:	Inspector's signature: <input type="text"/>
Satisfactory <input type="checkbox"/>	Name: <input type="text"/>
Unsatisfactory <input type="checkbox"/>	Date: <input type="text"/>



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

**Attachment D7
INSTRUCTOR TRAINING CHECKLIST/REPORT**

Company: <input style="width: 90%;" type="text"/>	Date: <input style="width: 90%;" type="text"/>
Location: <input style="width: 90%;" type="text"/>	Inspector: <input style="width: 90%;" type="text"/>
Type of training program inspected: <input style="width: 90%;" type="text"/>	

S = Satisfactory; U = Unsatisfactory

	✓	S/U
A. FLIGHT CREW INSTRUCTOR TRAINING		
1. Initial ground training		
a) Flight instructor duties, functions and responsibilities		
b) Applicable regulations and the AOC holder's policies and procedures		
c) Appropriate methods, procedures and techniques for conducting the required checks		
d) Proper evaluation of student performance including the detection of: <ul style="list-style-type: none"> • improper and insufficient training • personal characteristics of an applicant that could adversely affect safety 		
e) Appropriate corrective action in the case of unsatisfactory checks		
f) Approved methods, procedures and limitations for performing the required normal, abnormal and emergency procedures in the aircraft		
g) Except for holders of existing flight instructor licences: <ul style="list-style-type: none"> • the fundamental principles of the teaching-learning process • teaching methods and procedures • the instructor-student relationship 		
2. Initial and transition flight training		
a) Safety measures for emergency situations that are likely to develop during instruction		
b) Potential results of improper, untimely or non-execution of safety measures during instruction		
c) For pilot flight instructor (aircraft): <ul style="list-style-type: none"> • in-flight training and practice in conducting flight instruction from the left and right pilot seats in the required normal, abnormal and emergency procedures to ensure competence as an instructor • the safety measures to be taken from either pilot seat for emergency situations that are likely to develop during instruction 		
d) Flight training requirements for flight instructors can be completed in full or in part in flight or in a flight simulation training device, as appropriate		
e) Initial and transition flight training for flight instructors (flight simulation training device) shall include the following: <ul style="list-style-type: none"> • training and practice in the required normal, abnormal and emergency procedures to ensure competence to conduct the flight instruction • training in the operation of flight simulation training devices, to ensure competence to conduct the flight instruction required 		
B. CABIN CREW INSTRUCTOR TRAINING		
1. Cabin instructor duties, functions and responsibilities		
2. Applicable regulations and the AOC holder's policies and procedures		
3. Appropriate methods, procedures and techniques for conducting the required checks		
4. Proper evaluation of student performance including the detection of: <ul style="list-style-type: none"> • improper and insufficient training 		



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

	✓	S/U
<ul style="list-style-type: none"> • personal characteristics of an applicant that could adversely affect safety 	<input type="checkbox"/>	<input type="checkbox"/>
5. Appropriate corrective action in the case of unsatisfactory checks	<input type="checkbox"/>	<input type="checkbox"/>
6. Approved methods, procedures and limitations for performing the required normal, abnormal and emergency procedures in the aircraft, as applicable	<input type="checkbox"/>	<input type="checkbox"/>
7. Except for existing cabin instructors: <ul style="list-style-type: none"> • fundamental principles of the teaching-learning process • teaching methods and procedures • the instructor-student relationship 	<input type="checkbox"/>	<input type="checkbox"/>
C. FLIGHT OPERATIONS OFFICER INSTRUCTOR TRAINING		
1. Flight operations officer instructor duties, functions and responsibilities	<input type="checkbox"/>	<input type="checkbox"/>
2. Applicable regulations and the AOC holder's policies and procedures	<input type="checkbox"/>	<input type="checkbox"/>
3. Appropriate methods, procedures and techniques for conducting the required checks	<input type="checkbox"/>	<input type="checkbox"/>
4. Proper evaluation of student performance including the detection of: <ul style="list-style-type: none"> • improper and insufficient training • personal characteristics of an applicant that could adversely affect safety 	<input type="checkbox"/>	<input type="checkbox"/>
5. Appropriate corrective action in the case of unsatisfactory checks	<input type="checkbox"/>	<input type="checkbox"/>
6. Approved methods, procedures and limitations for performing the required normal, abnormal and emergency procedures for the aircraft or position involved	<input type="checkbox"/>	<input type="checkbox"/>
7. Except for holders of existing flight operations officer instructor licences: <ul style="list-style-type: none"> • the fundamental principles of the teaching-learning process • teaching methods and procedures • the instructor-student relationship 	<input type="checkbox"/>	<input type="checkbox"/>
Remarks:		
<p>OVERALL RESULT:</p> <p>Satisfactory <input type="checkbox"/></p> <p>Unsatisfactory <input type="checkbox"/></p>	<p>Inspector's signature: <input style="width: 100%;" type="text"/></p> <p>Name: <input style="width: 100%;" type="text"/></p> <p>Date: <input style="width: 100%;" type="text"/></p>	



5 DEMONSTRATION (PROVING) FLIGHTS

5.1 BACKGROUND AND OBJECTIVES

5.1.1 The plan for demonstration flights will have been prepared by the Operator and approved by the CAA Nepal during the document review phase of the certification process and is based on the CAA Nepal's assessment of the capabilities of the operational and maintenance systems established by the applicant. The following procedures outline how CAA Nepal will implement the plan.

5.1.2 A team leader will be assigned to lead the demonstration flight and shall be one of the inspectors from the review team. He shall be responsible for the conduct, coordination and evaluation of the test. The team shall as a minimum include flight operation(s) and airworthiness inspector(s).

5.1.3 The demonstration flights are designed to determine prior to the issuance of the AOC that the applicant is capable of operating and maintaining each aircraft type which he proposes to use in accordance with CAA Nepal requirements. Demonstration flights may also be required of a fully certified airline which is adding a new airplane type to its fleet or a special authorization. Successful demonstration flights may be considered the final proof that an operator is ready to commence revenue operations with a specific type of airplane. During these inspections, CAA Nepal staff will observe and evaluate the in-flight operations within the total operational environment of the air transportation system. In the course of these flights, paying passengers will not be carried. However, it is desirable for the applicant to have on board company officials who can make decisions and commitments on behalf of the applicant concerning actions to correct deficiencies.

5.1.4 The applicant and CAA Nepal inspectors shall plan well in advance for the conduct of the demonstration flights. All concerned must have a clear understanding and agreement as to what must be accomplished by the applicant to show compliance with the applicable operating requirements. General objectives for pre certification demonstration flights shall include the determination of the adequacy of:

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

5.1.5 Demonstration flights are operated exactly as though the applicant is conducting revenue operations. However, during the course of the flights CAA Nepal staff may introduce simulated situations which will require appropriate responses by crew members and ground personnel.

5.1.6 Provided that flights are conducted in accordance with the applicable commercial air transport requirements and air operator procedures, the types of flights that can be credited towards demonstration flight requirements are described in the following sub-paragraphs:

- a) **Representative en-route flights.** Before an applicant may conduct these flights, the test team must be satisfied that the document review phase has been completed.



- b) **Positioning flights.** Positioning flights approved by the CAA Nepal may be credited towards demonstration flight requirements.
- c) **Training flights.** With the approval of the CAA Nepal training flights may be credited towards demonstration test requirements, provided that a CAA Nepal inspector observes each flight.

5.2 SPECIFIC PROCEDURES

5.2.1 Well before the demonstration flights (during the pre-application phase of the certification process) the CAA Nepal AOC Certification team will have briefed the operator regarding the necessity for demonstration flights, what must be accomplished and the areas which will be evaluated. Subsequently, during the document review phase the aircraft demonstration plan will have been submitted to CAA Nepal for approval.

5.2.2 At least ten days prior to the demonstration flights, in accordance with the aircraft demonstration plan, the operator must submit a detailed schedule of the proposed flights including dates, times and aerodromes to be used, along with a list of names of all crew members who will be used on each flight. The applicant shall also provide a list of names and titles of non-crew member personnel who will be aboard the aircraft during the flights. Preliminary flight plan information containing predicted fuel, baggage, and passenger loads for each segment along with predicted gross takeoff and landing weights must also be provided.

5.2.3 After receipt of the aircraft demonstration plan details from the operator, CAA Nepal AOC Certification team will develop a demonstration flight scenario consisting of simulated emergencies and other means of testing the crew members' and operator's ability to cope with actual operational contingencies. Since the primary purpose of the demonstration flights is to ensure basic compliance with safe operating procedures during routine operations, the introduction of simulated abnormal and emergency conditions shall be kept to the minimum required to evaluate the operator's capability to respond to such conditions. The following are typical scenarios which may be useful in evaluating the operator's capabilities:

- a) **diversion to alternate aerodromes for reasons such as weather or maintenance.** This tests the company's communications, maintenance, ground handling and other operational capabilities;
- b) **MEL or CDL situations.** This tests crew members' understanding of specific operational limitations and the company's operations and maintenance procedures;
- c) **performance problems.** This requires the aircrew and dispatch or flight control personnel to demonstrate competency and knowledge of such items as aircraft performance, aerodrome analysis charts and alternative company procedures;
- d) **dangerous goods.** The introduction of simulated dangerous goods will test the applicant's ability to properly document and handle such items or if not authorized to carry dangerous goods, to take appropriate action;
- e) **simulated aircraft emergencies such as an equipment failure.** This tests the flight crew's knowledge and competency in handling emergency situations. It also tests the operator's communications, maintenance and other capabilities; and
- f) **simulated cabin emergencies.** This tests the ability of the cabin crew to deal with cabin abnormalities in accordance with established company procedures and to coordinate with the flight deck crew.

5.2.4 Unsatisfactory conditions noted by CAA Nepal inspectors during any part of the demonstration inspection shall be brought to the attention of the applicant for corrective action. The opportunity shall be provided for the applicant to remedy any deficiencies affecting the safety of the operation before any further flights are undertaken. All discrepancies and items of non-compliance need to be corrected or resolved, with acceptable records of the corrective



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

actions taken being kept, to the satisfaction of the CAA Nepal certification team prior to the inauguration of commercial service. Some examples of deficiencies requiring corrective action are:

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

5.2.5 After the entire series of demonstration flights is completed, the operator will be provided with a detailed de-briefing and will be informed whether or not his overall performance was satisfactory or unsatisfactory. This will be followed with a letter detailing the same information.

5.3 EVALUATION AND REPORTING

The routine portion of the applicant's operational performance during the series of demonstration test flights will be evaluated using the **Inflight Cockpit Inspection Checklist form** along with the criteria contained in **AOCI Manual Volume II, Chapter 13**; the **Inflight Cabin Inspection Checklist form** along with criteria contained in **AOCI Manual Volume II, Chapter 14**; and the **Station Facility Inspection Checklist form** along with the criteria contained in **AOCI Manual Volume II, Chapter 12 (as applicable)**. These will be attached to the demonstration flight report form which will also be completed.



Attachment E

AIR OPERATOR DEMONSTRATION FLIGHT REPORT			
1. Air operator:	<input style="width: 100%; height: 20px;" type="text"/>		
2. Aircraft type:	<input style="width: 100%; height: 20px;" type="text"/>		
3. Flight information:	<input style="width: 100%; height: 20px;" type="text"/>		
Dates	Route Segments (List 3-letter identifiers of origin and destination aerodromes)	Flight time	
		Day	Night
4. Emergency/abnormal scenarios <i>(List)</i>			
5. Results:	Satisfactory: <input style="width: 30px; height: 20px;" type="checkbox"/>	Unsatisfactory: <input style="width: 30px; height: 20px;" type="checkbox"/>	
Remarks: <i>(continue on back if necessary)</i>			
<i>Note — Attach in-flight cockpit and in-flight cabin inspection report forms and station facility inspection report forms if applicable, along with copy of letter to company advising whether flights were found to be satisfactory or unsatisfactory.</i>			
Inspector's signature:	<input style="width: 100%; height: 40px;" type="text"/>		



6 CONTINUING SAFETY OVERSIGHT — SURVEILLANCE

6.1 GENERAL

6.1.1 Continuing safety oversight of the air operator by CAA Nepal is inherent in the system of certification. It is essential to ensure that the required standard of operation is maintained in order to provide a safe and reliable commercial air transport service to the public.

6.1.2 CAA Nepal inspectors have the authority and responsibility for exercising continuing safety oversight of commercial air transport operations to ensure that accepted safety practices and proper procedures for the promotion of safety in operations are maintained. To achieve this objective, CAA Nepal will establish an annual risk-based Safety Oversight Program for continuously monitoring operations conducted by each operator. Such surveillance may result in the revision of operations specifications or in the temporary suspension of an AOC and, in an extreme case, may result in the revocation of an AOC.

6.1.3 Required surveillance and the related inspections will be planned by the Chief, Flight Safety Standards Department and conducted by CAA Nepal inspectors assigned to an operator as responsible for the standard of conduct of the operations. All inspectors authorized to conduct safety oversight will be in possession of credentials identifying them as inspectors employed by CAA Nepal. The credentials shall also identify the legislation under which they are empowered to inspect.

6.1.4 Surveillance is to be conducted on a continuous basis, and will include regular and random inspections of all aspects of the operation. The areas to be covered in the surveillance activities over a period of time will be similar to those examined during the original certification process. They will include at least a re-evaluation of the operator's organization, management effectiveness and control, facilities, equipment, ground handling, continuing airworthiness of aircraft, aircraft maintenance, operational control and supervision, flight and duty time records, maintenance of flight and cabin crew standards, passenger and cargo safety procedures, dangerous goods procedures, operational and personnel records, training, company manuals, financial viability and record of compliance with the provisions of the AOC, the associated operations specifications and pertinent operating regulations.

6.1.5 All safety oversight activity with respect to a particular operator will be risk based and carefully planned as it will not be possible to cover all aspects of an operation during every inspection. Inspections shall also be planned on the basis of a risk assessment exercise so that aspects of the operation that involve the greatest risk should receive more frequent attention. Where an air operator has established a Safety Management System (SMS) that has been assessed as effective and is achieving the agreed-to performance measures, then safety oversight activity from CAA Nepal for that air operator may be reduced.

6.2 Safety Oversight Program

6.2.1 In the first few months of a new operation, CAA Nepal inspectors shall be particularly alert to any irregular procedures, evidence of inadequate facilities or equipment, or indications that management control of the operation may be ineffective. They shall also carefully examine any information that may indicate a significant deterioration in the operator's financial condition. Examples of trends which may indicate problems in an operator's financial condition are:

- a) significant lay-offs or turnover of personnel;
- b) delays in meeting payroll;
- c) reduction of safe operating standards;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- d) decreasing standards of training;
- e) withdrawal of credit by suppliers;
- f) inadequate maintenance of aircraft;
- g) shortage of supplies and spare parts;
- h) curtailment or reduced frequency of revenue flights; and
- i) sale or repossession of aircraft or other major equipment items.

6.2.2 When possible financial difficulties are identified, CAA Nepal inspectors will increase technical surveillance of the operation with particular emphasis on the maintenance of safety standards.

6.2.3 During the certification process, CAA Nepal inspector will have determined the methods, systems or procedures that the operator intended to use to ensure compliance with the applicable regulations/requirements, the AOC and its associated operations specifications and the operator's operation manual. A prime objective of the safety oversight program is to confirm that such methods, systems or procedures are being followed and are effective in the demonstration of operator compliance and achievement of safety objectives.

6.2.4 Aircraft leases and contractual arrangements entered into by the operator for training, etc. need to be thoroughly reviewed and a determination made of whether these arrangements are producing satisfactory results as far as the maintenance of safety standards and regulatory compliance are concerned.

6.2.5 The operator's training programme must be closely monitored during oversight to ensure that the training standards, which were demonstrated when the programme was initially approved, are being maintained. If there are indications that the training provided is not achieving the desired training objectives, or has resulted in a high failure rate on various tests or examinations, CAA Nepal inspectors need to make certain that the operator revises the training programme to ensure that trainees will reach the required level of competence.

6.2.6 The performance of flight crew authorized as Designated Check Pilots needs to be observed and evaluated during the course of the surveillance. This evaluation should be conducted, where possible, by an inspector qualified on the specific type of aircraft utilized by the operator. The procedures for approval and surveillance of Designated Check Pilots are contained in Chapter 18 of Volume II.

6.2.7 The oversight function will be accomplished on a continuing basis, planned and performed at specified times or intervals such that all significant aspects of the operator's procedures and practices are evaluated and appropriate inspections, commensurate with the scale and scope of the operator's activities, conducted at least once every 12 months.

6.2.8 The safety oversight program of an operator shall:

- a) establish that the operator has conducted, and is likely to continue to conduct, operations in accordance with good operating practices, the AOC's operations specifications, operations manual and in all respects in compliance with CAA Nepal requirements;
- b) ensure that all changes in the applicable operating regulations and rules, in any amendments to the AOC or associated operations specifications, or otherwise any improvements in operating procedures, are put into practice and reflected in appropriate amendments to the operations manual;
- c) keep the CAA Nepal informed of the competency, current operating practices and record of compliance of the operator, including service providers to whom the operator may have outsourced services;
- d) afford CAA Nepal the opportunity to recommend regulatory or policy changes if the safety oversight inspections indicate such action would result in improvements in operating safety standards in general; and



- e) establish whether the exercise of the privileges of an AOC and the associated operations specifications by a particular operator should be continued, made the subject of further operating limitations, or be suspended or revoked.

6.3 Planning and Executing Safety Oversight Program

Refer to Para 1A.4 for more details.



7 MAIN BASE AUDIT

7.1 BACKGROUND AND OBJECTIVES

A main base audit shall be performed at the operator's principal base of operations, sub-bases, and the purpose of the inspection is to assess the suitability of the operator's organization, management, facilities, equipment, manuals, personnel and training records. The operations portion of main base audit will be accomplished in six increments as follows:

- operations manual;
- operational control;
- operations and flight (trip) records;
- flight and duty time records;
- training program; and
- training and qualification records.

7.2 GENERAL INSPECTION GUIDELINES

7.2.1 Inspectors shall contact the operator well in advance to make appropriate arrangements for inspecting elements of the main base audit. Unlike many types of operations inspections which are most effective when conducted on short notice (such as ramp inspections and in-flight inspections) elements of the main base operation are not subject to rapid adjustments on the part of the operator in anticipation of the inspection and the inspections are most productive following adequate notice and coordination. Advance notice is important to ensure that key company personnel will be present during the course of the inspections to provide information and answer questions. The required company presence will vary according to the type of inspection. During the initial contact, the operator shall be briefed in detail regarding the scope of the audit, the areas to be inspected, and the approximate duration of the audit. For example, when evaluating operational control procedures and operations, the inspector will require almost constant contact with personnel who are responsible for each functional area. In contrast, the inspection of flight and duty time records requires very little company involvement except to make records available and answer any initial questions the inspector may have about the operator's record keeping system.

7.2.2 Before commencing each type of inspection listed in 7.1 above, inspectors should familiarize themselves to the maximum extent possible with the operator's manuals, policies and instructions regarding the area to be inspected. In developing an annual work program, it is therefore sound practice to schedule an operations manual inspection in advance of the other types of inspections contained in this chapter. This will provide the inspector with an overview of the operator's instructions and policies prior to evaluating their effectiveness in day to day practice. Before performing the individual inspections contained in chapters which follow, inspectors should review for a second time and in greater depth those portions of the operator's manual which pertain to the specific area to be evaluated. In that sense, all inspections which are conducted by operations inspectors become an extension of the formal evaluation of the operator's manual, because unsatisfactory performance in operational areas can often be traced to inadequate planning, guidance, and training.

7.2.3 Upon arriving at the site where the inspection is to be conducted, inspectors shall introduce themselves and present their identification to the operator's representatives, if not personally known to them. The inspector shall review with the operator the scope of the audit to be



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

conducted, and assemble key company personnel who are to be available to answer questions during the course of the audit. The inspector shall coordinate with the operator the time and place at the conclusion of the audit to review the findings.

7.3 SPECIFIC INSPECTION PROCEDURES AND PRACTICES

Detailed guidance regarding the conduct of the six types of inspections listed in 7.1 above, along with inspection checklists/report forms, are contained in **Chapter 4** and **Chapters 8 through 12** of this volume.

Base Audit for Issuance of AOC is carried out through **AOCI Manual Volume II Appendix-5 form FOS FORM CL-118-BA** and Base audit for renewal of AOC is carried out through latest **FOD Audit Checklist**.

Summary of audit procedure laid down in **AOCI Manual Volume II Appendix-47**.

Findings raised during audit are issued as **Discrepancy Reporting Form** laid down in **AOCI Manual Volume II Appendix-1**.

Audit Entry Meeting and Exit Meeting are documented in **Audit In-Brief Form and Audit Exit-Brief Form** laid down in **AOCI Manual Volume II Appendix-1**.

Operators shall submit the corrective action plan of each finding in **Corrective Action Form** laid down in **AOCI Manual Volume II Appendix-1**.



8 OPERATION CONTROL INSPECTION

8.1 BACKGROUND AND OBJECTIVES

8.1.1 Operational control refers to the exercise, by the operator, of responsibility for the initiation, continuation, termination or diversion of a flight. Flight dispatch procedures are the means by which the control and supervision of flight operations will be achieved. FOR-A para 3.1.4 and FOR-H Sec.2 para 1.1.5 require air operators to have an approved system for the control and supervision of flight operations. The air operator is required to demonstrate that there are sufficient qualified flight dispatchers in place to ensure adequate operational control. The operational control system shall have an approved flight following system adequate for the proper monitoring of each flight considering the operations to be conducted. Responsibility for operational control is delegated jointly to the pilot-in-command and the flight dispatcher.

8.1.2 To make an evaluation of the overall effectiveness of the operational control organization, the FOI must evaluate the following factors:

- responsibility for operational control is clearly defined;
- an adequate number of operational control personnel are provided;
- applicable manuals contain adequate policy and guidance to allow operational control personnel and flight-crews to carry out their duties efficiently, effectively and with a high degree of safety;
- operational control personnel are adequately trained, knowledgeable and competent in the performance of their duties;
- flight control personnel and flight-crews have been provided with the necessary information for the safe planning, control and conduct of all flights;
- the operator provides adequate facilities for flight control functions;
- the operator performs all operational control functions required by the requirements;
- the operator performs all functions necessary to provide adequate operational control in the environment in which operations are conducted;
- adequate emergency procedures and contingency plans have been formulated.

8.2 GENERAL INSPECTION PRACTICES AND PROCEDURES

8.2.1 FOIs conduct operational control inspections through systematic manual reviews, records inspections, observations and interviews.

- a) **Inspector preparation and manual review:** Before starting an operational control inspection, the inspector must become familiar with the operational control provisions contained in the operations manual. This manual review is both the first step in the inspection process and preparation for subsequent steps. Its purpose is to examine operations control policy and guidance in depth in order to ensure that approved procedures are being followed. The operations manual shall specify the following:

- 1) the responsibilities and functions assigned to flight dispatchers related to the approved method of control and supervision of flight operations; and



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- 2) the responsibilities of a flight dispatcher include the provision of assistance to the pilot-in-command in flight preparation; completion of operational and ATS flight plans; liaison with the air traffic, meteorological and communication services; and the provision to the pilot-in-command during flight of information necessary for the safe and efficient conduct of the flight. Flight dispatchers shall also be responsible for monitoring the progress of each flight under their jurisdiction and for advising the pilot-in-command of company requirements for cancellation, re-routing or re-planning, should it not be possible to operate as originally planned. In connection with the foregoing, it shall be understood that the pilot-in-command is the person ultimately responsible for the safety of the flight.
- b) Observations, interviews and records checks:** The inspector shall establish with the operator a mutually convenient time for conducting the interviews and records checks and for observing flight control functions:
- 1) inspectors shall conduct interviews with both management and working level personnel to meet inspection objectives. Inspectors shall plan these interviews so that the required information can be obtained without unduly distracting personnel from their duties and responsibilities;
 - 2) inspectors shall observe actual flight release operations. Before beginning these observations, an inspector should request a tour of the operator's facility for general orientation. During this time, he may observe operations control personnel performing a variety of job functions. If possible, these observations should be made during periods of peak activity, adverse weather, or during non-routine operations. Inspectors shall ask pertinent questions of personnel regarding their individual duties and responsibilities and relationship to the overall operations control effort;
 - 3) when possible, inspectors should observe a dispatcher competency check being conducted to evaluate the knowledge level of dispatchers and the performance of the supervisor.

Note — Detailed guidance concerning operations (trip) records, fatigue management records and training and qualifications records is contained in Chapters 9, 10 and 11 of this volume. Each type of records inspection has its own checklist and report form. These areas may be examined separately or in conjunction with the remainder of the operational control inspection areas.

8.3 SPECIFIC INSPECTION PRACTICES AND PROCEDURES

8.3.1 The Air Operator Operational Control Checklist/Report form at the end of this section contains a list of specific inspection items of the carrier's operations control organization, functions, and guidance. It will serve as both a checklist of items to be covered and as a means of recording the results of the inspection. The following inspection areas will be evaluated to verify compliance with CAA Nepal requirements and the air operator's approved system for operational control.

8.3.1.1 Policies and procedures

- a) Authorized operations:**
- 1) The type of operations that may and may not be conducted shall be clearly specified in manuals and other instructions (VFR, IFR, CAT II, etc.).
 - 2) Applicable CAA Nepal and the operator's policies applicable to each type of operation shall be clearly stated.
 - 3) Geographic areas and destinations to which extended overwater flights or EDTO may be conducted shall be clearly specified.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

b) Manuals:

- 1) A section of the operations manual shall be devoted to the policy and guidance for operational control (**Note** — *May be contained in a separate manual.*).
- 2) If the operator conducts extended overwater or EDTO, a separate section of the operations manual shall contain key considerations regarding these types of operations.
- 3) The applicable section(s) of the operations manual shall be readily available to dispatchers and flight crews while they perform their duties.

c) Pre-departure functions: The responsibility and procedures for accomplishing the following functions shall be clearly defined and properly executed:

- 1) crew assignment;
- 2) load planning;
- 3) aircraft routing;
- 4) flight planning;
- 5) release of the aircraft from maintenance;
- 6) control of MEL and CDL limitations- Required instruments and equipment shall be installed and operational;
- 7) compliance with flight operations limitations;
- 8) mass and balance;
- 9) performance planning, including consideration of mass, elevation, temperature, wind, obstacles, etc.;
- 10) the operator shall have a means for the PIC and dispatcher to ensure that each of these functions has been satisfactorily accomplished before the aircraft departs.

d) Original operational flight plan:

- 1) The conditions under which a flight may and may not be dispatched (type of operation, weather, crew compliment, load, etc.) shall be clearly defined.
- 2) The conditions under which a flight must be re-routed, delayed, or canceled shall be defined.
- 3) The operational flight plan shall contain all the necessary elements as required by CAA Nepal requirements.
- 4) A written copy of weather reports, forecasts and NOTAMS shall be attached to the operational flight plan and provided to the flight-crew.
- 5) Flight shall not commence unless it is ascertained by every reasonable means that aerodromes to be used are adequate for the operation.

e) Dispatcher briefing:

- 1) The operator's procedures shall provide for briefing of the PIC by the dispatcher.
- 2) The minimum content of the briefing shall be specified and adequate.

f) Dual responsibility:

- 1) The signatures of both the PIC and the Dispatcher shall be required on the operational flight plan.
- 2) The PIC's obligation to operate the flight according to the operational flight plan, or to obtain an amended release, shall be clearly stated.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

g) *Flight following:*

- 1) The dispatcher's flight following requirements and procedures shall be clearly identified.
- 2) Policy and guidance shall be provided to flight crews and dispatchers for monitoring fuel en-route.
- 3) Flight-crew reporting requirements and procedures shall be clearly stated.
- 4) There shall be specified procedures for dispatchers to follow when a required report is not received.
- 5) The operator shall maintain a record of communications between the dispatcher and the flight.
- 6) Procedures shall be established to notify flights en-route concerning hazardous conditions relating to aerodromes, navigation aids, etc., and to report changes in forecast weather.

h) *Planned re-release:* If the operator uses planned re-release procedures in connection with extended overwater operations, the following areas shall be considered:

- 1) a separate operational analysis shall be prepared for the two routes and provided to the PIC, dispatcher, or flight follower;
- 2) the re-release point shall be common to both routes;
- 3) re-release messages shall be transmitted, acknowledged, and recorded. The message shall include all requirements including NOTAM and weather information;
- 4) the aircraft shall meet landing performance requirements at the intermediate destination.

i) *Inability to proceed as released:*

- 1) Policy concerning the PIC's latitude to deviate from the operational flight plan without obtaining a new release shall be stated.
- 2) Specific and adequate direction and guidance shall be provided to PIC's and dispatchers for the actions to take when a flight cannot be completed as planned (such as destinations or alternates below minimums, runways closed or restricted).
- 3) Procedures to follow in case of diversion or holding shall be specifically and clearly stated.
- 4) Procedures to be followed in case of an emergency procedure which results in deviation from local regulations or procedures shall be clearly stated.

j) *Meteorology:*

- 1) If the applicant has established a meteorological department, determine that it will be provided with adequate staff and facilities.
- 2) Determine whether adequate procedures have been established to ensure the availability of weather forecasts and reports needed by the operator for flight planning purposes.
- 3) Determine that the operator has procedures to utilize all useful weather information pertinent to the area with which the operational control is concerned.
- 4) Determine that the operator has provided the means whereby the pilots and the flight dispatchers are provided with timely information pertaining to clear air turbulence, thunderstorms, icing conditions and volcanic ash, as well as to the best routes and altitudes for avoiding such occurrences.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- 5) Give particular attention to procedures to be employed by operational control for disseminating information pertaining to clear air turbulence, thunderstorms, volcanic ash, icing conditions and other significant weather phenomena.
 - 6) Determine that the necessary procedures have been established for providing adequate weather information to the pilot-in-command at en-route stops.
 - 7) Determine the adequacy of the procedures to be employed throughout the applicant's system with respect to in-flight meteorological reporting.
- k) Aerodrome operating minima:**
- 1) IFR departure minimums shall be consistent with CAA Nepal requirements and specific CAA Nepal approvals.
 - 2) Take-off alternates shall be named in the operational flight plan when flights are released with the departure aerodrome below landing minimums, and shall meet the requirements of local State regulations.
 - 3) Destination weather minimums shall be clearly defined.
 - 4) Destination alternates shall be named in the operational flight plan.
 - 5) Flights shall not be continued toward the aerodrome of intended landing unless the latest available information indicates that operating minima can be complied with.
- l) Minimum en-route altitudes:** The operator shall establish minimum en-route altitudes for routes flown, which shall not be lower than those established by CAA Nepal requirements.
- m) Selection of alternates:**
- 1) Policy, direction, and guidance shall be provided for the selection of takeoff, en-route, and destination alternates.
 - 2) Terrain and engine out performance shall be considered in selecting an alternate.
- n) NOTAMS:**
- 1) NOTAM information shall be available and utilized.
- o) Information:**
- 1) The operator shall make adequate provisions for supplying aerodrome and navigation information to pilots and dispatchers.
 - 2) The operator shall have an adequate method for providing data to dispatchers on take-off and landing minimums at each aerodrome. Dispatchers shall have immediate access to such data.
- p) Fuel and oil supplies:**
- 1) All increments of fuel required by CAA Nepal regulations/requirements (start and taxi, take-off to arrival at destination, approach and landing, missed approach, alternate fuel, holding, and contingency) shall be provided.
 - 2) If aircraft are dispatched without an alternate, adequate contingency fuel shall be carried for un-forecast winds, terminal area delays, runway closures, and other contingencies.
 - 3) Minimum fuel procedures shall be specified for both dispatchers and PIC's and shall be adequate for the environment in which operations are conducted
- q) Engine-out performance considerations:**
- 1) The operator shall take into account engine out performance rules when applicable to specific routes and types of operations.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- 2) Engine out performance analysis shall be complete and accurate.
- 3) When possible, multiple ETP's shall be provided for overwater flights and EDTO operations.
- 4) Adequate guidance shall be available for drift down computations and fuel dump requirements.

r) Emergency procedures:

- 1) Emergency action procedures and checklists shall be published and readily available to operations control personnel for the following emergencies:
 - i) in-flight emergency;
 - ii) crash;
 - iii) overdue or missing aircraft;
 - iv) bomb threat;
 - v) hijacking.
- 2) Operator shall have available lists containing information on the emergency and survival equipment carried aboard its airplanes.

s) Change-over procedures:

- 1) During shift changes, an adequate overlap shall be provided for dispatchers and other flight operations control personnel to brief their oncoming counterparts,

t) Communications and reports: Provisions shall be made concerning the following:

- 1) the procedures to be used to notify flights regarding hazardous conditions relating to aerodromes or navigation aids, etc., are adequate;
- 2) notices to airmen (NOTAMs) will be made available to flight crew personnel in a timely manner;
- 3) emergency communications procedures and facilities are adequate;
- 4) flight dispatchers are able to establish rapid and reliable voice communications with the flight crew at the gate;
- 5) communications between the operational control centre and appropriate ATS facilities are adequate;
- 6) air-ground communications and point-to-point circuits used for flight safety messages are adequate and are reasonably free of congestion to ensure rapid and reliable communications throughout the geographical area of operations;
- 7) flight dispatchers are familiar with all facets of operations within their geographical areas of responsibility and are properly authorized and qualified in the use of all communications channels required by the approved method of control and supervision of flight operations;
- 8) the necessary emphasis is placed on the timely receipt of messages both in the aircraft and at the operational control centre or en-route stations; and
- 9) facilities for the communication of weather information to en-route stations and to aircraft are adequate.

8.3.1.2 Dispatchers and meteorologists

a) Qualification:

- 1) All dispatchers shall be certified in accordance with CAA Nepal requirements.
- 2) Dispatchers shall have successfully completed a competency check annually.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- 3) Dispatchers shall have completed route familiarization on an annual basis.
- 4) Any meteorologists who are employed by the operator shall be qualified according to Nepalese regulations and operator policy.

b) Knowledge of weather: Dispatchers shall be:

- 1) knowledgeable about the following weather conditions:
 - i) surface (fronts, fog, low ceilings, etc.);
 - ii) upper air (tropopause, jet streams);
 - iii) turbulence (pressure and temperature gradients);
 - iv) severe (low-level wind-shear, microburst, icing, thunderstorms);
 - v) able to read terminal reports, forecasts, various weather depiction charts and upper air charts and interpret the meanings.

c) Knowledge of the area: Dispatchers shall be:

- 1) able to immediately recognize the aerodrome identifiers for the aerodromes in the area they are working;
- 2) generally familiar with the aerodromes in the area they are working (number and length of runways, available approaches, general location, elevation, surface temperature limitations);
- 3) aware of which aerodromes in the areas they are working in are special aerodromes, with regard to crew qualifications;
- 4) aware of the terrain surrounding the aerodromes in the areas they are working;
- 5) aware of dominant weather patterns and seasonal variations of weather in the area; and
- 6) aware of route segments limited by drift down.

d) Knowledge of aircraft and flight planning: Dispatchers shall have knowledge of:

- 1) the general performance characteristics of each airplane with which they are working (such as average hourly fuel burn, holding fuel, engine out, drift down height, effect of wind and lower altitude on fuel burn, crosswind limits, maximum takeoff and landing weights, required runway lengths); and
- 2) all of the elements contained in the operational flight plan and ATC flight plan.

e) Knowledge of policy: Dispatchers shall be:

- 1) knowledgeable regarding CAA Nepal requirements and authorizations regarding such items as weather minimums; and
- 2) aware of the provisions of the operators manual regarding all policies and procedures discussed in this section.

f) Knowledge of responsibilities: Dispatchers shall be:

- 1) knowledgeable of their responsibilities under CAA Nepal requirements (such as briefing PIC; canceling, re-scheduling, or diverting for safety; inflight monitoring; in-flight notification to PIC);
- 2) knowledgeable of their responsibilities under the operator's manual.

g) Proficiency: Dispatchers shall be:

- 1) competent in the performance of their assigned duties; and
- 2) alert for potential hazards.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

h) **Duty time:** Regulatory requirements shall be complied with applicable FOR.

8.3.1.3 Supervisors

- a) **Qualification:** Supervisors of dispatchers shall themselves be qualified and current as dispatcher
- b) **Conduct of competency check:** Competency Checks which are administered by supervisors shall be appropriate, thorough, and rigorous

8.3.1.4 Facilities and staff

a) **Physical:**

- 1) Working space shall be adequate for the number of people working in the dispatch center.
- 2) Temperature, lighting, and noise levels shall be conducive to effective performance by operations personnel.
- 3) Access to the facilities shall be controlled.

b) **Information:**

- 1) Dispatchers shall be supplied with all the information they require (such as on flight status, maintenance status, load, weather, facilities).
- 2) Information shall be effectively disseminated and displayed; and it must be quickly and accurately located.
- 3) Real-time weather displays shall be available for adverse weather avoidance.

c) **Management:**

- 1) Overall responsibility for operations in progress shall be assigned by the operator to one individual who can coordinate the activities of all of the dispatchers.
- 2) Adequate internal communications links to flow control type facilities and to high level management officials shall be established.

d) **Workload:**

- 1) The operator shall assign sufficient personnel to adequately handle the workload during periods of both normal and non-routine operations.
- 2) Dispatchers shall have sufficient time to effectively perform both dispatch and flight following duties. Dispatchers shall not be used to perform other functions such as clerks, maintenance officers, etc., to the detriment of their primary function.



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

Attachment F

AIR OPERATOR OPERATIONAL CONTROL INSPECTION CHECKLIST/REPORT

Operator: <input style="width: 90%;" type="text"/>	Date: <input style="width: 90%;" type="text"/>
Location: <input style="width: 90%;" type="text"/>	Inspector: <input style="width: 90%;" type="text"/>

S = Satisfactory; U = Unsatisfactory; NA = Not applicable

	✓	S/U/NA
A. POLICIES AND PROCEDURES		
1. Authorized operations		
2. Manuals		
3. Pre-departure Functions		
• Crew assignment		
• Load planning		
• Aircraft routing		
• Flight planning		
• Release of the aircraft from maintenance		
• Control of MEL and CDL limitations		
• Compliance with flight operations limitations		
• Weight and balance		
• Adequate supervision		
4. Original operational flight plan		
5. Dispatcher briefing		
6. Dual responsibility		
7. Flight-following		
8. Planned re-release		
9. Inability to proceed as released		
10. Weather		
11. Aerodrome operation		
12. Minimum en-route altitude		
13. Selection of alternates		
14. NOTAMs		
15. Information		
16. Fuel		
17. Engine-out performance		
18. Emergency procedures		
19. Change-over procedures		
20. Comm. And reports		
B. DISPATCHERS AND METEOROLOGISTS		
1. Qualification		
2. Knowledge of weather		
3. Knowledge of area		
4. Knowledge of aircraft and flight planning		
5. Knowledge of duties and responsibilities		
6. Knowledge of policy		
7. Proficiency		
8. Duty time		
C. SUPERVISORS		
1. Qualification		



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

		✓	S/U/NA
2. Conduct of competency checks			
D. FACILITIES AND STAFF			
1. Adequacy of facilities			
2. Pertinent information			
• Comprehensive			
• Disseminated			
• Available			
• Current			
3. Management			
4. Workload			
Remarks:			
OVERALL RESULT:		Inspector's signature:	
Satisfactory	<input type="checkbox"/>		
Unsatisfactory	<input type="checkbox"/>	Name:	
		Date:	



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

**Attachment F (1)
AERODROME OPERATING MINIMA INSPECTION CHECKLIST**

Operator: <input style="width: 90%;" type="text"/>	Date: <input style="width: 90%;" type="text"/>
Location: <input style="width: 90%;" type="text"/>	Inspector: <input style="width: 90%;" type="text"/>

S = Satisfactory; U = Unsatisfactory; NA = Not applicable

Flight Operations Requirements (A)		
4.2.8 Aerodrome Operating Minima		
4.2.8.1 An operator shall establish Aerodrome Operating Minima for each aerodrome to be used in operations, and shall obtain approval of CAA Nepal for the method of determination of such minima. Such minima shall not be lower than any that may be established for such aerodromes by the State in which the aerodrome is located, except when specifically approved by that State.		
POLICIES AND PROCEDURES	S/U/NA	REMARKS
1. The type, performance and handling characteristics of the aeroplane		
2. The composition of the flight crew, their competence and experience		
3. The dimensions and characteristics of the runways which may be selected for use		
4. The adequacy and performance of the available visual and non-visual ground aids		
5. The equipment available on the aeroplane for the purpose of navigation and/or control of the flight path during the approach to landing and the missed approach		
6. The obstacles in the approach and missed approach areas and the obstacle clearance altitude/height for the instrument approach procedures		
7. The means used to determine and report meteorological conditions		
8. The obstacles in the climb-out areas and necessary clearance margins		
9. Is RVR information provided for Category II and Category III instrument approach and landing operations?		
10. For instrument approach and landing operations, aerodrome operating minima below 800 m visibility shall not be authorized unless RVR information is provided.		
11. IFR departure minimums shall be consistent with CAA Nepal regulations and specific CAA Nepal approvals.		
12. Take-off alternates shall be named in the operational flight plan when flights are released with the departure aerodrome below landing minimums, and shall meet the requirements of local State regulations.		
13. Destination weather minimums shall be clearly defined.		
14. Destination alternates shall be named in the operational flight plan.		
15. Flights shall not be continued toward the aerodrome of intended landing unless the latest available information indicates that operating minima can be complied with.		



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

Remarks:

Large empty rectangular area for handwritten remarks.

OVERALL RESULT:

Satisfactory

Unsatisfactory

Inspector's
signature:

Signature line

Name:

Name line

Date:

Date line



9 OPERATIONS AND FLIGHT (TRIP) RECORDS INSPECTIONS

9.1 BACKGROUND AND OBJECTIVES

9.1.1 FOR-A para 4.3 and FOR-H Sec. 2 para 2.3.1 require that a flight shall not be commenced until flight preparation forms have been completed certifying that the pilot-in-command is satisfied that:

- a) the aeroplane is airworthy and Certificate of Release to Service as been issued;
- b) the instruments and equipment for the particular type of operation to be undertaken, are installed and are sufficient for the flight;
- c) the mass of the aeroplane and centre of gravity location are such that the flight can be conducted safely, taking into account the flight conditions expected;
- d) any load carried is properly distributed and safely secured;
- e) a check has been completed indicating that the performance requirements of FOR-A Chapter 5 and FOR-H Sec. 2 Chapter 3 can be complied with for the flight to be undertaken; and
- f) the operational flight plan and flight release requirements as required by FOR-A para 4.3.3 and FOR-H Sec. 2 para 2.3.3 have been complied with.

9.1.2 FOR-A para 4.3.2 and FOR-H Sec. 2 para 2.3.2 requires that completed flight preparation forms are retained by the operator for a period of three months. Examples of common flight preparation forms meeting these requirements are: the load manifest, the flight release (normally combined with the operational flight plan), the operational flight plan including weather and NOTAMs and the Certificate of Release to Service.

9.1.3 The primary objective of operations and flight records inspections is to ensure that operators comply with established procedures and CAA Nepal requirements. Inspectors can evaluate trip records to reconstruct a particular flight or a series of flights by the operational flight plan, flight release, loading and weight documents, weather documents, and other related flight information retained by the operator.

9.2 INSPECTION PRACTICES AND PROCEDURES

9.2.1 Trip records inspections are normally conducted at the operator's principal base of operations. Operators shall have established a system where transit stations forward all trip records information to one central location where the information is retained for the required time period. Subject to CAA Nepal approval, operators may store some or all trip records in an electronic format.

9.2.2 Inspectors shall contact the appropriate air operator manager and advise them that an inspection shall be conducted. Upon arriving at the record keeping location, the inspector shall properly identify himself and request records for a specific series of trips completed within the past three months. This ensures that the operator has an effective means of storing records and is capable of retrieving specific trip information at CAA Nepal inspector's request. Inspectors shall also request space at the operator's facility to conduct the inspection. Inspectors should not remove trip records from the operator's facility.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

9.2.3 Before conducting the actual inspection, inspectors shall familiarize themselves with the operator's trip records procedures, formats and means of disseminating information to flight crews.

9.2.4 During the conduct of the actual inspection, inspectors shall examine all of the available documents for each flight and cross check the information between the trip records. For example, the fuel load on a flight release should agree with the fuel load on the load manifest, the operational flight plan, and the fuel slip (if available).

9.2.5 Inspectors shall use the Operations and Flight Records Inspection Checklist/Report form [Form # Attachment G] included at the end of this chapter to record the results of this inspection.

9.3 TRIP RECORDS INSPECTION AREAS

Operations and flight (trip) records are divided into five inspection areas as follows:

9.3.1 General inspection area: This inspection area refers to those inspection elements that are common to all trip records. Inspectors shall evaluate such items as record availability, practicality, currency, legibility, completeness and security as they relate to required record keeping requirements. Inspectors shall ensure that each trip record package they examine contains all of the required information and that it is related to the actual flight it represents. Each document shall include a date, flight number and an aircraft registration number which clearly identifies the applicable flight.

9.3.2 Operational flight plan/flight release inspection area: This inspection area refers to the operational flight planning requirements. Inspectors shall evaluate operational flight plan content. Many operators incorporate the operational flight plan and the flight release into one document. This is acceptable and reduces the duplication of information that may be required by both documents. The operational flight plan/flight release shall contain or have attached the following information:

- a) air operator name;
- b) make, model, and registration number of the aircraft being used;
- c) flight number, and date of flight;
- d) name of the PIC and of each flight crew member;
- e) departure aerodrome, destination aerodromes, alternate aerodromes and route;
- f) minimum fuel supply ;
- g) a statement of the type of operation (e.g., IFR, VFR, EDTO);
- h) the latest available weather reports and forecasts for the destination aerodrome and alternate aerodromes; and
- i) any additional available weather information that the PIC considers necessary.

9.3.3 Fuel computation procedures inspection area: The objective of this portion of the inspection is to determine whether the applicant's aircraft will be dispatched with adequate fuel loads calculated in accordance with CAA Nepal regulations and the operations manual.

9.3.3.1 To make this determination, inspectors shall review the fuel computation requirements and sample operational flight plans. The inspection sample selected must include a variety of flights dispatched from different bases on routes and route sectors calling for wide differences in fuel requirements. The sample shall include sectors on which aircraft fuel capacity is critical. The fuel carried shall be validated against expected aircraft performance, with appropriate corrections for wind conditions and flight levels en-route.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

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

9.3.4 Load manifest inspection area: Each trip records package shall contain aircraft mass and balance and loading information. Passenger and cargo weight information must be accurately reflected on the load manifest. Inspectors shall inspect and validate the operator's loading documents to verify their accuracy and compliance with CAA Nepal regulations/requirements and the aircraft load data sheet. The inspection will ascertain that aircraft will be safely and correctly loaded in accordance with:

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

9.3.4.1 Operators may have CAA Nepal approved systems which result in the final figures for weight and balance being transmitted to the flight-crew via ACARS or company radio frequencies after the aircraft has departed the gate or ramp area. This information, which normally consists of adjusted take-off gross weight and trim settings, is critical to the crew members for accurately determining the take-off data. Inspectors shall ensure that the information contained on the load manifest accurately reflects the actual passenger and cargo weights.

9.3.4.2 In addition to the foregoing, another important feature of this evaluation is an investigation of the applicant's method of exercising overall mass control. CAA Nepal inspector shall examine the system and methods whereby aircraft mass is checked and maintained to ensure that mass fluctuations due to modifications and other causes are fully taken into account and that the mass statement is accurate. This determination may require coordination between CAA Nepal flight operations and airworthiness inspectors.

9.3.5 Airworthiness release area: A Certificate of Release to Service shall be prepared in accordance with the procedures contained in the operations manual. Inspectors will:

- a) confirm that entries are up to date;
- b) confirm the validity of Certificate of Release to Service;
- c) check the number of deferred defects, and that defect deferments include time limits and comply with the stated time limits; and
- d) check compliance with the aircraft MEL to confirm that the aircraft was airworthy and equipment required for the proposed operation serviceable.

9.3.6 Other required documents inspection area: This inspection area refers to items such as pertinent weather forecasts, NOTAMs, fuel slips, special route or airspace requirements (if applicable), and other documents that are issued to flight crew members before each flight.

9.3.7 Report procedures

The **Air Operator Operations and Flight Records Inspection Checklist/Report form [Form # Attachment G]** included at the end of this chapter shall be used for recording the results of these inspections.



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

Attachment G

AIR OPERATOR OPERATIONS AND FLIGHT RECORDS CHECKLIST/REPORT

Operator: <input style="width: 90%;" type="text"/>	Date: <input style="width: 90%;" type="text"/>
Location: <input style="width: 90%;" type="text"/>	Inspector: <input style="width: 90%;" type="text"/>

S = Satisfactory; U = Unsatisfactory; NA = Not applicable

	✓	S/U/NA
A. GENERAL		
1. Availability		
2. Practicality		
3. Currency		
4. Legibility		
5. Completeness		
6. Secure		
B. OPERATIONAL FLIGHT PLAN/ FLIGHT RELEASE		
1. Contains the following elements:		
• Air operator name		
• Type/model of aircraft		
• Aircraft registration No.		
• Flight No.		
• Date		
• Name of flight crew member and PIC		
• Point of departure		
• Proposed route		
• Point of intended landing		
• Amount of fuel on board		
• Minimum fuel required		
• Alternate aerodrome		
• Appropriate signatures		
C. FUEL COMPUTATIONS		
1. Adequate fuel load		
2. Adequate fuel for en-route emergencies		
D. LOAD MANIFEST		
1. Contains the following individual weight		
• Aircraft		
• Fuel and oil		
• Cargo and baggage		
• Passengers		
• Crew		
2. Contain maximum allowable mass in consideration of:		
• Runway limit		
• Climb limits		
• En-route performance		
• Landing weight limits		
• Alternate distance		
3. Mass and center of gravity limitations		
4. Limitations on load distribution		



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

	✓	S/U/NA
5. Dangerous goods loading (if applicable)		
E. MAINTENANCE RELEASE		
1. Certify following conditions have been met		
• Maintenance release		
• Defect deferral procedures		
• MEL compliance		
• Aircraft is airworthy and required equipment serviceable		
F. OTHER REQUIRED DOCUMENTS		
1. Weather reports, forecasts, summaries and depictions		
2. Fuel slips		
3. NOTAMs		
4. Special route or airspace requirements		
5. Other		
Remarks:		
OVERALL RESULT:	Inspector's signature:	<input type="text"/>
Satisfactory <input type="checkbox"/>	Name:	<input type="text"/>
Unsatisfactory <input type="checkbox"/>	Date:	<input type="text"/>



10 FATIGUE MANAGEMENT RECORDS INSPECTIONS

10.1 BACKGROUND AND OBJECTIVES

10.1.1 FOR-A para 9.6.1 and FOR-H Sec. 2 para 7.6.1.4 require an AOC holder to manage fatigue through the establishment of flight time, flight duty period, duty period and rest period limitations that are within the limits prescribed.

10.1.2 FOR-A para 4.10 also permit the CAA Nepal to approve a special flight duty scheme for an AOC holder on the basis of a risk assessment provided by the operator that provides an equivalent level of safety as would be achieved through the prescribed limits eg. FRMS.

10.1.3 FOR-A para 9.10.1 and FOR-H para 7.6.2 require an air operator to maintain records for all its flight and cabin crew members of flight time, flight duty periods, duty periods and rest periods for six-months and twelve-months period respectively.

10.1.4 The primary objective of the inspection of fatigue management records is to ensure that operators comply with operations manual and appropriate CAA Nepal regulations/requirements relating to flight time, duty period, flight duty period and rest period limitations.

10.2 GENERAL INSPECTION PRACTICES AND PROCEDURES

10.2.1 Prior to arriving at the air operator facility, inspectors shall review in detail the specific fatigue management requirements as contained in the air operator operations manual. When reviewing the operations manual the inspector shall verify that it complies with FOR-A para 9.6 and FOR-H Sec. 2 para 7.6. At the commencement of the inspection at the air operator facility, the inspectors shall receive a briefing from operator staff regarding their fatigue management record keeping system in its entirety. The system must ensure that all limitations for management of fatigue as described in the operations manual are not exceeded.

10.2.2 The system shall also record as duty all tasks carried out at the behest of the operator. Persons are considered to be on duty if they are performing any tasks on behalf of the AOC holder, whether scheduled, requested or self-initiated.

10.2.3 FOR-A para 9.6.2.4 and FOR-H Sec. 2 para 7.6.4 regulations permit limitations to be exceeded due to circumstances such as adverse weather conditions or adverse situations beyond the control of the AOC holder. Inspectors shall review any such instances to ensure that the flight duty period was planned within the allowable limits and the circumstances were actually beyond the control of the operator.

10.2.4 The inspector shall then review a sufficient number of records for individual crew members to ensure that regulatory requirements are being met. Figures which are used in flight time summaries (cumulative totals) to track required time intervals shall be checked against original flight logs or similar records, to ensure that times for specific flights are being accurately recorded and totaled. Similarly, flight times which appear on flight logs and summaries may be checked against maintenance or payroll records for consistency.

10.3 INSPECTION AREAS

The record-keeping system shall have the following attributes:



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

10.3.1 Adequacy: The record-keeping system which the operator uses is adequate for recording all essential information to demonstrate full compliance with CAA Nepal requirements.

10.3.2 Accessibility and security: Data regarding flight and duty time shall be readily accessible to personnel who have responsibility for scheduling and monitoring compliance with various time intervals. Records shall be secure from tampering or other unauthorized access.

10.3.3 Currency: Data available to personnel responsible for ensuring that individual crew members do not exceed regulatory requirements shall be updated expeditiously. The system used by the operator shall provide that schedulers and/or flight control personnel are made aware in a timely manner when daily totals may be exceeded. Flight time totals from written crew logs must be expeditiously transmitted to the scheduling or flight control office, so that weekly and monthly totals, where required, may be promptly updated.

10.3.4 Accuracy: The system shall faithfully track daily flight and duty time and rest periods for crew members and accurately reflect totals for longer prescribed time intervals.

10.3.5 Conformity: The records shall reflect conformance with regulatory flight and duty time limitations.

10.4 INSPECTION REPORTING PROCEDURES

The **Air Operator Fatigue Management Inspection Checklist/Report [Form # Attachment H]** which appears at the end of this section reflects the areas discussed in paragraph 10.3 above and shall be used for all such inspections. Inspectors shall indicate in the comments section of the report form the scope of their records inspections (i.e. number of individual crew member records inspected, time interval covered, cross-checks with other records, etc.).



Attachment H

AIR OPERATOR FATIGUE MANAGEMENT RECORDS INSPECTION CHECKLIST/REPORT

Operator: <input style="width:90%;" type="text"/>	Date: <input style="width:90%;" type="text"/>
Location: <input style="width:90%;" type="text"/>	Inspector: <input style="width:90%;" type="text"/>

S = Satisfactory; U = Unsatisfactory

1. Adequacy
Comments:
2. Practicality
Comments:
3. Accessibility and security
Comments:
4. Currency
Comments:
5. Accuracy
Comments:
6. Conformity
Comments:

OVERALL RESULT: Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/>	Inspector's signature: <input style="width:90%;" type="text"/> Name: <input style="width:90%;" type="text"/> Date: <input style="width:90%;" type="text"/>
--	--



11 TRAINING AND QUALIFICATION RECORDS INSPECTION

11.1 BACKGROUND AND OBJECTIVES

11.1.1 AOCR para 6.1.3.8.2, 6.1.3.8.3 and 6.1.3.8.4 requires an AOC holder to maintain records of the qualifications and training for each crew member and flight dispatcher. The records shall have sufficient detail to enable CAA Nepal to determine that the personnel meet the experience and qualification for duties in commercial air transport operations. The air operator is required to retain such records until twelve months after the crew member or flight dispatcher has left the employment of the operator.

11.1.2 The primary objective of training and qualifications records inspections is to confirm that operators have a system in place to ensure that crew members and flight dispatchers are fully qualified in accordance with CAA Nepal regulations/requirements, and that they have received the training required as approved in the operations manual.

11.2 TRAINING AND QUALIFICATION REQUIREMENTS

11.2.1 Each record of a training or qualification event in an individual file shall contain the following as a minimum:

- a) employee's name;
- b) employee's position;
- c) specific type of training or qualification conducted – the terminology employed shall reflect that contained in the operator's approved training program, (e.g. "A-330 Pilot Recurrent Ground Training");
- d) total time and date(s) on which training was conducted;
- e) results of training or qualification – complete or incomplete, satisfactory or unsatisfactory;
- f) instructor or examiner's name and signature.

11.2.2 Specific information that must be contained in training and qualification records is as follows:

- a) flight crew member records:
 - 1) full name;
 - 2) current assignment;
 - 3) flight crew member licence – State issuing the licence and, if appropriate, the validation or conversion, licence type, number and ratings, including instrument rating and the language proficiency endorsement;
 - 4) medical assessment and date;
 - 5) company procedures indoctrination training;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- 6) initial and recurrent emergency equipment and procedures training;
 - 7) initial, recurrent, conversion training and/or upgrading (as appropriate);
 - 8) record of last proficiency and instrument rating check;
 - 9) initial and recurrent dangerous goods;
 - 10) initial and recurrent human factors including threat and error management;
 - 11) recency of experience (90 days);
 - 12) area, route and aerodrome qualifications for pilot-in-command;
 - 13) special authorizations training.
- b) cabin crew member records:
- 1) full name;
 - 2) current assignment;
 - 3) qualification and expiration date;
 - 4) initial training, including dangerous goods, general indoctrination and aircraft emergency procedures training;
 - 5) recurrent training, including dangerous goods, emergency and evacuation procedures training on specific aircraft; and
 - 6) competency check every twelve months.
- c) flight dispatcher:
- 1) full name;
 - 2) certification that the dispatcher is suitably in accordance with ICAO Annex 1;
 - 3) company procedures indoctrination;
 - 4) aircraft qualifications;
 - 5) route or area qualification initially and every 12 months;
 - 6) maintenance of competency;
 - 7) recurrent training every 12 months;
 - 8) competency check every 12 months.

11.3 GENERAL INSPECTION PRACTICES AND PROCEDURES

11.3.1 While training and qualification requirements are generally outlined above, there will be some variations in the training requirements for each air operator. Prior to the inspection the inspector must review in detail the specific air operator's crew and flight dispatcher training and qualification requirements as contained in the operations manual.

11.3.2 Computer systems are often used to track qualifications and training events. If so, the data contained in these systems must be based on either hard copy documentation or electronic records containing the information outlined above. The inspector conducting the records inspection must also verify the accuracy of computer-based records by comparison against a sample of the original written records.

11.3.3 Inspectors will randomly select a sample of files to review for each specialty and determine that the crew member or flight dispatcher has received the required training and was



fully qualified. If an employee was unqualified for a specific period, the inspector should cross-check other records such as fatigue management records or scheduling records, to ensure that the unqualified employee was not scheduled.

11.4 INSPECTION AREAS

Records shall be examined to determine the following:

- **Adequacy:** The record-keeping forms which the operator uses are adequate for recording essential information which is required by CAA Nepal.
- **Practicality:** The forms are easy to fill out and to understand.
- **Accessibility and Security:** Records are easily accessible to the operator's staff that are required to use them and secure from tampering by unauthorized individuals.
- **Accuracy:** Details of individual training events are properly recorded by instructors and examiners.
- **Currency:** Individual files have been expeditiously updated following completion of a training or qualification event.
- **Conformity:** Employees are properly licensed and rated, have received all required training and checks, and were fully qualified to be used in their specific crew member or operations control positions.

11.5 INSPECTION REPORTING PROCEDURES

Specific training courses which meet the requirements listed in paragraph 11.3 above may vary widely between operators. **The Air Operator Training Records Inspection Checklist/Report [form # Attachment I]** which appears at the end of this section contains the areas listed in paragraph 11.3 above, and will be used for all such inspections. Inspectors should clearly identify on the form the types of training and/or qualification records which were examined (e.g. "Cabin crew recurrent training", "B-737-400 initial training", etc.).



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

Attachment I

AIR OPERATOR TRAINING AND QUALIFICATION RECORDS CHECKLIST/REPORT

Operator: <input style="width:90%;" type="text"/>	Date: <input style="width:90%;" type="text"/>
Location: <input style="width:90%;" type="text"/>	Inspector: <input style="width:90%;" type="text"/>
Type of records inspected: <input style="width:95%;" type="text"/>	

S = Satisfactory; U = Unsatisfactory

1. Adequacy
Comments:
2. Practicality
Comments:
3. Accessibility and security
Comments:
4. Currency
Comments:
5. Accuracy
Comments:
6. Conformity
Comments:

OVERALL RESULT: Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/>	Inspector's signature: <input style="width:90%;" type="text"/> Name: <input style="width:90%;" type="text"/> Date: <input style="width:90%;" type="text"/>
--	--



12 STATION FACILITIES INSPECTION

12.1 BACKGROUND AND OBJECTIVES

12.1.1 FOR-A para 4.1, para 4.2.1.3 and FOR-H Sec. 2 para 2.1.1, para 2.2.1.3 require air operators to arrange for ground handling facilities at each aerodrome to ensure the safe servicing and loading of its flights. Station facility operations are defined as those support activities required to originate, turn around, or terminate a flight. A station facilities inspection includes both the operations and the facilities required to conduct them. Approval of a particular aerodrome may be granted without inspection by CAA Nepal if the operator evaluates the facility as adequate for its operations, using an acceptable documented process and establishes operating minima and appropriate procedures.

12.1.2 Stations may vary from a large facility with a permanently assigned station manager, numerous employees, and various departments, to a facility consisting of one employee and a counter. Inspectors will encounter a wide range of situations and operational conditions. A station facilities inspection may be conducted to provide for an overall view of the operator's operation or it may be focused on a specific area of interest. Whenever possible, inspections should be conducted when actual departure or arrival operations are in progress, in order to assess the operation of the station and the effectiveness of the equipment, services, procedures and personnel utilized. The direction and guidance provided in this section is general in nature, not all of which may be appropriate in a given situation.

12.2 GENERAL INSPECTION PRACTICES AND PROCEDURES

12.2.1 When planning for a station facilities inspection, the inspector shall review previous inspection reports and review any previously identified discrepancies along with the corrective actions that were required. Inspectors should normally coordinate with the station manager ahead of time to establish a date and time for conducting the inspection. (**Note** —*The normal practice of providing advance notification does not prevent a no-notice inspection if this is necessary to address a safety concern.*) Station facilities inspections at small or remote locations will normally be conducted in conjunction with in-flight inspections.

12.2.2 Before beginning the inspection, the inspector should request that the station manager provide a briefing on the facility operation, including assigned personnel and operational procedures. The inspector should explain the purpose and scope of the inspection to the manager and staff. This explanation should include:

- a) purpose of the facility inspection;
- b) the specific areas to be inspected;
- c) inspection authority (Civil Aviation Regulations 2002, Rule 84);
- d) the proposed time and place of the exit briefing.

12.2.3 The actual inspection should begin after the briefing with a tour of the facility. The tour should provide the inspector with an overview of the operation and the location of individual sections. The inspector should introduce himself to section supervisors and other employees during the facility tour in order to become familiar with each section or unit. The tour shall include those areas of the facility that are used by the flight and cabin crews for dispatch, briefing, and flight planning and also those areas used for passenger loading, cargo loading, weight and balance preparation and ramp areas.



12.3 SPECIFIC INSPECTION AREAS

A station facility inspection includes eleven areas.

12.3.1 Personnel: The inspector shall review the staffing of the facility. During this review the inspector should determine if the station is adequately staffed and if the assigned personnel are competent in performing their duties. This may be accomplished by the inspector observing individuals as they perform their assigned job tasks. For example, the inspector may review recently completed forms for accuracy and may interview personnel regarding their job functions. Certificates should be sampled for appropriateness and currency for those personnel whose job functions require that they hold certificates. Duty time and length of shifts should be checked. Lengthy duty periods may indicate inadequate staffing.

12.3.2 Manuals: The inspector should review the operator's manual or system of manuals for the operation of the facility to determine if the necessary manuals are on hand, current, readily available to personnel and adequate in content.

- a) **Availability:** The inspector should determine prior to the inspection which manuals are supposed to be available. During the course of the inspection, the inspector shall determine whether the manuals are sufficient or if station personnel require additional information which was not available.
- b) **Currency:** The inspector should also ensure that the operator's manuals are current and that required revisions accurately posted. An inspector shall obtain information on the revision status of manuals from the supervising inspector and/or the operator before beginning the inspection.
- c) **Adequacy:** Each manual or publication should be checked by the inspector to ensure that it includes that information and guidance necessary to allow personnel to perform their duties and responsibilities effectively and safely. Manuals or instructions which are kept at transit stations typically provide guidance and procedures for the following operational areas:
 - 1) refueling procedures;
 - 2) aircraft towing or movement requirements/procedures;
 - 3) weight and balance procedures;
 - 4) operation of and procedures regarding ground service equipment;
 - 5) aircraft flight manual (AFM) (for types of aircraft regularly scheduled);
 - 6) personnel training manual;
 - 7) current emergency telephone listing;
 - 8) accident/incident telephone listing;
 - 9) security training and procedures;
 - 10) severe weather notification procedures;
 - 11) carry-on baggage procedures;
 - 12) identification or handling of dangerous goods;
 - 13) instructions and procedures for notification of PIC when there are dangerous goods aboard (if applicable);
 - 14) contract services (if applicable); and
 - 15) trip records disposition.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

12.3.3 Records: Records which are required to be kept at the transit base or are kept at the discretion of the operator should be inspected. These may include:

- a) crew and duty time records;
- b) trip records; and
- c) communications (ground to aircraft) records.

12.3.4 Training: The inspector shall review the training conducted for the various classifications of station personnel. Personnel shall receive both initial and recurring training in assigned job functions. Depending on the specific air operator's training programme approved by the CAA Nepal, this training may be formal classroom training and/or on the job training. Specific areas to consider:

- a) duties and responsibilities;
- b) dangerous goods;
- c) passenger handling and protection;
- d) load planning and weight and balance procedures;
- e) manual back-up procedures in case of computer or communications equipment failures;
- f) aircraft servicing and ramp operations;
- g) first aid and emergency actions; and
- h) communications procedures,

Note — *Depending upon operator procedures, training records might be held only at the main base. In this case this portion of the inspection will be completed when conducting during the training records inspection at the main base.*

12.3.5 Facility/equipment/surface: The operator's facilities must be adequate to provide safe operating conditions for both aircraft and personnel. The inspector shall conduct an evaluation to ensure the following:

- a) **ramp areas.** Ramp areas shall be clean and clear of foreign objects. In northern climates, adequate arrangements must be in place for snow removal.
- b) **passenger movement.** Employees and passengers must be protected from jet or prop blast. Inspectors should evaluate passenger handling procedures and facilities and give particular attention paid to the movement of passengers across ramps. The operator should have established procedures for assisting restricted mobility passengers, especially if boarding ramps are not used.
- c) **lighting.** To ensure that adequate lighting is available and is being used for safe ground operations, inspections should include observations during night operations.
- d) **hazards and obstacles.** Station manager responsibility usually includes surveillance of the aerodrome and reporting aerodrome hazards and any new obstructions. Inspectors should determine what responsibilities have been assigned to the station manager and how those responsibilities are being discharged.

12.3.6 Conformance. In each area to be inspected, inspectors should evaluate the operator's procedures for compliance with provisions of the applicable CAA Nepal requirements. In addition, the operator's employees must comply with the operator's directives as provided for in the operator's manuals.

12.3.7 Flight control: The inspection of a station's flight control function should be conducted at a time when actual arrival or departure operations are in progress. This allows the inspector to get an overall view of the effectiveness of the operation and assigned personnel.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- a) **Operational control inspection.** When a dispatch or flight following center is located within the station, an operational control inspection should be conducted in conjunction with the station facilities inspection.
- b) **Line station functions.** Operators often exercise operational control from a central location and task the transit stations with related support functions, such as delivering dispatch releases and flight plans to the flight crew. In this situation, inspectors shall determine which functions is the responsibility of the station staff. Inspectors shall evaluate station personnel in the performance of these functions, as well as for the effectiveness of the division of responsibility between the central flight control center and the line station.
- c) **Load planning.** Inspectors shall determine responsibilities for load planning and weight and balance control. Passenger and cargo weights must be accurate and reliably obtained, collected and transmitted. Personnel must be adequately trained. Procedures should be simple and effective. When computerized systems are used, there should be adequate back up provisions for computer failure. If station personnel are assigned to perform manual calculations in case of computer failure, there should a means of ensuring continued proficiency of personnel in making these calculations. Inspectors should ask these individuals to perform a manual calculation and compare the individual's solution to the computer solution.
- d) **Weather.** Inspectors shall determine the official source of weather for the station, and whether or not this source is adequate for the operation.
- e) **NOTAMS.** If the station is responsible for disseminating NOTAMs to flight crews, currency of NOTAMs and the method for updating shall be examined

12.3.8 Servicing: The servicing area of a station facilities inspection covers routine loading and servicing. This does not normally include maintenance activities. While operations inspectors should record and report observations they believe to be maintenance discrepancies, they are not assigned to inspect the maintenance area. Inspectors shall evaluate areas of concern to operations personnel, such as the manner in which logbooks are handled and MEL provisions are complied with. The inspector shall observe the operator's service operations to ensure that safe practices are conducted and that adequate personnel are available for the required aircraft servicing. The operations that the inspectors should observe may include, but are not limited to, the following:

- a) fueling (ensuring that proper procedures are being followed);
- b) de-icing (ensuring the correct ratio of glycol/water is being used and that all snow and ice is removed), if applicable;
- c) marshaling (ensuring safe operation and correct procedures);
- d) chocks/mooring (ensuring chocks are in place, the parking ramp is level, and brakes are set or released).

12.3.9 Management: Managers shall be thoroughly aware of their duties and responsibilities and those of the personnel they supervise. Areas that inspectors must observe and evaluate include the following:

- a) **communications.** Throughout the inspection, inspectors should observe managers and supervisors, and evaluate the organizational structure, particularly the effectiveness of vertical and horizontal communications.
- b) **contract services.** If the operator contracts with other companies for station services, the station manager should have established adequate controls over their performance. The manager must assure adequate training is provided to contractor personnel.
- c) **contingency planning.** The station management shall be prepared for contingencies. Action plans should be available in case of events such as accidents, injury, illness, fuel



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

spills, bomb threats, hijacking, severe weather and dangerous goods spills. Station personnel shall know the location of these plans. Plans should contain emergency notification checklists and procedures for suspending or canceling operations. Emergency telephone listings should be posted in obvious locations and be clearly legible.

12.3.10 Security. Security procedures shall be observed with regard to passenger and cargo screening, integrity of sterile areas, and access to ramp and other restricted areas.

12.3.11 Aerodrome. Operations inspectors shall be alert for obvious deficiencies in aerodrome facilities and condition, such as rescue and firefighting equipment and services, medical services and ramp and vehicle control. Other areas, such as marking, lighting, obstructions, navigation facilities, approach aids, etc. are more properly observed in the course of conducting other types of inspections such as in-flight cockpit inspections.

12.4 STATION FACILITIES INSPECTION REPORT

The **Air Operator Station Facilities Inspection Checklist/Report [form # Attachment J]** at the end of this chapter shall be used. It is organized around the same inspection areas which are covered in paragraph 12.3 of this chapter. When completing the report form, discrepancies observed during the inspection shall be documented along with any on the spot corrective action taken by the operator. Any recommended corrective actions shall also be noted on the report.



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

Attachment J

AIR OPERATOR STATION FACILITY INSPECTION CHECKLIST/REPORT

Operator:		Date:	
Location:		Aircraft type:	
Management and supervisory personnel (<i>List</i>):			
Name:		Title:	
Name:		Title:	
Inspector:			

S = Satisfactory; U = Unsatisfactory; NO = Not observed

	✓	S/U/NO
A. PERSONNEL		
1. Adequacy of staffing		
2. Competence		
B. MANUAL		
1. Available		
2. Current		
3. Adequate Information		
• Refueling procedure		
• Aircraft towing/ movement		
• Weight and balance		
• Operation of GSE		
• AFM and performance		
• Training requirements		
• Emergency phone list		
• Accident/incident procedures		
• Security		
• Severe weather		
• Carry-on baggage		
• Dangerous goods		
• Contract services		
• Trip records disposition		
C. RECORDS		
1. Trip		
2. Crew and duty time		
3. Communications		
D. TRAINING		
1. Duties and responsibilities		
2. Passenger handling		
3. Load planning		
4. Aircraft servicing		
5. First aid and emergency actions		
6. Communications		
E. FACILITY EQUIPMENT AND SURFACE		
1. Ramp area		
2. Passenger movement		
3. Lighting		
4. Hazards/obstructions		
F. CONFORMANCE		
1. CAA Nepal requirements		



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

	✓	S/U/NO
2. Operator's Directive	<input type="checkbox"/>	
G. FLIGHT CONTROL		
1. Flight planning	<input type="checkbox"/>	
2. Load planning	<input type="checkbox"/>	
3. Weather	<input type="checkbox"/>	
4. NOTAMs	<input type="checkbox"/>	
H. SERVICING		
1. Loading	<input type="checkbox"/>	
2. Logbook/MEL entries	<input type="checkbox"/>	
3. Fueling	<input type="checkbox"/>	
4. De-icing	<input type="checkbox"/>	
5. Marshaling	<input type="checkbox"/>	
6. Chocks/mooring	<input type="checkbox"/>	
I. MANAGEMENT		
1. Communications	<input type="checkbox"/>	
2. Contract services	<input type="checkbox"/>	
3. Contingency planning	<input type="checkbox"/>	
J. SECURITY		
1. Passenger screening	<input type="checkbox"/>	
2. Baggage and cargo screening	<input type="checkbox"/>	
3. Limited access areas	<input type="checkbox"/>	
K. AERODROME		
1. Fire fighting	<input type="checkbox"/>	
2. Medical services	<input type="checkbox"/>	
3. Ramp	<input type="checkbox"/>	
4. Runway	<input type="checkbox"/>	
5. Taxiway	<input type="checkbox"/>	
Remarks:		
OVERALL RESULT: Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/>	Inspector's signature: Name: Date:	<div style="border: 1px solid black; height: 30px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 30px; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 30px;"></div>



13 IN-FLIGHT COCKPIT INSPECTION

13.1 BACKGROUND AND OBJECTIVES

13.1.1 The primary objective of inflight cockpit inspections is to observe and evaluate the in-flight operations of a certificate holder within the total operational environment of the air transportation system. Inflight inspections are an effective method of accomplishing air transportation surveillance objectives and responsibilities. These inspections provide CAA Nepal with an opportunity to assess elements of the aviation system that are both internal and external to an operator.

13.1.2 Elements of the aviation system which are internal to the operator and can be observed during inflight cockpit inspection include:

- crew members;
- operator manuals and checklists;
- use of MELs and CDLs;
- operational control functions (dispatch and flight-following);
- use of checklists, approved procedures and safe operating practices;
- crew coordination/cockpit resource management;
- cabin safety;
- aircraft condition and servicing; and
- training programme effectiveness.

13.1.3 Elements of the aviation system which are external to the operator and can be observed during in-flight inspections include:

- airport surface areas;
- ramp/gate activities;
- airport condition and construction;
- aircraft and vehicle movements;
- ATC and airway facilities;
- ATC and airspace procedures;
- instrument approach procedures (IAPs), SIDs and STARs;
- navigational aids; and
- communications
- Special Operations (RVSM; PBN, LVO, CPDLC, EFB, EDTO; Dangerous Goods), where applicable



13.2 GENERAL IN-FLIGHT COCKPIT INSPECTION

PRACTICES AND PROCEDURES

13.2.1 When planning in-flight inspections, inspectors shall become familiar with the operating procedures and facilities used by the operator. This includes, but is not limited to:

- reviewing pertinent sections of the operator's manuals;
- obtaining briefings from other inspectors who are acquainted with the operator's procedures and facilities; and
- through training and briefing by the operator.

Inspector observations, both negative and positive, shall be recorded on the **inspection report [form # Attachment K]** and inspectors shall provide a verbal debrief to the flight crew following the completion of the flight or series of flights.

13.2.2 CAA Nepal requirements require that inspectors have free uninterrupted access to the cockpit observer's seat (jumpseat) and operators shall have established procedures to be used by inspectors for scheduling cockpit inspections (i.e., access to the jumpseat). Inspectors should make jumpseat arrangements as far in advance as possible. Nevertheless, inspections without prior notice to the operator are part of CAA Nepal safety oversight system and operator's procedures shall accommodate use of an available jumpseat on short notice.

13.2.3 Inspectors should plan in-flight cockpit inspections in a manner that will avoid unnecessary disruption of operator-scheduled check flights. Should an inspector arrive for a flight and find a line check or other type of check in progress, he must determine whether or not it is essential that the cockpit in-flight inspection be conducted on that flight. If it is essential, the operator should be so advised and shall make the jumpseat available to the inspector. If the in-flight inspection can be rescheduled and the objectives of the inspection can still be met, the inspector shall make arrangements to conduct the inspection on another flight.

13.2.4 An inspector should begin an in-flight inspection by reporting at the operations area when the flight crew would normally report for duty. He should complete any necessary jumpseat paperwork for inclusion in the operator's passenger manifest and weight and balance documents. After the inspector introduces himself to the flight crew, including presentation of official credentials, he should inform the PIC of his intention to conduct an in-flight cockpit inspection. The inspector should review documentation with the flight crew prior to boarding the aircraft, including:

- crew licensing and qualification;
- operational flight plan;
- weather documents;
- NOTAMs;
- planned route of flight;
- flight release documents; and
- information concerning the airworthiness of the aircraft.

13.2.5 When it is not possible to meet and inform the PIC of the intention to conduct an in-flight inspection before boarding the aircraft, the inspector shall, as soon as possible after boarding the aircraft, introduce himself to the PIC, present his credentials, and inform the flight crew of his intention to conduct an in-flight cockpit inspection. An inspector should be prepared to present his identification and any applicable jumpseat paperwork to the flight attendant before entering the cockpit.



13.2.6 When boarding the aircraft, an inspector should also avoid impeding passenger flow or interrupting flight attendants during the performance of their duties. During this time an inspector may be able to observe and evaluate the operator's carry-on baggage procedures and the gate agent's or flight attendant's actions concerning oversized items. Once inside the cockpit, the inspector should request an inspection of the documentation noted in Para 13.2.4 above. In conducting document inspection in the cockpit the inspector must avoid interfering with crew duties.

13.2.7 The inspector must wear a headset during the flight. During in-flight inspections, inspectors must try to avoid diverting the attention of flight crew members performing their duties during "critical phases of flight". Inspectors must be alert and point out to the flight crew any apparent hazards such as conflicting traffic. If during an in-flight inspection, an inspector becomes aware that the flight crew is violating requirements, or an ATC clearance, the inspector should immediately inform the PIC of the situation.

13.3 SPECIFIC IN-FLIGHT COCKPIT INSPECTION PROCEDURES

13.3.1 Once situated in the cockpit, the PIC or a designated crew member should offer to give the inspector a safety briefing. If the PIC does not make such an offer, the inspector should request a briefing. The inspector shall check the jumpseat oxygen and emergency equipment (if applicable) and connect the headset to the appropriate interphone system. It is important that the inspector monitor all radio frequencies being used by the flight crew to properly evaluate ATC procedures, flight crew compliance, transmission clarity, and radio phraseology. The monitoring of these frequencies also ensures that the inspector does not inadvertently interfere with any flight crew communications.

13.3.2 The inspection is divided into four categories. Inspectors should consider all inspection areas, both internal and external to the operator, to be of equal importance:

- crew members;
- flight conduct;
- airport; and
- ATC/airspace.

The **Air Operator In-flight Inspection Checklist/Report form [form # Attachment K]** which appears at the end of this chapter shall be used to conduct in-flight inspections.

13.3.2.1 Crew members: This inspection area applies primarily to flight crew members, but cabin crew members may also be observed in certain areas such as coordination with the flight crew. Inspectors should evaluate such items as flight crew member knowledge, ability and proficiency by directly observing crew members performing their duties and functions. The checklist/report form provides a list of items which should be observed in the crew member inspection area.

Note —*The list provided on the checklist/report form is not all-inclusive but is representative of the types of items which are common to several phases of flight and which inspectors should evaluate during a typical cockpit in-flight inspection. Inspectors may also include other items that they observe.*

a) *Licenses* – valid as follows:

- proper ratings and endorsements for the positions occupied; and
- medical certificate or endorsement appropriate and current.

b) *Knowledge* – demonstrated knowledge in the following specific areas:



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- AOM/FCOM/POH – Specific aircraft limits, systems, equipment, procedures, and flight profiles;
 - Operations Manual (OM) or equivalent - General company policy and procedures related to crew conduct and type of operation;
 - CAA Nepal requirements appropriate to the type of operation conducted;
 - route and aerodrome manual – Interpretation and application of approach plates, STARS, SIDS, airport and line station information, communications, etc.;
 - MEL/CDL – Familiarization to the extent that specific items can be expeditiously located and information properly interpreted and applied;
 - checklists – Cockpit flow and responses to challenges in normal checklists, knowledge of where to locate and an understanding of the philosophy behind abnormal and emergency procedures; and
 - general – body of aviation knowledge commensurate with assigned crew member position and experience: ATC, weather, aerodynamics, powerplants, etc.
- c) *Proficiency* – skill in applying the above knowledge to specific phases of flight and in manipulating aircraft controls and systems at the assigned crew member position.
- d) *Situational awareness* – related to proficiency but refers to apparent or demonstrated awareness (particularly in critical phases of flight) of such factors as traffic flow, weather, position and configuration of airplane, airspeed, altitude, rate of descent, etc.
- e) *Conformity* – to provisions of AOM, OM, other company bulletins and instructions, CAA Nepal requirements, ATC practices and specific instructions, MEL/CDL, and route and aerodrome manual. Attention should be given to:
- Remaining at duty stations per regulatory guidance
 - Use of seatbelts and safety harnesses
 - Use of oxygen
 - Use of corrective lenses (glasses) when required by medical certificate
- f) *Manuals* – available, current, and adequate (information regarding latest changes can be obtained from the operator prior to the inspection).
- g) *Coordination* – between cockpit crew members (cockpit resource management) and between cockpit and cabin crew members (crew resource management).
- h) *Use of checklists* – prompt and consistent use of required checklists during appropriate phase of flight
- i) *Required equipment* – flashlight, cockpit key, and other such personal items which may be required by CAA Nepal requirements or company policy.

13.3.2.2 Flight conduct: This inspection area is the largest and most complex. It relates to specific phases of flight which can be observed during an in-flight inspection. The checklist/report form contains a list of the items that should be evaluated by inspectors during these phases of flight. These items are not all-inclusive and in some cases may not be applicable to the flight conducted. Inspectors are, however, encouraged to observe, evaluate, and report on as many of these items as possible. In all cases the Inspector must be alert to assess the actions against the operator's SOPs.

- a) ***Pre-flight.*** Inspectors should determine that the flight crew has all the necessary flight information including the appropriate weather, flight-release information, operational flight plan, NOTAM's and weight and balance information. Aircraft defects should be resolved in accordance with the operator's MEL and appropriate maintenance



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

procedures. If possible, the inspector should observe the flight crew performing appropriate exterior and interior pre-flight duties in accordance with the operator's procedures.

b) *Pre-departure.* Inspectors should observe the flight crew accomplishing all pre-departure checklists, take-off performance calculations and required ATC communications. If a flight management system (FMS) is installed, setup and data entry should be observed. Flight crew should verify fuel quantity indications against amount delivered. The flight crew should use coordinated communications (via hand signals or the aircraft interphone) with ground personnel. Crew should properly monitor engine starts.

c) *Taxi.* The following areas should be observed during taxi:

- adherence to taxi clearances;
- control of taxi speed and direction;
- observance of taxiway signs and markings;
- cockpit setup and checklist;
- conduct of a pre-take-off briefing in accordance with the operator's procedures;
- awareness of other ground movement (aircraft and vehicles); and
- use of appropriate checklists.

When weight and balance information is transmitted to the aircraft by company radio or ACARS during the outbound taxi, the flight crew should follow the operator's procedures specifying which crew member receives the information and completes the final takeoff performance calculations and which crew member monitors the ATC frequency.

d) *Take-off.* Inspectors should observe and evaluate the following items or activities during the take-off phase:

- aircraft centerline alignment;
- application of power to all engines;
- take-off power settings;
- use of crosswind control techniques;
- flight crew call-outs and coordination;
- adherence to appropriate takeoff or V speeds;
- rate and degree of initial rotation;
- use of flight director, autopilot and auto-throttles (FMS if applicable);
- gear and flap retraction schedules and limiting airspeeds; and
- use of radar and weather avoidance if applicable.

e) *Climb.* Inspectors should observe and evaluate the following items and activities during the climb phase of flight:

- compliance with the ATC departure clearance or with the appropriate published departure;
- adherence to proper climb profile;
- airspeed/mach control;
- navigational tracking/heading control;
- powerplant control;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- use of radar and weather avoidance, if applicable;
 - use of auto-flight systems;
 - pressurization procedures, if applicable;
 - sterile cockpit procedures;
 - cockpit vigilance and traffic awareness; and
 - after-take-off checklist.
- f) **Cruise.** Inspectors should observe and evaluate the following areas during the cruise phase of flight:
- adherence to RVSM procedures;
 - cruise mach/airspeed control;
 - navigational tracking/heading control;
 - use of radar, if applicable;
 - turbulent air procedures, if applicable;
 - monitoring operational flight plan (actual vs. planned fuel consumption and flight time);
 - awareness of mach buffet and maximum performance ceilings;
 - coordination with cabin crew;
 - compliance with oxygen requirements, if applicable;
 - vigilance – proper visual lookout and crew members at stations except to attend to physiological needs; and
 - compliance with ATC clearances and instructions.
- g) **Descent.** Inspectors should observe and evaluate the following areas before and during the descent phase of flight:
- descent planning;
 - weather/ATIS check;
 - crossing restriction requirements;
 - navigational tracking/heading control;
 - use of radar, if applicable;
 - awareness of Vmo/Mmo speeds and other speed restrictions;
 - compliance with ATC clearance and instructions;
 - use of auto-flight systems including FMS as applicable;
 - pressurization control, if applicable;
 - weather considerations;
 - altimeter settings;
 - briefings, as appropriate;
 - coordination with cabin crew;
 - sterile cockpit procedures;
 - vigilance; and



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- descent checklist.
- h) **Approach.** Inspectors should observe and evaluate the following areas during the approach phase of flight:
- approach checklists;
 - approach briefings, as appropriate;
 - compliance with ATC clearances and instructions;
 - navigational tracking/heading and pitch control;
 - airspeed control, Vref speeds;
 - flap and gear configuration schedule;
 - use of flight director, autopilot, auto-throttles and FMS if installed;
 - compliance with approach procedure;
 - stabilized approach in the full landing configuration;
 - sink rates;
 - flight crew call-outs and coordination; and
 - transition to visual segment, if applicable.
- i) **Landing.** Inspectors should observe and evaluate the following areas during the landing phase of flight:
- before-landing checklist;
 - powerplant control land engine spool-up considerations;
 - threshold crossing height (TCH);
 - aircraft centerline alignment;
 - Use of crosswind control techniques;
 - sink rates to touchdown;
 - powerplant control/engine spool-up considerations;
 - touchdown and rollout;
 - thrust reversing and speedbrake procedures;
 - use of autobrakes, if applicable;
 - use of nosewheel steering;
 - braking techniques;
 - diverting attention inside the cockpit while still on the runway; and
 - after-landing checklist.
- j) **Arrival.** Inspectors should evaluate crew use of visual parking aids and/or parking directors, parking speed and accomplishment of after-landing checklists, ground crew parking and passenger deplaning procedures.
- k) **Post-arrival.** Inspectors should observe and evaluate the flight crew complete post-flight duties such as post-flight checks, aircraft logbook entries and flight trip paperwork completion and disposition.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

13.3.2.3 Airports: This inspection area pertains to the various elements of airports which may be observed during flights such as runways, taxiways, ramps and aircraft ground movements. Inspectors should observe and evaluate as many of these elements as possible:

- a) condition of surface areas such as ramp and gate areas, runways, and taxiways (cracks, depressions, weeds, overgrowth, etc.);
- b) lighting of runways, taxiways, ramp and other traffic areas;
- c) taxiway signs, markers, sterile areas and hold lines;
- d) ramp vehicles, equipment, movement control;
- e) aircraft servicing, parking and taxi operations;
- f) obstructions, construction and surface contaminants (such as ice, slush, snow, fuel spills, rubber deposits);
- g) foreign object (FO);
- h) snow control, if applicable;
- i) security and public safety; and
- j) nav aids, approach lighting and communications.

13.3.2.4 ATC/Airspace: The ATC/airspace inspection area pertains to the various elements of air traffic control and national or international airspace systems. These elements should be observed and evaluated by inspectors during in-flight inspections. From an operational standpoint, these evaluations are a valuable information source which can be used not only to enhance safety with respect to air traffic control and the airspace system, but also to enhance the effectiveness of in-flight and terminal facilities and procedures. During cockpit in-flight inspections, inspectors have the opportunity to observe and evaluate ATC operations and airspace procedures from the vantage point of the aircraft cockpit. Inspectors may observe and evaluate the following areas from the cockpit:

- a) radio frequency congestion, overlap or blackout areas;
- b) controller phraseology, clarity and transmission rate;
- c) ATIS validity, clarity, etc.;
- d) departure and approach instructions;
- e) clearance deliveries for responsiveness and acceptable, safe clearances;
- f) aircraft separation standards; and
- g) controller situational awareness – traffic flow, conflicts, aircraft flight characteristics, priorities, etc.

13.3.2.5 Special Operations: The Inspectors should observe Special Operations (RVSM; PBN, LVO, CPDLC, EFB, EDTO; Dangerous Goods) procedures during in-flight inspections as applicable. Inspectors should pay particular attention on serviceability of required equipment, competency of crews, flight preparation and adherence to SOP.

13.3.3 Although these four general inspection areas cover a wide range of items, they are not the only areas that can be observed and evaluated during cockpit in-flight inspections. Inspectors may have the opportunity to evaluate many other areas, such as line station operations and flight control procedures. Such functions can often be observed before a flight begins, at in-flight stops, or at the termination of a flight. Inspectors should include any remarks regarding such areas in the comments section of the checklist.

13.3.4 Inspectors will advise the company chief pilot of the results of the in-flight cockpit inspection and follow-up to ensure that the corrective action is taken to rectify and of the findings



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

from the inspection. For possible findings external to the air operator such as possible ATC and/or aerodrome deficiencies, the inspector will pass these to the appropriate CAA Nepal inspectors for review and follow-up.



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

Attachment K

AIR OPERATOR IN-FLIGHT COCKPIT INSPECTION CHECKLIST/REPORT

Operator:		Flight No.:		Date:	
From:		To:			
Aircraft type:		Registration:			
Captain:		License No.:			
First officer:		Other flight crew:			
Senior flight attendant:		Inspector:			

S = Satisfactory; U = Unsatisfactory; NO = Not observed; NA = Not applicable

	✓	S/U/NA		✓	S/U/NA
A. CREW MEMBERS			• Vigilance		
1. Licences			• ATC compliance		
2. Knowledge			7. Descent		
• AOM			• Planning		
• FOM			• Weather and ATIS checks		
• CAA Nepal Requirements			• Speed awareness		
• Airway Manual			• ATC compliance		
• MEL/CDL			• Pressurization control		
• Checklists			• Altimeter settings		
• General			• Briefings		
3. Proficiency			• Weather consideration		
4. Situational Awareness			• Coordination with cabin		
5. Conformity			• Sterile cockpit		
6. Manuals			• Checklist		
7. Coordination			• Vigilance		
8. Use of Checklists			8. Approach		
9. Required Equipment			• Approach checklist		
B. FLIGHT CONDUCT			• Briefing		
1. Pre-flight			• ATC compliance		
• Flight plan			• Airspeed monitor		
• Dispatch release			• Gear and flap extension		
• Weather			• Approach procedure		
• NOTAMs			• Call-outs/coordination		
• Load information			• Transition to landing		
• MEL items			9. Landing		
• Ext and int aircraft Inspection			• Before-landing checklist		
2. Pre-departure			• Power-plant control		
• Checklists			• Standard call-out		
• Performance calculations			• Power control		
• ATC communications			• Touchdown and rollout		
• Ground crew coordination			• Speedbrake/thrust reverse		
• Pushback			• Touchdown and rollout		



14 IN-FLIGHT CABIN INSPECTION

14.1 BACKGROUND AND OBJECTIVES

14.1.1 In-flight cabin inspections are conducted to assess the effectiveness of cabin safety procedures by the direct observation and evaluation of operations conducted in the aircraft cabin. Cabin inspections provide CAA Nepal inspectors with information concerning the effectiveness of cabin crew training program, operator procedures and the condition and maintenance of aircraft emergency equipment and furnishings.

14.1.2 Inspectors must have a good understanding of the specific operator procedures, which are to be designed to ensure that cabin in-flight operations are conducted in accordance with CAA Nepal requirements. A wide variation may exist, however, in the manner in which different operators meet these requirements. CAA Nepal inspector shall review the operator's Cabin Crew Manual or other similar document prior to the inspection in order that he is aware of the particular procedures.

14.2 CABIN INSPECTION AREAS

Areas which are examined during cabin inspections may be grouped into three broad categories as follows:

14.2.1 Aircraft: The aircraft inspection area applies to the general airworthiness of the aircraft and the condition, required complement, serviceability and accessibility of aircraft cabin safety equipment.

14.2.2 Crew member: The crew member inspection will be applicable to all cabin crew carried on board the aircraft during the inspection. Inspectors shall evaluate crew member knowledge, ability and proficiency by directly observing cabin crews performing their respective safety duties and functions including coordination with the flight deck.

14.2.3 Flight conduct: The flight conduct inspection area refers to items which relate to a particular phase of the flight such as passenger briefings, turbulent air procedures and stowage of carry-on baggage.

14.3 GENERAL IN-FLIGHT CABIN INSPECTION PRACTICES AND PROCEDURES

14.3.1 The inspector shall make prior arrangements with the operator, in accordance with established procedures, for occupying a passenger seat on revenue flights. The inspector should meet the cabin crew in the cabin crew dispatch meeting area to observe the pre-flight briefing and to be able to question cabin crew as outlined below. If this is not possible, the inspector should board the aircraft before passengers are boarded in order to allow adequate time to inspect the aircraft's emergency equipment, furnishings, cabin crew manuals and to discuss duties, responsibilities and normal and emergency procedures with cabin crew members as time permits. The inspector should first introduce himself using official credentials to both the captain and the cabin crew in-charge to inform them that an in-flight cabin inspection is being conducted.

14.3.2 Cabin crew should be questioned regarding their familiarity with the location and use of various types of emergency equipment (e.g., life rafts, ELT, medical kits and first aid kits) and their specific duties in the event of an emergency such as a ditching or an emergency evacuation.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

The interviews with cabin crew members provide an opportunity for CAA Nepal inspector to assess the effectiveness of their training. Inspectors should make a careful distinction between inadequate knowledge on the part of the crew member and a deficient operator procedure. Inadequate knowledge may reflect a deficiency in training. Some examples for assessing knowledge and procedures include:

- a) how to remove a fire extinguisher or portable oxygen bottle, its method of operation, how to determine its maintenance and inspection status and how to stow the extinguisher or oxygen bottle correctly into its restraint mechanism;
- b) the procedure for dealing with lavatory or galley fires;
- c) the type of fire extinguisher should be used on galley (grease/electrical) fires, cabin furnishings fires (seats or floor), lavatory or galley waste container fires (paper or plastic);
- d) the procedures for documenting (in aircraft or cabin logbooks, when available) the need for items of cabin equipment to be repaired, adjusted, or replaced;
- e) how to manually deploy a passenger service unit, including how to ensure adequate oxygen flow;
- f) normal and emergency procedures for communications with the flight deck;
- g) normal and emergency procedures for opening/deploying exit doors and slides or sliderafts, including how to deal with adverse conditions such as wind, fire, or an unlevelled aircraft (for example, in a collapsed landing gear situation);
- h) the procedures in the event of a rapid depressurization;
- i) the “brace for impact” position and the appropriate flight deck signal to assume the position;
- j) the procedures during operations in turbulent air, including securing galley service carts, keeping passengers seated, flight deck coordination;
- k) knowledge on dangerous goods including emergency drills; and
- l) the procedures during a hijacking, bomb threat, or other potential security problem including the company’s specific procedures for notifying the flight deck.

14.3.3 An inspector shall be cordial and non-confrontational with the crew members being evaluated. Inspectors shall avoid interfering with the crew member’s assigned duties, particularly during passenger loading. Inspectors may make useful observations, such as evaluating the gate agent’s or cabin crew’s actions concerning carry-on baggage and oversized items.

14.3.4 Operators require cabin crews to accomplish a pre-flight check of at least some of the safety equipment in the cabin. The inspector shall observe the cabin crew checking the equipment. Inspectors shall not examine items such as exits, slide pressure gauges, fire extinguishers, or portable oxygen bottles etc. in view of passengers as this may cause alarm.

14.3.5 Inspectors shall evaluate cabin crew performance of duties and the fulfillment of responsibilities for requiring passengers to comply with their instructions and CAA Nepal requirements. When the flight has ended, the inspector shall thoroughly debrief the cabin crew in-charge and if possible, the captain, of all pertinent observations and of any deficiencies noted during the inspection.

14.4 SPECIFIC IN-FLIGHT CABIN INSPECTION PRACTICES AND PROCEDURES

14.4.1 Aircraft. The aircraft emergency equipment and furnishings shall be inspected before passenger boarding as time permits, including:



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- a) cabin logbooks (for open discrepancies, carry-over items and items of cabin equipment needing repair or replacement);
- b) required placards and signs (exit signs; seat belt/no smoking signs; emergency/safety equipment placards; seatbelt/flotation equipment placards at seats; weight restriction placards; no-smoking placards; door-opening instruction placards; etc.);
- c) fire extinguishers (for correct type, number and location; if properly serviced, tagged, and stowed);
- d) portable oxygen bottles (for correct number and location; if properly serviced, tagged, and stowed; for condition of mask, tubing, and connectors);
- e) protective breathing equipment (if installed) for correct location, properly stowed and sealed;
- f) first aid kits and emergency medical kits (for correct number and location; if properly tagged and stowed);
- g) megaphones (for correct number and location; if operable and properly stowed);
- h) passenger briefing cards (if at each passenger seat position; if appropriate to aircraft; if they contain the necessary information including emergency exit location and operation, slides, oxygen use, seatbelt use, brace positions, flotation devices; appropriate pictorials for extended overwater operations including ditching exits, life preservers, and liferaft or slideraft location);
- i) passenger seats (if not blocking emergency exits; if seat cushions are intact; for latching mechanism on tray tables; if seatbelts are operational – not frayed or twisted; presence and condition of life preservers if required);
- j) passenger oxygen service units (if closed and latched without any extended red service indicators or pins);
- k) cabin crew station (for seat retraction/restraint system operation – if retracts and is properly secured; if seatbelts are not frayed or twisted and inertial reel retracts; seat cushions intact; for correct position of headrest; if PA system and interphone are operable; for aircraft-installed flashlight holders);
- l) galleys (for latching mechanisms (primary and secondary); tie-downs; condition of restraints; padding; proper fit of cover and lining of trash receptacles; hot liquid restraint systems; accessibility and identification of circuit breakers and water shut-off valves; non-skid floor; debris or corrosion of girt bar; "clean" stationary cart tie-downs (mushrooms); if galley carts in good condition and properly stowed; lower lobe galley (if applicable) emergency cabin floor exits should be passable and not covered by carpeting);
- m) galley personnel lift (if applicable) (should not move up or down with doors open; for safety interlock system; for proper operation of activation switches);
- n) lavatories (for smoke alarm, no-smoking placards; for proper fit of cover and lining of trash receptacles; for automatic fire extinguisher system);
- o) stowage compartments (for weight restriction placards; for restraints and secondary latching mechanisms; for compliance with stowage requirements; for accessibility to emergency equipment; for carry-on baggage provision);
- p) crew baggage (if properly stowed);
- q) emergency lighting system (for independence from main system; if operable; for floor proximity escape path system); and
- r) exits (for general condition; door seals; girt bar and brackets; handle mechanisms; signs and placards; slide or slideraft connections and pressure indications; lights).



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

14.4.2 Crew members. The inspector shall determine if the required number of cabin crew are aboard. When evaluating cabin crew knowledge and competency, inspectors should ask clear and concise questions that are related primarily to the use of emergency equipment and operational duties and responsibilities. At least one [cabin crew manual] should be reviewed for currency and for determining the manual's accessibility when cabin crews are performing assigned duties.

14.4.3 Flight conduct. Inspectors shall evaluate the cabin crew during each phase of flight. This evaluation shall include noting the cabin crew's adherence to the procedures outlined in the cabin crew manual as well as adherence to CAA Nepal requirements. The evaluation of the various phases of flight will be accomplished as follows.

- a) **Pre-departure.** An inspector shall observe cabin crews accomplishing tasks such as supervising the boarding of passengers and properly stowing carry-on baggage. As required by FOR-A para 4.8 and FOR-H para 2.7, the passenger-loading door shall not be closed until a required crewmember verifies that each piece of carry-on luggage is properly stowed. Items that cannot be stowed shall be processed as checked baggage. Additionally, carry-on baggage shall not cover, or in any way interfere with, aircraft emergency equipment in the overhead compartments. Persons seated at emergency exits would be able to understand and perform the functions necessary to open an exit and to exit rapidly.

The departure briefing may be given any time before take-off, provided the cabin crew have sufficient time to take their assigned positions and to secure their restraint systems. The quality, clarity and volume level of the PA system shall be evaluated by the inspector during the briefing. Passenger briefings shall contain the following areas of information:

- 1) **smoking.** No smoking when the no-smoking signs are illuminated; requirement for passenger compliance with lighted signs and posted placards; prohibited in lavatories including a statement regarding prohibition against tampering with, disabling, or destroying any smoke detector in an airplane lavatory;
- 2) **exit locations.** The preferred method is to physically point out exits in a meaningful way;
- 3) **seatbelt use.** Including instructions on how to fasten and unfasten seatbelts;
- 4) **flotation devices.** Including the location and use of the means of flotation;
- 5) **tray tables and seatbacks.** Position for takeoff and landing;
- 6) **baggage.** How to be properly stowed for takeoff and landing;
- 7) **oxygen use.** Shall point out the location of and demonstrate the use of the oxygen mask (if applicable);
- 8) **overwater operations.** Including the location, donning and use of life preservers, life rafts (or slide rafts) and other means of flotation;
- 9) **passenger briefing card;** and
- 10) **special passenger briefings (if applicable)** for persons who have restricted mobility or who otherwise require special attention and for the individuals assisting them. If someone requires the assistance of another person in an emergency evacuation, both persons shall be briefed by a cabin crew on the location and path to the exits and on the most appropriate manner for assisting the person so as to prevent pain or injury. Inspectors shall refer to the cabin crew manual for company policy and procedures for the handling of these persons.

- b) **Taxi and take-off.** During taxi operations and before take-off, cabin crews should remain seated and shall perform only those duties that are safety-related and that require movement around the cabin. Items or activities which should be evaluated during taxi and take-off include:



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- 1) each exit is closed and locked with the girt bars properly attached (if applicable);
 - 2) all stowage compartments are properly secured and latched closed;
 - 3) the galley is secured with no loose items; all serving carts are properly restrained in the proper floor attachment points; the flight deck door is secure;
 - 4) passenger seatbelts and shoulder harnesses, if installed, are secured;
 - 5) compliance with operator procedures for ensuring passengers are seated before the aircraft is moved;
 - 6) compliance with company procedures concerning the use of portable electronic devices (PEDs);
 - 7) during the actual take-off, each cabin crew is seated with restraint systems properly fastened; any unoccupied cabin crew seat is properly secured for takeoff; signal from flight deck to cabin crews is properly given;
 - 8) after take-off, and either before or immediately after the seatbelt illumination is shut off, it is recommended that an announcement is made that passengers should keep their seatbelts fastened, even when the seatbelt sign is turned off;
- c) *En-route/cruise procedures.*** During the en-route phase of flight, several areas may be evaluated by the inspector to note whether they conform to requirements and to safe operating practices:
- 1) signs (monitoring of seatbelt and no-smoking signs to ensure passenger compliance);
 - 2) crew coordination (for flight crew and cabin crewmember communications – routine and/or emergency);
 - 3) turbulent air procedures (including the proper restraint of serving carts, galley furnishings and equipment, passenger seatbelts fastened, and instructions from the flight deck being followed);
 - 4) passenger handling (including not serving alcoholic beverages to intoxicated passengers; handling abusive or disruptive passengers; handling handicapped or ill passengers; and handling those passengers who for other reasons require special attention);
- d) *Approach and landing.*** During the approach and landing phases of flight, cabin crews shall prepare the cabin for arrival by performing at least the following actions:
- 1) ensuring carry-on baggage is stowed and all seat backs and tray tables are upright and stowed respectively;
 - 2) removing all food, beverages, or tableware from each passenger seat location;
 - 3) observing "sterile flight deck" procedures;
 - 4) ensuring that passenger seatbelts are fastened; and
 - 5) being seated before landing at assigned duty positions, with appropriate restraint systems fastened, for a uniform distribution among the floor level exits to provide the most effective egress of passengers in the event of an emergency evacuation.
- e) *Landing/arrival.*** After landing, the cabin crew shall prepare the aircraft for arrival by performing duties such as the following:
- 1) before the captain has turned off the seatbelt sign, observing operator procedures for ensuring passengers remain in their seats with seatbelts fastened;
 - 2) upon arrival at the gate and after the seatbelt sign has been turned off, preparing the exits for deplaning; and



- 3) ensuring the appropriate complement of cabin crews remain onboard the aircraft at en route stops (when passengers remain onboard the aircraft to proceed to another destination).

14.5 REPORTING PROCEDURES

14.5.1 The **Air Operator Cabin Inspection Checklist/Report [form # Attachment L]** included at the end of this chapter contains a list of reminder items for the specific inspection areas which should be observed and evaluated. This form follows the format of this chapter. It is necessarily general in nature and intended to cover all aircraft types and conditions of flight, thus, every item may not apply to a particular flight.



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

Attachment L

AIR OPERATOR IN-FLIGHT CABIN INSPECTION CHECKLIST/ REPORT

Operator:		Flight No.:		Date:	
From:		To:			
Aircraft type:		Register No.:			
Captain:		In-charge CC:			
Inspector:					

S = Satisfactory; U = Unsatisfactory; NO = Not observed; NA = Not applicable

	✓	S/U/NA		✓	S/U/NA
A. AIRCRAFT EQUIPMENT			• Ash trays		
1. Required signs and placards			• Seatbelts/tray tables		
2. Logbooks			• Life preservers		
• Open items			9. PAX O₂, service units		
• Carryovers			• Operational		
• Cabin items			• Service pins		
3. Fire extinguishers			10. F/A station		
• Correct type			• Retracts		
• Number			• Seatbelts/inertial locks		
• Location			• PA and interphone		
• Serviced			11. Galleys		
4. Megaphones			• Latch mechanisms		
• Number			• Restraints, tie-downs, covers		
• Location			• Cleanliness/corrosion		
• Tested			• Lifts/elevators		
5. Portable O, bottles			• Water quality		
• Number			12. Lavatories		
• Service			• Signs/lights		
• Location			• Smoke alarms		
• Condition mask/hoses			• Trash containers		
6. PBE			• Extinguishers		
• Properly stowed			13. Stowage areas		
• Sealed			• Latch mechanisms		
7. PAX briefing cards			• Access to equipment		
• At each seat			14. Emergency lighting		
• Required information			• Tested/operable		
8. PAX seats			• Floor/escape path		
• Emergency exits			15. Exits		
• Condition			• Controls/seals		
• Girt bar and brackets			• Rafts/lanyards		
• Signs/symbols			• Door arming		
B. FLIGHT ATTENDANTS			• Report to flight deck		
1. Crew compliment			• Emergency exit row passenger		
• Initial boarding			2. Pre-departure briefings		
• En-route stops			• Smoking		
2. Coordination with flight deck			• Exit locations		
3. Knowledge			• Seatbelt use		



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

<ul style="list-style-type: none">• PIC authority		<ul style="list-style-type: none">• Flotation devices	
<ul style="list-style-type: none">• Cabin fires		<ul style="list-style-type: none">• Stowage of baggage	
<ul style="list-style-type: none">• PSU		<ul style="list-style-type: none">• Use of oxygen	
<ul style="list-style-type: none">• Emergency communications with flight deck		<ul style="list-style-type: none">• Passenger briefing card	
<ul style="list-style-type: none">• Location and use of emergency equipment		<ul style="list-style-type: none">• Special PAX	
<ul style="list-style-type: none">• Decompression		3. Taxi/take-off	
<ul style="list-style-type: none">• Turbulent air		<ul style="list-style-type: none">• Cabin secured	
<ul style="list-style-type: none">• Unruly PAX		<ul style="list-style-type: none">• FA position	
<ul style="list-style-type: none">• Hijacking		<ul style="list-style-type: none">• Taken-off signal	
<ul style="list-style-type: none">• Contents of cabin crew manual		<ul style="list-style-type: none">• PED policy adherence	
4. Ability/proficiency		<ul style="list-style-type: none">• Announcement	
<ul style="list-style-type: none">• Remove/demo use of oxygen bottles and fire extinguishers		4. Cruise	
<ul style="list-style-type: none">• Demo emergency exit procedures		<ul style="list-style-type: none">• Monitor signs	
<ul style="list-style-type: none">• Demo "brace for impact" position		<ul style="list-style-type: none">• Crew coordination	
<ul style="list-style-type: none">• Demo donning of life vests		<ul style="list-style-type: none">• Passenger handling	
5. Personal equipment		<ul style="list-style-type: none">• Turbulent air procedures	
<ul style="list-style-type: none">• Flashlight		5. Approach/landing/arrival	
6. Manual		<ul style="list-style-type: none">• Announcement	
<ul style="list-style-type: none">• Available		<ul style="list-style-type: none">• Cabin secured	
<ul style="list-style-type: none">• Current		<ul style="list-style-type: none">• Passenger seatbelts	
C. FLIGHT CONDUCT		<ul style="list-style-type: none">• FA position	
1. Pre-departure		<ul style="list-style-type: none">• Monitoring	
<ul style="list-style-type: none">• PAX boarding		<ul style="list-style-type: none">• Doors de-armed	
<ul style="list-style-type: none">• Carry-on baggage		D. Cabin Crew Documents	
<ul style="list-style-type: none">• PAX count		<ul style="list-style-type: none">• Cabin Crew Certificate	
		<ul style="list-style-type: none">• Cabin Crew Competency	
Remarks:			
OVERALL RESULT:	Inspector's signature:		
Satisfactory <input type="checkbox"/>	Name:		
Unsatisfactory <input type="checkbox"/>	Date:		



15 RAMP INSPECTIONS OF NEPALESE AIR OPERATORS

15.1 BACKGROUND AND OBJECTIVES

15.1.1 Ramp inspections provide an opportunity for an overall evaluation of the effectiveness of air operator's procedures during actual operations. Ramp inspections allow inspectors to observe and evaluate the routine methods and procedures used by an operator's personnel during the period immediately before or after a flight and to determine the operator's compliance with requirements and safe operating practices.

15.2 GENERAL RAMP INSPECTION PRACTICES AND PROCEDURES

15.2.1 A ramp inspection may be conducted any time an aircraft is at a gate or a fixed ramp location, provided the inspection is conducted when the crew and ground personnel are performing the necessary preparations for a flight or when they are performing post-flight tasks and procedures.

15.2.2 The operator does not have to be given advance notice that a ramp inspection is going to be conducted. In fact, some ramp inspections shall be conducted as no notice inspections. Inspectors must conduct inspections in a manner that does not unnecessarily delay crewmembers and/or ground personnel in the performance of their duties.

15.2.3 Inspection activities should be timed so that they do not delay or interfere with passenger enplaning or deplaning and servicing or catering. In addition, inspectors should be aware of the aircraft departure time and the time when passenger boarding will take place.

15.3 RAMP INSPECTION AREAS

15.3.1 During a ramp inspection an inspector may observe, in a short period of time, many of the areas which are also examined during the more time-consuming station facility inspections, in-flight cockpit inspection and in-flight cabin inspection. Ramp inspections customarily involve the aircraft and its crew, line station operations, servicing and maintenance and the ramp and gate area condition and activity. Areas which may be observed and evaluated during ramp inspections fall into five different categories:

- a) **crew member.** Refers to the evaluation of crew member preparation for flight and compliance with post-flight procedures as applicable. This area includes evaluations of crew member manuals and any required flight equipment, flight crew flight planning, flight crew licenses, crew member disposition of trip paperwork and other items that relate to crew member responsibilities;
- b) **station operations.** Refers to the various methods and procedures used by the operator to support the flight such as flight release, flight planning material, passenger handling, boarding procedures and carry-on baggage screening;
- c) **aircraft.** Refers to the aircraft's general airworthiness, logbook entries, MEL compliance, defect deferrals and required items of emergency and cabin safety equipment;
- d) **ground handling, servicing and maintenance.** Applies to any ongoing maintenance and servicing, such as fueling, [de-icing], or catering;



- e) **ramp and gate condition and activity.** Refers to taxi and marshaling operations, ramp or parking area surfaces, any apparent contamination or debris, vehicle operations and the condition and use of support equipment.

15.4 CONDUCTING RAMP INSPECTIONS

15.4.1 While ramp inspections may be conducted by one inspector, it is desirable to conduct them with a team of inspectors. Normally, this would consist of one operations and one airworthiness inspector. For large aircraft, a third inspector could be utilized to conduct the cabin safety inspection. Prior to the inspection, a determination is to be made on the distribution of tasks and the time to be allocated to each task.

15.4.2 Where a team of inspectors cannot be utilized it might not be possible to cover all the desired elements in the time available. Also, the inspector may not have the expertise to conduct inspections in all areas. For this reason, the inspector should vary the areas of emphasis over several inspections and describe in their reports how the inspection was limited in scope. The elements of the checklist in **Attachment N and O** marked with an asterisk (*) are minimum items that should be addressed in a ramp inspection.

15.4.3 When an inspector makes direct contact with a crew member, the inspector shall provide an official but courteous introduction, offer appropriate identification for the crew member to inspect and inform the crew member that a ramp inspection is being conducted. Upon completion of the inspection, the inspector shall provide a verbal debriefing of the results of the inspection to the aircraft captain or, if he is not available, another crew member.

15.4.4 All ramp inspections will be conducted with reference to the Guidance for Ramp Inspections found in **Attachment M** of this chapter and recorded in the appropriate checklist contained in **Attachment N and O and/or P** of this chapter.

15.4.5 Special-purpose ramp inspections focused on a particular air operator may be conducted where previous inspections have indicated a high level of non-conformances to requirements. In addition, reports from air traffic services, aerodrome staff and/or incident reports may also result in a requirement for special-purpose ramp inspections.

15.5 RESOLUTION OF SAFETY DEFICIENCIES

15.5.1 Inspector action resulting from deficiencies noted during ramp inspections will depend on the seriousness of the safety finding. In the case of a serious deficiency such as aircraft not being airworthy or unqualified flight crew, the inspector is authorized, in accordance with the Civil Aviation Regulations 2002, Rule 84 Para 4, to take such steps as are necessary to detain the aircraft.

15.5.2 In the other cases where there is not an immediate threat to safety, the air operator will be advised of the results of the ramp inspection in writing and requested to advise the CAA Nepal within 30 days of the corrective action that has or is to be taken to rectify any deficiencies noted. Inspectors will follow up as required to ensure that corrective action is both effective and has been completed.

15.5.3 Further disposition and analysis of the ramp inspections findings shall be in accordance with AOCI Manual Volume II, Chapter 6 – *Continuing Safety Oversight – Surveillance*.



Attachment M

GUIDANCE FOR RAMP INSPECTIONS OF NEPALESE AIR OPERATORS

[Note - Guidance Materials and procedures including a checklist for the Safety Assessment of Foreign Aircraft (SAFA) is separately published in the Foreign Carrier Surveillance Procedure Manual]

1. GENERAL

The items to be checked during a ramp check are summarized below:

- a) Flight deck;
- b) Cabin/safety;
- c) Aircraft external condition;
- d) Cargo; and
- e) General.

2. DETAILED LIST

The detailed list contains information on the items to be checked. For each item, guidance is provided on how to perform the check. Each item is also provided with the applicable reference where available.

3. SCOPE

It is not possible to cover all items on the list at every ramp inspection. Inspections should be planned to cover high-risk items and to cover all other items over a series of inspections. It is essential that adequate records be kept and that there is complete coordination between all inspectors involved in ramp inspections of any one operator.

4. ITEMS TO BE CHECKED

A. FLIGHT DECK	
GENERAL	
A.1	General condition
<i>Instructions:</i>	Check cleanliness, tidiness and general condition
<i>References:</i>	Nil
A.2	Emergency exit
<i>Instructions:</i>	Check if in compliance with ICAO Standards and Recommended Practices
<i>References:</i>	Annex 8, 4.1.7 – Emergency landing provisions
A.3	Equipment
<i>Instructions:</i>	Check for the presence of the following equipment where required: <ol style="list-style-type: none"> a) two sensitive pressure altimeters with counter drumpointer or equivalent presentation (IFR operations); b) airborne collision avoidance system (ACAS); c) cockpit voice recorder (CVR) and flight data recorder (FDR); d) emergency locator transmitter (ELT); e) ground proximity warning system (GPWS); and f) where a flight management computer (FMC) is provided – valid database
<i>References:</i>	<u>Altimeters:</u> Annex 6, Part I, 6.9.1. c) <u>ACAS II:</u> Annex 6, Part I, 6.18 <u>CVR and FDR:</u> Annex 6, Part I, 6.3; and Part III, Section II, 4.3 <u>GPWS:</u> Annex 6, Part I, 6.15 <u>ELT:</u> Annex 6, Part I, 6.17 and Part III, Section II, 4.7



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL

VOLUME II

Database: Annex 6, Part I, 7.4.2
FOR-A para 6.3, 6.9.1, 6.15, 6.17, 6.18
FOR-H Chapter 4

DOCUMENTATION

A.4 Manuals. All required manuals

Instructions: Check for presence. Check if manuals are up-to-date and accepted or approved as required. Flight manual data may be included in the operations manual which may itself be in several parts, some of which are dealt with in A5, 6 and 7 below.

References: Flight manual: Annex 6, Part I, 6.2.3, 11.1; and Part III, Section II, 4.2.3, 9.1
Operations manual: Annex 6, Part I, 4.2.2, 6.2.3 and Appendix 2; and Part III, Section II, 2.2.2, 4.2.3 and Attachment H
Aircraft operating manual: Annex 6, Part I, 6.1.4 and Appendix 2, 2.2; and Part III, Section II, 4.1.4 and Attachment H, 2.2.
FOR-A para 6.2.3
FOR-H para 4.18

A.5 Checklists

Instructions: a) Confirm checklists are available and up to date. Check if their content is in compliance with the requirement. Normal, non-normal and emergency checklists are sometimes combined in a "Quick Reference Handbook"
b) Check the availability of an aircraft search procedure checklist; and
c) Confirm availability of the checklist of emergency and safety equipment.

References: Flight crew checklists: Annex 6, Part I, 4.2.5, 6.1.4 and Appendix 2, 2.2.2; and Part III, Section II, 2.2.5, 4.1.4 and Attachment H, 2.2.10
Aircraft search procedure checklist: Annex 6, Part I, 13.3; and Part III, Section II, 11.1
Checklist of emergency and safety equipment: Annex 6, Part I, Appendix 2, 2.2.10; and Part III, Attachment H, 2.2.8
FOR-A Para 4.2.5
FOR-H Para 2.2.5

A.6 Route guide

Instructions: Check if a route guide, including charts, is available, suitable and up-to-date.

References: Annex 6, Part I, 6.2.3 and Appendix 2, 2.3.1; and
Annex 6, Part III, Section II, 4.2.3 and Attachment H, 2.3.1
FOR-A para 6.2.3
FOR-H para 4.18

A.7 Minimum equipment list (MEL) - which is a part of the AFM

Instructions: Check if the MEL is available, up-to-date and approved.

References: Annex 6, Part I, 6.1.3, Appendix 2, 2.2.9 and Attachment G; and
Annex 6, Part III, Section II, 4.1.3, Attachment E and Attachment H, 2.2.7
FOR-A para 6.1.3; 6.2.3
FOR-H para 4.1.3; 4.18
NCAR Chapter E.8

A.8 Documents required to be carried on board

a) Certificate of registration:

Instructions: Check for presence and accuracy and format.

References: Convention on International Civil Aviation, Article 29
Annex 7, 7
NCAR Chapter B.5; FOR-A para 6.2.3; FOR-H para 4.18

b) Identification plate:

Instructions: Check presence and location.

References: Annexes 7 and 8



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

<p>NCAR Chapter B.5</p> <p>c) Certificate of Airworthiness: <i>Instructions:</i> Check that the Certificate of Airworthiness of the aircraft is on board and valid. <i>References:</i> Convention on International Civil Aviation, Articles 29 and 31 Annex 8, Part II, Chapter 3 NCAR Chapter B.2; FOR-A para 6.2.3; FOR-H para 4.18</p> <p>d) Crew member licenses: <i>Instructions:</i> Check valid in: date; type rating; instrument rating; competency check; language proficiency endorsement; medical assessment; and format (see also item E 3 below). <i>References:</i> Convention on International Civil Aviation, Article 29 Annex 1, 1.2.1, 1.2.5.1, 1.2.9, 2.1.3, 2.1.7 and Chapter 5; Annex 6, Part I, 9.4.4; and Annex 6, Part III, Section II, 7.4.4 FOR-A para 9.4.4; 6.2.3 FOR-H para 7.4.4; 4.18</p> <p>e) Journey log book or technical log and voyage report: <i>Instructions:</i> Check entries up to date, validity of maintenance release. Check number of deferred defects (specify in the report where necessary). Check that defect deferrals include time limits and comply with the stated time limits. Where applicable, check compliance with the aircraft MEL <i>References:</i> Convention on International Civil Aviation, Article 29 Annex 6, Part I, 4.3.1 and 11.4; and Annex 6, Part III, Section II, 2.3.1 and 9.4 FOR-A para 4.3.1; 6.2.3 FOR-H para 2.3.1; 4.18 NCAR M.A.306</p> <p>f) Radio Mobile licence: <i>Instructions:</i> Check available and up to date. <i>References:</i> Convention on International Civil Aviation, Articles 29 and 30 Annex 6, Part I, 7.1; and Annex 6, Part III, Section II, 5.1 FOR-A para 7.1; 6.2.3 FOR-H para 5.1; 4.18 NCAR Chapter C.13</p> <p>g) Noise certification document or statement, where applicable: <i>Instructions:</i> Check available and valid. <i>References:</i> Annex 6, Part I, 6.13; Part III, Section II, 4.11; and Annex 16, Volume I, Parts I and II FOR-A para 6.13; 6.2.3 FOR-H para 4.11; 4.18 NCAR Chapter B.1</p> <p>h) Air Operator Certificate (certified true copy) and Operations Specifications (copy): <i>Instructions:</i> Check available, applicable and valid. <i>References:</i> Annex 6, Part I, 4.2.1, 6.1.2, Appendix 5, 7 and Appendix 6; and Annex 6, Part III, Section II, 2.2.1, 4.1.2, Appendix 1, 7 and Appendix 3 FOR-A para 4.2.1; 6.2.3 FOR-H para 2.2.1; 4.18</p>
<p>i) Only relevant parts of the operations manual that pertain to flight operations; <i>References:</i> FOR-A para 6.2.3 FOR-H para 4.18</p>
<p>j) the current Certificate of Release to Service issued in relation to that aeroplane; <i>References:</i> NCAR 145.A.50</p>
<p>k) a copy of the Air Traffic Control flight plan, if applicable; <i>References:</i> FOR-A para 6.2.3 FOR-H para 4.18</p>



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

l) Aeroplane search procedure checklist

Checklist of the procedures to be followed in searching for a bomb in case of suspected sabotage. The checklist shall be supported by guidance on the course of action to be taken should a bomb or suspicious object be found and information on the least-risk bomb location specific to the aeroplane. It should be in a sealed envelope or pack duly signed by the Flight Safety Officer of the operator.

References: FOR-A para 6.2.3
FOR-H para 4.18

m) Standard Operating Procedures

References: FOR-A para 6.2.3
FOR-H para 4.18

FLIGHT PREPARATION

A.9 Operational flight plan

Instructions: Check for presence, accuracy and signature(s) and for adequate fuel and oil reserve planning and supply on-board.

References: Annex 6, Part I, 4.3.3 and Appendix 2, 2.1.16; and
Annex 6, Part III, Section II, 2.3.3 and Attachment H, 2.1.15
FOR-A para 4.3.3; 6.2.3
FOR-H para 2.3.3; 4.18

A.10 Mass and balance sheet (load/trim sheet)

Instructions: Check for presence of load sheet and accuracy.

References: Annex 6, Part I, 4.3.1 and Appendix 2, 2.1.14; and
Annex 6, Part III, Section II, 2.3.1 and Attachment H, 2.1.13
FOR-A para 4.3.1; 6.2.3
FOR-H para 2.3.1; 4.18

A.11 Aircraft performance limitations using current route, airport obstacles and runway analysis data

Instructions: Check for availability of aircraft performance information including limitations and runway performance analysis based on current airport data.

References: Annex 6, Part I, 5.1, 5.2 and 5.3; and
Annex 6, Part III, Section II, 3.1 and 3.2
FOR-A Chapter 5
FOR-H Chapter 3

A.12 Passenger manifest and, if applicable, Cargo manifest

Instructions: Check for availability of completed passenger manifest and, if required, cargo manifest.

References: Annex 9, 2.12, 2.13 and 4.12 and Appendices 2 and 3

A.13 Pre-flight inspection

Instructions: Check for presence of pre-flight inspection or preparation forms (landing documents, air traffic service flight plan).

References: Annex 6, Part I, 4.3; and
Annex 6, Part III, Section II, 2.3
FOR-A Para 4.3; 6.2.3
FOR-H Para 2.3; 4.18

A.14 Weather reports and forecasts

Instructions: Check for availability of weather reports and forecasts adequate for the flight.

References: Annex 6, Part I, 4.3.5.2; and
Annex 6, Part III, Section II, 2.3.5.2
FOR-A para 4.3.5.2
FOR-H para 2.3.5.2

A.15 NOTAM (Notice to Airman)

Instructions: Check for availability of NOTAMs for the route of flight.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

<i>References:</i>	Annex 15, Chapter 1 – Definitions
SAFETY EQUIPMENT	
A.16	Portable fire extinguishers
<i>Instructions:</i>	Check for presence, number, condition and expiry date.
<i>References:</i>	Annex 6, Part I, 6.2.2 b); Annex 6, Part III, Section II, 4.2.2 b); FOR-A para 6.2.2 b); FOR-H para 4.2.2 b)
A.17	Life jackets/flotation devices
<i>Instructions:</i>	Check for presence, condition and where applicable expiry date.
<i>References:</i>	Annex 6, Part I, 6.5; and Annex 6, Part III, Section II, 4.3 FOR-A para 6.5 FOR-H para 4.3
A.18	Safety harness
<i>Instructions:</i>	Check for presence, condition and quantity.
<i>References:</i>	Annex 6, Part I, 6.2.2; and Annex 6, Part III, Section II, 4.2.2 FOR-A para 6.2.2 c) FOR-H para 4.2.2 c)
A.19	Oxygen equipment
<i>Instructions:</i>	Check for presence, quantity and condition.
<i>References:</i>	Annex 6, Part I, 4.3.8; and Annex 6, Part III, Section II, 2.3.8 FOR-A para 4.3.8 FOR-H para 2.3.8
A.20	Emergency flashlight
<i>Instructions:</i>	Check for appropriate quantities of emergency flashlight. Check their condition if possible.
<i>References:</i>	Annex 6, Part I, 6.10; and Annex 6, Part III, Section II, 4.4.2 FOR-A para 6.10 FOR-H para 4.4.2
B. CABIN/SAFETY	
B.1	General condition
<i>Instructions:</i>	Check for cleanliness, tidiness and general condition.
<i>References:</i>	Annex 8, Part III, 8.3
B.2	Cabin crew seats and safety harness
<i>Instructions:</i>	Check for presence and compliance with the requirement.
<i>References:</i>	Annex 6, Part I, 6.16; and Annex 6, Part III, Section II, 4.12 FOR-A para 6.16 FOR-H para 4.12
B.3	First aid kit/emergency medical kit
<i>Instructions:</i>	Check for presence, condition, location and expiry date if available.
<i>References:</i>	Annex 6, 6.2.2.; and Annex 6, Part III, Section II, 4.2.2 FOR-A para 6.2.2 FOR-H para 4.2.2



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

B.4	Portable fire extinguishers
<i>Instructions:</i>	Check for presence, number, condition and expiry date if available.
<i>References:</i>	Annex 6, Part I, 6.2.2; and Annex 6, Part III, Section II, 4.2.2 FOR-A para 6.2.2 FOR-H para 4.2.2
B.5	Life jackets/flotation devices
<i>Instructions:</i>	Check for presence, condition and expiry date as applicable.
<i>References:</i>	Annex 6, Part I, 6.5; and Annex 6, Part III, Section II, 4.5 FOR-A para 6.5 FOR-H para 4.5.2
B.6	Seat belts
<i>Instructions:</i>	Check for presence and condition.
<i>References:</i>	Annex 6, Part I, 6.2.2; and Annex 6, Part III, Section II, 4.2.2 FOR-A para 6.2.2 c) FOR-H para 4.2.2
B.7	Emergency exit lighting and marking, emergency flashlights
<i>Instructions:</i>	Check for presence of emergency exit signs, lighting and marking and emergency flashlights (one per cabin crew member). Where possible, check condition of floor path lighting/markings and of flashlights.
<i>References:</i>	Annex 6, Part I, 6.10; Annex 6, Part III, Section II, 4.4.2; Annex 8, Part III A, 4.1.7.3 and Part III B, D.6.3 FOR-A para 6.10 FOR-H para 4.4.2
B.8	Slides/life rafts and pyrotechnical distress signalling devices (as required)
<i>Instructions:</i>	Check bottle gauge, slide bar and slide expiry date. Check presence of life raft, when required.
<i>References:</i>	Annex 6, Part I, 6.5 and 6.6; Annex 6, Part III, Section II, 4.5 and 4.6; Annex 8, Part III A, 4.1.7 (and Part III D.6.2 to D.6.4) FOR-A para 6.5 and 6.6 FOR-H para 4.5 and 4.6
B.9	Oxygen supply – cabin crew and passengers
<i>Instructions:</i>	Check for presence and condition where applicable.
<i>References:</i>	Annex 6, Part I, 4.3.9 and 6.7; and Annex 6, Part III, Section II, 2.3.8 and 4.8 and Section III, 2.9 and 4.5 FOR-A para 4.3.9 and 6.7 FOR-H para 2.3.8 and 4.8
B.10	Emergency briefing cards
<i>Instructions:</i>	Check for presence and accuracy.
<i>References:</i>	Annex 6, Part I, 4.2.12.1 and 6.2.2; and Annex 6, Part III, Section II, 2.2.10 and Section III, 2.3 FOR-A para 4.2.12.1, 6.2.2 d) and 12.8 FOR-H para 2.2.11.1 and 12.0
B.11	Cabin crew members
<i>Instructions:</i>	Check that the number of cabin crew is appropriate. Check whenever possible that the location of cabin crew members allows to effect a safe and expeditious evacuation of the aircraft.
<i>References:</i>	Annex 6, Part I, 12.1; and Annex 6, Part III, Section II, 10.1



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

	FOR-A para 12.1 FOR-H para 10.1
B.12	Access to emergency exits
<i>Instructions:</i>	Check that appropriate access to emergency exits is provided and that it is not impeded.
<i>References:</i>	Annex 8, Part III A, 4.1.7 (and Part III D.6.2 and D.6.3)
B.13	Safety of cabin baggage
<i>Instructions:</i>	Check that the crew and the passengers do not carry oversized hand baggage for the stowage capacity of the aircraft. Check proper stowage of cabin baggage.
<i>References:</i>	Annex 6, Part I, 4.8; and Annex 6, Part III, Section II, 2.7 FOR-A para 4.8 FOR-H para 2.7
B.14	Seating capacity
<i>Instructions:</i>	Check that the number of persons boarding does not exceed the number permitted (number of seats normally, except specific circumstances).
<i>References:</i>	Annex 6, Part I, 6.2.2; and Annex 6, Part III, Section II, 4.2.2 FOR-A para 6.2.2 c) FOR-H para 4.2.2 c)
B.15	Security of the flight crew compartment door (if applicable)
<i>Instructions:</i>	Check that the flight crew compartment door, if provided, is lockable. Where applicable, check that the flight crew compartment door is penetration resistant.
<i>References:</i>	Annex 6, Part I, 13.2 FOR-A para 13.2
C. AIRCRAFT EXTERNAL CONDITION	
C.1	General condition
<i>Instructions:</i>	Check general condition of the airframe: apparent corrosion; cleanliness; presence of ice, snow, frost; legibility of markings, etc.
<i>References:</i>	For markings: Annexes 7, 3, 4 and 5
C.2	Doors and hatches
<i>Instructions:</i>	Check for passenger and cargo door condition, external markings, seals, operating instructions and condition of hatches.
<i>References:</i>	Nil
C.3	Wings and tail
<i>Instructions:</i>	Check wings, vertical and horizontal stabilizers, including all flight control surfaces. Check for obvious damage, corrosion, disbonding, evidence of lightning strikes, dents, looseness of fittings, missing static discharges, etc.
<i>References:</i>	Nil
C.4	Wheels, brakes and tires
<i>Instructions:</i>	Inspect for damage, wear and signs of tire under inflation.
<i>References:</i>	Nil
C.5	Undercarriage
<i>Instructions:</i>	Visual inspection. Focus on lubrication, leakage & corrosion and wear on door fittings and hinges.
<i>References:</i>	Nil
C.6	Wheel well
<i>Instructions:</i>	Visual inspection. Focus on cleanliness, leakage and corrosion.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

<i>References:</i>	Nil
C.7	Intake and exhaust nozzle
<i>Instructions:</i>	Visual inspection. Focus on damage, cracking, dents and loose/missing fasteners (intake) and LPT blades (where visible), obvious damage to sensors, jet pipe nozzle, exhaust, thrust reversers, etc.
<i>References:</i>	Nil
C.8	Fan blades (if applicable)
<i>Instructions:</i>	Visual inspection. Check for foreign object damage, cracks, cuts, corrosion, erosion etc.
<i>References:</i>	Nil
C.9	Propellers (if applicable)
<i>Instructions:</i>	Visual inspection. Check for corrosion, looseness of blades in hub, erosion, stone damage, anti/de-icing system, etc.
<i>References:</i>	Nil
C.10	Previous structural repairs
<i>Instructions:</i>	Visual inspection. Note any previous repairs – check condition and verify compliance to standard practices.
<i>References:</i>	Nil
C.11	Obvious damage
<i>Instructions:</i>	Visual inspection. Note unassessed and unrecorded damage including corrosion, lightning strike damage and bird strikes etc.
<i>References:</i>	Annex 8, Part II, 3.6
C.12	Leakage
<i>Instructions:</i>	Visual inspection: fuel, oil, hydraulic leaks. Inspect for toilet leaks at service locations.
<i>References:</i>	Nil
D. CARGO	
D.1	General condition of cargo compartment and containers
<i>Instructions:</i>	Check for cleanliness and general condition of cargo compartment and containers. Check damage to compartment liners and condition of fire protection, detection and extinguishing system (if appropriate). Check condition of container locking devices.
<i>References:</i>	Nil
D.2	Dangerous goods
<i>Instructions:</i>	If dangerous goods are on board, check that the pilot has received appropriate notification. Check that the operations manual includes relevant information as required by ICAO Annex 18.
<i>References:</i>	Annex 6, Part I, Appendix 2, 2.1.35; Annex 6, Part III, Attachment H, 2.1.28; and Annex 18, 9.1 and 9.2 FOR-A APPENDIX 1 para 2.1.35 FOR-H APPENDIX 1 para 2.1.28
D.3	Safety of cargo on board
<i>Instructions:</i>	Check that loads are properly distributed and safely secured.
<i>References:</i>	Annex 6, Part I, 4.3.1; and Annex 6, Part III, Section II, 2.3.1 FOR-A para 4.3.1 e) FOR-H para 2.3.1 e)
E. GENERAL	
E.1	Additional remarks
<i>Instructions:</i>	Record and report any items of significant nature that may be observed which are not covered by this guidance.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

<i>References:</i>	Nil
E.2	Refuelling
<i>Instructions:</i>	Check that the procedures relating to refuelling with passengers on board are complied with.
<i>References:</i>	Annex 6, Part I, 4.3.8; and Annex 6, Part III, Section II, 2.3.7 FOR-A para 4.3.8 FOR-H para 2.3.7
E.3	Language for communication
<i>Instructions:</i>	Check that all pilots [and those flight navigators required to use the radio telephone] are fluent in the language used for radiotelephony communications or in the English language.
<i>References:</i>	Annex 1, 1.2.9



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

Attachment N

RAMP INSPECTION AIRWORTHINESS CHECKLIST

Date:		Aircraft make and model:		Handling agent:	
Operator:		Airframe serial no.:		Maintenance support:	
Route from:		Reg. marks:		Station:	
Route to:		Flight no:			

S = Satisfactory U = Unsatisfactory N = Not check

	ITEM	CHECK (S/U/N)	REMARK(S)
A.	Flight deck		
1	General condition		
2	Emergency exit		
3	Equipment (GPWS, ACAS, ELT, CVR/FDR, etc.)		
4*	Minimum equipment list and deferred defect rectification		
5	Documents		
6*	Operational flight plan		
7*	Mass and balance		
8*	Aircraft performance data		
9	Cargo/passenger manifest		
10	Portable fire extinguishers		
11	Life jackets/flotation devices		
12	Safety harness		
13	Oxygen equipment		
14	Emergency flashlight		
C.	Aircraft external condition		
1	General condition		
2*	Doors and hatches		
3*	Wings and tail		
4*	Wheels, brakes and tires		
5*	Undercarriage		
6*	Wheel well		
7*	Intake and exhaust nozzle		
8*	Fan blades (if applicable)		
9	Propellers (if applicable)		
10*	Previous structural repairs		
11*	Obvious damage		
D.	Cargo		
1	General condition of cargo compartment and containers		
2*	Dangerous goods		
3	Safety of cargo on board		
E.	General		



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

ITEM		CHECK (S/U/N)	REMARK(S)
1	Additional remarks		
2	Refuelling		
Inspected by:		<input type="text"/>	Operator Rep.: <input type="text"/>

Note 1: The elements of the list that are marked with an asterisk (*) are minimum items that should be addressed in a ramp inspection. Time permitting, the remaining items should also be addressed to constitute a complete ramp inspection.

Note 2: If inspection is carried out as a team (airworthiness, cabin safety and flight operations), coordination between the inspectors is required to avoid duplication.



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

Attachment O

RAMP INSPECTION FLIGHT OPERATION CHECKLIST

Date:		Aircraft make and model:		Captain:	
Operator:		Airframe serial no.:		F/O:	
Route from:		Reg. marks:		Other:	
Route to:		Handling agent:			
Flight no:		Station:			

S = Satisfactory U = Unsatisfactory N = Not check N/a = Not applicable

	ITEM	CHECK (S/U/N)	REMARK(S)
A.	Flight deck		
1	General condition		
2	Emergency exit		
3	Equipment (GPWS, ACAS, ELT, cockpit door, FDR/ CVR, etc.)		
4	Manuals		
5	Checklists		
6*	Route guide		
7*	Minimum equipment list and deferred defect rectification		
8	Documents		
9*	Operational flight plan		
10*	Mass and balance		
11*	Aircraft performance data		
12	Cargo/passenger manifest		
13	Pre-flight forms (operational flight plan, etc.)		
14	Weather reports and forecasts		
15	NOTAM (Notice to Airman)		
16	Portable fire extinguishers		
17	Life jackets/flotation devices		
18	Safety harness		
19	Oxygen equipment		
20	Emergency flashlight		
E.	General		

Inspected by:	Operator Rep:



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

Attachment P

RAMP INSPECTION CABIN SAFETY CHECKLIST

Date:		Aircraft make and model:		In-flight Supervisor	
Operator:		Airframe serial no.:			
Route from:		Reg. marks:		Station:	
Route to:		Flight no:			

S = Satisfactory U = Unsatisfactory N = Not check N/a = Not applicable

	ITEM	CHECK (S/U/N)	REMARK(S)
B.	Cabin/safety		
1	General condition		
2	Cabin crew's seat and harness		
3	First aid kit/emergency medical kit		
4	Portable fire extinguishers		
5	Life jackets/flotation device		
6	Passenger seat belts		
7	Emergency exit lighting and marking, emergency flashlights		
8	Slides/life-rafts and pyrotechnical signalling devices (as required)		
9	Oxygen supply (cabin crew and passengers)		
10	Emergency briefing cards		
11	Cabin crew members		
12	Access to emergency exits		
13	Safety of cabin baggage		
14	Seating capacity		
15	Security of flight crew compartment door		
16	Universal Precautionary Kit (UPK)		
17	Automated External Defibrillator (AED)		
18	Survival Kit		
19	Manual Release Tool (MRT)		
20	Portable Breathing Equipment (PBE)		
21	Emergency Medical Kit (EMK)		
22	Portable Emergency Locator Transmitter (ELT)		
Inspected by:			Operator Rep:



16 PERFORMANCE-BASED NAVIGATION APPROVAL

[Note — ICAO has developed a Performance-based Navigation (PBN) Operational Approval Manual (Doc 9997) which provides detailed guidance on the operational approval process in the context of performance-based navigation. The guidance outlines the specific requirements for each navigation specification and includes detailed job aids. CAA Nepal has adapted this Doc and has published the PBN Operational Approval Manual 2021. This chapter provides a brief overview of PBN and outlines the CAA Nepal policy which is to adopt the guidance and job aids outlined in Doc 9997 and the PBN Operational Approval Manual 2021 as the methodology for air operator approval of PBN].

16.1 BACKGROUND

16.1.1 FOR-A 7.2.2 requires operators to be authorized prior to conducting flights in defined portions of airspace or any routes where a navigation specification for performance-based navigation is prescribed. In addition, the aircraft must be equipped with navigation equipment in accordance with the navigation specification and flight crews provided with appropriate training. This chapter outlines the CAA Nepal procedures for providing authorization where a navigation specification is prescribed.

16.1.2 Conventional navigation is dependent upon ground-based radio navigation aids. It has been the mainstay of aviation for the last seventy years and pilots, operators, manufacturers and air navigation service providers are all familiar with the associated technology, avionics, instrumentation, operations, training and performance.

16.1.3 Performance-based navigation (PBN) detailed in the ICAO *Performance-based Navigation (PBN) Manual* (Doc 9613) is based upon area navigation principles. While various methods of area navigation have been in existence for many years, the widespread use of area navigation as a primary navigation function is a more recent phenomenon. The PBN concept is intended to better define the use of area navigation systems and is expected to replace much of the existing conventional navigation routes within the next twenty years.

16.1.4 The fundamentals of PBN operations are relatively straightforward and operational approval need not be a complicated process for either applicant or CAA Nepal. However, the transition to new technology, new navigation and new operational concepts and the dependence on data driven operations requires careful management. Concerning this matter, ICAO has developed *Performance-based Navigation (PBN) Operational Approval Manual* (Doc 9997) to provide guidance on the operational approval process in the context of performance-based navigation (PBN). It is intended for inspectors and others involved in the requirement of PBN operations. CAA Nepal PBN Operational Approval Manual 2021 is prepared based on of the ICAO Doc 9997. CAA Nepal Inspectors are required to refer to this manual for approval of PBN operations.

16.2 PBN OVERVIEW

16.2.1 Area navigation systems evolved in a manner similar to conventional ground-based routes and procedures. The early systems used very high-frequency omnidirectional radio range (VOR) and distance measuring equipment (DME) for estimating their position in domestic operations and inertial navigation systems (INS) were employed in oceanic operations. In most cases, a specific area navigation system was identified and its performance was evaluated through a combination of analysis and flight testing. In some cases, it was necessary to identify the individual models of equipment that could be operated within the airspace concerned. Such prescriptive requirements resulted in delays to the introduction of new area navigation system



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

capabilities and higher costs for maintaining appropriate certification. The PBN concept was developed with globally-applicable performance requirements, detailed in accompanying navigation specifications, in order to avoid these high costs and delays.

16.2.2 The PBN concept requires that the aircraft area navigation system performance is defined in terms of the accuracy, integrity, availability, continuity and functionality necessary to operate in the context of a particular airspace concept. Appropriate positioning sensors are also identified. These may include VOR/DME, DME/DME, GNSS and/or INS. The performance is detailed in a navigation specification at sufficient a level of detail to facilitate global harmonization. The navigation specification not only lays out the aircraft system performance requirements but also the requirements in terms of flight crew procedures and training, as well as any appropriate maintenance requirements, such as the provision of navigation databases.

16.3 RNAV AND RNP

16.3.1 RNAV specifications have been developed to support existing capabilities in aircraft equipped with area navigation systems which, in the general case, were not designed to provide on-board performance monitoring and alerting. RNAV specifications are similar to RNP specifications but do not require an on-board performance monitoring and alerting capability.

16.3.2 RNP specifications have been developed from a need to support operations that require greater integrity assurance, where the pilot is able to detect when the navigation system is not achieving, or cannot guarantee with appropriate integrity, the navigation performance required for the operation. Such systems are known as RNP systems. RNP systems provide greater assurance of integrity and, hence, can offer safety, efficiency, capacity and other operational benefits.

16.4 CAA Nepal PBN OPERATIONAL APPROVAL PROCESS

16.4.1 CAA Nepal will issue authorization to operators, where a navigation specification for performance-based navigation is prescribed, provided that the operator can demonstrate compliance with the applicable requirements. A list of available navigation specifications is outlined in **Attachment Q** to this chapter.

16.4.2 The requirements and guidance provided in CAA Nepal PBN Operational Approval Manual 2021 will be utilized by CAA Nepal staff for the review of PBN applications by Nepalese air operators and subsequent issuance of PBN approvals as follows:

- a) air operators requesting authorization for a particular performance-based navigation specification shall make application providing the information as outlined in Annex D of Doc 9997;
- b) the Job Aid for the requested navigation specification(s) as contained in CAA Nepal PBN Operational Approval Manual 2021, Part 3 JOB AIDS will be completed by the air operator and the CAA Nepal inspector as appropriate. The actions recommended for the inspector and the operator contained in the Job Aid will be mandatory for CAA Nepal inspectors and operators; and
- c) upon completion of the job aid confirming that all requirements have been met for the particular navigation specification, CAA Nepal will issue the appropriate operations specification. Examples of operations specification entries as outlined in Annex B of Doc 9997 will be utilized.



16.5 PROCEDURES

Refer to **Appendix 33 and 34 of AOCI Manual Volume II** for the detailed procedures on acceptance, verification and approval of Special Operations authorization in addition to procedure laid down in CAA Nepal PBN Operational Approval Manual 2021, Part 3 JOB AIDS. For airworthiness aspects, also refer to procedure laid down in **AOCI Manual Vol III Chapter 7 Para 7.4.**



Attachment Q

1.4 NAVIGATION SPECIFICATIONS

1.4.1 The navigation specifications in Table 1-1 have been published to date.

Table 1-1. Navigation specifications published to date

Flight Phase								
Navigation specification	En-route oceanic/ remote	En-route continental	Arrival	Approach				Departure
				Initial	Intermediate	Final	Missed	
RNAV 10	10							
RNAV 5 ^a		5	5					
RNAV 2		2	2					2
RNAV 1		1	1	1	1		1 ^b	1
RNP 4	4							
RNP 2	2	2						
Advanced RNP ^f	2	2 or 1	1	1	1	0.3	1 ^b	1
RNP 1			1 ^d	1	1		1 ^b	1 ^d
RNP 0.3 ^e		0.3	0.3	0.3	0.3	—	0.3 ^b	0.3
RNP APCH				1	1	0.3 ^g	1 ^b or 0.3 ^c	
RNP AR APCH				1-0.1	1-0.1	0.3- 0.1	1-0.1 ^f	

Notes:

- a) RNAV 5 is an en-route navigation specification which may be used for the initial part of a STAR outside 30 NM and above MSA.
- b) Applies only once 50 m (40 m Cat H) obstacle clearance has been achieved after the start of climb.
- c) RNP APCH is divided into two parts. This value applies during the initial straight-ahead segment in RNP APCH Part B (SBAS LPV) approaches.
- d) Beyond 30 NM from the airport reference point (ARP), the accuracy value for alerting becomes 2 NM.
- e) The RNP 0.3 specification is primarily intended for helicopter operations.
- f) If <RNP 1 is required in the missed approach, the reliance on inertial to cater for loss of GNSS in final means that accuracy will slowly deteriorate and any accuracy value equal to that used in final can be applied only for a limited distance.
- g) RNP APCH is divided into two parts. RNP 0.3 is applicable to RNP APCH Part A. Different angular performance requirements are applicable to RNP APCH Part B only.



17 LOW VISIBILITY TAKE-OFF, CATEGORY II AND III APPROVAL

17.1 BACKGROUND AND OBJECTIVES

17.1.1 FOR-A PARA 4.2.8.3 and NCAR Chapter C.19. require air Operators to be authorized prior to conducting Low Visibility Take-off (LVTO) and CATEGORY II and III Operations. Furthermore, the requirements prescribe ground and aircraft equipment, crew training and authorization, and the establishment of CATEGORY II AND/OR CATEGORY III operating procedures. Operating procedures can be contained in the operations manual or in separate manual. This chapter outlines the CAA Nepal procedures for providing authorization to air operators for LVTO; CATEGORY II AND/OR CATEGORY III operations.

17.1.2 Depending on variety of factors, an operator may be granted approval to conduct the following categories of approaches to the limits specified.

Category	Decision Height (DH)	Runway Visual Range (Meters)
CAT II	100 ft	300 m
CAT III	No DH or <100 ft	175 m
CAT III	No DH or <50 ft	175 m to \geq 50 m

17.1.3 Low visibility take-off requirements are outlined in 17.4 of this chapter.

17.2 GENERAL APPROVAL REQUIREMENTS

17.2.1 There are five elements involved in the approval of an LVP operation as follows:

- authorization of the aeroplane and its equipment;
- authorization of the use of the aerodrome;
- authorization of the flight crew;
- authorization of the operation; and
- authorization of minima.

17.2.1.1 **Authorization of the aeroplane and its equipment.** These are indicated by appropriate entries in the Aircraft Flight Manual.

Note — Detailed requirements outlined in 17.3.

17.2.1.2 **Authorization of the use of the aerodrome.** Air operators are responsible for determining the facilities available at the aerodrome meet the requirements of the FOR-A Appendix 6 Chapter 8 Airport Requirements and shall ensure the following:

- the State of the Aerodrome authorizes use of the facilities and services only if they meet the relevant ICAO specifications;
- the appropriate OCA/H is published by the State of the Aerodrome; and
- where the State of the Aerodrome has established an aerodrome operating minima policy and published landing and take-off minima in the AIP, the minima authorized for the use



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

of an operator by the CAA Nepal will not be lower than the former, except where specifically authorized by the State of the Aerodrome.

17.2.1.3 Authorization of the flight crew. Flight crews will be qualified to operate to the applicable aerodrome operating minima as follows:

- a) the pilot-in-command and co-pilot each hold a valid instrument rating and meet the requirements for recent experience established by the FOR-A;
- b) flight crew members are qualified and trained for take-off, instrument approaches and operations for Low Visibility Take-Off, Category II and/or Category III operations, as applicable;
- c) flight crew members have completed all required proficiency checks, including demonstration of proficiency for Low Visibility Take-Off and using the relevant types of instrument approaches; and
- d) the pilot-in-command has the necessary experience in the aeroplane type with restricted (higher) minima before being authorized to use the lowest approved minima;
- e) the operator maintains a system of records to ensure that the necessary qualifications of the flight crew members are being met on a continuing basis.

Note —Detailed requirements outlined in 17.3.

17.2.1.4 Authorization of the operation. Before granting such an authorization, inspectors shall ensure that the operator has established a system to ensure that:

- a) applicable Aerodrome Operating Minima for the use of flight crews for **all** types of approaches to **all** aerodromes to be used in the operations have been determined;
- b) the proficiency of flight crews have been determined;
- c) required operating procedures have been established;
- d) an operations manual with instructions appropriate to the intended operation and that reflect the mandatory procedures and/or limitations contained in the Aircraft Flight Manual; and
- e) that sufficient experience has been gained by the air operator in operational service in weather minima higher than those proposed.

Note —Detailed requirements outlined in 17.3.

17.2.1.5 Authorization of minima. FOR-A para 4.2.8.1 require an air operator establishing Aerodrome Operating Minima to have its method for determining such minima approved by CAA Nepal. Approval may be granted provided the operator's method for determining Aerodrome-Operating Minima accurately accounts for:

- a) the type, performance and handling characteristics of the aircraft;
- b) the composition and experience of the flight crew;
- c) the dimensions and characteristics of the runways selected for use;
- d) aircraft equipment used for navigation and aircraft control during the approach to landing and the missed approach;
- e) obstacles in the approach and missed approach areas and the obstacle clearance altitude/height for the intended instrument approach procedures;
- f) the means used to determine and report meteorological conditions;
- g) the obstacles in the climb out areas and the necessary clearance margins; and
- h) the adequacy and performance of the available visual and non-visual ground aids.



17.3 SPECIFIC APPROVAL REQUIREMENTS CATEGORY

II/III

17.3.1 Aeroplane and its equipment

17.3.1.1 The instruments and equipment for Category II and III operations shall comply with the airworthiness requirements of the State of Registry of the aeroplane. In addition, aeroplane performance shall enable a missed approach to be carried out with an engine inoperative and without outside visual reference, from any height down to the decision height in Category II operations and down to touchdown in Category III operations, while remaining clear of obstacles. The instruments and equipment appropriate to various precision approach operations are outlined in FOR-A Appendix 6, Chapter 6. The MEL shall reflect the equipment required for low visibility operations.

17.3.1.2 The target level of safety and the acceptable frequency of missed approaches due to airborne equipment performance, in conjunction with the intended operating minima, determine the airborne equipment design requirements with regard to:

- a) system accuracy;
- b) reliability;
- c) characteristics in case of failures;
- d) monitoring procedures and equipment; and
- e) degree of redundancy.

17.3.1.3 A reporting system shall be implemented to enable continual checks and periodic reviews during the operational evaluation period before the operator is authorized to conduct Category II and III operations. Furthermore, the reporting system will be used for a two-year period after the authorization has been given to ensure that the required standards of performance are maintained. The reporting system shall cover all successful and unsuccessful approaches, with reasons for the latter, and include a record of system component failures.

17.3.1.4 For Category II operations, air operators will differentiate between successful and unsuccessful approaches and provide a questionnaire to be completed by the flight crew to obtain data on actual or practice approaches which were not successful. As a minimum, the following data will be gathered to evaluate a Category II operation:

- a) the aerodrome and runway used;
- b) weather conditions;
- c) time;
- d) reason for failure leading to an aborted approach;
- e) adequacy of speed control;
- f) trim at time of automatic flight control system disengagement;
- g) compatibility of automatic flight control system;
- h) flight director and raw data; and
- i) an indication of the aeroplane's position relative to the ILS centre line and glide path when descending through 30 m (100 ft).

The number of approaches made during initial operational evaluation will vary depending on the capabilities of the aircraft and the operator's experience. A minimum of ten simulated approaches shall be completed to demonstrate that the performance of the system in commercial service is such that an adequate approach success rate will result. When determining



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

the success rate, failures due to external factors, such as ATC instructions or ground equipment faults, should be taken into account.

17.3.1.5 Air operators shall have a one-year experience with Category II operations prior to being authorized for Category III. Similar but more stringent demonstration procedures will be followed. Use may be made of recording equipment such as a sophisticated flight data recorder to obtain the necessary data. Any landing irregularity will be fully investigated using all available data to determine its cause. Failure to positively identify and correct the cause of any landing reported to be unsatisfactory may jeopardize the future of the particular operation. A minimum of 20 simulated approaches will be conducted prior to approval being granted.

17.3.1.6 Aircraft manufactures design and certificate aircraft having CAT II and III operational capability. The automatic systems concept is described in type-certification requirements, including requirements for minimum system performance and failure conditions, flight demonstration during certification and information to be included in the aeroplane flight manual. Inspectors will confirm that the authorization being sought by the air operator is within the operational capability as outlined in the aircraft flight manual. Additional considerations for the certification of the aeroplane as a whole for approach and landing in restricted visibility must be included in the operators program (e.g. experience and operational demonstration of performance).

17.3.1.7 The operator shall establish a maintenance program to ensure that the airborne equipment continues to operate in service to the required performance level. This program shall be capable of detecting any deterioration in the overall level of performance as described in 17.3.1.3 to 17.3.1.6. The following areas shall be emphasized:

- a) maintenance procedures;
- b) maintenance and calibration of test equipment;
- c) procedure for monitoring the initial and recurrent training of maintenance staff; and
- d) recording and analysis of airborne equipment failures.

17.3.1.8 Maintenance program shall be established consistent with the aeroplane manufacturer's recommendations. Aeroplane system design and architecture and the manufacturer's maintenance philosophy can introduce significant variation between aeroplane types for failure detection, annunciation and return-to-service methods.

17.3.2 Operating procedures

17.3.2.1 Low weather minima operations require special procedures and instructions to be included in the operations manual, but it is desirable that any such procedures should also be used as the basis for all operations in order to provide the same operating philosophy for all categories of operations. These procedures cover all foreseeable circumstances so that flight crews are fully informed as to the correct course of action which should be followed. This is particularly true for the last part of the approach and landing where limited time is available for decision making. Possible modes of operation include:

- a) manual take-off;
- b) manual approach and landing;
- c) coupled approach down to DA/H, manual landing thereafter;
- d) coupled approach to below DA/H, but manual flare and landing;
- e) coupled approach followed by auto-flare and auto-landing; and
- f) coupled approach followed by auto-flare, auto-landing and auto-roll-out.

17.3.2.2 The precise nature and scope of procedures and instructions shall be a function of the airborne equipment used and the flight deck procedure applied. The duties of flight crew members during take-off, approach, flare, roll-out and missed approach are to be clearly



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

delineated in the operations manual. Particular emphasis shall be placed on flight crew responsibilities when transitioning from non-visual conditions to visual conditions and on procedures to be used in deteriorating visibility or when failures occur. Special attention should be paid to the distribution of flight deck duties to ensure that the workload of the pilot making the decision to land or to execute a missed approach enables the pilot to concentrate on oversight and decision-making.

17.3.2.3 The following areas are to be addressed in the operations manual:

- a) checks for satisfactory functioning of equipment, both on the ground and in flight;
- b) effects on minima caused by changes in the status of the ground installations;
- c) use and application of RVR reports from multiple runway positions and sensors;
- d) pilot assessment of aircraft position and monitoring of the performance of the automatic flight control system, the effects of the failure of any required portion of the automatic flight control system or instruments used with the system and action to be taken in the event of inadequate performance or failure of any portion of either the system or the associated instruments;
- e) actions to be taken in the case of failures, such as engines, electrical systems, hydraulics and flight control systems;
- f) allowable aeroplane equipment deficiencies;
- g) precautions necessary when making practice approaches where full ATC procedures to support Category III operations are not in force or when ILS ground equipment of a lower standard is used for Category II or III practice operations;
- h) operating limitations resulting from airworthiness certification; and
- i) information on the maximum deviation allowed from the ILS glide path and/or localizer from the region of the DA/H down to touchdown, as well as guidance regarding the visual reference required.

17.3.2.4 Air operators will establish procedures for the gradual introduction of low weather minima operations. The procedures shall implement reduced visibility operations through a gradual reduction in meteorological criteria commensurate with experience. Such procedures will ensure the following:

- a) the practical evaluation of airborne equipment before commencing actual operations as outlined in Para 17.3.15 and Para 17.3.1.6;
- b) accumulation of experience with the procedures discussed above before commencing actual operations and, if necessary, the adjustment of those procedures;
- c) accumulation of operating experience using Category II operations minima before proceeding to Category III operations minima;
- d) providing, for analysis purposes, a means of pilot reporting on ground and airborne system performance;
- e) accumulation of flight crew experience; and
- f) accumulation of experience in the maintenance of particular equipment.

Note — *Procedures and limitations for all weather operations may be contained in the operations manual or in a separate manual.*

17.3.3 Flight crew qualification and training

17.3.3.1 Before conducting Category II or III operations, the flight crew shall complete an approved program of training and education. The approved program of training will be related to the aeroplane type and the operating procedures adopted, as outlined in Para 17.3.2. For



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

modern transport aircraft and operators, this is typically incorporated as part of the operator's approved flight crew training program.

17.3.3.2 The increased dependence on the use of automatic systems highlights the role of the flight crew in safely and effectively operating these systems and the need for this role to be addressed in training and qualification processes. This emphasis should include pilot assessment of the position of the aeroplane and monitoring of the automatic flight control system performance throughout all phases of the approach, flare, touchdown and roll-out.

17.3.3.3 Flight crews shall be required to demonstrate their competency to the designated examiner or CAA Nepal inspector. The captain will have at least 500 hours as pilot-in-command in turbo-jet and 100 hours of pilot-in-command on the aeroplane type before being authorized by the air operator to apply Category II or III operations minima under actual conditions.

17.3.3.4 Flight crews shall make full use of ground and airborne equipment intended for use during Category II and III operations. They shall therefore be instructed in how to obtain maximum benefit from redundancy provided in the airborne equipment and to fully understand the limitations of the total system, including both ground and airborne elements. The ground instruction shall cover at least the following:

- a) the characteristics, capabilities and limitations of the NAVAIDs involved (e.g. ILS, GLS) including the effect on aeroplane system performance of interference to the ILS signal caused by other landing, departing or overflying aeroplanes and the effect of the infringement of ILS critical and sensitive areas by aeroplanes or vehicles in the manoeuvring area;
- b) the characteristics of the visual aids (e.g. approach lighting, touchdown zone lighting, centre line lighting) and the limitations on their use as visual cues in reduced visibility with various glide path angles and cockpit cut-off angles, and the heights at which various cues may be expected to become visible in actual operations;
- c) the operation, capabilities and limitations of the airborne systems (e.g. the automatic flight control systems, monitoring and warning devices, flight instruments including altimetry systems and the means the pilot has to assess the position of the aeroplane during the approach, touchdown and rollout);
- d) approach, including missed approach procedures and techniques, along with descriptions of the factors affecting height loss during missed approach in normal and abnormal aeroplane configurations;
- e) the use and limitations of RVR, including the applicability of RVR readings from different positions on the runway, the different methods of assessing RVR, the conversion method of visibility into an RVR in some States and the limitations associated with each method;
- f) the basic understanding of obstacle limitation and the obstacle-free zone, including missed approach design criteria and obstacle clearance for Category II and III operations;
- g) the effects of low-level wind shear, turbulence and precipitation;
- h) pilot tasks at decision height, and procedures and techniques for transition from instrument to visual flight in low visibility conditions, including the geometry of eye, wheel and antenna positions with reference to ILS reference datum height;
- i) action to be taken if the visual reference becomes inadequate when the aeroplane is below decision height and the technique to be adopted for transition from visual to instrument flight should a go around become necessary at these low heights;
- j) use of alert height and appropriate actions;
- k) action to be taken in the event of failure of approach and landing equipment above and below decision height;
- l) recognition of and action to be taken in the event of failure of ground equipment;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- m) significant factors in the determination of decision height;
- n) effect of specific aeroplane malfunctions (e.g. engine failure) on auto-throttle, auto-pilot performance;
- o) procedures and precautions to be followed while taxiing during limited visibility conditions; and
- p) the existence and effects of visual illusions.

17.3.3.5 Each member of the flight crew shall be trained to carry out the duties appropriate to the particular airborne system and subsequently demonstrate their ability to carry out the duties, as a member of the flight crew, to an acceptable level of competency before being authorized to engage in the particular category of operations. Additionally, before a pilot is authorized to operate to Category II or III minima, the pilot shall have gained experience as outlined in Para 17.3.2.4 in using the appropriate procedures in meteorological conditions above the relevant minima. Flight crews shall be given practical training and tests in the use of applicable systems and associated procedures in conditions of the lowest minima to be authorized.

17.3.3.6 Training may only be carried out in an approved FSTD with a suitable visual system qualified for LVTO, CAT II and/or CAT III as applicable. It is important that the visibility simulated for both static and dynamic visual scenes is a correct reflection of the RVR intended. The specific type of training will depend upon the particular airborne system and on the operating procedures adopted. The initial training shall at least include:

- a) approaches with all engines operating, and with an engine inoperative, using the appropriate flight guidance and control systems installed in the aeroplane down to the appropriate minimum height, without external visual reference, followed by transition to visual reference and landings;
- b) approaches with all engines operating, and with an engine inoperative, using the appropriate flight guidance and control systems installed in the aeroplane down to the appropriate minimum height, followed by missed approaches, all without external visual reference;
- c) approaches utilizing the automatic flight control and landing system, followed by reversion to manual control for flare and landing after disconnecting the automatic system at low level, if appropriate;
- d) approaches utilizing the automatic flight control and landing system with automatic flare, automatic landing and, where appropriate, automatic roll-out;
- e) procedures and techniques for reversion to instrument flight and the execution of a missed approach from DA/H, including obstacle clearance aspects; and
- f) go-around from a height below decision height which may result in a touchdown on the runway in cases of a go-around initiated from a very low altitude, e.g. such as to simulate failures or loss of visual reference prior to touchdown.

17.3.3.7 The flight training programme shall provide practice in handling system faults, particularly those which have an effect on the operating minima and/or subsequent conduct of the operation. However, the frequency of system malfunctions introduced shall not be such so as to undermine the confidence of flight crews in the overall integrity and reliability of the systems used in low minima operations.

17.3.3.8 In conjunction with normal pilot proficiency checks at regular intervals, a pilot shall demonstrate the knowledge and ability necessary to perform the tasks associated with the authorized category of operation. The use of an approved FSTD for recurrent training, proficiency checking and renewal of authorizations is mandatory.

17.3.3.9 Air operators shall ensure that pilots use procedures developed for Category II or III operations during normal service, regardless of the weather conditions, when the necessary



ground facilities are available and traffic conditions permit. This practice ensures flight crew familiarity with the procedures, builds confidence with the equipment and ensures appropriate maintenance of the Category II and III related systems. The flight crew shall conduct one simulated or actual CAT II and CAT III landing as applicable every two months to maintain their qualification. The pilot will annotate the pilot logbook to this effect.

17.3.3.9 When a flight crew member becomes fully qualified for Category II or III operations, the operator shall document these qualifications by either an endorsement in the pilot logbook or the issuance of a qualification card which shall contain evidence of recurrent checks.

17.4 SPECIFIC APPROVAL REQUIREMENTS FOR LOW VISIBILITY TAKE-OFF

17.4.1 Take-off minima are usually stated as visibility or RVR limits. Where there is a specific need to see and avoid obstacles on departure, take-off minima may include cloud base limits. Where avoidance of such obstacles may be accomplished by alternate procedural means, such as use of climb gradients or specified departure paths, cloud base restrictions need not be applied.

17.4.2 While the State of the Aerodrome may establish standard take-off minima, low visibility take-off (LVTO) minima may also be established for aerodromes based on the availability of specified facilities and aerodrome procedures. CAA Nepal may authorize the use of LVTO minima based on the following factors:

- a) flight characteristics and cockpit instrumentation typical of multi-engine turbine aircraft;
- b) comprehensive programmes for crew qualification which address use of the specified minima;
- c) comprehensive programmes for airworthiness, with any necessary equipment operational (MEL);
- d) availability of specified facilities for the respective minima, including programmes for assurance of the necessary reliability and integrity;
- e) availability of air traffic services to ensure separation of aircraft and timely and accurate provision of weather, NOTAM and other safety information;
- f) standard runway and airport configurations, obstruction clearance, surrounding terrain, and other characteristics typical of major facilities serving scheduled international operations;
- g) routine low visibility weather conditions (e.g. fog, precipitation, haze, wind components) which do not require special consideration; and
- h) availability of alternate courses of action in the event of emergency situations.

17.4.3 Air operators requesting authorization for LVTO at aerodromes where these may be available may make application to CAA Nepal. The application will be approved provided the air operator can adequately demonstrate that each of the factors outlined above has been addressed.

17.4.4 The air operator may be authorized to the LVTO minima outlined in 17.4.5 below provided these minima are authorized by the State of the Aerodrome for that particular aerodrome.

17.4.5 Approved take-off minima commercial transport aeroplanes:



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

FACILITIES	RVR/VIS ¹
Adequate visual reference (day only) ²	500 m/1 600 ft
Runway edge lights or runway centre line markings ³	400 m/1 200 ft
Runway edge lights and runway centre line markings ³	300 m/1 000 ft
Runway edge lights and runway centre line lights	200 m/600 ft
Runway edge lights and runway centre line lights and relevant RVR information ⁴	TDZ 150 m/500 ft MID 150 m/500 ft Stop-end 150 m/500 ft
High intensity runway edge lights and runway centre line lights (spacing 15 m or less) and relevant RVR information ⁴	TDZ 125 m/400 ft MID 125 m/400 ft Stop-end 125
High intensity runway edge lights and runway centre line lights (spacing 15 m or less), approved lateral guidance system and relevant RVR information ⁴	TDZ 75 m/300 ft MID 75 m/300 ft Stop-end 75 m/300

¹ The TDZ RVR/VIS may be assessed by the pilot.

² Adequate visual reference means that a pilot is able to continuously identify the take-off surface and maintain directional control.

³ For night operations at least runway edge lights or centre line lights and runway end lights are available.

⁴ The required RVR is achieved for all relevant RVRs.

17.4.5 Take-off minima, which are relevant to the take-off maneuver itself, should not be confused with weather minima required for flight initiation. For flight initiation, departure weather minima at an aerodrome shall not be less than the applicable minima for landing at that aerodrome unless a suitable take-off alternate aerodrome is available. The take-off alternate aerodrome shall be located within the following distances of the aerodrome of departure:

- a) aeroplanes with two engines: one hour of flight time at a one-engine-inoperative cruising speed, determined from the aircraft operating manual, calculated in ISA and still-air conditions using the actual take-off mass; or
- b) aeroplanes with three or more engines: two hours of flight time at an all-engine operating cruising speed, determined from the aircraft operating manual, calculated in ISA and still-air conditions using the actual take-off mass; or
- c) aeroplanes engaged in extended diversion time operations (EDTO): where an alternate aerodrome meeting the distance criteria of a) or b) is not available, the first available alternate aerodrome located within the distance of the operator's approved maximum diversion time considering the actual take-off mass.



17.5 ISSUANCE OF OPERATIONS SPECIFICATION

17.5.1 Operations and airworthiness inspectors will review the air operator's submission utilizing Job Aid LVO-001. Once all requirements of this chapter have been met for the authorization requested, inspectors shall authorize the operations through the issue of operations specifications for low visibility operations. The operations specification will include the applicable precision approach category (CAT II, III, or III) and minimum RVR in metres and decision height in feet. For low visibility take-off the operations specification will include the approved minimum take-off RVR in metres.

17.6 PROCEDURES

Refer to **Appendix 33 and Appendix 34** for detailed procedure of acceptance, verification and approval of Special Operations authorization. Refer to Attachment R-Job AID Low Visibility Operations. For airworthiness aspects, also refer to procedure laid down in **AOCI Manual Vol III Chapter 7 Para 7.5**.



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

Attachment R

Job Aid – Low Visibility Operations				
SUBJECT	FOI OR AWI SIGNATURE (AS APPLICABLE)	DATE SUBMITTED	DATE APPROVED/ ACCEPTED	REFERENCE DOCUMENT
A. Low Visibility Take-off (LVTO)				
1. Air operator training program				
2. LVTO procedures				
3. PPC to include LVTO				
4. LVTO Operations Specification Issued				
B. CAT II				
1. Aircraft instruments and equipment				
2. Maintenance program				
3. Reporting System and proving				
4. Operating procedures				
5. Flight crew certification and training				
C. CAT III				
1. Aircraft instruments and equipment				
2. Maintenance program				
3. One year experience with CAT II				
4. Reporting System and proving				
5. Operating procedures				
6. Flight Crew certification and training				
Remarks:				
Acknowledgement/signature (as applicable)				
<div style="text-align: right; margin-right: 50px;"> <hr style="width: 20%; border: 0.5px solid black;"/> Flight Operation Inspector </div>				



18 DESIGNATED EXAMINER APPROVAL

[Note – For Designated Examiner Approval, refer to CAA Nepal Designated Check Pilot Manual.]



19 TRANSPORTATION OF DANGEROUS GOODS APPROVAL

19.1 BACKGROUND AND OBJECTIVES

19.1.1 Dangerous Goods Handling Requirements Para 1.7 and 3.1 require that air operators be authorized by the CAA Nepal to carry dangerous goods. In addition, CAA Nepal requirements require that the carriage of dangerous goods be in accordance with the *Technical Instructions for the Safe Transport of Dangerous Goods by Air* (Doc 9284) issued by ICAO, with the *CAA Nepal Dangerous Goods Handling Requirements* and any variations to those instructions that the CAA Nepal may mandate and provide notification of to ICAO.

19.1.2 While the requirements for air operators to be authorized to carry dangerous goods are extensive, air operators who do NOT carry dangerous goods are also required by *Dangerous Goods Handling Requirements* Chapter 14, Table 14.2 to meet certain requirements.

19.2 INSPECTION PRACTICES AND PROCEDURES

19.2.1 Air operators NOT transporting dangerous goods as cargo

19.2.1.1 Air operators NOT transporting dangerous goods are required by DG Handling Requirements to meet the following requirements:

- a) establish an approved dangerous goods training program that meets the requirements of DG Handling Requirements;
- b) established dangerous goods policies and procedures in its Operations Manual which would allow operator personnel to:
 - 1) identify, reject and report undeclared dangerous goods, including COMAT classified as dangerous goods within 72 hours of the discovery; and
 - 2) report dangerous goods accidents and incidents to CAA Nepal and the State in which the accident or incident occurred within 72 hours of the discovery.

19.2.1.2 The training program as outlined in Para 19.2.1.1 shall ensure that:

- a) staff who are engaged in general cargo handling have received training to carry out their duties in respect of dangerous goods which covers, as a minimum, the areas identified in Column I of Table 1 to a depth sufficient to ensure that an awareness is gained of the hazards associated with dangerous goods and how to identify such goods; and
- b) crew members, passenger handling staff; security staff and other staff (as applicable) employed by the AOC holder who deal with the screening of a passengers and their baggage have received training which covers, as a minimum, the areas as specified in the DGHR Chapter 14 to a depth sufficient to ensure that an awareness is gained of the hazards associated with dangerous goods, how to identify them and what requirements apply to the carriage of such goods by passengers.

19.2.2 Operators transporting dangerous goods as cargo

19.2.3.1 The requirements for the initial approval and continuing safety oversight of air operators carry dangerous goods are extensive. Therefore, the Dangerous Goods Inspector Manual has been established as a separate manual and the procedures and job aids/checklist in this particular



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

document will be utilized by CAA Nepal inspectors for the approval and oversight of air operators who may wish to carry dangerous goods.

[Note — Many air operators may not wish to carry dangerous goods due to the costs incurred for training of staff. If air operators do not carry dangerous goods, there is no need then to develop a separate procedure]

19.3 CHECKLISTS

19.3.1 Inspectors shall use the Checklists provided in the CAA Nepal DG Inspector Manual and AOCI Manual as applicable.



20 REDUCED VERTICAL SEPARATION MINIMA (RVSM) OPERATOR APPROVAL

20.1 BACKGROUND AND OBJECTIVE

20.1.1 FOR-A para 7.2.4 and NCAR Chapter C.20 prohibits the operation of an aircraft within RVSM airspace unless authorization has been received from CAA Nepal. CAA Nepal requirements prescribe the requirements that must be met prior to issuing such authorization. Further guidance to operators is provided in FOR-A para 7.2.5, 7.2.6 and Appendix 12.

20.1.2 RVSM refers to a vertical separation minimum of 300 m (1 000 ft) between FL 290 and FL 410 inclusive. This chapter provides guidance for evaluating an application for an operator to conduct flights in airspace where RVSM is applied and, once applicable requirements are met, for issuing operations specifications. Guidance is also provided on the on-going monitoring of the RVSM approval such as reports from incidents and the Regional Monitoring Agency (RMA).

20.1.3 All operators that operate or intend to operate in airspace where RVSM is applied are required to participate in the RVSM monitoring program. The Monitoring Requirements Table below, addresses requirements for monitoring in accordance with requirements defined in ICAO Standards, Annexes 6 and 11. In accordance with the ICAO Standards, operators must satisfy the requirements in Monitoring Requirements Table every 2 years. In their application to CAA Nepal for RVSM approval, operators must show a plan for meeting the applicable monitoring requirements. Monitoring should be completed as soon as possible but not later than 6 months after the issue of RVSM approval and thereafter as directed by the RMA.

20.1.4 Update of Monitoring Requirements Table And Website. As significant data is obtained, monitoring requirements for specific aircraft types may change. When the Monitoring Requirements Table is updated, a letter will be distributed by the Regional Monitoring Agencies (RMAs) to the States concerned. The updated table will be posted on the RMA website being maintained by the International Civil Aviation Organization (ICAO). The secure website address is: <http://portal.icao.int>. The inspector should check the update regularly to ensure it the most current one.

20.1.5 Monitoring Prior To The Issue of RVSM Operational Approval Is NOT A Requirement. Operators should submit monitoring plans to the CAA Nepal and the RMA that show how they intend to meet the requirements specified in the Monitoring Requirements Table below. Monitoring will be carried out in accordance with this table.

20.1.6 Monitoring of Airframes That Are RVSM Compliant On Delivery. If an operator adds new RVSM compliant airframes of a type for which it already has RVSM operational approval and has completed monitoring requirements for the type in accordance with the attached table, the new airframes are not required to be monitored. If an operator adds new RVSM compliant airframes of an aircraft type for which it has NOT previously received RVSM operational approval, then the operator should complete monitoring in accordance with the attached table.

20.2 RVSM APPROVAL GENERAL

20.2.1 Where RVSM is applied, the specific aircraft type or types that the operator intends to use will need to be approved by CAA Nepal. RVSM approval will encompass the following elements:

- a) *airworthiness approval (including continued airworthiness).* Airworthiness inspectors shall ensure the aircraft is approved as meeting the requirements for operation in RVSM



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

airspace and that the aircraft altimetry and height-keeping equipment is maintained in accordance with approved procedures and servicing schedules; and

- b) *operational approval*. Air operators will be required to establish procedures for operations in RVSM airspace and incorporate these procedures into their training programme for flight crew.

20.2.2 RVSM approval issued for one region is valid globally provided that operating procedures specific to a given region are outlined in the operations manual. If the air operator wishes to conduct RVSM flights outside of ICAO APAC region, they shall ensure that information for RVSM procedures in other applicable regions is made available to flight crews.

20.2.3 CAA Nepal, Flight Safety Standards Department shall be responsible for confirmation of the approval status of an aircraft/operator and shall apply the following measures:

- a) maintaining a comprehensive record of all approvals granted for operations in RVSM airspace for each registered aircraft;
- b) providing the approvals records in Para 4.2.3, a) to the Regional Monitoring Agency (RMA) for inclusion in its regional RVSM-approvals database;
- c) reviewing the RVSM approval status of aircraft/operators when conducting routine inflight cockpit inspections; and
- d) reviewing the RVSM approval status of aircraft identified in reports received from the RMA as not complying with required height-keeping performance or having had damage that may affect the height-keeping performance.

20.2.4 All approvals will be applicable to an individual aircraft or to a group of aircraft, as defined in Para 4.2.5, that are nominally identical in aerodynamic design and items of equipment contributing to height-keeping accuracy.

20.2.5 For aircraft to be considered as part of a group for the purposes of airworthiness approval, the following conditions shall be satisfied:

- a) the aircraft shall have been constructed to a nominally identical design and shall be approved on the same Type Certificate (TC), TC amendment or Supplemental TC, as applicable;
- b) the static system of each aircraft shall be nominally identical. The Static Source Error (SSE) corrections shall be the same for all aircraft of the group; and
- c) the avionics units installed on each aircraft to meet the minimum RVSM equipment criteria shall comply with the manufacturer's same specification and have the same part number.

Note — *Aircraft that have avionics units which are of a different manufacturer or part number may be considered part of the group if it can be demonstrated that this standard of avionics equipment provides equivalent system performance.*

20.2.6 Granting of RVSM approval – **MAAR Form F2** shall be completed and submitted to MAAR immediately by CAA Nepal or the State of Registry when the RVSM approval is granted to an aircraft intended to operate (or continue to operate) in the RVSM airspace.

20.3 CONTENT OF OPERATOR RVSM APPLICATION

20.3.1 The following information is required to be provided to CAA Nepal from an air operator applying for RVSM authority at least 60 days prior to the intended start of RVSM operations.

- a) *Airworthiness documents and a maintenance program*. The applicant shall provide documentation to confirm that each aircraft is certificated for RVSM operations. An RVSM maintenance program shall be submitted to CAA Nepal for approval.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- b) *Description of aircraft equipment.* The applicant shall provide a configuration list that details all components and equipment relevant to RVSM operations.
- c) *Operations manuals and checklist.* The appropriate manuals and checklists shall be revised to include information/guidance on standard operating procedures as outlined in Chapter 4, Section 4.2 of the ICAO's *Manual on Implementation of a 300 m (1 000 ft) Vertical Separation Minimum Between FL 290 and FL 410 Inclusive* (Doc 9574).
- d) *Operations training program.* AOC holders shall submit training syllabi to CAA Nepal to show that the RVSM operating and contingency procedures, and any items related to RVSM operations are incorporated in initial and, where warranted, recurrent training program. Training for flight dispatchers shall also be included. [**Note** — *Assumes flight dispatchers have responsibilities for operational control in addition to the aircraft PIC.*]
Note — *Certain items may already be adequately standardized in existing operator training program and operating practices. If this is found to be the case, then the intent of this guidance can be considered to be met.*
- e) *Minimum equipment list (MEL).* A MEL amendment to include items pertinent to operating in RVSM airspace. **Note**— *The MEL may already include this information.*
- f) *Plan for participation in monitoring program.* The operator shall provide a plan for participation in the regional monitoring program.

20.4 MONITORING PROGRAMMES

20.4.1 As outlined in FOR-A para 7.2.7, a program to monitor or verify aircraft height-keeping performance is a necessary element of RVSM approval. Monitoring program have the primary objective of observing and evaluating aircraft height-keeping performance to validate crew procedures, aircraft performance and maintenance procedures. Each aircraft or group of aircraft is required to meet height-keeping performance monitoring approval as soon as possible, but no later than six months after receiving the approval.

20.4.2 Subsequently, a minimum of two aeroplanes of each aircraft type grouping of the operator will have their height-keeping performance monitored, at least once every two years or within intervals of 1000 flight hours per aeroplane, whichever period is longer. If an operator aircraft type grouping consists of a single aeroplane, monitoring of that aeroplane shall be accomplished within the specified period.

20.4.3 The Regional Monitoring Agency will provide other information concerning aircraft grouping and monitoring requirements.

20.5 ISSUANCE OF OPERATIONS SPECIFICATION

20.5.1 Operations and airworthiness inspectors will review the air operator's application utilizing **Job Aid RVSM-001 and Attachment 6 of AOCI Manual Vol III**. If all requirements have been met the operations specification for RVSM shall be issued. In the operations specification specific approval column, list the aircraft group or specific aircraft type as applicable.

20.5.2 CAA Nepal shall provide the Regional Monitoring Agency (Monitoring Agency for Asia Region [MAAR], Thailand) Tel: +662-287-8154, Fax: +662-287-8155, [maar@aerothai.co.th] with information concerning the aircraft RVSM approval by completion of the Record of Approval to Operate in RVSM Airspace form (available on the Regional Monitoring Agency website: <http://www.aerothai.co.th/maar/>). CAA Nepal operations inspectors will follow-up to ensure that within six months the height-keeping performance monitoring requirements have been completed by the air operator and subsequently as outlined in 4.4.1 above.



20.6 REMOVAL OF RVSM APPROVAL

20.6.1 The operator shall report any altitude errors when operating in RVSM airspace to CAA Nepal within 72 hours with initial analysis of causal factors and measures to prevent further events. Errors that shall be reported and investigated are any vertical deviation equal to or greater than 90 m (300 ft), for any reason, from cleared levels whether the deviation causes an incident or not.

20.6.2 Height-keeping errors fall into two broad categories: errors caused by malfunction of aircraft equipment and operational errors. An operator who consistently commits errors of either variety may lose its approval for RVSM operations. If a problem is identified that is related to one specific aircraft, then RVSM approval may be removed from the operator for that specific aircraft.

20.6.3 CAA Nepal or the State of Registry must use the MAAR Form F3, which is available in the MAAR website in Excel format, when an operator's RVSM approval has been withdrawn and submit it to MAAR immediately.

20.7 ENFORCEMENT

20.7.1 Where the CAA Nepal is advised that an air operator has operated in RVSM airspace without approval, enforcement action will be taken in accordance with FOR-A para 7.2.8 and CAA Nepal Aviation Enforcement Policy and Procedure Manual.

20.8 PROCEDURES

Refer to **Appendix 33 and 34** for detailed procedures on Special Operations authorization. **Attachment-T Job Aid for RVSM approval** shall also be used. For airworthiness aspects, also refer to procedure laid down in **AOCI Manual Vol III Chapter 7 Para 7.3**.



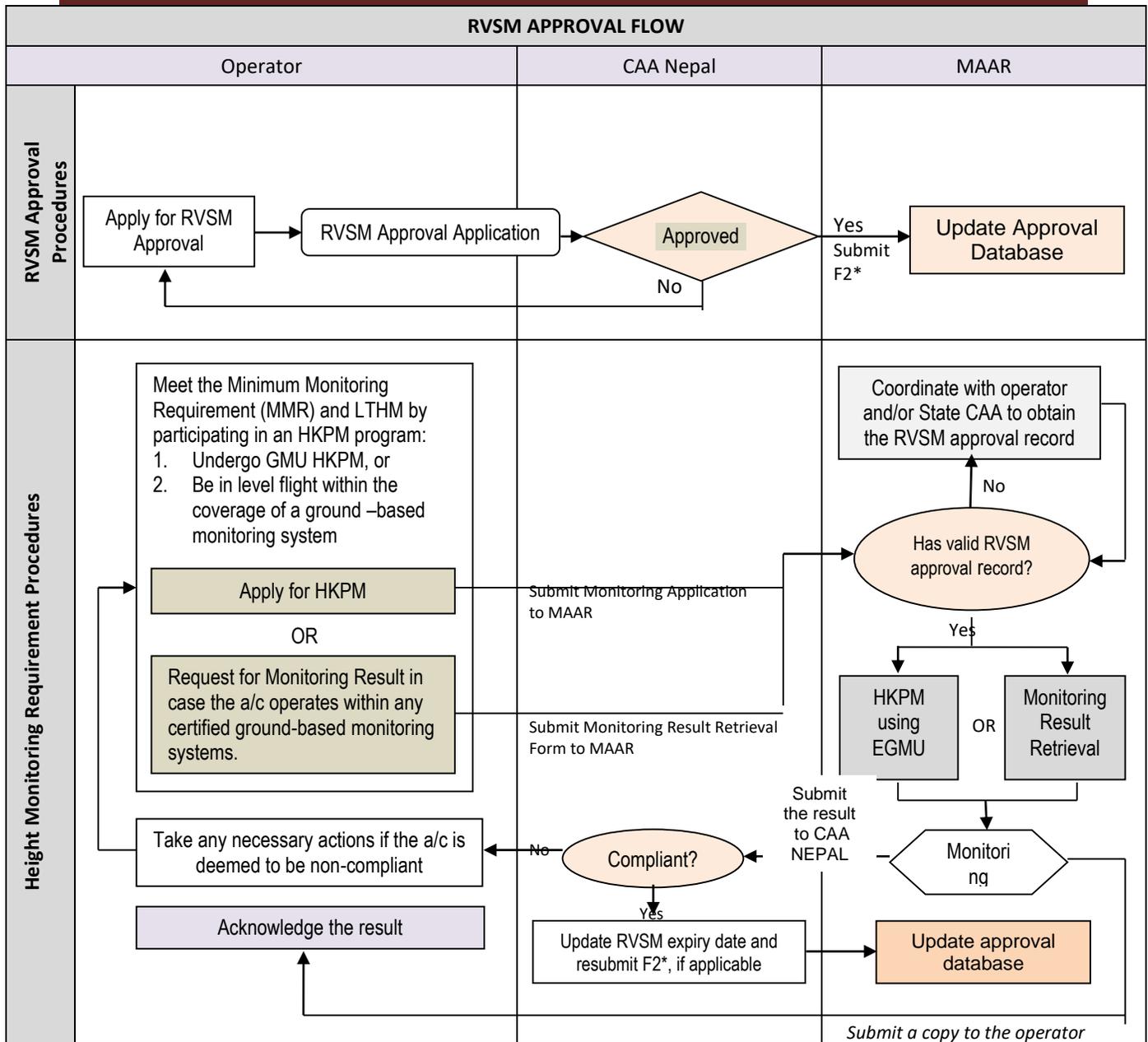
**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

MONITORING REQUIREMENTS TABLE

MONITORING IS REQUIRED IN ACCORDANCE WITH THIS TABLE			
MONITORING PRIOR TO THE ISSUE OF RVSM APPROVAL IS NOT A REQUIREMENT			
CATEGORY	AIRCRAFT GROUP	MINIMUM OPERATOR MONITORING FOR EACH AIRCRAFT GROUP	
1	<p>GROUP APPROVED:</p> <p>DATA INDICATES COMPLIANCE WITH THE RVSM MASPS</p>	<p>A124, A300, A306, A310-GE, A310-PW, A318, A320, A330, A340, A345, A346, A3ST, AVRO, B712, B727, B737CL, B737C, B737NX, B747CL, B74S, B744-5, B744-10, B752, B753, B767, B764, B772, B773, BD100, CL600, CL604, CL605, C17, C525, C560, C56X, C650, C680, C750, CARJ, CRJ7, CRJ9, DC10, E135-145, E170-190, F100, F900, FA10, GALX, GLEX, GLF4, GLF5, H25B-800, J328, KC135, LJ40, LJ45, LJ60, MD10, MD11, MD80, MD90, PRM1, T154</p>	<p>Two airframes from each fleet* of an operator to be monitored.</p>
2	<p>GROUP APPROVED:</p> <p>INSUFFICIENT DATA ON APPROVED AIRCRAFT</p>	<p>Other group aircraft other than those listed above including:</p> <p>A148, A158, A380, A400, AC90, AC95, AN72, ASTR, ASTR-SPX, B701, B703, B703-E3, B731, B732, B787, BD700, BE20, BE30, BE40, B744-LCF, B748, C130, C500, C25A, C25B, C25C, C441, C5, C510, C550-552, C550-B, C550-II, C550-SII, CRJ10, D328, DC85, DC86-87, DC91, DC93, DC94 DC95, E50P, E55P, EA50, F2TH, F70, FA20, FA50, FA7X, G150, G250, GLF2, GLF2B, GLF3, GLF6, H25B-700, H25B-750, H25C, HA4T, IL62, IL76, IL86, IL96, L101, LJ23, LJ24, LJ25, LJ28, L29B-2, L29B-731, LJ31, LJ35-36, LJ55, MU30, P180, PAY4, PC12, SB20, SBR1, SBR2, T134, T204, T334, TBM, WW24, YK42</p>	<p>60% of airframes (round up if fractional) from each fleet of an operator or individual monitoring</p>
3	<p>Non-Group</p>	<p>Aircraft types for which no generic compliance method exists:</p> <p>BA11, R722, SJ30, STAR, B720, A225, GLEX-ASTOR, GLF5-AEW, VC-10, GSPN, B74S-SOFIA</p>	<p>100% of aircraft shall be monitored</p>



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II



*F2 = MAAR Approval Issuance Form

RVSM Approval Flow Chart



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

Attachment T

Job Aid RVSM-001				
SUBJECT	FOI OR AWI SIGNATURE (AS APPLICABLE)	DATE SUBMITTED	DATE APPROVED/ACCEPTED	REFERENCE DOCUMENT
A. Airworthiness documentation review				
1. Aircraft or group of aircraft certified for RVSM and inspected as required				
2. Maintenance program for RVSM				
3. List of RVSM Equipment and Components				
4. Review of MEL				
B. Operations Documentation Review				
1. Operations manuals and checklists revised for RVSM				
2. For operators conducting RVSM flights outside the ICAO ASIAPAC region, operational procedures for other applicable regions are made available to flight crew in the operations manual				
3. Initial and recurrent RVSM training program for flight crew				
4. RVSM training provided to flight crews				
5. RVSM Flight Dispatcher training program (if applicable)				
6. RVSM training provided to flight dispatchers (if applicable)				
7. MEL amendment for RVSM operations				
8. Plan for Monitoring program submitted				
9. Procedures establish by operator for reporting altitude errors				
10. Operations specification amended to include RVSM approval				
11. RMA provided with information concerning the aircraft approval				
12. Plan for participation in height-keeping performance monitoring (HKPM)				
13. If HKPM not completed within six months from the approval date, then operations specification for RVSM to be withdrawn				
Remarks:				
Acknowledgement/signature (as applicable)				
_____	_____	_____		
Certification Project Manager (PM)	Flight Operations Inspector (FOI)	Airworthiness Inspector (AWI)		



21 EXTENDED DIVERSION TIME OPERATIONS (EDTO)

21.1 BACKGROUND AND OBJECTIVES

21.1.1 FOR-A Chapter 4.7 and NCAR Chapter C.21 requires an AOC holder to be approved by CAA Nepal to operate an aeroplane with two turbine engines or more over a route which contains a point further from an adequate aerodrome than the distance flown in 60 minutes at the one-engine-inoperative cruise speed.

21.1.2 In order to be approved to conduct operations beyond the threshold distance as outlined in Para 21.1.1, the air operator shall meet the following requirements.

21.1.2.1 Aeroplanes

- a) For all aeroplanes:
 - i) the most limiting EDTO significant system time limitation, if any indicated in the Aeroplane Flight Manual (directly or by reference) and relevant to that particular operation is not exceeded; and
 - ii) the additional fuel required by FOR-A para 4.7.2.4 shall include the fuel necessary to comply with the EDTO critical fuel scenario as established by CAA Nepal.
- b) For aeroplanes with two turbine engines, the aeroplane is EDTO certified and following has been verified:
 - i) Airworthiness certification of the aircraft type specifically permits operations beyond the threshold time (EDTO Operations).
 - ii) Maturity and reliability of the propulsion system.
 - iii) Air operator must demonstrate the ability to maintain the level of reliability required for approval of EDTO.
 - iv) Necessary special maintenance requirements included as part of the maintenance programme.

21.1.2.2 A Safety Risk Assessment has been completed which demonstrates how an equivalent level of safety will be maintained, taking into account the following:

- a) capabilities of the operator;
- b) overall reliability of the aeroplane;
- c) reliability of each time limited system;
- d) relevant information from the aeroplane manufacturer; and
- e) specific mitigation measures.

Note 1 — EDTO may be referred to as ETOPS in some documents.

Note 2 — The new provisions for EDTO are based on best practices and lessons learned from extended range operations by twin-engined aeroplanes (ETOPS) to ensure that all operators and new entrants operate at the same level of safety in order to maintain the current track record of long-range operations. The EDTO requirements established by ICAO through Amendment 36 to Annex 6 are being implemented through amendment to the FORs.



21.2 PROCEDURES

Refer to **Appendix 33 and 34** for detailed procedures on Special Operations authorizations. For airworthiness aspects, also refer to procedure laid down in **AOCI Manual Vol III Chapter 7 Para 7.6**.



22 PROCEDURE FOR APPROVAL OF ELECTRONIC FLIGHT BAG

The complete electronic flight bag (EFB) approval procedure is described in **Electronic Flight Bag (EFB) Approval Procedure Manual**.



Appendices



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

APPENDIX 1

[Air Operator Name]

CAAN Discrepancy Reporting Form



Civil Aviation Authority of Nepal
Kathmandu

Audit Ref #		Audit Date					
Organisation		Follow-up					
Audit Type		Scope					
Audit Area							
Auditee Team	Initial Audit		Follow up Audit				
Audit Team							
No	Regulatory / Exposition Reference	Finding	Level	Due Date	Corrective Action / Reference	Date of Completion	Signature of QA

Inspector(s)	Name and Designation	Signature	Date



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

CORRECTIVE ACTION FORM

Company Name:		
Base Location:	Date(dd-mm-yy):	
System of Process of Interest (Worksheet)	Associated Finding Number:	File:
Factual Review of the Findings <div style="border: 2px solid red; padding: 5px; margin: 5px 0;">Identify what happened, how widespread it is, where it occurred within your operations, and what type of problem it is</div> <p style="color: red; font-size: small;">Refer Guidance on root cause analysis and corrective action process to address CAA Nepal findings of non-compliance para 5.1(1)</p>		
Root cause Analysis <div style="border: 2px solid red; padding: 5px; margin: 5px 0;">Identify what type of analysis was used, how it was used to derive root causes resulted from the analysis</div> <p style="color: red; font-size: small;">Refer Guidance on root cause analysis and corrective action process to address CAA Nepal findings of non-compliance para 5.1(2)</p>		

Proposed Corrective Action	
1. Short Term Corrective Action	<p style="color: red; font-size: small;">Refer Guidance on root cause analysis and corrective action process to address CAA Nepal findings of non-compliance para 5.1(3)</p>
2. Long Term Corrective Actions (Including an assessment of any induced hazards or risks associated to the implementation of the corrective action(s))	<p style="color: red; font-size: small;">Refer Guidance on root cause analysis and corrective action process to address CAA Nepal findings of non-compliance para 5.1(4)</p>
Timeline for implementation of all Corrective Actions	<p style="color: red; font-size: small;">Refer Guidance on root cause analysis and corrective action process to address CAA Nepal findings of non-compliance para 5.1(5)</p>
Managerial Approval/Name/Signature:	Date(dd-mm-yy):

Refer Guidance on root cause analysis and corrective action process to address CAA Nepal findings of non-compliance para 5.1(6)



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

AUDIT IN-BRIEF FORM



Civil Aviation Authority of Nepal

Kathmandu

Audit Ref #		<input type="checkbox"/> Initial	Audit Date				
		<input type="checkbox"/> Follow Up					
Organisation				Approval No.			
Audit Type				Scope			
Areas to be Audited							
CAAN AUDIT TEAM			ORGANIZATION TEAM				
	Name	Designation	Signature		Name	Designation	Signature
	1.				1.		
	2.				2.		
	3.				3.		
	4.				4.		
	5.				5.		
Meeting Agendas	1. The organization was briefed about purpose of audit and scope of audit. 2. The organization was briefed about the audit procedure and audit checklist. 3. The organization was briefed about sample documents that will be reviewed by audit team. 4. The organization was briefed about sample aircraft check						
An audit in-brief meeting was held between CAAN personnel and organization's representative. Sign: _____ Place: _____ Date: _____							



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

AUDIT EXIT-BRIEF FORM



Civil Aviation Authority of Nepal

Kathmandu

Audit Ref #		<input type="checkbox"/> Initial <input type="checkbox"/> Follow Up		Audit Date			
Organisation				Approval No.			
Audit Type				Scope			
Areas Audited							
CAAN AUDIT TEAM			ORGANIZATION TEAM				
	Name	Designation	Signature		Name	Designation	Signature
1.				1.			
2.				2.			
3.				3.			
4.				4.			
5.				5.			
Findings Observed in Significant Areas							
Acceptance: The raised findings by CAA Nepal auditors are understood and are accepted.							
Organization Representative:		Signature:		Place:		Date:	



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

APPENDIX 2

ORGANIZATION AND CONTENTS OF AN OPERATIONS MANUAL CHECKLIST

FOS FORM CL-107-OM

Operator's Name:

FOR	OPERATION MANUAL REFERENCE	For CAA Nepal use
1 GENERAL		Sat/Unsat. Inspector's Initials
1.1 Instructions outlining the responsibilities of operations personnel pertaining to the conduct of flight operations.		
1.2 (a) Rules limiting the flight time and flight duty periods and providing for adequate rest periods for flight crewmembers and cabin crew. (b) Policy and documentation pertaining to FRMS.		
1.3 A list of the navigational equipment to be carried including any requirements relating to operations where Performance Based Navigation is prescribed.		
1.4 Where relevant to the operations, the long-range navigation procedures, engine failure procedure for ETDO and the nomination and utilization of diversion aerodromes.		
1.5 The circumstances in which a radio listening watch is to be maintained.		
1.6 The method for determining minimum flight altitudes.		
1.7 The methods for determining aerodrome operating minima.		
1.8 Safety precautions during refuelling with passengers on board.		
1.9 Ground handling arrangements and procedures		
1.10 Procedures for pilots-in-command in observing an accident.		
1.11 The flight crew for each type of operation including the designation of the succession of command.		
1.12 Specific instructions for the computation of the quantities of fuel and oil to be carried, having regard to all circumstances of the operation including the possibility of the failure of one or more engines while en-route.		
1.13 The conditions under which oxygen shall be used and the amount of oxygen determined in accordance with the FOR requirements.		
1.14 Instructions for mass and balance control.		



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

1.15 Instructions for the conduct and control of ground de-icing/anti-icing operations.		
1.16 The specifications for the operational flight plan.		
1.17 Standard operating procedures (SOP) for each phase of flight.		
1.18 Instructions on the use of normal checklists and the timing of their use.		
1.19 Departure contingency procedures.		
1.20 Instructions on the maintenance of altitude awareness and the use of automated or flight crew altitude call-out.		
1.21 Instructions on the use of autopilots and auto throttles in IMC.		
1.22 Instructions on the clarification and acceptance of ATC clearances, particularly where terrain clearance is involved.		
1.23 Departure and approach briefings.		
1.24 Procedures for familiarization with areas, route and aerodromes.		
1.25 Stabilized approach procedure.		
1.26 Limitation on high rates of descent near the surface.		
1.27 Conditions required to commence or to continue an instrument approach.		
1.28 Instructions for the conduct of precision and non-precision instrument approach procedures.		
1.29 Allocation of flight crew duties and procedures for the management of crew workload during night and IMC instrument approach and landing operations.		
1.30 Instructions and training requirements for the avoidance of controlled flight into terrain and policy for the use of the ground proximity warning system (GPWS).		
1.31 Policy, instructions, procedures and training requirements for the avoidance of collisions and the use of the airborne collision avoidance system (ACAS).		
1.32 Information and instructions relating to the interceptions civil aircraft including: a) procedures, as prescribed in Annex 2, for pilots-in-command of intercepted aircraft, and b) visual signals for use by intercepting and intercepted aircraft, as contained in Annex 2.		



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

<p>1.33 For aeroplanes intended to be operated above 15 000m (49 000 ft):</p> <p>a) information which will enable the pilot to determine the best course of action to take in the event of exposure to solar cosmic radiation; and</p> <p>b) procedures in the event that a decision to descend is taken, covering:</p> <ol style="list-style-type: none"> 1) the necessity of giving the appropriate ATS unit prior warning of the situation and of obtaining a provisional descent clearance; and 2) the action to be taken in the event that communication with the ATS unit cannot be established or is interrupted. 		
<p>1.34 Details of the Safety Management System.</p>		
<p>1.35 Information and instructions on the carriage of dangerous goods, including action to be taken in the event of an emergency.</p>		
<p>1.36 Security instructions and guidance.</p>		
<p>1.37 The search procedure checklist</p>		
<p>1.38 Instructions and training requirements for the use of Head Up Display (HUD) and Enhanced Visual System (EVS) equipment as applicable.</p>		
<p>1.39 Instructions and training requirements for the use of Electronic Flight Bags (EFB).</p>		
<p style="text-align: center;">2 AIRCRAFT OPERATING INFORMATION</p>	<p><i>Part B of the Operations Manual is mainly a combination of all manufacturer supplied documents relating to that particular aircraft type. Eg, AFM, FCOM, MEL, CDL, SOP, QRH etc.</i></p>	
<p>2.1 Certification limitations and operating limitations.</p>		
<p>2.2 The normal, abnormal and emergency procedures and checklists to be used by the flight crew</p>		
<p>2.3 Operating instructions and information on climb performance with all engines operating</p>		
<p>2.4 Flight planning data for pre-flight and in-flight planning with different thrust/power and speed settings.</p>		
<p>2.5 The maximum crosswind and tailwind components for each aeroplane type operated and the reductions to be applied to these values having regard to gusts, low visibility, runway surface conditions, crew experience, use of autopilot, abnormal or emergency circumstances, or any other relevant operational factors.</p>		
<p>2.6 Instructions and data for mass and balance calculations.</p>		



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

2.7 Instructions for aircraft loading and securing of load.		
2.8 Aircraft systems, associated controls and instructions for their use		
2.9 The minimum equipment list and configuration deviation list for the aeroplane types operated and specific operations authorized, including any requirements relating to operations where Performance Based Navigation is prescribed.	MEL & CDL is part of AFM	
2.10 Checklist of emergency and safety equipment and instructions for its use.		
2.11 Emergency evacuation procedures, including type specific procedures, crew coordination, assignment of crew's emergency positions and the emergency duties assigned to each crew member.		
2.12 The normal, abnormal and emergency procedures to be used by the cabin crew, the checklists relating thereto and aircraft systems information as required, including a statement related to the necessary procedures for the coordination between flight and cabin crew.		
2.13 Survival and emergency equipment for different routes and the necessary procedures to verify its normal functioning before take-off, including procedures to determine the required amount of oxygen and the quantity available.		
2.14 The ground-air visual signal code for use by survivors.		
3 ROUTES AND AERODROMES		
3.1 A route guide to ensure that the flight crew will have, for each flight, information relating to communication facilities, navigation aids, aerodromes, instrument approaches, instrument arrivals and instrument departures as applicable for the operation, and such other information as the operator may deem necessary for the proper conduct of flight operations.	Jeppesen Manuals	
3.2 The minimum flight altitudes for each route to be flown.	Jeppesen Enroute Charts	
3.3 Aerodrome operating minima for each of the aerodromes that are likely to be used as aerodromes of intended landing or as alternate aerodromes.	Jeppesen Approach Charts	
3.4 The increase of aerodrome operating minima in case of degradation of approach or aerodrome facilities.	Jeppesen Approach Charts	



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

3.5 Instructions for determining aerodrome operating minima for instrument approaches using HUD and EVS.		
3.6 The necessary information for compliance with all flight profiles required by regulations, including but not limited to, the determination of: (a) take-off runway length requirements for dry, wet and contaminated conditions, including those dictated by system failures which affect the take-off distance; (b) take-off climb limitations; (c) en-route climb limitations; (d) approach climb limitations and landing climb limitations; (e) landing runway length requirements for dry, wet and contaminated conditions, including systems failures which affect the landing distance; and (f) supplementary information, such as tire speed limitations.		
4 TRAINING		
4.1 Details of the flight crew-training program.		
4.2 Details of the cabin crew duties training program.		
4.3 Details of the flight operations officer/flight dispatcher training program when employed in conjunction with a method of flight supervision <i>Note: Guidance materials for flight operations / flight dispatcher training program are contained in 5.3 of FOS FORM CL-108-OMCE</i>		
Declaration by applicant		
I declare that the information given in this application form is true in every respect.		
_____	_____	
Name & Position	Signature & Date	
For CAA Nepal Use		
Contents checked against Operation Manual: *SAT / NOT SAT		
COMMENTS:		
_____	_____	
Operations Inspector (OI)	Signature & Date	



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

APPENDIX 3

**CHECKLIST ON THE CRITICAL ELEMENTS OF AN OPERATIONS MANUAL
FOS FORM CL-108-OMCE**

Operator's Name:

Information provided in the Operations Manual		Operations Manual or other manual (specify)	Section of manual	For CAA Nepal use
1. General				Sat./ Unsat. Inspector's Initials
1.1	A statement that the operations manual complies with applicable laws and AOC conditions and the corresponding Operations Specifications.	Operations Manual - Part A		
1.2	A list and a summarized description of the different parts of the manual, their contents, applicability and utilization.	Operations Manual		
1.3	A statement that the operations manual contains operating instructions which are required to be complied with by all personnel.	Operations Manual		
1.4	A registration sheet for the amendments and revisions with the dates of registration and validity.	Operations Manual		
1.5	A list of effective pages.	Operations Manual		
1.6	Amendment and revision changes indicated by marks or signals in text, graphics and diagrams.	Operations Manual		
1.7	Updating and implementing any changes made in the Flight Manual.	Operations Manual		
1.8	Instructions outlining the responsibilities of management and operations personnel pertaining to the conduct of flight operations ensuring duties, responsibilities, functional tasks, lines of reporting and authorities are clearly defined (covering but not limiting to safety management, quality assurance management and emergency management)	Operations Manual		
1.9	Provision of flight time limits, flight duty periods and for the provision of rest periods for crew members.	Operations Manual		
1.10	Responsibilities for operational control and developed related policies, processes, standards and procedures as per FOR (A) 4.2.1.3 and FOR (H) 2.2.1.3.	Operations Manual		
1.11	Require that a certified true copy of the AOC and corresponding OPSPECS including leased aircraft is carried on board at all times.	Operations Manual		
1.12	Operational limitations in accordance with the AFM in the operating manual.	Operations Manual		
1.13	Aircraft operating information contains an approved MEL/CDL for the aeroplane types operated and specific operations authorized.	Operations Manual		



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

1.14	An organization and management system for the operational control of all flights in accordance with specific operating regulations applicable to aircraft operations.	Operations Manual		
1.15	Adequate procedures for the preparation and dissemination of NOTAM and information contained in the AIP, AIC, maps and charts and AIRAC to flight crew and operations personnel	Operations Manual		
2. Standard Operating Procedures (SOP)				
2.1	Standard operating procedures (SOP) for each phase of flight	Operations Manual		
2.2	Checklists as an integral part of its SOPs and has instructed its flight crew on how to use them.	Operations Manual		
2.3	Crew briefings as an integral part of the SOPs.	Operations Manual		
3. In-Flight Procedures				
3.1	Policy and procedures for flight crew to record and report on routine meteorological observation during departure and en-route and climb-out phases of the flight and special and other non-routine observations during any phase of the flight.	Operations Manual		
3.2	Policy and procedures for flight crew to record and report on volcanic activity.			
3.3	Policy, instructions, procedures and training requirements for the avoidance of collisions and the use of the airborne collision avoidance system (ACAS) are as per PANS-OPS (Doc 8168), Volume 1, Part VIII, Chapter 3, and in PANS-ATM (Doc 4444), Chapters 12 and 15.			
3.4	Instructions on the clarification and acceptance of air traffic control (ATC) clearances, particularly where terrain clearance is involved.			
3.5	Instructions for the preservation of flight recorder records and, if necessary, associated flight recorders to the extent possible, in the event that the aeroplane becomes involved in accident or incident.			
3.6	Procedures for the retention of flight recorder records and flight recorders in safe custody pending their disposition.			
4. SMS Program				
4.1	<p>SMS Component 1. Safety policy and objectives.</p> <p>Safety policy outlines the principles, processes and methods of the organization's SMS to achieve the desired safety outcomes.</p> <p>The policy establishes senior management's commitment to incorporate and continually improve safety in all aspects of its activities. Senior management develops measurable and attainable organization-wide safety objectives to be achieved.</p>			



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

4.2	<p>SMS Component 2. Safety risk management.</p> <p>Service providers should ensure that the safety risks encountered in aviation activities are controlled in order to achieve their safety performance targets.</p> <p>This process is known as safety risk management and includes hazard identification, safety risk assessment and the implementation of appropriate remediation measures.</p>			
4.3	<p>SMS Component 3. Safety assurance.</p> <p>Safety assurance consists of processes and activities undertaken by the service provider to determine whether the SMS is operating according to expectations and requirements.</p> <p>The service provider continually monitors its internal processes as well as its operating environment to detect changes or deviations that may introduce emerging safety risks or the degradation of existing risk controls.</p> <p>Such changes or deviations may then be addressed together with the safety risk management process.</p>			
4.4	<p>SMS Component 4. Safety promotion</p> <p>Safety promotion encourages a positive safety culture and creates an environment that is conducive to the achievement of the service provider’s safety objectives.</p> <p>A positive safety culture is characterized by values, attitudes and behaviour that are committed to the organization’s safety efforts. This is achieved through the combination of technical competence that is continually enhanced through training and education, effective communications and information sharing.</p> <p>Senior management provides the leadership to promote the safety culture throughout an organization.</p>			
4.5	<p>SMS implementation planning.</p> <p>A system review and description of the SMS elements and their interface with existing systems and processes is the first step in defining the scope and applicability of the SMS.</p> <p>This exercise provides an opportunity to identify any gaps related to the service provider’s SMS components and elements.</p> <p>The system description includes the SMS interfaces within the organization, as well as pertinent interfaces with other external organizations such as subcontractors.</p> <p>An overview of the system description and its accountability and reporting structure should be included in the SMS documentation.</p>			



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

4.6	<p>Phased implementation approach</p> <p>The reasons for a phased approach to SMS implementation include:</p> <ul style="list-style-type: none"> a) the provision of a manageable series of steps to follow in implementing an SMS, including allocation of resources; b) the need to allow implementation of SMS framework elements in various sequences, depending upon the results of each service provider's gap analysis; c) the initial availability of data and analytic processes to support reactive, proactive and predictive safety management practices; and d) the need for a methodical process to ensure effective and sustainable SMS implementation. 			
4.7	<p>Flight Data Analysis Program</p> <ul style="list-style-type: none"> a) A post holder responsible for the development and establishment of the FDAP and his/her functions and responsibilities are clearly defined and documented in the Flight Safety Documents System. b) Flight data analysis program is non punitive and contains adequate safeguards to protect the source(s) of the data. 			
5.1 Training Program (Flight Crew)				
5.1.1	The training manual covering training program and syllabi for initial, recurrent, transition (conversion), re-qualification, upgrade, recency of experience, familiarization, differences, safety management and/or other specialized training.	Operations Manual	Part D	
5.1.2	Instructions and training requirements for the avoidance of controlled flight into terrain (CFIT) and policy for the use of the ground proximity warning system (GPWS).	Operations Manual	Part D	
5.1.3	Establish an ACAS training program on ACAS equipped aircraft for its pilots.	Operations Manual	Part D	
5.1.4	<p>Address the following, as applicable:</p> <ol style="list-style-type: none"> 1. Training policies and directives. 2. Administrative support of air operator. 3. List of designated instructors and line check airmen. 4. Comprehensive syllabi, including lesson plans for approved training. 5. Procedures for the conduct of examinations and manoeuvre tolerances. 6. Procedures to require that flight crew members are properly trained and examined on abnormal and emergency conditions. 7. Procedures for remedial training and subsequent examination of flight crew unable to achieve or maintain required standards. 8. A process to obtain authority's approval for subsequent changes to the training manual. 	Operations Manual		



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

5.1.5	<p>Training provided and flight documentation used are correctly reflected in the operators' flight safety documents system.</p> <p>Note : <i>If a separate training organization is approved to provide crew training, the training provided and flight documentation used correctly reflect the operator's flight safety documents system</i></p>			
5.1.6	Adequate ground and flight training facilities, simulators and/or cockpit procedures, training devices (fixed-base simulator [FBS] computer-based training [CBT], etc.) and syllabus materials including the listing of approved training facilities / approved flight simulator training devices and training programs.			
5.2 Training Program (Cabin Crew)				
5.2.1	Details of the cabin crew duties training program.	Operations Manual	Part D	
5.2.2	<p>Basic indoctrination in the different functions, duties and responsibilities of cabin crew members to cover:</p> <ol style="list-style-type: none"> 1. Introduction to aircraft systems and limitations. 2. Aircraft emergency evacuation, life-safety equipment and related information to passengers. 3. Cabin crew members' assignment, coordination and two-way communication. 4. Knowledge and skills related to the transport of dangerous goods. 5. Security procedures. 6. Recurrent training program including an examination to determine competence. 7. Formulated rules to limit flight duty periods and for the provision of adequate rest periods for all its crew members. 			
5.2.3	Is the initial Cabin Crew Training Program defined?			
5.2.4	<p>Are the following Cabin Crew Training Programs defined:</p> <ol style="list-style-type: none"> a. Recurrent b. Requalification c. Recency of experience d. Conversion e. Upgrade 			
5.2.5	Is the Emergency Evacuation Drill defined?			
5.2.6	<p>Are the following training programs defined?</p> <ol style="list-style-type: none"> a. First Aid b. Fire fighting c. Human factors d. CRM e. SMS f. Unlawful interference and bomb threat 			
5.2.7	Are training programs for Cabin Crew Instructors and Examiners established to ensure that they possess/maintain the required knowledge, skills and qualifications?			



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

5.2.8	Adequate ground and flight training facilities, cabin mock-ups and/or simulators, training devices (computer-based training [CBT], etc.) and syllabus materials including the listing of approved training facilities/approved cabin mock-ups and/or simulators, training devices and training programs.			
5.2.9	Training provided and flight documentation used are correctly reflected in the operators' flight safety documents system. Note: <i>If a separate training organization is approved to provide crew training, the training provided and flight documentation used correctly reflect the operator's flight safety documents system</i>			
5.3 Training Program (Flight Dispatcher)				
5.3.1	Training program to include: <ol style="list-style-type: none"> 1. Flight dispatch/flight operations officer 2. Aviation indoctrination 3. Use of operations manual 4. Aircraft performance 5. Navigation 6. Flight planning and monitoring 7. Rules of the air, communication and air traffic management 8. Meteorology 9. Mass and balance control 10. Use of MEL/CDL 11. Transport of dangerous goods by air 12. Security procedures 13. Emergency response plan 14. Flight observation 15. Recurrent training program 			
5.3.2	Recurrent training of the knowledge, skills and qualifications of flight dispatch/flight operations officers and ground instructors.			
5.3.3	Details of the flight operations officer/flight dispatcher training program when employed in conjunction with a method of flight supervision.			
5.3.4	Adequate ground training facilities, training devices (computer-based training [CBT], etc.) and syllabus materials including the listing of approved training centres, training devices and training programs.			
5.3.5	Training provided and flight documentation used are correctly reflected in the operators' flight safety documents system. Note: <i>If a separate training organization is approved to provide Flight Dispatcher (Flight Operations Officer) training, the training provided and flight documentation used correctly reflect the operator's Flight Safety Documents System</i>			
6. SECURITY				



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

6.1	Security training program has been established covering: 1. Security of the flight crew compartment 2. Aircraft search procedure checklist 3. Determination of the seriousness of any occurrences: PTI (Positive Target Identification) 4. Crew communication and coordination 5. Appropriate self-defence responses 6. Use authorized by the CAA Nepal of non-lethal protective devices assigned to crew members 7. Understanding of behaviour of terrorists 8. Live situational training exercises regarding various threat conditions 9. Post-flight concerns for the crew			
6.2	Procedures to enable cabin crew to discreetly communicate to flight crew in the event of suspicious activity or security breaches in the passenger cabin.			
6.3	Procedures in relation to the flight crew compartment access.			
6.4	Procedures in relation to a bomb threat or warning, when the aircraft is on the ground or in flight.	Operations Manual	Part D	
6.5	Develop a supplement to the checklist on aeroplane search procedures with guidance on the appropriate course of action to be taken in case a bomb or suspicious object is found.			
7. GROUND HANDLING				
7.1	Training requirements, subcontracting policies, handling processes, procedures and practices for all aircraft ground handling operations.	Operations Manual	Part A	
7.2	Organizational structure which includes the responsibilities and authority for the management of all ground handling functions.			
7.3	The line of responsibilities is clearly defined for ground handling functions and associated with the following, when applicable: 1. Ramp operations 2. Passenger services 3. Baggage services 4. Cabin services 5. Weight and balance control 6. Ground support equipment 7. Fuel services			
7.4	Air operator ground handling responsibility is permanently maintained, when all or part of the functions and tasks related to ground handling services have been contracted to a service provider.		Part A	
8. OPERATOR INTENDING TO CARRY DANGEROUS GOODS				
8.1	Detailing the functions and responsibilities of personnel for the carriage of Dangerous Goods.			



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

8.2	Acceptance Checklist to prevent acceptance of dangerous goods for transport by air unless they are accompanied by a completed dangerous goods transport document and their marking, package, overpack or freight container have been inspected in accordance with the acceptance procedure contained in the TI.			
8.3	Procedures for loading of Dangerous Goods eg. Appropriate loading, segregation and inspection for damage or leakage.			
8.4	Provision of NOTOC to the PIC and the personnel (job title or function) with responsibilities for operational control of the aircraft when Dangerous Goods are carried and retaining the NOTOC on the ground and readily accessible to the aerodromes of last departure and next scheduled arrival for each of its flights on which dangerous goods are carried.			
8.5	Dangerous Goods Initial and Recurrent Training Program for company staff involved in transport of dangerous goods eg. Flight and Cabin Crew, Check-in staff, cargo acceptance staff, ground handling staff.			
8.6	In-flight procedures for emergency response for aircraft incidents involving dangerous goods.			
8.7	Dangerous Goods Procedures and Training Program incorporated in either the Operations Manual or a separate document as part of the Flight Safety Documentation System.			
8.8	Inflight procedures to convey information to emergency services and to appropriate authorities in the event of an incident or accident on an aircraft carrying dangerous goods.			
8.9	Procedures to ensure passengers are warned as to the types of Dangerous Goods that are prohibited or restricted from transporting aboard an aircraft.			
8.10	Procedures for reporting incidents and accidents involving Dangerous Goods. This includes undeclared, mis-declared and unintentional release of Dangerous Goods.			
8.11	Provision to subcontractors with appropriate dangerous goods documents and manuals covering handling procedures and responsibilities.			
9. OPERATOR NOT INTENDING TO CARRY DANGEROUS GOODS				
9.1	Initial and recurrent training program for ground and flight personnel to recognize and refuse dangerous goods.			
9.2	Policy not to transport spare parts for maintenance purposes that should be categorized as dangerous goods (COMAT).			
9.3	Procedures to report incidents/accidents involving dangerous goods.			
10. COMMUNICABLE DISEASE				



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

10.1	Established a procedure for the crew to evaluate a traveller with a suspected communicable disease, based on the presence of a fever and certain other signs or symptoms.			
10.2	Established procedures in the operations manual for the pilot-in-command to report promptly to air traffic control (ATC) a suspected communicable disease, with transmission of the following information: a) Aircraft identification; b) Departure aerodrome; c) Destination aerodrome; d) Estimated time of arrival; e) Number of persons on board; f) Number of suspected case(s) on board; and g) Nature of the public health risk, if known.			

Declaration by applicant	
<p>I declare that the information given in this application form is true in every respect.</p> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="text-align: center; width: 40%;"> <p>_____</p> <p>Name & Position</p> </div> <div style="text-align: center; width: 40%;"> <p>_____</p> <p>Signature & Date</p> </div> </div>	
For CAA Nepal Use	
<p>Contents checked against Operation Manual: SATISFACTORY/ NOT SATISFACTORY (delete where appropriate)</p> <p>Exchange of letter with applicant – YES / NO / NOT APPLICABLE (delete where appropriate)</p> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="text-align: center; width: 40%;"> <p>_____</p> <p>Principal Operations Inspector (POI)</p> </div> <div style="text-align: center; width: 40%;"> <p>_____</p> <p>Signature & Date</p> </div> </div>	



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

**APPENDIX 4
FLIGHT SAFETY DOCUMENTATION SYSTEM CHECKLIST
FOS FORM CL-109-FSDS**

Operator's Name:

INFORMATION PROVIDED		
1. INTRODUCTION		
1.1	<p>The following material provides guidance on the organisation and development of an operator's Flight Safety Documents System. It should be understood that the development of a flight safety documents system is a complete process, and changes to each document comprising the system may affect the entire system.</p> <p>Guidelines applicable to the development of operational documents have been produced by government and industry sources and are available to operators. Nevertheless, it may be difficult for operators to make the best use of these guidelines, since they are distributed across a number of publications.</p>	
1.2	<p>Furthermore, guidelines applicable to operational documents development tend to focus on a single aspect of documents design, for example, formatting and typography.</p> <p>Guidelines rarely cover the entire process of operational documents development. It is important for operational documents to be consistent with each other, and consistent with regulations, manufacturer requirements and Human Factors principles.</p> <p>It is also necessary to ensure consistency across departments as well as consistency in application. Hence the emphasis on an integrated approach, based on the notion of the operational documents as a complete system.</p>	
1.3	<p>The following matters address the major aspects of an operator's Flight Safety Documents System development process, with the aim of ensuring compliance with FOR A-Chapter 3, 3.3.8 and FOR H-Chapter 1.3.7 "An operator shall establish a Flight Safety Documents System, for the use and guidance of operational personnel, as part of its Safety Management System". The guidelines are based not only upon scientific research, but also upon current best industry practices, with an emphasis on a high degree of operational relevance.</p> <p>Inspectors may use additional pages if necessary, when using this checklist.</p>	
Information Provided		Comments Ops Manual Reference
Verified by CAA Nepal*		
2. Organization		
2.1	<p>A Flight Safety Documents System should be organized according to criteria which:</p> <ul style="list-style-type: none"> (i) ensure easy access to information required for flight and ground operations contained in the various operational documents comprising the system and (ii) which facilitate management of the distribution and revision of operational documents. 	
2.2	<p>Information contained in a Flight Safety Documents System should be grouped according to the importance and use of the information, as follows:</p> <ul style="list-style-type: none"> (a) time critical information, i.e, information that can jeopardise the safety of operation if not immediately available.eg.- aircraft checklists, NOTAMs (b) time sensitive information, i.e., information that can affect the level of safety or delay the operation if not available in a short time period. eg.- flight orders, PIREPs (c) frequently used information eg. Operations Manual, Training Programs (d) reference information, e.g., information that is required for the operation but does not fall under (b) or (c) above (e) information that can be grouped based on the phase of operation in which it is used. –eg. Standard Operating Procedures 	



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

Information Provided		Comments Ops Manual Reference	Verified by CAA Nepal*
2.3	Time critical information should be placed early and prominently in the Flight Safety Documents System.		
2.4	The following information should be placed in cards and quick-reference guides: (i) Time critical information, (ii) time sensitive information, and (iii) frequently used information		
3. VALIDATION			
3.1	(i) The Flight Safety Documents System should be validated before deployment, under realistic conditions. (ii) Validation should involve the critical aspects of the information use, in order to verify its effectiveness. (iii) Interactions among all groups that can occur during operations should also be included in the validation process.		
4. DESIGN			
4.1	A Flight Safety Documents System should maintain consistency in terminology and in the use of standard terms for common items and actions.		
4.2	(i) Operational documents should include a glossary of terms, acronyms and their standard definition, updated on a regular basis to ensure access to the most recent terminology. (ii) All significant terms, acronyms and abbreviations included in the Flight Documents System should be defined.		
4.3	(i) A Flight Safety Documents System should ensure standardisation across document types, including writing style, terminology, use of graphics and symbols, and formatting across documents. (ii) This includes a consistent location of specific types of information, consistent use of units of measurement and consistent use of codes.		
4.4	A Flight Safety Documents System should include a master index to locate, in a timely manner, information included in more than one operational document. Note - <i>The master index must be placed in the front of each document and consist of no more than three levels of indexing. Pages containing abnormal and emergency information must be tabbed for direct access.</i>		
4.5	A Flight Safety Documents System should comply with the requirements of the operator's quality system, if applicable.		
5. DEPLOYMENT			
5.1	(i) Operators should monitor deployment of the Flight Safety Documents System, to ensure appropriate and realistic use of the documents, based on the characteristics of the operational environment and in a way which is both operationally relevant and beneficial to operational personnel. (ii) This monitoring should include a formal feedback system for obtaining input from operational personnel.		



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

5.2	<p>(i) Location: The documents that consist of the FSDS may not necessarily be located in one office but may be spread across a variety of departments or divisions located far from each other. Nevertheless, it is assumed that the main base will have a copy of all the documents that compose the FSDS.</p> <p>(ii) The Flight Safety Department should maintain a Master Index of where each document is located.</p>		
6. AMENDMENT			
6.1	<p>Operators should develop (i) an information gathering, (ii) review, (iii) distribution and (iv) revision control system to process information and data obtained from all sources relevant to the type of operation conducted, including, but not limited to, the CAA Nepal, State of design, State of Registry, manufacturers and equipment vendors.</p> <p><i>Note - Manufacturers provide information for the operation of specific aircraft that emphasizes the aircraft systems and procedures under conditions that may not fully match the requirements of operators. Operators should ensure that such information meets their specific needs and those of CAA Nepal.</i></p>		
6.2	<p>Operators should develop (i) an information gathering, (ii) review and (iii) distribution system to process information resulting from changes that originate within the operator, including:</p> <ul style="list-style-type: none"> (a) changes resulting from the installation of new Equipment. (b) changes in response to operating experience (c) changes in an operator's policies and procedures (d) changes in an operator certificate (e) changes for purposes for maintaining cross fleet standardisation 		
6.3	<p>A Flight Safety Documents System should be reviewed:</p> <ul style="list-style-type: none"> (a) on a regular basis (at least once a year) (b) after major events (mergers, acquisitions, rapid growth, downsizing, etc.) (c) after technology changes (introduction of new equipment) (d) after changes in Safety Regulations 		
6.4	<p>Operators should develop methods of communicating new information. The specific methods should be responsive to the degree of communication urgency.</p> <p><i>Note - As frequent changes diminish the importance of new or modified procedures, it is desirable to minimize changes to the Flight Safety Documents System.</i></p>		
6.5	<p>New information should be reviewed and validated considering its effects on the entire Flight Safety Documents System.</p>		
6.6	<ul style="list-style-type: none"> (i) The method of communicating new information should be complemented by a tracking system to ensure currency by operational personnel. (ii) The tracking system should include a procedure to verify that operational personnel have the most recent updates. 		
Declaration			
<p>I declare that the information given in this application form is true in every respect.</p> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 45%; text-align: center;"> <hr style="width: 80%; margin: 0 auto;"/> <p>Name & Position</p> </div> <div style="width: 45%; text-align: center;"> <hr style="width: 80%; margin: 0 auto;"/> <p>Signature & Date</p> </div> </div>			
For Official Use			



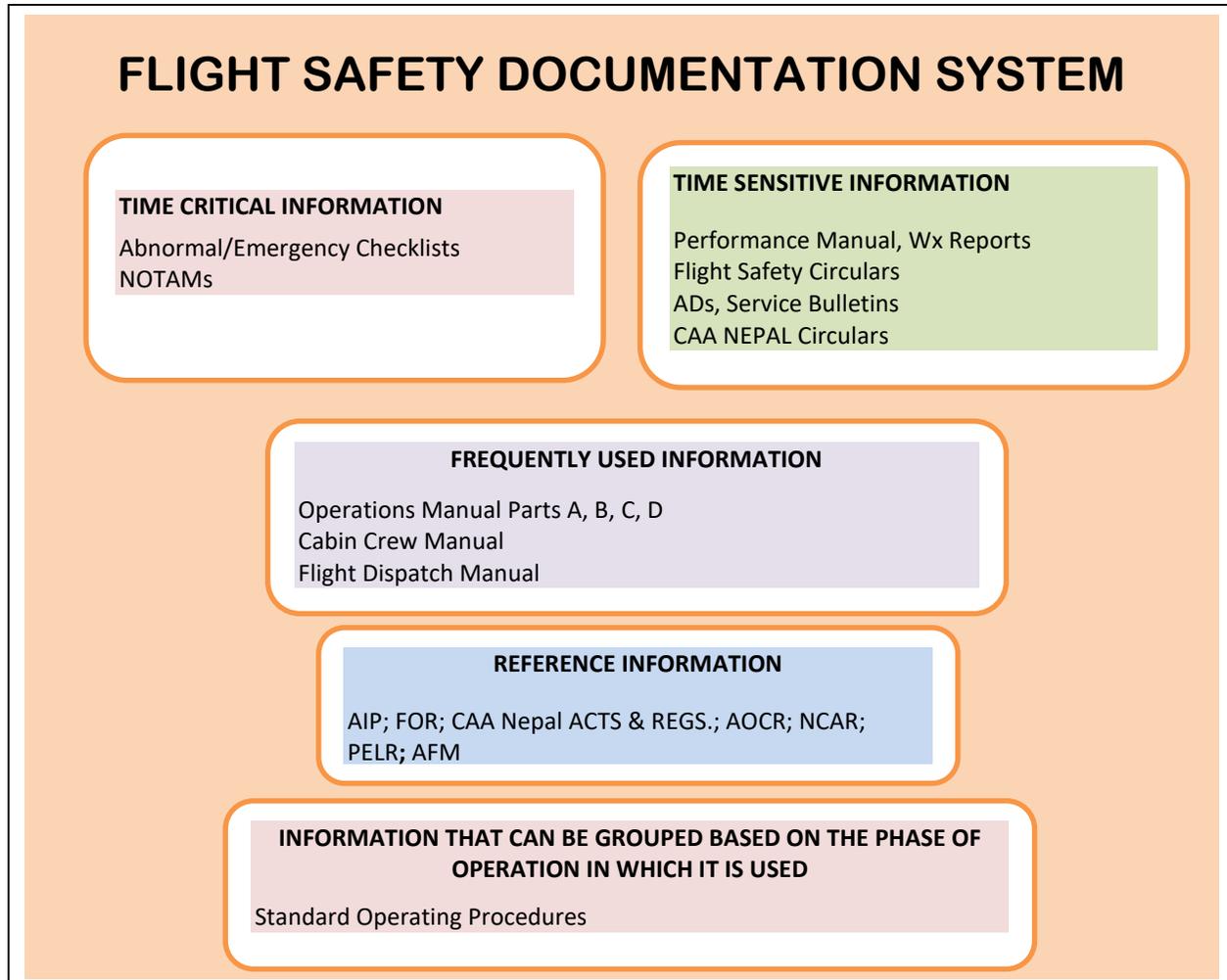
AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

Contents checked against Operation manual: *SAT / NOT SAT

Principal Operations Inspector (POI)

Signature & Date

The principles of the Flight Safety Documentation System apply to the following documents as an example:





**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

**APPENDIX 5
BASE AUDIT FOR ISSUANCE OF AOC
FOS FORM CL-118-BA**

Operator:		Operating Base:	
CEO / Accountable Manager:		Aircraft Type(s):	
Date of last audit:		Date of audit:	
ITEM	SAT/ UNSAT	ITEM	SAT/ UNSAT
A. FOLLOW UP OF LAST AUDIT		F. PUBLICATIONS AND DOCUMENT CONTROL	
1. Review of audit findings		1. Effectives of amendment service	
2. Review of audit recommendations		2. Operations Manual	
B. MANAGEMENT AND STAFFING		3. Quality System documentation	
1. Organisation / management structure		4. NOTAMs	
2. Terms of reference of Key Appointment Holders		5. Retention of records	
3. Adequacy / supervision of staff		6. Flight guide / Route Manual	
4. Competency of post holders		7. Crew notices	
5. Quality Assurance System		8. AIC's and information propagation	
6. Service Provider – management structure / responsibilities and authority for ground handling functions		9. AIP and information propagation	
7. Service Provider- Training requirements, subcontracting policies		10. Flight Operations Notices/Circulars	
8. Service Providers- Quality Assurance Process		11. Exemptions / permissions log and record of use	
9. Operational Control		12. Records kept- training / FTL / returned flight documentation	
10. Staffing		G. FLIGHT, DUTY AND REST PERIOD CONTROL	
11. Accommodation (Office Space)		1. Approved Flight Time Limitation Scheme	
C. FLIGHT DESPATCH OPERATIONS		2. Rostering Procedures	
1. Validity and update of Operations Manual		3. Flying and Duty Hours records	
2. Operations Manual Library at Operations Control Centre		4. Commander's discretion report	
3. Preparation of Computerized Flight Plan (CFP)		5. Tracking system for FTL	
4. Flight Dispatcher – Qualifications and Recency		H. SAFETY MANAGEMENT SYSTEM	
D. FLIGHT PLANNING, PERFORMANCE AND LOADING		1. Safety Risk Management	
1. Performance Planning		2. Safety Assurance	
2. Fuel Policy		3. Safety Training and Communications	
3. Loading Procedures, including loadsheet compilation		4. Emergency Management	
E. LOAD CONTROL		I. FLIGHT SAFETY DOCUMENTATION SYSTEM	
1. Loadsheet preparation		1. Organisation	
2. Qualification and Recency of Loader dispatchers		2. Validation	
3. Centralised Load Control (as applicable)		3. Design	
4. Load data Reconciliation		4. Deployment	
		5. Amendment	



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

ITEM	SAT/ UNSAT	ITEM	SAT/ UNSAT
J. FLIGHT SAFETY		N. TRAINING - GROUND STAFF	
1.Mandatory Occurrence Reports, including numbers per aircraft type		1.Training Manuals, including approval of training courses	
2.Trends		2.Training Facilities	
3.Rectification Action		3.Training Staff / Qualification and recency	
4.Investigation Reports		4.Recurrent Training, including training records	
5.Flight Data Analysis Program		O. FINANCIAL ASSESSMENT	
6.Safety Program (part of SMS)		1.Significant lay-offs or turnover of personnel	YES/NO
K. TRAINING - PILOTS		2.Reduction of safe operating standards or evidence of “cutting corners”	
1.Training Manuals, including approval of training courses		3.Decreasing standards of training	
2.Flight and Ground Training Facilities		4.Demands for “cash on delivery” by suppliers who formerly granted the operator credit	
3.Training Staff/Instructors/ Qualification and Recency		5.Inadequate maintenance of aircraft	
4.Conversion Training, including training files		6.Shortage of supplies and spare parts	
5.Emergency Procedures Training (SEP)		7.Curtailment or reduced frequency of revenue flights	
6.Route and Airfield Competency		8.Sale or repossession of aircraft or other major equipment items	
L.TRAINING - CABIN CREW		P. DANGEROUS GOODS	
1.Training Manuals, including approval of training courses		1.Training Program	
2.Flight and Ground Training Facilities		2.Training Records	
3.Training Staff/instructors / Qualification and Recency		3.Carriage of Dangerous Goods Documentation	
4.Conversion Training, including training files		4.Dangerous Goods Manual (Update)	
5.Recurrent Training, including training records			
M. TRAINING – FLIGHT DISPATCHERS			
1.Flight and Ground Training Facilities			
2.Training Staff/Instructors / Qualification and Recency			
3.Recurrent Training, including training records			
COMMENTS / ADDITIONAL INFORMATION			
ACTION TAKEN			
_____ CAA Nepal Inspector		_____ Signature & Date	



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

**APPENDIX 6
EMERGENCY RESPONSE PLANNING CHECKLIST
FOS FORM CL-200-ERP**

Operator's Name:

INFORMATION PROVIDED			
1. Introduction			
1.1	An Emergency Response Plan (ERP) outlines in writing what should be done after an accident or aviation crisis and who is responsible for each action. In different product and service providers, such emergency planning may be known by different terms such as Contingency Plan, Crisis Management Plan, Continuing Airworthiness Support Plan, etc. The generic term emergency response plan (ERP) is used to address the relevant contingency plans expected of aviation service providers whose product/service may have an impact on aviation safety.		
1.2	Where there is a possibility of an organization's aviation operations or activities being compromised by other crisis or emergencies originating from external sources, such as a public health emergency/pandemic, these scenarios should also be addressed in its aviation ERP as appropriate. Hence, an ERP is essentially an integral component of an organization's safety risk management procedure to address all possible safety or quality related emergency, crisis or event that its product or services could contribute to or be associated with. The ERP should address all possible/ likely scenarios and have appropriate mitigating actions or processes put in place so that the organization, its customers, the public and/ or the industry at large may have a better level of safety assurance as well as service continuity.		
1.3	An emergency response plan (ERP) provides the basis for a systematic approach to managing the organization's affairs in the aftermath of a significant unplanned event — in the worst case, a major accident.		
1.4	The purpose of an emergency response plan is to ensure: a) delegation of emergency authority; b) assignment of emergency responsibilities; c) documentation of emergency procedures and processes; d) coordination of emergency efforts internally and with external parties; e) safe continuation of essential operations, while the crisis is being managed; f) proactive identification of all possible emergency events/ scenarios and their corresponding mitigation actions		
2.0	ERP DESIGN		
	DESIGN	SAT/UN-SAT	REMARKS
2.1	To be effective, an ERP should: a) be appropriate to the size, nature and complexity of the organization;		
	b) be readily accessible to all relevant personnel and other organizations where applicable;		
	c) include checklists and procedures relevant to different or specific emergency situations;		
	d) have quick reference contact details of relevant personnel;		
	e) be regularly tested through exercises;		
	f) periodically reviewed and updated when details change		
3.0	ERP CONTENTS		
	CONTENTS	SAT/UN-SAT	REMARKS



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

3.1	<p>An emergency response plan (ERP) would normally be documented in the format of a manual. It should set out the responsibilities and roles and actions for the various agencies and personnel involved in dealing with specific emergencies. An ERP should take account of such considerations as:</p>		
	<p>a) Governing policies. The ERP should provide direction for responding to emergencies, such as governing laws and regulations for investigations, agreements with local authorities, company policies and priorities.</p>		
3.2	<p>b) Organization. The ERP should outline management's intentions with respect to the responding organizations by:</p> <ol style="list-style-type: none"> 1) designating who will lead and who will be assigned to the response teams; 2) defining the roles and responsibilities of personnel assigned to the response teams; 3) clarifying the reporting lines of authority; 4) setting up an emergency management centre (EMC); 5) establishing procedures for receiving a large number of requests for information, especially during the first few days after a major accident; 6) designating the corporate spokesperson for dealing with the media; 7) defining what resources will be available, including financial authorities for immediate activities; 8) designating the company representative to any formal investigations undertaken by CAA Nepal officials; 9) defining a call-out plan for key personnel. <p>An organizational chart could be used to show organizational functions and communication relationships.</p>		
3.3	<p>c) Notifications. The plan should specify who in the organization should be notified of an emergency, who will make external notifications and by what means. The notification needs of the following should be considered:</p> <ol style="list-style-type: none"> 1) management; 2) CAA Nepal authorities (search and rescue, the regulatory authority, the accident investigation board, etc.); 3) local emergency response services (aerodrome authorities, fire fighters, police, ambulance, medical agencies, etc.); 4) relatives of victims (a sensitive issue that, in many States, is handled by the police); 5) company personnel; 6) media; and 7) legal, accounting, insurers, etc. 		



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

3.4	d) Initial response. Depending on the circumstances, an initial response team may be dispatched to the accident or crisis site to augment local resources and oversee the organization's interests. Factors to be considered for such a team include: 1) Who should lead the initial response team?		
	2) Who should be included on the initial response team?		
	3) Who should speak for the organization at the accident site?		
	4) What would be required by way of special equipment, clothing, documentation, transportation, accommodation, etc.?		
3.5	e) Additional assistance. Employees with appropriate training and experience can provide useful support during the preparation, exercising and updating of an organization's ERP. Their expertise may be useful in planning and executing such tasks as: 1) acting as passengers or customers in exercises;		
	2) handling survivors or external parties;		
	3) dealing with next of kin, authorities, etc.		
3.6	f) Emergency management centre (EMC). An EMC (normally on standby mode) may be established at the organization's headquarters once the activation criteria have been met. In addition, a command post (CP) may be established at or near the crisis site. The ERP should address how the following requirements are to be met: 1) staffing (perhaps for 24 hours a day, 7 days per week, during the initial response period);		
	2) communications equipment (telephones, facsimile, Internet, etc.);		
	3) documentation requirements, maintenance of emergency activity logs;		
	4) impounding related company records;		
	5) office furnishings and supplies; and		
	6) reference documents (such as emergency response checklists and procedures, company manuals, aerodrome emergency plans and telephone lists).		
	The services of a crisis centre may be contracted from an airline or other specialist organization to look after the service provider's interests in a crisis away from home base. Company personnel would normally supplement such a contracted centre as soon as possible.		
3.7	g) Records. In addition to the organization's need to maintain logs of events and activities, the organization will also be required to provide information to any State investigation team. The ERP should address the following types of information required by investigators: 1) all relevant records about the product or service concerned;		
	2) lists of points of contact and any personnel associated with the occurrence;		



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

	3) notes of any interviews (and statements) with anyone associated with the event;		
	4) any photographic or other evidence.		
3.8	h) Accident site. For a major accident, representatives from many jurisdictions have legitimate reasons for accessing the site: for example, police; fire fighters; medics; aerodrome authorities; coroners (medical examining officers) to deal with fatalities; State accident investigators; relief agencies such as the Red Cross and even the media. Although coordination of the activities of these stakeholders is the responsibility of the State's police and/or investigating authority, the service provider should clarify the following aspects of activities at the accident site: 1) nominating a senior company representative at the accident site if: – at home base; – away from home base; – offshore or in a foreign State;		
	2) management of surviving victims;		
	3) the needs of the relatives of victims;		
	4) security of the wreckage;		
	5) handling of human remains and personal property of the deceased;		
	6) preservation of evidence;		
	7) provision of assistance (as required) to the investigation authorities;		
	8) removal and disposal of the wreckage; etc.		
3.9	i) News media. How the company responds to the media may affect how well the company recovers from the event. Clear direction is required regarding, for example: 1) what information is protected by statute (FDR data, CVR and ATC recordings, witness statements, etc.);		
	2) who may speak on behalf of the parent organization at head office and at the accident site (public relations manager, chief executive officer or other senior executive, manager, owner);		
	3) prepared statements for immediate response to media queries;		
	4) what information may be released (what should be avoided);		
	5) the timing and content of the company's initial statement;		
	6) provisions for regular updates to the media.		
3.10	j) Formal investigations. Guidance for company personnel dealing with State accident investigators and police should be provided.		



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

3.11	k) Family assistance. The ERP should also include guidance on the organization’s approach to assisting crisis victims or customer organizations. This guidance may include such things as: 1) State requirements for the provision of assistance services;		
	2) travel and accommodation arrangements to visit the crisis site;		
	3) program coordinator and point(s) of contact for victims/customers;		
	4) provision of up-to-date information;		
	5) temporary assistance to victims or customers. Note — ICAO Circular 285, <i>Guidance on Assistance to Aircraft Accident Victims and their Families</i> , provides further guidance on this subject.		
3.12	l) Post-occurrence review. Direction should be provided to ensure that, following the emergency, key personnel carry out a full debrief and record all significant lessons learned which may result in amendments to the ERP and associated procedures.		
4.0	CHECKLISTS		
	CHECKLIST CONCEPT and IMPLEMENTATION	SAT/UN-SAT	REMARKS/REFERENCE
4.1	Everyone involved in the initial response to a major aviation event will be suffering from some degree of disorientation. Therefore, the emergency response process lends itself to the use of checklists. These checklists can form an integral part of the company’s Operations Manual or Emergency Response Manual. To be effective, checklists must be regularly: a) reviewed and updated (for example, currency of call-out lists and contact details); and		
4.2	b) tested through realistic exercises.		
5.0	TRAINING AND EXERCISES		
	TRAINING PLAN AND EXERCISES	SAT/UN-SAT	REMARKS/REFERENCE
5.1	TRAINING. An ERP is a paper indication of intent. Hopefully, much of an ERP will never be tested under actual conditions. Training is required to ensure that these intentions are backed by operational capabilities. Since training has a short “shelf life”, regular drills and exercises are advisable.		
5.2	EXERCISES. Some portions of the ERP, such as the call-out and communications plan, can be tested by “desktop” exercises. Other aspects, such as “on-site” activities involving other agencies, need to be exercised at regular intervals. Such exercises have the advantage of demonstrating deficiencies in the plan, which can be rectified before an actual emergency.		



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

COMMENTS:

Overall Result Acceptable Unacceptable

Name of Inspector

Signature

Date



APPENDIX 7

RESERVED



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

**APPENDIX 8
PASSENGER HANDLING INSPECTION CHECKLIST**

FOS FORM CL-202-PH

DATE:		MAINT. REP.:	
OPERATOR:		ACFT. REGN. NO.:	
STATION:		P-I-C:	
MGMT REP.:		INSPECTOR:	
No.	AREA OF INSPECTION	SAT./ UNSAT.	REMARKS
1	PASSENGER HANDLING IN TERMINAL		
1.1	Acceptable procedures for identification and seat allocation for handicapped persons?		
1.2	Seat allocation for infants and children?		
1.3	Scales for weighing baggage and cargo?		
1.4	Appropriate system for control of loose articles in the cabin (carry-on baggage)?		
2	PASSENGER RAMP SAFETY		
2.1	Air bridge/directions to board		
2.2	Proper positioning of steps?		
2.3	Staff in attendance with passengers?		
2.4	Protection from jet blast?		
2.5	Clearance from propellers?		
2.6	Clear of taxiing aircraft?		
2.7	Clear of moving vehicles?		
2.8	Positioning of service vehicles?		
2.9	Are there safety routes available for emergency evacuation?		
3	CREW COORDINATION WITH LOAD CONTROL		
3.1	Are passengers occupying their assigned seats?		
3.2	Was a head count compared to load manifest for accuracy?		
Inspector's Signature		Air Operator's Rep. Signature	
Question No.	Remarks		



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

APPENDIX 9

STATION AND GROUND HANDLING INSPECTION CHECKLIST

FOS-FORM-CL-203-STAGH

DATE:		MAINT. REP.:	
OPERATOR:		ACFT. REGN. NO.:	
STATION:		P-I-C:	
MGMT REP.:		INSPECTOR:	
No.	AREA OF INSPECTION	SAT./ UNSAT.	REMARKS
1	CONFORMANCE WITH RELEVANT STANDARDS		
1.1	Were all personnel and documents in conformance with aviation law and regulations?		
1.2	Were the operations found to be in conformance with ICAO Standards?		
1.3	Were there any practices that did not conform to published relevant safety practices?		
2	STATION STAFF (INCLUDING SERVICE PROVIDERS)		
2.1	Is there adequate staff to handle the required support functions?		
2.2	Did all staff demonstrate competent performance in their function?		
2.3	Did the staff follow the proper procedures for the functions they performed?		
2.4	Did the company and service provider training and qualification records show that all personnel were adequately trained for their functions?		
3	EQUIPMENT & FACILITIES		
3.1	Were there adequate facilities and equipment for the complexity and functions performed?		
3.2	Have mobile equipment to be utilized in the operation such as Fuelling Vehicles, Ground Power Units, Oxygen and Compressed Gas Servicing Equipment, Towing Tugs, Cargo and Baggage Handling Equipment, Catering Vehicles, Sanitary Servicing Trucks, De-Icing Equipment, etc. been inspected with primary emphasis on adequacy, suitability and the safety aspects of its use?		
4	PASSENGER HANDLING		
4.1	Were adequate guidance and procedure manuals available for the persons performing this function?		
4.2	Were qualified personnel available to accomplish this function for each flight?		
4.3	Were the passenger ticketing and baggage acceptance performed satisfactorily?		
4.4	Were the passengers and baggage weighed before embarking?		



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

4.5	Was the handling of passenger enplaning and deplaning performed satisfactory?		
4.6	Were the passenger security measures satisfactory?		
4.7	If a jetway was not used, was a designated walk route with adequate guide persons available to ensure passenger ramp safety?		
5	AIRCRAFT MOVEMENT ON RAMP		
5.1	Were adequate guidance and procedure manuals available for the persons performing this function?		
5.2	Were qualified personnel available to accomplish this function for each flight?		
5.3	Was the marshalling of aircraft performed satisfactorily?		
5.4	Were the ramp and gate areas properly marked for towing, taxiing and parking position?		
5.5	Was the aircraft parking area clear of carts and other vehicles during the parking of the aircraft?		
5.6	Was the towing of the aircraft performed satisfactorily?		
5.7	Were security measures for identification of all ramp personnel clearly available?		
5.8	If a service provider was used to perform this function, were the arrangements, guidance and qualification of personnel acceptable?		
6	AIRCRAFT SERVICING		
6.1	Were adequate guidance and procedure manuals available for the persons performing functions involved?		
6.2	Were qualified personnel available to accomplish these functions for each flight?		
6.3	Was the servicing of aircraft performed satisfactorily?		
6.4	Was the fueling of aircraft performed satisfactorily?		
6.5	Was the loading of aircraft performed satisfactorily?		
6.6	Was the deicing of aircraft performed satisfactorily?		
6.7	Was the equipment used to perform these functions operational, adequate for the task, and operated knowledgeably by the personnel involved?		
6.8	Were security measures for identification and monitoring of all servicing personnel satisfactory?		
6.9	If service providers were used to perform these functions, were the arrangements, guidance and qualification of personnel acceptable?		
7	AIRCRAFT OVERNIGHT PARKING		
7.1	Were adequate guidance and procedure manuals available for the persons performing this function?		
7.2	Were qualified personnel available to accomplish this function for each flight?		
7.3	Was the aircraft properly lighted and identifiable as required for the parking location?		



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

7.4	Was the aircraft “guarded” by assigned persons at all times?		
7.5	If a service provider were used to perform these functions, were the arrangements, guidance and qualification of personnel acceptable?		
8	MASS, BALANCE & PERFORMANCE COMPUTATIONS		
8.1	Were adequate guidance and procedure manuals available for the persons performing this function?		
8.2	Were qualified personnel available to accomplish this function for each flight?		
8.3	Were the correct procedures for passenger loading, count and communication of the positioning followed?		
8.4	Were specific passenger seat assignments used to ensure a safe C.G. for flight?		
8.5	Were the correct procedures for cargo loading, and communication of positioning followed?		
8.6	Were the correct procedures for dangerous goods loading, and communication of positioning (e.g. NOTOC) followed?		
8.7	Were the mass and balance calculations and procedures satisfactory?		
8.8	Were the last-minute mass and balance revisions due to passengers or cargo handled correctly?		
8.9	Were the takeoff and landing performance calculations performed correctly?		
9	FLIGHT PLANNING		
9.1	Were adequate guidance and procedure manuals available for the persons performing this function?		
9.2	Were qualified personnel available to accomplish this function for each flight?		
9.3	Was the weather acquisition (including selection of alternates) and briefing of crews performed correctly?		
9.4	Was the NOTAM acquisition and briefing of crews performed correctly?		
9.5	Was the operational flight plan (including fuel loading) calculations and procedures performed correctly?		
9.6	If a service provider were used to perform one or more of these functions, were the arrangements, guidance and qualification of personnel acceptable?		
10	COMMUNICATIONS		
10.1	Were adequate guidance and procedure manuals available for the persons performing this function?		
10.2	Were qualified personnel available to accomplish this function for each flight?		
10.3	Was there adequate communications capability with main base operations and maintenance functions, including relay of information?		
10.4	Were flight following procedures performed correctly?		



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

10.5	Were emergency response procedures performed correctly?		
10.6	Were accident/incident procedures performed correctly?		
10.7	Were the correct numbers for telephone and/or fax notifications associated with emergency response available?		
10.8	If a service provider were used to perform one or more of these functions, were the arrangements, guidance and qualification of personnel acceptable?		
11	MAINTENANCE		
11.1	Were adequate maintenance guidance and procedure manuals available for the level of maintenance to be performed?		
11.2	Were qualified maintenance personnel available to accomplish the level of maintenance to be performed?		
11.3	Was the performance and recording of routine maintenance satisfactory?		
11.4	Was the performance and recording of deferred maintenance satisfactory?		
11.5	If a service provider was used to perform this function, were the arrangements, guidance and qualification of personnel acceptable?		
12	RECORDS RETENTION & ACCURACY		
12.1	Were the flight preparation and other official records up-to-date and correctly filed?		
12.2	Was there adequate file retention security for official records?		
Inspector's Signature		Air Operator's Rep. Signature	
Question No.	Remarks		



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

**APPENDIX 10
FLIGHT OPERATIONS OFFICER MANUAL INSPECTION CHECKLIST**

FOS-FORM-CL-204-FOOM

AIR OPERATOR:

S. No.	INTRODUCTION		
0.1	<p>Annex 6, Part I, and Part III, Section II, requires an operator to establish and maintain a method of control and supervision of flight operations that is approved by CAA Nepal.</p> <p>Responsibility for operational control can be delegated only to the pilot-in-command, and to a flight operations officer/flight dispatcher if the approved method of control and supervision of flight operations requires the use of flight operations officer/flight dispatcher personnel. Because of the nature and extent of the duties and responsibilities involved in the supervision of flight operations, the CAA Nepal and the operator should consider the advantages of an approved method of control and supervision of flight operations requiring the services of a flight operations officer/flight dispatcher.</p> <p>In such a system, the flight operations officer/flight dispatcher is assigned to duty in the company operations control centre and is responsible, while on duty, for carrying out the operational control procedures and policies specified in the operations manual. The flight operations officer/flight dispatcher may be licensed or not depending upon the requirements of CAA Nepal.</p>		
0.2	<p>The operations manual should specify the responsibilities and functions assigned to flight operations officers/flight dispatchers. The actual responsibilities assigned are part of the approved method of control and supervision of flight operations. Annex 6, Part I, and Part III, Section II, gives information on the duties of flight operations officers/flight dispatchers. The duties assigned will be very similar for all such operations personnel, whether licensed or unlicensed.</p>		
0.3	<p>The responsibilities of a flight operations officer/flight dispatcher include the provision of assistance to the pilot-in-command in flight preparation; completion of operational and ATS flight plans; liaison with the air traffic, meteorological and communication services; and the provision to the pilot-in-command during flight of information necessary for the safe and efficient conduct of the flight.</p> <p>Flight operations officers/flight dispatchers should also be responsible for monitoring the progress of each flight under their jurisdiction and for advising the pilot-in-command of company requirements for cancellation, re-routing or re-planning, should it not be possible to operate as originally planned. In connection with the foregoing, it should be understood that the pilot-in-command is the person ultimately responsible for the safety of the flight.</p>		
0.4	<p>Operators may mark as “Not Applicable” in those areas which are not relevant to the type of operations currently being conducted.</p>		
1.0	AUTHORISED OPERATIONS	OPERATOR DOC. REF.	FOR CAA Nepal USE SAT/UNSAT
1.1	Are the operations that may and may not be conducted according to the Ops. Specs. (including areas of operation) clearly specified?		
1.2	Are there clear definitions of domestic, international and supplemental operations? Are there clear definitions of the rules under which each of these operations is conducted?		
1.3	Are the applicable regulations identified and the operator’s policies applicable to each type of operation clearly stated?		
2	MANUALS		
2.1	Is there a section of the Ops Manual, Part A in which the policy and guidance for operational control has been		



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

	collected for the guidance of flight crews and dispatchers?		
2.2	Are the topics listed on this job aid adequately covered?		
2.3	(Is the applicable section of the Ops Manual, Part A readily available to dispatchers and flight crews while they perform their duties?		
2.4	Is the copy of the operator's Ops Manual, Part A that is available to dispatchers or flight crews current?		
3	ORIGINAL RELEASE		
3.1	Are the conditions clearly stated under which a flight may and may not be dispatched?		
3.2	Are the conditions stated under which a flight must be re-routed, delayed, or cancelled?		
3.3	Does the flight release contain all required elements?		
3.4	Are limitations required in the remarks of the release?		
3.5	Is a written copy of weather reports and forecasts (including PIREPs) and NOTAMs attached to the release and provided to the flight crew?		
4	RESPONSIBILITY FOR PRE-DEPARTURE FUNCTIONS		
4.1	Are the responsibility and procedures for accomplishing the following functions clearly specified?		
4.2	Crew assignment?		
4.3	Load planning		
4.4	Flight planning		
4.5	Release of the aircraft from maintenance		
4.6	Control of MEL and CDL limitations		
4.7	Weight and balance		
4.8	Have adequate procedures for crosschecking and verifying these activities been established?		
4.9	Is each of these procedures effective?		
4.10	What means has the operator established for the PIC and dispatcher to ensure that each of these functions has been satisfactorily accomplished before the aircraft departs?		
5	DISPATCHER BRIEFING		
5.1	How do the operator's procedures provide for briefing of the PIC by the dispatcher?		
5.2	Is the minimum content of the briefing specified and adequate?		
6	DUAL RESPONSIBILITY		
6.1	How are the signatures of both the PIC and the dispatcher on the dispatch release accomplished?		
6.2	Is the PIC's obligation to operate the flight according to the release, or to obtain an amended release, clearly stated?		
7	FLIGHT-FOLLOWING		



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

7.1	Are the dispatcher's flight-following requirements and procedures clearly stated?		
7.2	Is policy and guidance provided to flight crews and dispatchers for monitoring fuel en route?		
7.3	Are flightcrew reporting requirements and procedures clearly stated?		
7.4	Are there specified procedures for dispatchers to follow when a required report is not received?		
7.5	Is a record of communication made and retained?		
8	INABILITY TO PROCEED AS RELEASED		
8.1	Is a policy stated concerning the PIC's latitude to deviate from a dispatch release without obtaining a new release?		
8.2	Is there specific and adequate direction and guidance to PICs and dispatchers for the actions to take when a flight cannot be completed as planned (such as destinations or alternates below minimums, runways closed or restricted)?		
8.3	Are there procedures to follow in case of diversion or holding specifically and clearly stated?		
9	Weather		
9.1	Does the operator obtain weather reports from an approved source?		
9.2	Are procedures for making flight movement forecasts clearly specified? Are those individuals authorized to make a flight movement forecast clearly specified? Are other individuals specifically prohibited from making flight movement forecasts?		
9.3	Does the operator have an adverse weather system?		
9.4	Does the operator have adequate procedures for providing the latest available weather reports and forecasts to flight crews while the flight is en route?		
9.5	Does the operator have adequate procedures for updating weather information when the aircraft is delayed on the ground?		
10	WEATHER MINIMUMS		
10.1	Is release under VFR authorized by CAA Nepal?		
10.2	If so, has the forecast and actual weather allowed VFR flight to destination on those flights so released?		
10.3	Have turbojet aircraft been released under VFR?		
10.4	Are IFR departure minimums authorized by CAA Nepal?		
10.5	When flights are released with the departure airport below landing minimums, are takeoff alternates named on the dispatch release?		
10.6	Are destination weather minimums authorized by CAA		



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

	Nepal?		
10.7	Weather minimums for “high minimums” captains followed?		
10.8	When a flight is released to a destination below CAT I minimums, is that aeroplane type authorized at CAT II or CAT III operations at that location?		
10.9	When destination alternates are required, are they named on the dispatch release?		
10.10	Is the weather at the named alternate airport equal or better than that required by regulation?		
10.11	Is “marginal” defined for the designation of two alternates on the dispatch release?		
10.12	Are two alternates designated when required?		
10.13	Are dispatchers made aware of these limitations before dispatching a flight?		
10.14	Do weather forecasts from the trip records show that these limits have been complied with for dispatch?		
11	SELECTION OF ALTERNATES		
11.2	Is policy, direction, and guidance provided for the selection of alternates?		
11.3	Is terrain and engine-out performance considered in the alternate selection?		
12	NOTAMs		
12.1	Is the required NOTAM information provided (Class I, Class II, and Local)?		
13	INFORMATION		
13.1	What provisions does the operator make for supplying airport and navigation information?		
13.2	What means does the operator use to comply with the requirement for an airport data system? Is it adequate?		
13.3	Are flight crews provided with written flight plans for monitoring flight progress and fuel burn?		
13.4	How does the operator provide data to dispatchers on takeoff and landing minimums at each airport?		
13.5	Do dispatchers have immediate access to such data?		
13.6	Are provisions made for nonstandard operations, such as inoperative centerline lighting?		
14	FUEL		
14.1	Are all the required increments of fuel provided (start and taxi, takeoff to arrival at destination, approach and landing, missed approach, alternate fuel, 45 minutes of reserve, and contingency fuel)?		
14.2	Are the operator’s policies concerning contingency fuel adequate for the environment in which operations are		



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

APPENDIX 11

Checklist for Simulator User Approval

Refer to FOR (A) Chapter 15.22 Flight Simulation Training Devices (FSTD) USER APPROVALS

FSTD USER: _____

ADDRESS: _____

AIRCRAFT TYPE: _____

Date: _____

S. NO.	ITEM	SUBMITTED YES/NO	REMARKS
1.	Application from the AOC holder/individual		
2.	Copy of the original certificate of approval issued by the State where the Simulator is located		
3.	Copy of the certificate of the approval of the Training Organization issued by the State where the Training Organization is located		
4.	Current FSTD Qualification Verify whether UK CAA, FAA, EASA or other qualified		
5.	Verify whether FFS or FTD. If FFS, verify Identification Code and Qualification Level		
6.	User Approval Form filled and submitted as per FOR (A) Appendix 5		
7.	Report of the AOC holder's Chief Pilot or Chief of Training Dept. on the performance of the simulator.		
8.	A declaration made by the AOC holder in respect of the differences between the FSTD and the aircraft for which training is being undertaken on that FSTD. Additional information concerning identified differences and training mitigation must be submitted with the application where appropriate.		
9.	Verify the differences, if any, between the Operator's aircraft and the simulator being used and identify any significant risk factors due to the differences		
10.	Verify the parts of a Pilot Proficiency Check that may be performed in the simulator. <i>Refer FOR (A) note 1 – para 9.4.4.1</i>		
11.	Fee as per CAA Nepal Fee Schedule		
12.	Report of the CAA Nepal Inspector (based on paras 7, 8 and 9)		

Prepared By _____

Verified by _____



APPENDIX 12

EVALUATION OF SIMULATOR TRAINING & CHECKING GUIDE

Appendix 13 contains the FSTD Evaluation Checklist

CAA Nepal Inspectors shall take the assistance of the following guidelines for the Evaluation of Simulator Training and Checking:

A. PROCESSING OF REQUEST

1. Were the request documentation contents satisfactory?
2. Was the FAA ATG and MATG Current? (FAA Approval)
3. Was the JAA TG and MTG Current? (EASA Approval)
4. Was the other CAA TG and MTG Current? CAA ID _____
5. Was the CAA Nepal TG and MTG Current? (CAA Nepal Approval)
6. Was the approving CAA contacted to confirm currency of approval? Phone Number:

7. Is the simulator to be used for takeoff and landing qualification?
8. Is the simulator to be used for LOFT training?
9. Is the simulator to be used for Category III approach training and checking?
10. Is the simulator to be used for EDTO training and checking?

B. SIMULATOR MAINTENANCE ARRANGEMENTS

1. Is the daily preflight documentation easily accessible for review?
2. The simulator's maintenance records do NOT show a pattern of recurring failures?
3. Does the simulator owner provide adequate personnel to correct simulator deficiencies during the periods of time the operator's personnel will be engaged in simulator training and checking?

C. SIMULATOR TESTING PROVISIONS

1. Is there a means for quickly and effectively testing simulator programming and hardware?
2. Is there documentation that the control feel dynamics and relative integrated sensory cues were tested in the last CAA approval?
3. Is there a means of recording the visual response time for visual systems?
4. Were the demonstration of surface resolution confirmed by calculations in the statement of compliance?
5. Do the test procedures confirm that the visual system colour, RVR, focus, intensity, level horizon, and attitude adequately replicate those experienced during operation of the aircraft?
6. Did the visual system meet all standards during the validation of functions and subjective tests?

D. GENERAL IMPRESSION OF SIMULATOR

1. Is the overall condition and cleanliness of simulator acceptable?
2. Does the simulator cockpit consist of all the aircraft cockpit space forward of a cross section of the fuselage?
3. Are the required crew member duty stations and required bulkheads aft of the pilots' seats, (considered part of the cockpit) a replication of the flight deck of the operator's aircraft?



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

4. Are there observer seats available for the check airman/examiner and inspector?
5. Are the instructor controls adequate to control all required system variables and insert abnormal or emergency conditions necessary for the prescribed procedures and maneuvers?

E. COMPARISON TO OPERATOR'S AIRCRAFT

1. Is the simulator cockpit a full scale replica of the operators aircraft cockpit?
2. Does the simulator replicate the actual instrumentation and switch location of the operator's aircraft?
3. Are the direction of movement of control and switches identical to that in the aircraft?
4. Are circuit breakers properly located and functionally accurate?
5. Are all differences identified and acceptable?

F. PRE-START & GROUND OPERATIONS

1. Cockpit preparation checklist accomplished with normal check indications?
2. Start checklist accomplished with normal start indications?
3. Representative sample of abnormalities possible using instructor control panel?
4. Taxi for takeoff in visual conditions adequately simulated and possible?
5. If low visibility taxi operations, taxi for takeoff in low RVR adequately simulated and possible, including taxiway lighting and markings?
6. Pre-takeoff checklist accomplished with realistic indications?

G. TAKEOFF & CLIMB OPERATIONS

1. Normal maximum gross weight takeoff realistically simulated?
2. Normal visual takeoff with maximum cross-wind component realistically simulated?
3. Low visibility (minimum RVR approved for operator) maximum gross weight takeoff realistically simulated, including visual cues?
4. Low visibility (minimum RVR approved for operator) maximum gross weight abort just prior to V1 realistically simulated, including visual cues?
5. Low visibility (minimum RVR approved for operator) maximum gross weight takeoff with engine failure at V1 and climb profile realistically simulated, including visual cues?

H. INFLIGHT MANUEVERS

1. Warnings for approach to stall in a climb configuration conform to the expected sequence and approximate airspeeds, with realistic recovery profile possible?
2. Warnings for approach to stall in a landing configuration conform to the expected sequence and approximate airspeeds, with realistic recovery profile possible?
3. Windshear profiles provide realistic indications, with escape configuration possible?
4. Steep turns are possible, with realistic power and attitude configurations?
5. Engine-out drift-down and level flight possible in conformance with published performance for weight, temperature and altitude?
6. Navigation simulation appropriate to the type of navigation and RNP requirements?
7. If approved for EDTO route checking, the necessary route and alternate possibilities are included in simulator software?

I. VISUAL AND INSTRUMENT APPROACHES

1. Maneuvering for landing in visual conditions provide adequate visual cues?
-



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

2. Category I precision approach can be made to prescribed minimums
3. Engine-out Category I precision approach can be made to prescribed minimums
4. If approved for the operator, Category II precision approach can be made to prescribed minimums
5. If approved for the operator, Category III precision approach can be made to prescribed minimums?
6. Non-precision approaches (approved for the operator) are possible using nav-aids available in the simulator.
7. Precision approach visual references necessary to land (from lowest approved visibility) are adequate for landing from DH. (Freeze simulator at DH and review)
8. Non-precision visual references necessary to land (from lowest approved visibility) are adequate for landing from MDA. (Freeze simulator at MDA and distance and review)
9. Circle-to-land maneuvering possible from an instrument approach using visual references. (Freeze simulator prior to turning final and review)

J. LANDING & TAXING TO GATE

1. Visual landing from DH possible using visual cues and procedures
2. Rejected landing just prior to touchdown requires realistic configuration and thrust settings for proper completion?
3. Landing in visual conditions with maximum cross-wind component provides realistic approach and landing requirements?
4. Engine-out landing from an Category I precision approach can be completed in accordance with profile?
5. If approved for the operator, Category II or III hand-flown touchdown and rollout realistically possible with visual cues?
6. If approved for the operator, Category III Autoland functions properly throughout the touchdown and rollout with landing?
7. Taxi to the gate possible in visual conditions?
8. If approved for operator, taxi to the gate possible in lowest visibility minima approved?

K. ABNORMAL AND EMERGENCY EVENT REPLICATION

1. All planned abnormal indications can be realistically simulated?
2. Completion of all planned abnormal procedures can be accomplished?
3. All emergencies can be realistically simulated?
4. Completion of all emergency procedures can be accomplished?

L. REPLICATION OF AERODYNAMIC CONTROL FORCES

1. Do the control forces and control travel replicate those of the operator's aircraft?
2. Do the relevant instrument indications replicate those experienced in
3. the operator's aircraft respond correctly to control movement by crew or induced disturbance to the simulated aircraft: e.g. turbulence or windshear?
4. Do the effects of aerodynamic changes for various combination of drag and thrust replicate those normally experienced in the operator's aircraft during flight?
5. Are the effects of change in aircraft attitude, thrust, drag, altitude, temperature, gross weight, centre of gravity location, and configuration adequately replicated?



M. REPLICATION OF SYSTEMS/PROCEDURES

1. Do the communications, navigation and caution and warning equipment correspond to that installed in the operator's aircraft?
2. Do the simulator systems replicate applicable aircraft system operation both on the ground and in flight?
3. Is it possible to accomplish all normal, abnormal and emergency procedures as specified in the operator's aircraft and training documentation.

N. REPLICATION OF SENSORY PERCEPTIONS

1. Are the sounds and aircraft noise perceptible to the pilot during ground and flight operations of the operator's aircraft replicated accurately?
2. Do the cockpit sounds which result from pilot actions replicate those experienced in the operator's aircraft?

O. REPLICATION OF AIRCRAFT MOTION

1. Do the motion cues e.g. touchdown cues a function of the simulated rate of descent?
2. Do the touchdown cues correspond to the rate of descent?

P. REPLICATION OF VISUAL CUES

1. Continuous minimum collimated visual field-of-view as specified.
2. Verification of visual ground segment and visual scene content at a decision height on landing approach.
3. Do the visual cues adequately replicate deck angle and sink rate required for depth perception during takeoffs and landings
4. Dusk scene to enable identification of visible horizon and terrain characteristics.
5. Visual landing cues for daylight, dusk and night adequate for recognition of airport, terrain and major landmarks and accomplishment of landing.

Q. AVAILABLE OPERATOR DOCUMENTATION

1. Is the operator's approved condensed checklist available for use during training and checking activities in the simulator?
2. Is the operator's quick reference abnormal and emergency checklist available for use during training and checking activities in the simulator?
3. Is the operator's aircraft operating manual containing expanded normal, abnormal and emergency procedures and aircraft limitations
4. available for use during training and checking activities in the simulator?
5. Is the operator's manual for aircraft systems function and operation
6. available for use during training and checking activities in the simulator?
7. Is the operator's manual for runways analysis and aircraft performance
8. available for use during training and checking activities in the simulator?
9. Is the operator's approved minimum equipment list available for use during training and checking activities in the simulator?
10. Are the operator's instrument departure, en-route and approach charts available for use during training and checking activities in the simulator?



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

R. ARRANGEMENTS FOR INSTRUCTOR/CHECK PERSONNEL

1. Have the operator's training and checking personnel been trained on the use of the simulator to adequately recreate required scenarios?
2. If training instructors are provided by simulator operator, are there records of the training of these persons?
3. If checking personnel are provided by simulator operator, are there records of the orientation of these persons by the Authority?
4. Does the simulator control panel allow the instructor/check airman to conduct realistic scenarios of flight with this simulator?
5. Does instructor has developed lesson plans and scenarios for the accomplishment of the training with this simulator?
6. Does instructor have developed lesson plans for realistic LOFT scenarios that provide for a normal line flight operation of the aircraft?
7. Does designated check airman/examiner have developed realistic real-time proficiency check scenarios that provide for all required check events and manoeuvres to be accomplished in reasonable time?



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

APPENDIX 13

FLIGHT SIMULATION TRAINING DEVICE (FSTD) EVALUATION CHECKLIST

FOS-FORM-CL-205-FSTD

Operator File Ref:	Name of Operator:
SIM Address:	SIM Owned By:
Aircraft Type:	SIM Level:
SIM Approving Agency (ID):	SIM Approving CAA Authority (ID):
Evaluation (GRD TNG/CBT/SIM/SFI/SFE/ TRI/TRE):	Date(s) of Evaluation:
Name(s) of SFI/TRI: GND- SIM-	Name(s) of TRE/SFE:
Name(s) of Trainee:	Name of Inspector:
CAA Nepal Office Order:	Office Order Date:

ASSESSMENT: S = Satisfactory; U=Unsatisfactory; NC = Not Checked; NA = Not Applicable; (Comments Required for U)

AREAS OF ASSESSMENT AND CHECKLIST	S/U/NC/NA	COMMENT
A. PROCESSING OF REQUEST		
1. Were the request documentation contents satisfactory?		
2. Was the FAA ATG and MATG Current? (FAA Approval)		
3. Was the JAA TG and MTG Current? (EASA Approval)		
4. Was the other CAA TG and MTG Current? CAA ID?		
5. Was the CAA Nepal TG and MTG Current? (CAA Nepal Approval)		
6. Was the approving CAA contacted to confirm currency of approval?		
7. Phone Number of Approving CAA?		
8. Is the simulator to be used for takeoff and landing qualification?		
9. Is the simulator to be used for LOFT training?		
10. Is the simulator to be used for Category II/III approach training and checking?		
11. Is the simulator to be used for EDTO training and checking?		
B. FACILITY LOCATION		
1. Environmentally suitable and secured?		
2. Transportation facilities for pick up & drop adequate?		
3. Hotel Facility adequate for rest and study?		
4. Any Other		
C. GROUND TRAINING FACILITY		
1. Training/Class Rooms adequate?		
2. Briefing/De-briefing Rooms spacious and well equipped?		
3. Equipment/Audio/Audio Visual adequate?		
4. Lesson Plan/Execution performance adequate?		
5. Technical Documents/Checklist available?		
6. Documents, Maps, Charts available?		
7. Board/Marker/Projector/Lighting adequate and available?		
8. Safety Equipment & Emergency Training arrangement?		
9. Any Other		



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

D. COMPUTER BASED TRAINING FACILITY		
1. Equipment/Audio/Audio Visual arrangement adequate?		
2. Panel Layouts as per the operator's aircraft?		
3. Lesson Plan/Execution as per the operator's training policy?		
4. Response to Switches/Levers adequate?		
5. Instrument Adequacy?		
6. System Accuracy		
7. Communication Procedure adequate?		
8. Instruction Adequacy by SFIs/TRIs		
9. Safety & Security Arrangements adequate?		
10. Any Other		
E. SIMULATOR MAINTENANCE ARRANGEMENTS		
1. Is the daily preflight documentation easily accessible for review?		
2. The simulator's maintenance records do NOT show a pattern of recurring failures?		
3. Does the simulator owner provide adequate personnel to correct simulator deficiencies during the periods of time the operator's personnel will be engaged in simulator training and checking?		
F. SIMULATOR TESTING PROVISIONS		
1. Is there a means for quickly and effectively testing simulator programming and hardware?		
2. Is there documentation that the control feel dynamics and relative integrated sensory cues were tested in the last CAA approval?		
3. Is there a means of recording the visual response time for visual systems?		
4. Were the demonstration of surface resolution confirmed by calculations in the statement of compliance?		
5. Do the test procedures confirm that the visual system colour, RVR, focus, intensity, level horizon, and attitude adequately replicate those experienced during operation of the aircraft?		
6. Did the visual system meet all standards during the validation of functions and subjective tests?		
G. GENERAL IMPRESSION OF SIMULATOR		
1. Is the overall condition and cleanliness of simulator acceptable?		
2. Does the simulator cockpit consist of all the aircraft cockpit space forward of a cross section of the fuselage?		
3. Are the required crew member duty stations and required bulkheads aft of the pilots' seats, (considered part of the cockpit) a replication of the flight deck of the operator's aircraft?		
4. Are there observer seats available for the check airman/examiner and inspector?		
5. Are the instructor controls adequate to control all required system variables and insert abnormal or emergency conditions necessary for the prescribed procedures and maneuvers?		
H. COMPARISON TO OPERATOR'S AIRCRAFT		
1. Is the simulator cockpit a full scale replica of the operators aircraft cockpit?		
2. Does the simulator replicate the actual instrumentation and switch location of the operator's aircraft?		
3. Are the direction of movement of control and switches identical to that in the aircraft?		
4. Are circuit breakers properly located and functionally accurate?		
5. Are all differences identified and acceptable?		
I. PRE-START & GROUND OPERATIONS		
1. Cockpit preparation checklist accomplished with normal check indications?		



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

2. Start checklist accomplished with normal start indications?		
3. Representative sample of abnormalities possible using instructor control panel?		
4. Taxi for takeoff in visual conditions adequately simulated and possible?		
5. If low visibility taxi operations, taxi for takeoff in low RVR adequately simulated and possible, including taxiway lighting and markings?		
6. Pre-takeoff checklist accomplished with realistic indications?		
J. TAKEOFF & CLIMB OPERATIONS		
1. Normal maximum gross weight takeoff realistically simulated?		
2. Normal visual takeoff with maximum cross-wind component realistically simulated?		
3. Low visibility (minimum RVR approved for operator) maximum gross weight takeoff realistically simulated, including visual cues?		
4. Low visibility (minimum RVR approved for operator) maximum gross weight abort just prior to V1 realistically simulated, including visual cues?		
5. Low visibility (minimum RVR approved for operator) maximum gross weight takeoff with engine failure at V1 and climb profile realistically simulated, including visual cues?		
K. INFLIGHT MANUEVERS		
1. Warnings for approach to stall in a climb configuration conform to the expected sequence and approximate airspeeds, with realistic recovery profile possible?		
2. Warnings for approach to stall in a landing configuration conform to the expected sequence and approximate airspeeds, with realistic recovery profile possible?		
3. Wind shear profiles provide realistic indications, with escape configuration possible?		
4. Steep turns are possible, with realistic power and attitude configurations?		
5. Engine-out drift-down and level flight possible in conformance with published performance for weight, temperature and altitude?		
6. Navigation simulation appropriate to the type of navigation and RNP requirements?		
7. If approved for ETOPS route checking, the necessary route and alternate possibilities are included in simulator software?		
L. VISUAL AND INSTRUMENT APPROACHES		
1. Maneuvering for landing in visual conditions provide adequate visual cues?		
2. Category I precision approach can be made to prescribed minimums?		
3. Engine-out Category I precision approach can be made to prescribed minimums		
4. If approved for the operator, Category II precision approach can be made to prescribed minimums?		
5. If approved for the operator, Category III precision approach can be made to prescribed minimums?		
6. Non-precision approaches (approved for the operator) are possible using Nav-aids available in the simulator?		
7. Precision approach visual references necessary to land (from lowest approved visibility) are adequate for landing from DH. (Freeze simulator at DH and review)?		
8. Non-precision visual references necessary to land (from lowest approved visibility) are adequate for landing from MDA. (Freeze simulator at MDA and distance and review)?		
9. Circle-to-land maneuvering possible from an instrument approach using visual references. (Freeze simulator prior to turning final and review)?		



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

M. LANDING & TAXING TO GATE		
1. Visual landing from DH possible using visual cues and procedures?		
2. Rejected landing just prior to touchdown requires realistic configuration and thrust settings for proper completion?		
3. Landing in visual conditions with maximum cross-wind component provides realistic approach and landing requirements?		
4. Engine-out landing from an Category I precision approach can be completed in accordance with profile?		
5. If approved for the operator, Category II or III hand-flown touchdown and rollout realistically possible with visual cues?		
6. If approved for the operator, Category III Auto-land functions properly throughout the touchdown and rollout with landing?		
7. Taxi to the gate possible in visual conditions?		
8. If approved for operator, taxi to the gate possible in lowest visibility minima approved?		
N. ABNORMAL AND EMERGENCY EVENT REPLICATION		
1. All planned abnormal indications can be realistically simulated?		
2. Completion of all planned abnormal procedures can be accomplished?		
3. All emergencies can be realistically simulated?		
4. Completion of all emergency procedures can be accomplished?		
O. REPLICATION OF AERODYNAMIC CONTROL FORCES		
1. Do the control forces and control travel replicate those of the operator's aircraft?		
2. Do the relevant instrument indications replicate those experienced in the operator's aircraft respond correctly to control movement by crew or induced disturbance to the simulated aircraft: e.g. turbulence or wind shear?		
3. Do the effects of aerodynamic changes for various combination of drag and thrust replicate those normally experienced in the operator's aircraft during flight?		
4. Are the effects of change in aircraft attitude, thrust, drag, altitude, temperature, gross weight, centre of gravity location, and configuration adequately replicated?		
P. REPLICATION OF SYSTEMS/PROCEDURES		
1. Do the communications, navigation and caution and warning equipment correspond to that installed in the operator's aircraft?		
2. Do the simulator systems replicate applicable aircraft system operation both on the ground and in flight?		
3. Is it possible to accomplish all normal, abnormal and emergency procedures as specified in the operator's aircraft and training documentation?		
Q. REPLICATION OF SENSORY PERCEPTIONS		
1. Are the sounds and aircraft noise perceptible to the pilot during ground and flight operations of the operator's aircraft replicated accurately?		
2. Do the cockpit sounds which result from pilot actions replicate those experienced in the operator's aircraft?		
R. REPLICATION OF AIRCRAFT MOTION		
1. Do the motion cues e.g. touchdown cues a function of the simulated rate of descent?		
2. Do the touchdown cues correspond to the rate of descent?		
S. REPLICATION OF VISUAL CUES		
1. Continuous minimum collimated visual field-of-view as specified?		
2. Verification of visual ground segment and visual scene content at a decision height on landing approach?		



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

3. Do the visual cues adequately replicate deck angle and sink rate required for depth perception during takeoffs and landings?		
4. Dusk scene to enable identification of visible horizon and terrain characteristics?		
5. Visual landing cues for daylight, dusk and night adequate for recognition of airport, terrain and major landmarks and accomplishment of landing?		
T. AVAILABLE OPERATOR DOCUMENTATION		
1. Is the operator's approved condensed checklist available for use during training and checking activities in the simulator?		
2. Is the operator's quick reference abnormal and emergency checklist available for use during training and checking activities in the simulator?		
3. Is the operator's aircraft operating manual containing expanded normal, abnormal and emergency procedures and aircraft limitations available for use during training and checking activities in the simulator?		
4. Is the operator's manual for aircraft systems function and operation available for use during training and checking activities in the simulator?		
5. Is the operator's manual for runways analysis and aircraft performance available for use during training and checking activities in the simulator?		
6. Is the operator's approved minimum equipment list available for use during training and checking activities in the simulator?		
7. Are the operator's instrument departure, en-route and approach charts available for use during training and checking activities in the simulator?		
U. ARRANGEMENTS FOR INSTRUCTOR/CHECK PERSONNEL		
1. Have the operator's training and checking personnel been trained on the use of the simulator to adequately recreate required scenarios?		
2. If training instructors are provided by simulator operator, are there records of the training of these persons?		
3. If checking personnel are provided by simulator operator, are there records of the orientation of these persons by the Authority?		
4. Does the simulator control panel allow the instructor/check airman to conduct realistic scenarios of flight with this simulator?		
5. Does instructor has developed lesson plans and scenarios for the accomplishment of the training with this simulator?		
6. Does instructor have developed lesson plans for realistic LOFT scenarios that provide for a normal line flight operation of the aircraft?		
7. Does designated check airman/examiner have developed realistic real-time proficiency check scenarios that provide for all required check events and maneuvers to be accomplished in reasonable time?		
V. LIST OF DOCUMENTS ATTACHED		
1. Training Centre Certificate No.		
2. License Documents of the Instructors and Examiners.		
3. Simulator Approval Certificate No.		



APPENDIX 14

LOSA PROGRAMME EVALUATION GUIDE

CAA Nepal Inspectors shall take the assistance of the following guidelines for the LOSA Program Evaluation of an operator:

A. GENERAL

1. There is a signed agreement between pilots and management for the application of LOSA audits?
2. Does the LOSA guidance provide for collection of only de-identified, confidential safety data?
3. Is the atmosphere of non-punitive use of the observations applied without exception?
4. The observer obtains the flight crew's permission before conducting LOSA observations?
5. Are LOSA observations are limited to routine flights (as opposed to line checks, or other training flights)
6. Is there a neutral party arrangement for objective analysis of results?

B. LOSA OBSERVER TRAINING

1. Are the observers trained in concepts of threat and error management and in the use of the LOSA rating forms?
2. Does the company maintain records of the training and standardization of the LOSA observers?
3. Does the airlines have a trusted data collection site that maintains the confidentiality of the observations?

C. FLIGHT CREW PARTICIPATION & INTERACTION

1. Do the line pilots exhibit respect and trust necessary to ensure acceptance of LOSA program?
2. Do the flight crews allow the conduct of a LOSA without refusals?
3. Flight crews are given feedback of results and management's plan for improvement?

D. DATA COLLECTION

1. Is all data is collected on a specifically designed LOSA Observation Form?
2. Are flight and crew demographics provided, such as city pairs, aircraft type, flight time, years of experience in that position and with that airline, and crew familiarity?
3. Are written narratives provided, describing what the crew did well and what they did poorly and how they managed threats or errors for each phase of the flight?
4. Are CRM performance ratings using made by the observers using validated behavioural markers?
5. Is a technical worksheet used by the observers for the descent/approach/landing phases that highlight the type of approach flown,
6. the landing runway and whether the crew met the parameters of a stabilized approach?
7. Do the observers use a threat management worksheet to detail each threat and how it was handled?
8. Do the observers use an error management worksheet that lists each error observed, how each error was handled and the final outcome?



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

E. DATA ANALYSIS

1. Before using the data derived, data quality management procedures and consistency checks are employed, including round table discussions with representatives of management and the pilots association to scan raw data for inconsistencies?
2. Identified problematic patterns are identified as targets for enhancement?
3. Action plans are developed and change strategies are implemented to make the necessary enhancements?

F. EFFECTIVENESS OF CHANGE STRATEGIES

1. Redefining operational philosophies and guidelines?
2. Modifying existing procedures or implementing new ones?
3. Arranging specific training in error management and crew countermeasures?
4. Reviewing checklists to ensure relevance of the content and then issuing clear guidance for their initiation and execution?
5. Defining tolerances for stabilized approaches, as opposed to the “perfect approach” parameters promoted by existing SOPs?



APPENDIX 15

FDA PROGRAMME EVALUATION GUIDE

CAA Nepal Inspectors shall take the assistance of the following guidelines for the FDA Program Evaluation of an operator:

A. GENERAL

1. A non-punitive company policy for the use of the FDA program is in place. The main objective of the program must be to identify hazards,
2. Are there any indications that the company management has deviated from this policy?
3. Is there a formal agreement between management and the pilots, identifying the procedures for the use and protection of data?
4. Are there any indications that the company management has deviated from this agreement?
5. Is the FDA program managed by a dedicated staff within the safety or operations departments, with a high degree of specialization and logistical support?
6. Are there any indications that this program is viewed in positive manner by both management and the flight crews?

B. PROTECTION OF DATA

1. Data has protection from use for disciplinary purposes?
2. Data has protection from use in enforcement actions against individuals or against the company, except in cases of criminal intent or intentional disregard of safety?
3. Data has protection from disclosure to the media and the general public under the provisions of Nepalese laws for access to information?
4. Data has protection from disclosure during civil litigation

C. DATA SECURITY

1. There is a well-structured, de-identification system in place to protect the confidentiality of the data?
2. Data security policies strictly limit data access to selected individuals within the company?
3. Data security requires the maintenance of tight control to ensure that identifying data are removed from the flight data records as soon as possible?
4. Access to crew identification information during follow-up is available only to specifically authorized persons and used only for the purpose of an investigation?
5. The data enabling the crew identification is be destroyed immediately after initial analysis for exceedence?

D. FDA PROGRAMME IMPLEMENTATION

1. Has the operator established a baseline of operational parameters against which changes can be detected and measured?
2. Are non-standard, unusual or basically unsafe circumstances compared to the baseline margins of safety and the observed changes quantified?
3. Are unsafe trends identified and the inherent risks assessed to determine the need for mitigation actions?



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

4. When unacceptable risk are identified, appropriate risk mitigation actions are decided and implemented?
5. Once a remedial action has been put in place, its effectiveness is monitored, confirming that it has reduced the identified risk and that the risk has not been transferred elsewhere?

E. REGULAR ANALYSIS AND FOLLOWUP

1. FDA data are compiled on a regular basis (at least monthly)?
2. Data is then reviewed by a working group to identify specific exceedence and emerging undesirable trends?
3. The initial analysis for operational exceedence are conducted promptly after extracting the data from the aircraft?
4. Data information and trends are then disseminated to the flight crews in a de-identified form?
5. The information on specific exceedence is passed to an agreed aircrew representative for confidential discussion with the pilot?
6. The aircrew representative provides the necessary contact with the pilot in order to clarify the circumstances, obtain feedback, and give advice and recommendations for appropriate action,

F. DATABASE ARCHIVE & ANALYSIS

1. All events are archived in a compatible database?
2. Database is used to sort, validate and display the data in easy-to understand management reports?
3. Database is used to identify patterns and trends across the fleets?
4. Is a specific organization and manager responsible for the monitoring and identification of the pattern and trends on an on-going basis?
5. Where the development of an undesirable trend becomes evident (within a fleet, or at a particular phase of flight, or airport location), does the operator implement measures to reverse the trend?
6. Are the implemented measures monitored for successful impact and unintended consequences?



APPENDIX 16

INFORMATION GATHERING AND ANALYSIS GUIDE

Pursuant to Volume I, Chapter 12 Incident Reporting System, CAA Nepal Inspectors shall take the assistance of the following guidelines for Information Gathering and Analysis:

A. GENERAL

1. Is there effective information gathering methods?
2. Is there a recording of pertinent data?
3. Is preliminary analysis and hazard identification implemented?
4. Is a formal risk assessment process occurring, including prioritization of risks?
5. Are risk control strategies being developed and discussed?
6. Is the preferred risk control option being implemented for each significant hazard?
7. Is there a monitoring and evaluation process to determine the effectiveness
8. of the actions taken, the residual risks?

B. INFORMATION EXCHANGE

1. Are monthly or quarterly safety reports to management?
2. Are notifications of validated hazards to affected personnel?
3. Is feedback to reporters to the safety incident reporting system?
4. Are incident investigation reports disseminated?
5. Is there promotion of specific safety issues and practices?

C. USE OF SAFETY DATA

1. Trend analysis of operational events?
2. Occurrence investigations?
3. Hazard identification, risk assessment and risk control?
4. Routine performance monitoring using FDA and LOSA data?
5. Review of training program?
6. Reports for management (e.g. quarterly summaries, safety promotion)?

D. VERIFYING STATISTICAL DATA

1. Conducting more complex statistical analytical procedures?
2. Developing sampling techniques?
3. Interpreting statistical outputs particularly when data samples are small?
4. Advising on the use of appropriate normative data?
5. Assisting in the use of specialized databases, extraction and analysis tools?
6. Detecting data corruption?
7. Advising on the use and interpretation of data from external sources, etc.?
8. Consolidating data, checking its homogeneity and relevance?

E. SAFETY ANALYSIS PRACTICES

1. Verify the utility and limitations of available data?
2. Assist in deciding what additional facts are needed?
3. Establish consistency, validity and logic?



4. Ascertain causal and contributory factors?
5. Assist in reaching valid conclusions; etc.?

F. PROTECTION OF SAFETY DATA

1. Adequacy of “access to information” laws vis-à-vis long-term accident prevention requirements?
2. Company policies on protection of safety data?
3. De-identification, by removing all details which might lead a third party to infer the identity of individuals (flight numbers, dates/times, locations, aircraft type, etc.)?
4. Security of information systems, data storage and communication networks?
5. Limiting access to databases to those with a “need to know”; and Prohibitions on unauthorized use of data?

G. SAFETY DATABASE CAPABILITIES

1. Log safety events under various categories?
2. Link events to related documents (e.g. reports and photographs)?
3. Monitor trends?
4. Compile analyses, charts and reports?
5. Check historical records?
6. Data-share with other organizations?
7. Monitor event investigations?
8. Apply risk factors?
9. Flag overdue action responses?
10. Ensure action taken to avoid reoccurrence?



APPENDIX 17

MULTI-PILOT/CREW PROFICIENCY CHECK GUIDE

CAA Nepal Inspectors shall take the assistance of the following guidelines for the Multi-Pilot/Crew Proficiency Check:

A. FLIGHT PREPARATION

1. Performance calculation?
2. Airplane exterior visual inspection?
3. Use of checklists prior to starting engines?
4. Taxiing (at minimum authorized RVR)?
5. Preflight checks and checklists?

B. TAKEOFFS

1. Normal takeoffs, including expedited takeoff?
2. Takeoff with instrument transition at 100 AGL?
3. Instrument takeoff at minimum authorized RVR?
4. Crosswind Takeoff (a/c if practical)?
5. Takeoff at maximum takeoff mass (actual or simulated)?
6. Takeoff with simulated engine failure (at 500 AGL)?
7. Takeoff with simulated engine failure shortly after reaching V₂?
8. Takeoff with simulated engine failure between V₁ and V₂?
9. Takeoff with simulated engine failure as close as possible after V₂?
10. Rejected takeoff at a REASONABLE speed before reaching V₁?

C. FLIGHT MANUEVERS

1. Turns with and without spoilers?
2. Tuck under and Mach buffets after reaching critical Mach number?
3. Steep Turns (45 degree bank-180 to 360 degrees left and right)?
4. Takeoff configuration stall (early recognition and counter measures)?
5. Cruising flight configuration stall (recognition and counter measures)?
6. Landing configuration stall (recognition and countermeasures)?
7. Recovery from full stall or activation of stall warning device?

D. ABNORMAL AND EMERGENCY PROCEDURES

1. (Minimum Mandatory = 3 Procedures Selected from List)
2. Fire Drills (e.g. Engine, APU, cabin, cargo compartment, flight deck, win and electrical fires including evacuation)?
3. Smoke control and removal?
4. Engine failures, shutdown and restart (at safe altitude)?
5. Fuel dumping (simulated)?
6. Wind shear at takeoff or landing?
7. Simulated cabin pressure failure and emergency descent?
8. Incapacitation of flight crew member?



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

9. Special emergency procedure required by AFM?

E. INSTRUMENT FLIGHT PROCEDURES

1. Adherence to departure and arrival routes and ATC instructions?
2. Holding Procedures?
3. ILS approach (200 DH) manually without flight director?
4. ILS approach (200 DH) manually with flight director?
5. ILS approach (200 DH) automatically with autopilot?
6. ILS approach (200 DH) manually with one engine inoperative?
7. NDB or VOC/LOC to MDA?
8. Circling Approach to another runway at least 90 degrees off centerline from final approach at circling approach altitude (or low visibility pattern?)

F. MISSED APPROACH PROCEDURES

1. Go-around with all engines operating after ILS approach from DH?
2. Other missed approach procedures?
3. Go-around with one engine simulated inoperative at ILS-DH?
4. Rejected landing at 15m (50 feet) above runway threshold and go-around?

G. LANDINGS

1. Normal landings?
2. Normal landings after ILS approach with transition to visual flight on reaching DH?
3. Landing with simulated jammed horizontal stabilizer in any out of trim system?
4. Prior to proficiency check, enter a "X" in the NA column for any line item maneuver not applicable to this particular check or not permitted, if an actual aircraft check.
5. Prior to proficiency check, enter a "W" in the W column for any line item maneuver or procedure that will not be performed during the proficiency check scenario.
6. If the waiver decision is made during the course of the check, the "W" will be entered at that time.
7. Crosswind landing (a/c, if practical)?
8. Traffic pattern and landing without extended or with partly extended flaps and slats?
9. Landing with critical engine simulated inoperative?
10. Landing with two engines inoperative (3 and 4 engine a/c)?

H. ALL WEATHER OPERATIONS

1. (Required, if authorized in company ops specs)
2. Aborted takeoff just prior to V1 at minimum authorised RVR?
3. ILS to applicable DH/AH using flight guidance system?
4. Go-around on reaching DH/AH?
5. Landing with visual reference established at DH/AH
6. Auto landing from CAT III?



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

I. ADDITIONAL REQUIREMENTS FOR FLIGHT ENGINEERS NORMAL AND ABNORMAL SYSTEMS OPERATIONS (MINIMUM MANDATORY = 3 PROCEDURES SELECTED FROM LIST)

1. Engine (if necessary propeller)
2. Pressurization and air conditioning
3. Pitot/static system
4. Fuel system
5. Electrical system
6. Hydraulic system
7. Flight control and trim system
8. Anti- and de-icing system, glare shield heating
9. Autopilot and flight director
10. Stall warning, stall avoidance and stability augmentation devices
11. Ground proximity warning system, weather radar, radio altimeter,
12. Transponder
13. Radios, navigation equipment, instruments, flight management system
14. Landing gear and brake-system
15. Slat and flap system
16. Auxiliary power unit
17. Check YES column if the observed performance met the testing standards.
18. Check NO column if the observed performance did not meet testing standards.
19. Enter any notes regarding a NO answer.



APPENDIX 18

TRAINING IN PROGRESS INSPECTION GUIDE

CAA Nepal Inspectors shall take the assistance of the following guidelines for the evaluation of Training Facility and Training In Progress of an air operator for issue of AOC:

A. ADMINISTRATION

1. Adequate accommodation and facilities?
2. Adequate supervisory support staff available?
3. Adequate administrative support staff available?
4. Training schedules coordinated with operational needs?

B. PRODUCTION FACILITIES

1. Printing capability?
2. Presentation development capability?
3. Video editing capability?
4. Electronic versions of training documents and handouts?
5. Computers available to training and checking personnel?

C. TRAINING & PROCEDURES MANUAL

1. Current revision (compare to CAA approved copy)?
2. Current list of effective pages (compare to CAA approved copy)?
3. Manual properly updated?
4. Pertinent portions of manual provided to instructor, checking and administration staff?
5. Tracking of amendments provided to personnel?

D. CURRICULUM & LESSON PLANS

1. Curriculum(s) in use available?
2. Lesson plan(s) in use available?
3. Curriculum(s) and lesson plan(s) current to relevant regulation and industry practices?

E. INSTRUCTOR(S)

1. Adequate staffing/availability for range of training?
2. Knowledge of subjects and procedures?
3. Instruction techniques and delivery?
4. Adherence to lesson plan outline, content and timing?
5. Instructor(s) have proper qualifications?
6. Instructor(s) records up-to-date?
7. Appropriate "O" checklist for evaluation of instructor records completed?

F. CHECKING PERSONNEL

1. Adequate staffing/availability for range of checking?



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

2. Checking personnel records are available?
3. Checking personnel records up-to-date?
4. Appropriate “O” checklist for evaluation of checking person performance completed?
5. Appropriate “O” checklist for evaluation of checking person records completed?

G. EVALUATION & DEBRIEFINGS

1. Were the acceptable completion standards available?
2. Did the student receive a debriefing regarding performance?

H. COMPLETION OF RECORDS

1. Instructor or checking person made completion entries in student’s record(s)
2. Entries were accurate with respect to the debriefing and the student’s performance?

I. CLASSROOMS & TRAINING AREAS

1. Number and size adequate for the purpose used?
2. Student seating and writing accommodation?
3. Student visibility accommodation?
4. Student hearing accommodation?
5. Minimal visual and aural distractions?
6. Reasonable heating/cooling/ventilation/lighting?

J. BRIEFING ROOMS FOR PRE-/POST-FLIGHT LESSON

1. Number and size adequate for the task?
2. Adequately furnished and equipped?

K. DOCUMENTS & HANDOUTS

1. Appropriate route and navigation charts available?
2. Appropriate portions of Operations Manual available?
3. Training source materials and examples?
4. Training problems and calculations?
5. Tests and other evaluation tools?

L. EQUIPMENT

1. White boards, markers and erasers?
2. Flight deck pictorial layout available?
3. Overhead projector?
4. Computer projector?
5. Video player?
6. Computer?
7. Special Equipment – System Mockup available?
8. Special Equipment – Synthetic trainer available?
9. Special Equipment – Simulator available?



APPENDIX 19

DISPATCHER QUALIFICATION INSPECTION GUIDE

The following areas should be inspected and the observation found, should be written down for report making on Dispatcher Qualification Inspection:

A. QUALIFIED DISPATCHERS

1. Are all dispatchers certified?
2. Have all dispatchers successfully completed a competency check within the eligibility period?
3. Have all dispatchers completed route familiarization within the preceding 12 calendar months?
4. How does the operator ensure that dispatchers are currently familiar with the areas in which they work?

B. KNOWLEDGE OF WEATHER

1. Are dispatchers knowledgeable about the following weather conditions?
2. Surface (fronts, fog, low ceilings, etc.)
3. Upper air (tropopause, jet streams)
4. Turbulence (pressure and temperature gradients)
5. Severe (low-level windshear, microburst, icing, thunderstorms)
6. Can dispatchers read a terminal report, forecast accurately, and interpret the meanings?
7. Can dispatchers read various weather depiction charts and interpret the meanings?
8. Can dispatchers read upper-air charts and interpret the meanings?

C. KNOWLEDGE OF THE AREA

1. Do dispatchers immediately recognize the airport identifiers for the airports in the area in which they are working?
2. Are dispatchers generally familiar with the airports in the area in which they are working (number and length of runways, available approaches, general location, elevation, surface temperature limitations)?
3. Are dispatchers aware of which airports, in the areas in which they
4. are working, are special airports, and why?
5. Are dispatchers aware of the terrain surrounding the airports in the
6. areas in which they are working?
7. Are dispatchers aware of dominant weather patterns and seasonal
8. variations of weather in the area?
9. Are dispatchers aware of route segments limited by drift-down?

D. KNOWLEDGE OF AIRCRAFT USED

1. Are dispatchers aware of the general performance characteristics of each airplane with which they are working (such as average hourly fuel burn, holding fuel, engine-out, drift-down height, effect of an additional 50 knots of wind, effect of a 4,000-foot lower altitude, crosswind limits, maximum takeoff and landing weights, required runway lengths)?
2. Can dispatchers read and explain all the items on the operator's flight plan?

E. KNOWLEDGE OF POLICY



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

1. Are dispatchers knowledgeable of the Ops Specs, particularly such items as authorised minimums?
2. Are dispatchers aware of the policies and provisions of the operator's manual as discussed under policies and procedures?

F. KNOWLEDGE OF RESPONSIBILITIES

1. Are dispatchers knowledgeable of their responsibilities under the FORs (such as briefing PIC; canceling, rescheduling, or diverting for safety; in-flight monitoring; in-flight notification to PIC)?
2. Are dispatchers knowledgeable of their responsibilities under the operator's manual?
3. Are dispatchers aware of their obligations to declare emergencies?

G. PROFICIENCY

1. Are dispatchers competent in the performance of their assigned duties?
2. Are dispatchers alert for potential hazards?

H. DUTY TIME

1. Are the regulatory duty time requirements being complied with?

I. SUPERVISORS

1. Are supervisors qualified and current as dispatchers?
2. Are competency checks appropriate, thorough, and rigorous?



APPENDIX 20

DISPATCH FACILITIES AND SUPPORT INSPECTION GUIDE

The following areas should be inspected and the observation found, should be written down for report making on Dispatch Facilities and Support Inspection:

PHYSICAL

1. Is enough space provided for the number of people working in the dispatch center?
2. Are the temperature, lighting, and noise levels conducive to effective
3. human performance?
4. Is access to the facility controlled?

A. INFORMATION

1. Are dispatchers supplied with all the information they require (such as flight status, maintenance status, load, weather, facilities?)
2. Is the information effectively disseminated and displayed? Can information be quickly and accurately located without overloading the dispatcher?
3. Are real-time weather displays available for adverse weather avoidance?

B. DUAL RESPONSIBILITY

1. Can a dispatcher establish rapid and reliable radio communications (voice or ACARS) with the captain when a flight is parked at the gate?
2. How much time does it take to deliver a message to an en route flight and get a response?
3. Are direct-voice radio communications available at all locations?
4. Are they reliable? If communications facilities are shared with other airlines, does traffic congestion preclude rapid contact with a flight?
5. If hub-and-spoke operations are conducted, are there adequate communication facilities available to contact and deliver a message to all arriving flights within a 15-minute period?
6. Are backup communications links available in case of a failure of the primary links?

C. MANAGEMENT

1. Has overall responsibility for operations in progress been assigned to one individual who can coordinate the activities of all the dispatchers?
2. Have procedures been established for coordinating with central flow control?
3. Have adequate internal communications links been established?

D. WORKLOAD

1. What method does the operator use to show compliance with the requirement to assign enough dispatchers during periods of normal operations and periods of non-routine operations?
2. Are the operator's methods adequate?
3. Do dispatchers have enough time to perform both dispatch and flight-following duties in a reasonable manner?



APPENDIX 21

MODEL AGREEMENT BETWEEN STATES ON THE IMPLEMENTATION OF ARTICLE 83 BIS OF THE CONVENTION

Model Agreement between [State 1] and [State 2] on the Implementation of Article 83 bis of the Convention

WHEREAS, the Protocol relating to Article 83 bis of the Convention on International Civil Aviation (Chicago, 1944) (hereinafter referred to as “the Convention”), to which [State 1] and [State 2] are parties, entered into force on 20 June 1997;

WHEREAS Article 83 bis, with a view to enhanced safety, provides for the possibility of transferring to the State of the Operator all or part of the State of Registry’s functions and duties pertaining to Articles 12, 30, 31 and 32 a) of the Convention;

WHEREAS, in line with Doc 9760 (Airworthiness Manual), Volume II, Part B, Chapter 10, and in light of Doc 8335 (Manual of Procedures for Operations Inspection, Certification and Continued Surveillance), Part V, it is necessary to establish precisely the international obligations and responsibilities of [State 1] (State of Registry) and [State 2] (State of the Operator) in accordance with the Convention;

WHEREAS, with reference to the relevant Annexes to the Convention, this Agreement organizes the transfer from [State 1] to [State 2] of responsibilities normally carried out by the State of Registry, as set out in Sections 3 and 4 below;

The Government of [State 1], represented by its [Civil Aviation Authority], and The Government of [State 2], represented by its [Civil Aviation Authority], Hereinafter referred to as “the Parties”, have agreed as follows on the basis of Articles 33 and 83 bis of the Convention:

ARTICLE I—SCOPE

Section 1. [State 1] shall be relieved of responsibility in respect of the functions and duties transferred to [State 2], upon due publicity or notification of this Agreement as determined in paragraph b) of Article 83 bis.

Section 2. The scope of this Agreement shall be limited to [types of aircraft] on the register of civil aircraft of [State 1] and operated under leasing arrangement by [operator], whose principal place of business is in [State 2]. The list of aircraft concerned, identified by type, registration number and serial number, is reproduced in Attachment 1, which also indicates the term of each leasing arrangement.

ARTICLE II—TRANSFERRED RESPONSIBILITIES

Section 3. Under this Agreement, the Parties agree that [State 1] transfers to [State 2] the following functions and duties, including oversight and control of relevant items contained in the respective Annexes to the Convention:

Annex 1 — Personnel Licensing, issuance and validation of licenses.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

Annex 2 — Rules of the Air, enforcement of compliance with applicable rules and regulations relating to the flight and manoeuvre of aircraft.

Annex 6 — Operation of Aircraft (Part I — International Commercial Air Transport — Aeroplanes and Part III — International Operations — Helicopters), all responsibilities which are normally incumbent on the State of Registry. Where responsibilities in Annex 6, Part I, may conflict with responsibilities in Annex 8 — Airworthiness of Aircraft, allocation of specific responsibilities is defined in Attachment 2.

Section 4. Under this Agreement, while [State 1] will retain full responsibility under the Convention for the regulatory oversight and control of Annex 8 — Airworthiness of Aircraft, the responsibility for the approval of line stations used by the [operator], which are located away from its main base, is transferred to [State 2]. The procedures related to the continuing airworthiness of aircraft to be followed by the [operator] will be contained in the operator's Continuing Airworthiness Management Exposition (CAME). Attachment 2 hereunder describes the responsibilities of the Parties regarding the continuing airworthiness of aircraft.

ARTICLE III—NOTIFICATION

Section 5. Responsibility for notifying directly any States concerned of the existence and contents of this Agreement pursuant to Article 83 bis b) rests with [State 2] as the State of the Operator, as needed. This Agreement, as well as any amendments to it, shall also be registered with ICAO by [State 1] as the State of Registry or [State 2] as the State of the Operator, as required by Article 83 of the Convention and in accordance with the Rules for Registration with ICAO of Aeronautical Agreements and Arrangements (Doc 6685).

Section 6. A certified true copy [in each language] of this Agreement shall be placed on board each aircraft to which this Agreement applies.

Section 7. A certified true copy of the air operator certificate (AOC) issued to [operator] by [State 2], in which the aircraft concerned will be duly listed and properly identified, will also be carried on board each aircraft.

ARTICLE IV—COORDINATION

Section 8. Meetings between [State 1-CAA] and [State 2-CAA] will be held at [three-] month intervals to discuss both operations and airworthiness matters resulting from inspections that have been conducted by respective inspectors. For the sake of enhanced safety, these meetings will take place for the purpose of resolving any discrepancies found as a result of the inspections and in order to ensure that all parties are fully informed about the [operator's] operations. The following subjects will be among those reviewed during these meetings:

- A. Flight operations
- B. Continuing airworthiness and aircraft maintenance
- C. Operator's MCM procedures, if applicable
- D. Flight and cabin crew training and checking
- E. Any other significant matters arising from inspections

Section 9. Subject to reasonable notice, [State 1-CAA] will be permitted access to [State 2-CAA] documentation concerning [operator] in order to verify that [State 2] is fulfilling its safety oversight obligations as transferred from [State 1].



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

Section 10. During the implementation of this Agreement, and prior to any aircraft subject to it being made the object of a sub-lease, [State 2], remaining the State of the Operator, shall inform [State 1]. None of the duties and functions transferred from [State 1] to [State 2] may be carried out under the authority of a third State without the express written agreement of [State 1].

ARTICLE V—FINAL CLAUSES

Section 11. This Agreement will enter into force on its date of signature, and come to an end for aircraft listed in Attachment 1 at the completion of the respective leasing arrangements under which they are operated. Any modification to the Agreement shall be agreed by the parties thereto in writing.

Section 12. Any disagreement concerning the interpretation or application of this Agreement shall be resolved by consultation between the Parties.

Section 13. In witness thereof, the undersigned directors of civil aviation of [State 1] and [State 2] have signed this Agreement.

For the Government of [State 1]

For the Government of [State 2]

[Signature]

[Signature]

[Name, title, place and date]

[Name, title, place and date]

Attachments:

Attachment 1 — Aircraft Affected by this Agreement

Attachment 2 — Responsibilities of [State 1] and [State 2] Regarding Airworthiness



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

APPENDIX 22

CHECKLIST ON THE APPROVAL OF HUD, SVS or CVS

(Reference to FOR (A) para 6.23)

FOS-FORM-CL-206-HUD/SVS/CVS

Air Operator:

	SUBJECT	OPERATOR'S DOCUMENT REFERENCE	Satisfactory/Unsatisfactory	REMARKS
1.	HUD TRAINING			
1.1	HUD training should address all flight operations for which the HUD is designed and operationally approved. Some training elements may require adjustments based on whether the aeroplane has a single or dual HUD installation. HUD training should include the following elements as applicable to the intended use:			
1.1.1	an understanding of the HUD, its flight path, energy management concepts and symbology. This should include operations during critical flight events (e.g. ACAS traffic advisory/resolution advisory, upset and wind shear recovery, engine or system failure);			
1.1.2	HUD limitations and normal procedures, including maintenance and operational checks performed to ensure normal system function prior to use. These checks include pilot seat adjustment to attain and maintain appropriate viewing angles and verification of HUD operating modes;			
1.1.3	HUD use during low visibility operations, including taxi, take-off, instrument approach and landing in both day and night conditions. This training should include the transition from head-down to head-up and head-up to head-down operations;			
1.1.4	failure modes of the HUD and the impact of the failure modes or limitations on crew performance;			
1.1.5	crew coordination, monitoring and verbal call-out procedures for single HUD installations with head-down monitoring for the pilot not equipped with a HUD and head-up monitoring for the pilot equipped with a HUD;			
1.1.6	crew coordination, monitoring and verbal call-out procedures for dual HUD installations with use of a HUD by the pilot flying the aircraft and either head-up or head-down monitoring by the other pilot;			
1.1.7	consideration of the potential for loss of situational awareness due to "tunnel vision" (also known as cognitive tunnelling or attention tunnelling);			



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

1.1.8	any effects that weather, such as low ceilings and visibilities, may have on the performance of a HUD;			
1.1.9	HUD airworthiness requirements;			
1.1.10	Training should include contingency procedures required in the event of head-up display degradation or failure.			
2.	VISION SYSTEMS			
2.1	Training should address all flight operations for which the vision system is approved. Training for situational awareness should not interfere with other required operations. Training for operational credit should also require training on the applicable HUD used to present the enhanced visual imagery. Training should include the following elements as applicable:			
2.1.1	an understanding of the system characteristics and operational constraints;			
2.1.2	normal procedures, controls, modes and system adjustments (e.g. sensor theory including radiant versus thermal energy and resulting images);			
2.1.3	operational constraints, normal procedures, controls, modes and system adjustments;			
2.1.4	limitations;			
2.1.5	airworthiness requirements;			
2.1.6	vision system display during low visibility operations, including taxi, take-off, instrument approach and landing; system use for instrument approach procedures in both day and night conditions;			
2.1.7	failure modes and the impact of failure modes or limitations upon crew performance, in particular, for two-pilot operations;			
2.1.8	crew coordination and monitoring procedures and pilot call-out responsibilities;			
2.1.9	transition from enhanced imagery to visual conditions during runway visual acquisition;			
2.1.10	rejected landing: with the loss of visual cues of the landing area, touchdown zone or rollout area;			
2.1.11	any effects that weather, such as low ceilings and visibilities, may have on the performance of the vision system;			
2.1.12	effects of aerodrome lighting using LED lights;			
2.1.13	training should include contingency procedures required in the event of system degradation or failure.			
3.	OPERATIONAL PROCEDURES			
3.1	The operational procedures associated with the use of a HUD, vision systems and hybrid systems should be included in the Operations Manual. The instructions in the Operations Manual should include:			



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

3.1.1	any limitation that is imposed by the airworthiness or operational approvals;			
3.1.2	how operational credit affects:			
3.1.2a	flight planning with respect to destination and alternate aerodromes;			
3.1.2b	ground operations;			
3.1.2c	flight execution, e.g. approach ban and minimum visibility;			
3.1.2d	Crew Resource Management that takes into account the equipment configuration, e.g. the pilots may have different presentation equipment;			
3.1.2e	Standard Operating Procedures, e.g. use of autoflight systems, call-outs that may be particular to the vision system or hybrid system, criteria for stabilized approach;			
3.1.2f	ATS flight plans and radio communication.			
4	SAFETY MANAGEMENT SYSTEM			
4.1	Operator's Safety Risk Assessment			

Note 1 — “Vision systems” is a generic term referring to the existing systems designed to provide images, i.e. enhanced vision systems (EVS), synthetic vision systems (SVS) and combined vision systems (CVS).

Note 2 — Operational credit can be granted only within the limits of the design approval.

Note 3 — Currently, operational credit has been given only to vision systems containing an image sensor providing a real-time image of the actual external scene on the HUD.

Remarks:	
OVERALL RESULT: Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/>	Inspector's signature: <input style="width: 100%;" type="text"/> Name: <input style="width: 100%;" type="text"/> Date: <input style="width: 100%;" type="text"/>



APPENDIX 23

Reserved



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

APPENDIX 24

GROUND INSTRUCTOR AUTHORIZATION CHECKLIST

For Initial and Renewal

Reference to FOR-H para 13.4 and FOR-A para 15.4

FOS-FORM-CL-208-GIA

AIR OPERATOR:

Date:

S. No.	DESCRIPTION	CAA Nepal REFERENCE/ REGULATIONS	ATTACHMENTS	REMARKS (For CAA Nepal use) Acceptable/ Unacceptable/ Not Applicable
1.	Qualification: <input type="checkbox"/> Pilot <input type="checkbox"/> Engineer <input type="checkbox"/> FOO <input type="checkbox"/> Cabin Crew			
2.	State type of license held: <input type="checkbox"/> CPL (for single-engine and Helicopters) <input type="checkbox"/> ATPL <input type="checkbox"/> AMT or Engineering Degree <input type="checkbox"/> FOO			
3.	Instructor Course attended? What certificates held?			
4.	Is the Company Training Program Approved?			
5.	CAA Nepal FEE			
6.	Ground Course conducted in presence of CAA Nepal Observer			
7.	For renewal, evidence of having conducted at least one class in the past year.			
<p>Overall assessment – SAT/UNSAT</p> <p>_____</p> <p>Inspector's Name and Signature _____ Date</p>				



APPENDIX 25

Procedure for the preparation and conduct of a pre-certification meeting FOD-PROCEDURE [AOC-PROC-01]

PURPOSE:

To prepare for the conduct of a pre-certification meeting with an AOC applicant and to conduct the meeting.

CIRCUMSTANCES OF USE:

Whenever a prospective applicant to an AOC has submitted a Prospective Operator Pre-Assessment Statement (POPS).

***NOTE:** It is also appropriate to use appropriate elements of this procedure when an air operator intends to add a new aircraft type to the AOC or obtain additional operations specifications.*

REFERENCE CRITERIA:

AOCI Manual

COORDINATION:

Flight operations, airworthiness, cabin safety, Dangerous Goods and Ground handling inspectors as appropriate.

TASK TO PERFORM:

FSSD management establishes a certification team composed of inspectors having the appropriate expertise to cover all aspects of the plan operation mentioned in the POPS;

Note- in the case of addition of a new type of the same category of aircraft, POPS form shall not be required.

FSSD management nominates a certification project manager (team leader);

The certification team reviews the POPS to determine the pre-certification (preliminary) meeting preparation details;

The team determines the time required to prepare for the meeting and sets a tentative meeting date;

The project manager assigns specific preparatory tasks to each team member;

The project manager verifies the availability of an adequate meeting room and makes the necessary reservation;

The project manager drafts a letter of invitation and a meeting agenda along the lines of the document outlined in Appendix 1 to this procedure;

Team members assigned to prepare the certification information package to be handed over to the applicant during the meeting. The package should at least include:

- The applicable regulations;
- The Air Operator Certificate Requirements (AOCR);
- The Flight Operations Requirements (FOR)
- The Nepalese Civil Airworthiness Requirements (NCAR);
- The Air Operator Certificate Guidance Material (AOC GM);
- The Air Operator Certificate Inspector Manual (AOCI);



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- All forms to be completed and submitted;
- A schedule of events format and content example; and
- An initial statement of compliance format and content example.

Team members will be assigned responsibilities for the preparation and delivery of specific speaking points based on the generic pre-certification speaking points template provided in **ATTACHMENT B** to this procedure.



ATTACHMENT A to Appendix 25

Pre-certification meeting invitation by means of a letter

[Name of applicant]

[Address of applicant]

Date: _____

Subject: Air Operator Certificate

Sir or Madam,

Further to the prospective operator pre-assessment statement submitted to this office on [insert date], you and your proposed post holder nominees are kindly invited to meet with the appointed certification team on [insert date].

The meeting is intended to confirm your intentions, provide you with essential information on the certification process and answer any question you might have in relation to air operator certification.

The meeting will take place at [insert location] and will start at [insert time] and the agenda is attached for your kind information.

[closing formula]

[FSSD signature block]



ATTACHMENT B to Appendix 25

[NAME OF PROSPECTIVE APPLICANT]

PRE-CERTIFICATION MEETING

[insert meeting location]

[insert meeting start time]

AGENDA

1. Meeting opening
2. Introduction of participants
3. Review of the agenda
4. Administrative and housekeeping considerations
5. Certification process
6. Information package related to certification
7. Formal application preparation
8. Other business
9. Meeting closing



ATTACHMENT C to Appendix 25

PRELIMINARY CERTIFICATION MEETING – [insert applicant name]

[Identify meeting place and date]

SPEAKING POINTS

NOTE 1: This template is intended to guide in the preparation of a preliminary meeting. Each presenting team member will need to expand his or her assigned section to have a detailed list of speaking points so as to prepare for presenting the subject during the meeting.

NOTE 2: The completed speaking points document shall also be used during the meeting as a team member reminder while presenting the topics and as a checklist to ensure that all listed topics and aspects have been addressed.

Introduction aspects

1. Welcome and introduction presented by [insert CAAN official name]
 - i. Opening the meeting and welcome participants
 - ii. Explain that the meeting is intended to provide information and answer any question the applicant might have in relation to certification.
 - iii. Introduction of meeting participants
 - a) Certification team members
 - b) Applicant team members
 - iv. Review of the meeting agenda
 - a) Read the agenda
 - b) Ask for comments suggestions
 - c) Suggest leaving other business open
 - d) Set break times as appropriate

POPS review and confirmation

2. POPS review and validation presented by [insert CAAN certification team member name]
 - i. ask for confirmation of each information provided
 - ii. Note changes provided by applicant
- b) Assess the impact of the changes made affecting the:
 - i. Certification information package
 - ii. Identified regulations and requirements
 - iii. Composition of the certification team
- c) Decide upon



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- i. Continuation of the meeting
- ii. Rescheduling of the meeting

Certification process

3. Explanation of the 5 phase certification process presented by [insert CAAN certification team member name]
 - a) Phase 1 Preliminary phase
 - i. This meeting is the main aspect of phase 1
 - b) Phase 2 formal application phase
 - c) Phase 3. Document evaluation phase
 - i. Perhaps the most time consuming phase
 - d) Phase 4 inspection and demonstration phase
 - e) Phase 5 certification phase
 - f) Time required for the completed certification process is expected to be 6 months if there are no problems encountered during the process.

Presentation of the relevant certification package content

4. information by [CAAN certification team member]
 - a) Outline of Operations and regulations, requirements and guidance material applicable to the intended operation:
 - i. .[expand and detail as necessary]
 - ii. . [expand and detail as necessary]
 - iii. . [expand and detail as necessary]
 - iv. . [expand and detail as necessary]
 - v. . [expand and detail as necessary]
 - vi. . [expand and detail as necessary]
 - b) Explanation of flight operation forms to be used outlining intended use and required contents:
 - i. Show and explain form samples
 - [list all required forms]
 - Explain how to fill each form
 - ii. Schedule of events



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- iii. Initial compliance statement
 - iv. Etc.
 - c) Identification of non-applicable OPS regulatory provisions based on the POPS information
 - i. . [expand and detail as necessary]
 - ii. . [expand and detail as necessary]
 - iii. . [expand and detail as necessary]
 - iv. . [expand and detail as necessary]
 - v. . [expand and detail as necessary]
 - vi. . [expand and detail as necessary]
 - vii. . [expand and detail as necessary]
5. Outline of applicable AIR regulation and guidance material presented by [insert CAAN certification team member]
- a) Listing of applicable AIR regulation, requirements and guidance material
 - i. . [expand and detail as necessary]
 - ii. . [expand and detail as necessary]
 - iii. . [expand and detail as necessary]
 - iv. . [expand and detail as necessary]
 - b) Explanation of airworthiness forms to be used outlining intended use and required contents
 - i. Show and explain form samples
 - List all required forms
 - Explain how to fill each form
 - ii. Schedule of events
 - iii. Initial compliance statement
 - iv. Etc.
 - c) Identification of non-applicable AIR regulatory provisions based on the POPS information
 - i. . [expand and detail as necessary]
 - ii. . [expand and detail as necessary]
 - iii. . [expand and detail as necessary]



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- iv. . [expand and detail as necessary]
 - v. . [expand and detail as necessary]
 - vi. . [expand and detail as necessary]
6. Outline of applicable cabin safety regulation and guidance material presented by [insert CAAN certification team member name]
- a) Listing of applicable cabin safety regulation, requirements and guidance material
 - i. . [expand and detail as necessary]
 - ii. . [expand and detail as necessary]
 - iii. . [expand and detail as necessary]
 - iv. . [expand and detail as necessary]
 - b) Explanation of cabin safety forms to be used outlining intended use and required contents
 - i. Show and explain form samples
 - List all required forms
 - Explain how to fill each form
 - ii. Schedule of events
 - iii. Initial compliance statement
 - iv. Etc.
 - c) Identification of non-applicable cabin safety regulatory provisions based on the POPS information
 - i. . [expand and detail as necessary]
 - ii. . [expand and detail as necessary]
 - iii. . [expand and detail as necessary]
 - iv. . [expand and detail as necessary]
 - v. . [expand and detail as necessary]
 - vi. . [expand and detail as necessary]
7. Outline of applicable dangerous goods regulation and guidance material presented by [insert CAAN certification team member name]
- a) Listing of applicable dangerous goods regulation, requirements and guidance material



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- i. . [expand and detail as necessary]
 - ii. . [expand and detail as necessary]
 - iii. . [expand and detail as necessary]
 - iv. . [expand and detail as necessary]
- b) Explanation of dangerous goods forms to be used outlining intended use and required contents
- i. Show and explain form samples
 - List all required forms
 - Explain how to fill each form
 - ii. Schedule of events
 - iii. Initial compliance statement
 - iv. Etc.
- c) Identification of non-applicable dangerous goods regulatory provisions based on the POPS information
- i. . [expand and detail as necessary]
 - ii. . [expand and detail as necessary]
 - iii. . [expand and detail as necessary]
 - iv. . [expand and detail as necessary]
 - v. . [expand and detail as necessary]
 - vi. . [expand and detail as necessary]

Detailed explanation of the formal application preparation and submission

8. Required OPS forms, letters and supporting documentation presented by [insert CAAN certification team member name]

- i. Formal application
 - Format of application
 - Content of formal application
- ii. Nominated post holders
 - Format content of nomination
 - Required supporting documents

a) Licences



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- b) Certificates
 - c) CV
 - d) Etc.
- iii. Schedule of events
- Intended use
 - Format
 - Required contents
 - a) When is training planned (not earlier than 30 days after submitting a complete Operations Manual Part D)
 - b) When will the facilities be available for inspection
 - c) When will aircraft be available for inspection and procedure demonstration
 - d) When will aircraft be available for demonstration flights
 - e) Other details and elements agreed with CAAN
- iv. Other specific elements as applicable
- b) Required Airworthiness forms and supporting documentation presented by [insert CAAN certification team member name]
- i. . [expand and detail as necessary]
 - ii. . [expand and detail as necessary]
 - iii. . [expand and detail as necessary]
 - iv. [expand and detail as necessary]
 - v. Etc.
9. Operations Manual and other required guidance and procedure manuals or documents to be submitted as part of the formal application presented by [insert CAAN certification team member name]
- i. General outline of Operations manual Part A structure and contents with the possible adjoining manuals such as:
 - Mass and balance control manual
 - Ground handling manual
 - Dispatch manual



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- Dangerous goods handling manual
- ii. General outline of Operations manual Part B structure and contents with the possible adjoining manuals such as:
 - MEL
 - AOM / FCOM
 - QRH
 - SOP
 - Cabin crew manual
- iii. General outline of Operations manual Part C structure and contents with the possible adjoining manuals such as:
 - Routes charts
 - Aerodromes charts
 - Instrument approach charts
 - Runway analysis charts
 - Etc.
- iv. General outline of Operations manual Part D structure and contents with the possible adjoining manuals such as:
 - Training program
 - a) Flight crew
 - b) Cabin crew
 - c) Flight operations officers /dispatchers
 - d) Training centres to be used
 - e) Instructor qualifications
- v. General outline of other required manuals such as:
 - Safety Management Manual
 - Quality Management Manual
 - Security Manual
 - Etc.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

10. Airworthiness documents and Maintenance Manuals presented by [insert CAAN certification team member name]

- i. Maintenance control manual
 - i. . [expand and detail as necessary]
 - ii. . [expand and detail as necessary]
 - iii. . [expand and detail as necessary]
 - iv. Etc.
- ii. Maintenance program
 - i. . [expand and detail as necessary]
 - ii. . [expand and detail as necessary]
 - iii. . [expand and detail as necessary]
 - iv. Etc.

11. Specific OPS elements absolutely essential for having a formal application accepted by CAAN presented by [insert CAAN certification team member name]:

- 1) Operations Manual Part A with a complete structure and at least containing all administrative and organizational and aspects
- 2) Nomination of post holders with required supporting documentation meeting the requirements with supporting documentation
- 3) Operations Manual Part D
- 4) Schedule of events
- 5) Initial compliance statement

12. Specific AIR elements absolutely essential for having a formal application accepted by CAAN presented by [insert CAAN certification team member name]:

- 1) . [expand and detail as necessary]
- 2) . [expand and detail as necessary]
- 3) . [expand and detail as necessary]
- 4) [expand and detail as necessary]
- 5) Etc.

13. Formal application review for acceptability by CAAN. Presented by [insert CAAN certification team member name]



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

The formal application and submitted documentation will be reviewed to ensure that:

- i. All forms previously discussed submitted and adequately completed
- ii. All required supporting documentation submitted and complete
- iii. Letter of nomination for each post holder are submitted with complete required supporting documentation (Id, CV and evidence of qualification)
- iv. All submitted manuals structure and content meet the requirements
- v. The initial compliance statement contains all required information
- vi. The schedule of events covers all the essential points mentioned earlier and whatever is intended to be submitted at a later date.

14. Other business

Address any remaining topic, unanswered question or item added as other business throughout the meeting

- i. [expand and detail as necessary]
- ii. [expand and detail as necessary]
- iii. [expand and detail as necessary]
- iv. Etc.

15. Meeting closing by CAAN official [insert CAAN official name]

- a) Confirm the respective CAAN and applicant contact focal point coordinates;
- b) Reiterate the application processing time indicating that any response delay from the applicant would be added to the processing time;
- c) Thank all participants
- d) Outline availability of team members to answer any question and to provide advice as required.



APPENDIX 26

Procedure for the review and acceptance of a formal AOC application FOD-PROCEDURE-[AOC-PROC-02]

PURPOSE:

Ensure the applicant's formal application is acceptable.

NOTE1: *During initial certification this is an assessment on determining whether the applicant is able to meet the requirements of the AOCR as mentioned under 'Formal Application Phase.*

NOTE2: *During the AOC amendment application such as addition of new aircraft type or special operation use only the applicable elements related to manual amendments, training program and schedule of events. There might be cases where new or replacement of post holder might be required.*

CIRCUMSTANCES OF USE:

During initial certification when an applicant submits a formal application

REFERENCE CRITERIA:

AOCR Chapter 3

AOCI Manual, (Volume I, Chapter 5)

AOC Guidance Material, Chapter 3

COORDINATION:

OPS; AIR; PEL; DG; CC; AVSEC

TASK TO PERFORM:

Review the documents submitted with the application.

For initial certification, the entire certification team (OPS; AIR; PEL; DG; CC) will review the formal application package. The certification team will, based on the applicable criteria, verify that the applicant has submitted all required documents and certificates as mentioned in the Formal Application Phase **Job Aid AOC-002**;

- At minimum, the following documents must be submitted:
 - First chapter of the Operations Manual, Part A depicting the management structure and the post holders responsibilities;
 - The letter of nomination of all post holders
 - The CV of each individual post holder
 - A schedule of events indicating:
 - When the remaining manuals or parts thereof will be submitted;
 - The date at which the facilities will be available for inspection;
 - The date at which each aircraft will be available for inspection;
 - The date at which aircraft will be available for demonstration;
 - The date when the flight crew training will begin;
 - The date at which the maintenance crew training will begin; and
 - The date when the cabin crew training will begin.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- If the training is planned to begin within less than ninety (90) days of the formal application date, the Operations Manual Part D; and
 - The initial statement of compliance covering the manuals submitted with the formal application.
1. The certification team will review the proposed organizational structure and the nominated post holders qualifications and verify:
 - a. Individual post holder CV against the qualification and experience requirements to verify that each nominated post holder meets can be accepted to occupy the nominated post (Use the post holder acceptance procedure);
 - b. That the organizational chart reflects the nominated posts and post holders and that the hierarchic links comply with the requirements;
 - c. That the nominated post holder responsibilities are outlined the Manual.
 2. The certification team will perform a summary review of the submitted manuals and verify that each manual:
 - a. Is properly identified;
 - b. Is structured in accordance with the requirements
 - c. Has a foreword or introduction;
 - d. Has a table of contents;
 - e. Provides a record of amendment page;
 - f. Provides a list of effective pages;
 - g. Provides amendment instructions;
 - h. Provides interpretation of abbreviations and symbols;
 - i. Provides definitions and abbreviations;
 3. The certification team will note any identified discrepancy and decide whether the application can be accepted as submitted or not.
 4. If the application is rejected, a letter indication the reasons substantiating the non-acceptability of the application will be prepared.
 5. A meeting with the applicant will be held to explain the decision and the corrections to be made for the application to be considered acceptable. The letter mentioned in 5 above can be handed out at the end of the meeting.
 6. If the application is considered acceptable, a meeting will be held with the applicant to confirm the acceptability of the formal application, to explain the next steps to be taken and to revise and agree on the proposed schedule of events.



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

ATTACHMENT A to Appendix 26

Verification checklist for the review and ACCEPTANCE of a formal AOC application
FOD-CHECKLIST [FOD-FORM-CL-209]

Date: _____

Applicant / Air Operator: _____

File No.: _____

[Insert object of verification]: _____

[Insert additional information as required]: _____

No.	Requirement	S	U	N/A	Observations remarks
1	Management structure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	Post holders responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	Post holders nomination letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	Post holder CV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	Schedule of events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	Training program (Part D)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	Each submitted manual satisfies the 9 verification points	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Inspector comments:

Recommendation:

Inspector Signature:

Date:

FOD Signature:

Date:

--	--



APPENDIX 27

Procedure for the verification of Operations Manual Part A FOD Procedure [AOC-PROC-03]

PURPOSE:

Ensure manual compliance with regulatory requirements and manual consistency and clarity

CIRCUMSTANCES OF USE:

During initial certification phase III, manual verification; and
Whenever reviewing an amendment to an Operations Manual Part A.

REFERENCE CRITERIA:

Civil Aviation Regulation 2058 (2002)
Air Operator Certificate Requirement (AOCR Appendix X when approved)
Flight Operations Requirements (FOR) (FOR Appendix 1)
Air Operator Certificate Inspector Manual (AOCI)
Air Operator Certificate Guidance Material (AOC GM)

LEAD INSPECTOR

Flight operations inspector

COORDINATION:

Specific chapters of the manual will require coordination with Airworthiness, AVSEC, Cabin Safety, Dangerous Goods, and the authorized CAAN Medical Officer.

TOOLS TO USE

AOCI Manual, Volume II, Chapter 1 paragraphs 1.2, 1.3 and 1.4.1
AOCI Manual Volume II, Attachment A, Operation Manual Inspection Checklist
A copy of AOCR Appendix X (OM Part A) to be used as a checklist.
Sticky paper notes to flag identified need for correction
Manual evaluation form (preferably soft copy with computer)
Paper to note parallel comments and findings

TASK TO PERFORM:

Use a printed copy of the Appendix as a detailed checklist while performing the task. Read each paragraph of the manual to:

- Compare the paragraph read with all applicable requirements
- Compare paragraph and requirements with the content of FOR Appendix 1 (AOCR Appendix X when approved) and note any discrepancy on a separate piece of paper;
 - Ensure all required aspects are addressed;
 - Ensure that the text is clear and sufficiently detailed to provide guidance, is logical and consistent with other paragraphs or manuals and complies with the applicable regulatory requirements;
- Identify any inconsistency deficiency or non-compliance between the manual and the requirements;
- Flag the paragraph in the Manual with a sequentially numbered sticky note;
- Note your observation on the Manual Evaluation Form in a manner sufficiently clear for the operator to understand the issue and the expected correction;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- Once an applicable topic identified in the FOR Appendix 1 (AOCR Appendix X when approved) has been reviewed, annotate your copy of the Appendix with your remarks;
- Note flagged discrepancies, on the Manual Evaluation form as they are identified;
- Once a chapter of the manual has been completed, indicate the overall assessment of the chapter subject on the attached checklist [insert check list number]. A single point in the chapter being flagged would justify an unsatisfactory assessment.

Note - Use **Appendix 28 FSSD Manual Evaluation Form** to note discrepancies when evaluating Manuals/Documents.



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

ATTACHMENT A to Appendix 27

**Operations Manual Part A Verification checklist
FOD-CHECKLIST [FOD-FORM-CL-210]**

Date: _____

Applicant / Air Operator: _____

File No.: _____

Operations Manual Part A: _____

Subordinate Manual _____

NOTE: This checklist reflects the draft Operations Manual Part A content provided in the revised Appendix X to the AOCR or the FOR. Therefore, the inspector should be careful in using the checklist as some of the items are not reflected in the current FOR Appendix 1.

No.	Requirement	S	U	N/A	Observations remarks
1	Format and presentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	Structure of the manual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	Introduction to the manual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	Amendments, distribution and control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	Flight Safety Document System	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	Authorized operations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	Organizational structure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	Nominated post holders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	Responsibilities and duties of operations management personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10	Authority, duties and responsibilities of the commander	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11	Supervision of the operation by the operator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12	System of promulgation of additional operational instructions and information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13	Operational control.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14	Powers of the Authority.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15	Crew qualification requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16	Quality System	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
17	Crew Composition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
18	Qualification requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
19	Crew health precautions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
20	Flight preparation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
21	Ground handling instructions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
22	Flight procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
23	All weather operations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
24	EDTO (ETOPS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
25	Use of MEL and CDL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
26	Non-revenue flights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
27	Oxygen requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
28	Flight and duty times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
29	Dangerous Goods and weapons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
30	Security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
31	Occurrence reporting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
32	Rules of the air	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
33	Safety Management System	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

APPENDIX 28

FSSD MANUAL EVALUATION FORM

FSSD Form [FOD-FORM-CL-211]

Name of operator / AMO / ATO: _____ File number: _____

Manual verified: _____ Evaluation from: _____ to _____

Inspectors: _____

MANUAL EVALUATION FORM

In column "No." write the sequential number of the tag affixed in the manual is to be recorded. The tag is intended to point at the need for a correction or an amendment. One page may contain more than one tag.

The column "Ref." is used to indicate the manual reference with page number, Chapter and paragraph number for which a correction is required.

The column "Observations / Comments" is used to provide a brief explanation of the corrections required, of what is erroneous, or missing.

All observations or comments appearing on this form need to be formally communicated to the entity responsible for the manual to obtain the required corrections before accepting or approving a manual.

In the "correction verified and accepted", the inspector indicates the verification date and initials.

No.	Ref.	Observations / Comments	Correction verified and accepted	
			Date	Init.
01				
02				
03				
04				
05				
06				
		Insert additional rows as necessary		

GENERAL OBSERVATIONS AND CONCLUSIONS

Initial review of the manual Signature of inspect	Verification of corrections Signature of inspectors:
--	---



APPENDIX 29

Procedure for the approval / acceptance of air operator manuals FOD-procedure [AOC-PROC-04]

PURPOSE:

To notify an air operator that a manual or a manual amendment has been approved and provide guidance on how to proceed to complete the approval process before the approved manual or amendment is distributed.

CIRCUMSTANCES OF USE:

When notifying an operator of the approval of one of his developed manual or manual amendment.

CRITERIA:

N/A

COORDINATION:

N/A

TASK TO PERFORM:

Prepare a letter using the letter template to inform the operator that the manual is considered satisfactory and is being approved as of[date of the letter].

Use one letter for each manual or for each amendment.

Use only the paragraph applicable to the approved document either an amendment or a manual and delete the ***bold and italic*** notes and the non-relevant paragraph from the form letter.

When the manual or manual amendment contains provisions requiring specific approval, use the specific approval paragraph identifying the specifically approved provision.

If there is no specific provision requiring approval delete the paragraph from the letter.

In case of accepted manuals or manual amendments, use the guidance provided above and simply replace the words approval / approved by the words acceptance / accepted.



ATTACHMENT A to Appendix 29

Sample FOD Form Letter [Insert form letter identification number]

Date: _____

[Name and address of MD or OD]

[Applicant / Operator name]

[Applicant / Operator address]

Subject: [manual identification] [manual identification amendment] approval

[Sir/title/name]

I wish to inform you that your [Manual title] / [Manual title and amendment number] is approved as of [date]. Please resubmit two copies of the revised list of effective pages reflecting the approval [date] to FSSD s. FSSD will conduct an accuracy verification of the list of effective pages and validate the approval on all pages of the list before sending one validated copy to you.

Use only the following paragraph when approving an amendment to a manual:

After receiving the validated list of effective pages, you are expected to distribute copies of the approved amendment to the manual holders, including FSSD within [number] workday with specific manual amendment instructions in accordance with distribution procedure contained in your [Operations Manual Part A] / [Manual title].

Use only the following paragraph when approving a complete manual:

After receiving the validated list of effective pages, you are expected to distribute copies of the approved manual to the listed manual holders, including FSSD, in accordance with distribution procedure contained in your [Operations Manual Part A] / [Manual title].

Use the following paragraph when the manual or amendment contains provisions requiring specific approval:

In addition to [Manual title] / [Manual title and amendment number] approval, the [specific provision] is specifically approved.

[Usual closing formula]

[Authorized person signature block]



APPENDIX 30

Procedure for the verification of an SMS manual FOD-PROCEDURE [AOC-PROC-05]

PURPOSE:

To verify and accept an air operator SMS manual

NOTE: *it may be appropriate for an operator to submit a safety manual which will be growing to full completion as the SMS plan is implemented.*

The manual content reflecting the implemented elements and components of the SMS should be quite detailed. It might therefore be appropriate to initially only have sketchy information covering the yet to be implemented components as outlined in the implementation plan.

Therefore, verification of the manual might require several reviews to be conducted throughout the growth of the manual

CIRCUMSTANCES OF USE:

Whenever an air operator or AOC applicant prepares and submits an SMS manual; or
Whenever an air operator amend or adds additional information to the SMS manual.

REFERENCE CRITERIA:

FOR;

SMS Requirements

AOCI;

ICAO SMM (Doc 9859)

NCAR Part-145 and NCAR Part-M

COORDINATION:

Flight operations SMS inspector with SSP Division as appropriate.

TASK TO PERFORM:

Verify that the manual structure to ensure that the manual:

- Is properly identified;
- Has pages adequately formatted and identified as required;
- Has Table Of Contents;
- Has a Record Of Amendment page; and
- Has a List Of Effective Pages.

Verify whether the manual contains:

- An appropriate safety policy endorsed by the Accountable Manager;
- A safety management structure commensurate to the operation, including:
 - A Safety Committee or a Safety Action Group involving operational managers;
 - A review board or equivalent;
- Assigned safety responsibilities to individual managers ;
- Details of safety communication processes and procedures;
- Details of safety training programme for personnel commensurate to their safety responsibilities;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- A description on how the SMS is coordinated with the emergency response plan;
- A description of the documentation process and record keeping, including archiving and the progressive development of the Safety Management Manual;
- A description of how the incident and occurrence reporting systems works;
- A description of the incident and occurrence investigation and analysis process;
- A description of how the voluntary hazard reporting systems works;
- A description of the safety risk management procedure, including risk analysis and assessment criteria;
- Risk mitigation development process;
- A description of how effectiveness of risk mitigation measures is monitored;
- A description of how ineffective mitigation measures are corrected;
- A description of how the confidential reporting systems works;
- A description of the report followed up and feedback process in relation to each established reporting system;
- A description of the safety data collection system,
- A description of safety data processing and analysis system, including how high consequences outcomes are addressed;
- A description of the process to identify measurable high consequence Safety Performance Indicators (SPI) appropriate to the operation;
- A description of the identified high consequence SPIs;
- A description of the high consequence SPI targets and associated alerts;
- A description of the management of change procedure, including the associated risk analysis;
- A description of the established internal quality audit programme;
- A description of the established external quality audit programme;
- A description of the disciplinary policy and procedures with a clear distinction between unintentional errors or mistakes and deliberate or gross violations;
- A description of the process to amalgamate hazards identified from occurrence investigation reports with those identified from the voluntary hazard reporting system;
- A description of how hazard identification and risk management procedures of the subcontractor's or customer's SMS where applicable are integrated in the operator SMS;
- A description of safety data processing system of low consequences events;
- A description of the process to identify measurable low consequence Safety Performance Indicators (SPI) appropriate to the operation;
- A description of the identified low consequence SPIs;
- A description of the low consequence SPI targets and associated alerts;
- A description of the SMS audit program (or how they are integrated with existing internal and external audit program);
- A description of other operational SMS review/survey program where appropriate;
- A description of how safety information is shared and exchanged internally;
- A description of how safety information is shared and exchanged externally; and



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- A description of the process to to review and analyse hazards/threats information received from relevant external sources and reports;

As the review is performed, complete the **FOD-CHECKLIST [FOD-FORM-CL-212]** with the appropriate verification results.

Inform the applicant or the operator of the elements to be either completed or added if any are missing.

When the manual is deemed complete and adequate in light of the implementation plan, inform the operator of the acceptance or partial acceptance of the manual.



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

ATTACHMENT A to Appendix 30

Verification checklist for an SMS manual

FOD-CHECKLIST [FOD-FORM-CL-212]

Date: _____

Applicant / Air Operator: _____

File No.: _____

[Insert object of verification]: _____

[Insert additional information as required]: _____

No.	Requirement	S	U	N/A	Observations remarks
1	Manual structure				
2	Safety Policy				
3	Safety Management Structure				
4	safety responsibilities				
5	safety communication processes				
6	Safety Training Program				
7	Coordination with the Emergency Response Plan				
8	Safety Management Documentation process				
9	incident and occurrence reporting systems				
10	incident and occurrence investigation and analysis				
11	Voluntary Hazard Reporting Systems				
12	Safety Risk Management procedure				
13	risk mitigation development				
14	risk mitigation measures monitoring				
15	ineffective mitigation measures correction process				
16	Confidential Reporting Systems				
17	report followed up and feedback process				
18	Safety Data Collection System				
19	safety data processing and analysis system				
20	Identification of high consequence (SPI)				
21	description of the identified high consequence SPI				
22	description of the high consequence SPI targets and associated alerts				
23	management of change procedure				
24	internal quality audit program				
25	external quality audit program				
26	disciplinary policy and procedures				
27	Amalgamation of identified hazards from investigation reports and reporting system				
28	hazard identification and risk management procedures of the subcontractor's or customer's SMS				
29	safety data processing system of low consequences events				
30	Identification of low consequence SPI				
31	identified low consequence SPI				
32	description of the SMS audit program				
33	description of other operational SMS review/survey program				
34	description of internal safety information sharing and exchange				
35	description of external safety information sharing and exchange				



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

36	description of the hazards/threats review information received from relevant external sources				
Inspector comments:					
Recommendation:					
Inspector Signature: Date:				FOD Signature: Date:	



APPENDIX 31

Procedure for the verification of an SMS implementation plan FOD-PROCEDURE [AOC-PROC-06]

PURPOSE:

To verify and accept an air operator SMS implementation plan.

CIRCUMSTANCES OF USE:

Whenever an air operator or AOC applicant prepares and submits an SMS implementation plan

REFERENCE CRITERIA:

FOR;

SMS Requirements

AOCI;

ICAO SMM (Doc 9859)

COORDINATION:

Flight operations SMS inspector with SSP Division, as appropriate.

TASK TO PERFORM:

Verify whether the operator has performed a GAP analysis to identify elements already in place which can be used and those missing or requiring adaptation;

Verify that the GAP analysis has considered all the the points outlined in the SMS requirements and Chapter 5, Appendix 7 of the ICAO Safety Management Manual (Doc. 9859);

Verify to proposed implantation plan to determine whether:

- The Accountable Manager has approved the plan;
- The plan addresses all identified GAPs;
- SMS implementation management responsibilities have been assigned;
- The plan is managed by a qualified individual;

Verify that the plan:

- Implemented with the support of adequate resources;
- Is structured in a phased approach;
- Is coordinated with external organizations where applicable;
- Involves managers having operational responsibilities;
- Assigns specific responsibilities for each task to be performed;
- Provides timelines for each task to be performed;
- Provides milestones;
- Addresses all required components and elements; and
- Can be adjusted as necessary considering the progress made.

As the review is performed, complete the **FOD-CHECKLIST [FOD-FORM-CL-213]** with the appropriate verification results.

Inform the applicant or the operator of the elements to be either completed or added if any are missing. When the plan is deemed complete and adequate, inform the operator of the acceptance of the plan.



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

ATTACHMENT A to Appendix 31
Verification checklist for an SMS Implementation Plan
FOD-CHECKLIST [FOD-FORM-CL-213]

Date: _____

Applicant / Air Operator: _____

File No.: _____

[Insert object of verification]: _____

[Insert additional information as required]: _____

No.	REQUIREMENT	S	U	N/A	OBSERVATIONS / REMARKS
1	GAP analysis performed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	Accountable manager approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	All identified GAPs addressed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	Implementation management responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	Qualified implementation manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	Phased approach structure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	External coordination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	Operational managers involvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	Task responsibilities assigned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10	Task timelines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11	Milestones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12	All components and elements included	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13	Plan adjustment possibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Inspector comments:

Recommendation:

Inspector Signature:

Date:

FOD Signature:

Date:



APPENDIX 32

Procedure for the verification and approval of a Minimum Equipment List FOD Procedure [AOC-PROC-07]

PURPOSE:

Perform a joint airworthiness and flight operation review of an MEL to ensure all requirements are met before granting approval

CIRCUMSTANCES OF USE:

When an operator submits an MEL for approval
When the operator submits a revision to the MEL

REFERENCE CRITERIA:

Master MEL (MMEL) issued by the type certificate holder, at the latest approved revision
AOCR
FOR
NCAR Chapter E.8
Air operator approved Operations Specifications
Aircraft file with installed equipment and configuration information

COORDINATION:

Flight operations and airworthiness

TOOLS

MEL review Check list
Note pad
Stickers

TASK TO PERFORM:

NOTE: The flight operations and the airworthiness inspector will review the MEL independently after which they will perform a joint review and establish a report. Each inspector will make use of the checklist which will be the basis for the review report.

Obtain a copy of the latest MMEL revision;

Verify that the below elements are identical to that of the MMEL:

- MMEL date and revision number used for the development of the MEL;
- Table of contents;
- Definitions & abbreviations;
(Pay particular attention to repair interval categories)
- Preamble.

Proceed line by line to verify:

- That the ATA numbers match those of the MMEL;
- That the nomenclature description is the same as in MMEL;
- That the number installed matches both the MMEL and is reflecting the aircraft configuration;

Verify that number required for dispatch is not less restrictive than that of the MMEL;

For any item indicated “as required by regulations” in the MMEL, verify that the operator has indicated the number required by the AOCR, the FOR, the NCAR or other applicable regulation. (This could influence the number installed and the number required).

Verify the repair interval category are no less restrictive that those of the MMEL

Verify the remarks column



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- Special conditions
 - As required by regulations (*See above*);
 - Combination of defects;
 - Etc.
- “O” procedures
 - As in MMEL if there is one;
 - In accordance with the authorized Operations Specifications requirements;
 - In accordance with the operator applicable approved procedures;
- “M” procedures
 - As required in MMEL if a procedure is specified;
 - Reflects the approved operator specific maintenance procedures for the intended operation;

Verify that the MEL does not contain elements not covered in the MMEL

Verify the LEP is complete and accurate after all other elements have been assessed as satisfactory



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

ATTACHMENT A to Appendix 32
MEL Verification checklist [Insert object of verification]
FOD –Checklist [FOD-FORM-CL-214]

Date: _____

Air Operator: _____

File No.: _____

MEL of Type Aircraft: _____

No.	Requirement	S	U	Observations remarks
1	MEL revision status matches the latest MMEL revision	<input type="checkbox"/>	<input type="checkbox"/>	
2	MEL preamble matches that of the MMEL	<input type="checkbox"/>	<input type="checkbox"/>	
3	Table of contents matches that of the MMEL	<input type="checkbox"/>	<input type="checkbox"/>	
4	Definitions & abbreviations match that of the MMEL	<input type="checkbox"/>	<input type="checkbox"/>	
5	ATA numbers match those of the MMEL	<input type="checkbox"/>	<input type="checkbox"/>	
6	The nomenclature description is the same as in MMEL	<input type="checkbox"/>	<input type="checkbox"/>	
7	The number installed matches the MMEL and aircraft	<input type="checkbox"/>	<input type="checkbox"/>	
8	the number required is not less restrictive than MMEL	<input type="checkbox"/>	<input type="checkbox"/>	
9	Repair interval category are no less restrictive than MMEL	<input type="checkbox"/>	<input type="checkbox"/>	
10	Special conditions	<input type="checkbox"/>	<input type="checkbox"/>	
11	“O” procedures	<input type="checkbox"/>	<input type="checkbox"/>	
12	LEP	<input type="checkbox"/>	<input type="checkbox"/>	

FOD Signature:

Date:



APPENDIX 33

Procedure for the ACCEPTANCE of a Special Operation authorization application (Operations Specification)

FOD-PROCEDURE [AOC-PROC-08]

PURPOSE:

To determine the acceptability of a new application for an operations specification.

CIRCUMSTANCES OF USE:

Whenever an air operator submits an application to add an operation specification to the AOC

REFERENCE CRITERIA:

FOR, NCAR

COORDINATION:

The application will be jointly reviewed by Flight operations and Airworthiness inspectors

TASK TO PERFORM:

Verify the application package to ensure that it contains:

- Evidence of the aircraft capability as indicated in the aircraft certification documents and aircraft manuals;
- Amendment proposals relevant parts of the CAMO exposition manual and Maintenance programme appropriate to support the intended additional operation;
- The maintenance technician training programme, if applicable;
- Amendment proposals relevant parts of the operations manual for the addition of appropriate operating procedures;
- The flight crew training programme, if applicable;
- Amendment proposal to the dispatch procedures, if applicable;
- Amendment proposal to the flight dispatcher training programme, if applicable; and
- Flight Operation Safety Assessment (FOSA) if applicable.

If one or more required elements has not been submitted, FSSD will, in writing, inform the applicant that (1) the submitted package is incomplete and (2) cannot be processed until the complete application package is submitted;

If the package is complete, FSSD will acknowledge reception of the package in writing indicating that the application has been *accepted* and will be processed;



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

ATTACHMENT A to Appendix 33

**Verification checklist for the ACCEPTANCE of a Special Operation authorization application
(Operations Specification)
FOD-CHECKLIST [FOD-FORM-CL-215]**

Date: _____

Applicant / Air Operator: _____

File No: _____

Insert additional information as required]: _____

No.	Requirement	S	U	N/A	Observations remarks
1	Aircraft capability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	CAME	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	Maintenance program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	Maintenance technician training program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	OM amendment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	Flight crew training program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	Dispatch procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	Dispatch training program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	Flight Operation Safety Assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Inspector comments:

Recommendation:

Inspector Signature:
Date:

FOD Signature:
Date:



APPENDIX 34

Procedure for the verification and APPROVAL of special operation authorization application
(Operations Specifications)
FOD-PROCEDURE [AOC-PROC-09]

PURPOSE:

To assess whether the applicant has satisfied all the requirements applicable to the OPS SPEC applied for.

***NOTE:** This is a general procedure and there might be cases where the applicable requirements outline additional elements not covered in this procedure. In such a case, inspectors are responsible to verify those additional elements and to report them manually in the associated checklist.*

CIRCUMSTANCES OF USE:

Whenever an air operator submits an application to add an operation specification to the AOC.

REFERENCE CRITERIA:

FOR
NCAR

COORDINATION:

Flight operations and Airworthiness

TASK TO PERFORM:

Verify each document submitted by the operator against the applicable regulation or requirement to ensure compliance with all applicable requirements.

The verification will be performed for each of the following documents according to their applicability in relation to the authorization sought:

- Aircraft capability evidence;
- CAME manual amendment;
- Maintenance program amendment;
- Maintenance technician training programme;
- Operations Manual Part A amendment;
- Operations Manual Part B amendment
- MEL amendment
- Operations Manual Part C amendment;
- Operations Manual Part D amendment;
- Dispatch Manual or procedures amendment;
- Dispatcher training program;
- Flight Operation Safety Assessment, etc.;
- When there is a specific procedure to verify a document or a procedure, the specific procedure shall be used to assess that document or procedure and the assessment results indicated on the corresponding check list.
- The assessment results recorded on specific checklists shall be summarized in the appropriate field of the checklist [**FOD-FORM-CL-216**] associated with this procedure.
- Special operation (Operation specification) approval



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- While some of the submitted elements might be deemed satisfactory and other not, FSSD will not issue independent approval of such individual package elements. An approval will be granted only when all elements have been deemed satisfactory.
- However, in the case of training programmes, FSSD could issue a provisional approval of individual training programme allowing for the training to take place. Training programme approval may be conditional to satisfactory monitoring report but in any case should be included with the OP SPEC approval.
- The approval of the request will be all inclusive and granted only when all requirements are complied with and after a satisfactory assessment of all applicable elements;
- The approval will be granted through a letter indicating specific approval of each required element with the attached amended AOC operations specification document.



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

ATTACHMENT A to Appendix 34

Verification checklist APPROVAL of special operation authorization application (Operations Specifications)

FOD-CHECKLIST [FOD-FORM-CL-216]

Date: _____

Applicant / Air Operator: _____

File No: _____

[Insert additional information as required]: _____

No.	Requirement	S	U	N/A	Observations remarks
1	Aircraft capability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	CAME manual amendment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	Maintenance program amendment;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	Maintenance technician training program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	Operations Manual Part A amendment;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	Operations Manual Part B amendment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	MEL amendment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	Operations Manual Part C amendment;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	Operations Manual Part D amendment;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10	Dispatch Manual or procedures amendment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11	Dispatcher training program;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12	Flight Operation Safety Assessment;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Inspector's Comments:

Recommendations:

Inspector Signature:

Date:

FOD Signature:

Date:



APPENDIX 35

Procedure for the conduct of a multi-disciplinary flight inspection FSSD-Procedure [AOC-PROC-10]

PURPOSE:

To prepare for a multi-disciplinary flight inspection

CIRCUMSTANCES OF USE:

Whenever an air operator is required to perform a demonstration or proving flight or when an operator will conduct an initial flight to a new destination.

REFERENCE CRITERIA:

AOCR
FOR
DGR
AOCI
CCTM

COORDINATION:

Flight operations (FOI), airworthiness (AI), cabin safety (CSI), Ground handling (GHI) and Dangerous Goods (DGI) inspectors as appropriate

TASKS TO PERFORM:

INSPECTION PREPARATION

- a) The air operator POI and the FOD Manager will
 - Identify the nature of the flight;
 - Identify the expertise required to perform the inspection;
 - Appoint the necessary inspection team; and
 - Identify and assign the tasks to be performed.
- b) The inspection team members, each in his or her area of expertise, will review the air operator manuals and documents submitted with the addition of new sector application to:
 - Become familiar with the operation to be inspected;
 - Ensure that the necessary manual and procedure amendments, if any is required, have been Approved or accepted as required;
 - Identify and note the specific critical aspects to verify;

ACTUAL INSPECTION

OUTBOUND FLIGHT

1. Flight crew training or familiarization (FOI)
 - a. Verify that the assigned crew has received:
 - i. The required familiarization for the intended route and aerodrome;
 - ii. The required training in the case of a difficult aerodrome
 - iii. The information on who and how the following services will be provided at destination:
 1. Passenger handling
 2. Aircraft servicing;
 3. Line maintenance;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

4. Aircraft loading
 5. Dispatch and flight planning services;
 6. Load control;
2. Dispatch or Operations Control Centre (OCC) system (FOI)
 - a. Verify that the dispatchers have been trained and qualified to:
 - i. Obtain the required overflight authorizations;
 - ii. Adequately plan and release the intended flight;
 - iii. Perform appropriate flight following along the intended route.
 - b. Monitor dispatcher flight preparation:
 - i. Weather
 - ii. NOTAMs
 - iii. Contingency measures
 - iv. Overflight authorizations
 - v. MEL
 - vi. Fuel requirements
 - vii. Performance limitations
 - viii. Mass and balance
 - ix. Operational flight plan
 - x. ATC flight plan.
3. Monitor flight crew preparation (FOI)
 - a. Dispatcher briefing with review of:
 - i. Weather;
 - ii. NOTAMs;
 - iii. Aircraft status;
 - iv. Mass and balance;
 - v. Required fuel;
 - vi. Contingency plans;
 - vii. Performance;
 - viii. Facilities and services available at destination, including points of contact;
 - ix. Other aspects relevant to the flight.
 - b. Monitor flight crew review and discussion of the documents and briefing points;
4. Ground handling at departure (GHI, AI)
 - a. Verify that the air operator ground handling procedures are effectively implemented:
 - i. Inspect the area around the aircraft to determine whether markers at the wings and tail to prevent vehicle from damaging the aircraft;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- ii. Monitor cargo/baggage loading and securing in the cargo holds (DGI as appropriate);
 - iii. Monitor service vehicles approaching the aircraft (Cargo / baggage carts, catering units, fuel bowsers /pumps, passenger buses, Etc.
 - iv. How vehicles are guided to prevent damage.
5. Aircraft servicing (AI)
- a. Verify maintenance aircraft release (CRS) procedure, if applicable;
 - b. Monitor maintenance physical aircraft inspection;
 - c. Verify Log book entries;
 - d. Verify deferred maintenance action items.
6. Monitor fuelling procedures (AI, CSI, FOI)
- a. Ground line to earths and bowser
 - i. Connect and disconnect sequence
 - b. Communications between aircraft and fuelling crew (Most important when passengers are on embarking, board, or deplaning);
7. Monitor embarking passenger movement on the ramp (GHI, CSI, AI)
- 6) Monitor how disembarking passenger circulation on the ramp is controlled and monitored to prevent passengers:
 - a) Being injured;
 - b) Accessing unsafe areas;
 - c) Getting close to the aircraft in areas other than the access stairway
8. Cabin crew Inspection (CSI)
- NOTE:** Use the Air operator in-flight cabin inspection checklist/report (**AOCI Attachment L**).
Fill the first information "block a" on the checklist on the ground after the cabin crew briefing from the Captain; and
- Although not indicated on the checklist, verify and note all cabin crew members' identity and licences on the back of the check list.*
- a. Proceed to the aircraft with the cabin crew and monitor:
 - i. Briefing from captain
 - ii. Briefing from in charge or lead cabin crew
 - iii. Cabin verification and preparation
 - iv. All equipment verification and specific questions (all aspects of the checklist sections A and B) are to be covered before passenger boarding;
 - v. Catering delivery and handling in the galleys;
 - b. From passenger boarding, quietly observe the cabin crew performance without interfering or making any intervention unless there is an immediate safety concern;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

NOTE: Record your observations and remarks to be discussed during the debriefing after the return flight.

9. Flight crew inspection (FOI)

NOTE: Use the Air operator in-flight cockpit inspection checklist/report (**AOCI Attachment K**)

Fill the first information block and item A-1 on the checklist on the ground after the dispatch briefing;

B-1 first 6 items can be completed while monitoring the dispatch briefing;

Aircraft documents and manuals are to be verified either when entering the flight deck or during flight (Item A-6);

- a. Proceed to the aircraft with the flight crew;
 - i. Monitor the flight deck preparation in accordance with operator procedures:
 1. Documents
 2. Safety and emergency equipment;
 - ii. Observe the flight crew member performing the outside aircraft inspection (walk around) in accordance with operator procedures;
- b. From the flight deck preparation and configuration (last point in B-1), monitor quietly the flight crew performance and observe all aspects contained in the remaining parts of the **Attachment K checklist**.

OTE: Record your observations and remarks to be discussed during the debriefing after the return flight.

10. Monitor disembarking passenger movement on the ramp (GHI, CSI, AI), if applicable

- 7) Monitor how passenger circulation on the ramp is controlled and monitored to prevent passengers:
 - a) Being injured;
 - b) Accessing unsafe areas;
 - c) Getting close to the aircraft in areas other than the access stairway

INBOUND FLIGHT

11. Ground handling at new destination (GHI, AI)

- a. Verify that the air operator ground handling procedures are effectively implemented:
 - i. Inspect the area around the aircraft to determine whether markers at the wings and tail to prevent vehicle from damaging the aircraft;
 - ii. Monitor cargo/baggage loading and securing in the cargo holds (DGI as appropriate);
 - iii. Monitor service vehicles approaching the aircraft (Cargo / baggage carts, catering units, fuel bowsers /pumps, passenger buses, Etc.
 - iv. How vehicles are guided to prevent damage.

12. Aircraft servicing (AI)

- a. Verify maintenance aircraft inspection;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- b. Verify maintenance release procedure, if applicable;
 - c. Monitor maintenance physical aircraft inspection;
 - d. Verify Log book entries, as applicable;
 - e. Verify new deferred maintenance action items, if applicable.
13. Monitor fuelling procedures (AI, CSI, FOI)
- a. Ground line to earths and bowser
 - i. Connect and disconnect sequence
 - ii. Communications between aircraft and fueling crew (Most important when passengers are on embarking, board, or deplaning);
14. Dispatch and flight preparation (FOI)
- a. Verify that dispatch and flight preparation are performed in accordance with the air operator procedures and the documents submitted with the application flight preparation and how the crew receives/obtain necessary information and briefings concerning:
 - i. Weather
 - ii. NOTAMs
 - iii. MEL
 - iv. Fuel requirements
 - v. Performance limitations
 - vi. Mass and balance
 - vii. Operational flight plan
 - viii. ATC flight plan
 - ix. Other relevant aspects.
15. Cabin crew Inspection (CSI)
- NOTE:** Use another copy of the Air operator in-flight cabin inspection checklist/report (**AOCI Attachment L**) to record your observations concerning the inbound flight.
- a. Monitor catering delivery and handling in the galleys;
 - b. Monitor cabin cleaning (as applicable)
 - i. How cabin crew or other air operator staff supervise cleaning;
 - c. Monitor cabin check performed after passengers left the aircraft and before passengers embark;
 - d. From passenger boarding, quietly the cabin crew performance without interfering or making any intervention unless there is an immediate safety concern
- NOTE:** Record your observations and remarks to be discussed during the debriefing after the flight.
16. Flight crew inspection (FOI)
- NOTE:** Use another copy of the Air operator in-flight cockpit inspection checklist/report (**AOCI Attachment K**) from the last point in B 1.
- a. Proceed to the aircraft with the flight crew;
 - i. Monitor the flight deck preparation in accordance with operator procedures:



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- ii. Observe the flight crew member performing the outside aircraft inspection (walk around) in accordance with operator procedures;
 - b. From the last point in B-1 of **Attachment K**, monitor quietly the flight crew performance and observe all aspects contained in the remaining parts of the checklist.

NOTE: Record your observations and remarks to be discussed during the debriefing after the flight.

17. Flight debriefing (FOI, AI, CSI, GHI, DGI)

- a. Under the guidance of the team leader, each inspector will present the observations made, but to address only those elements directly related to what the flight and cabin crew could correct or change with a brief overview of the observations or findings to be directed at the company through the report.

18. Checklist completion

- a. Each team member is to provide the team leader with a copy of their respective completed checklist.
- b. The team leader will complete the checklist [**FOD-FORM-CL-217**] and others as appropriate] based on the information and checklists provided by the team members.

19. Inspection report

- a. Each participant will prepare an inspection report highlighting the following points:
 - i. Description of the tasks performed;
 - ii. Findings requiring corrective actions
 1. For each finding, indicate, based on the finding category, a timeframe, within which corrective actions is required to be implemented.
 - iii. Positive points observed; and
 - iv. General conclusion.
- b. The inspection team leader will consolidate all inputs and prepare the all-inclusive inspection report.
- c. The consolidated inspection report will be reviewed and validated by the inspection team; and
- d. The inspection report will be sent to the operator and a copy kept in the operator file.



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

ATTACHMENT A to Appendix 35

Multi-disciplinary Flight Inspection checklist
FOD-CHECKLIST [FOD-FORM-CL-217]

Date: _____

Applicant / Air Operator: _____

File No.: _____

[Insert object of verification]: _____ [Insert additional information as required]: _____

No.	Requirement	S	U	N/A	Observations remarks
OUTBOUND segment					
1	Flight crew training or familiarization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	Dispatch or OCC system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	flight crew preparation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	Ground handling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	Aircraft servicing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	Fuelling procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	Embarking passenger movement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	Cabin inspection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	Flight deck inspection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10	Disembarking passenger movement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
INBOUND segment					
11	Dispatch or OCC system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12	flight crew preparation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13	Ground handling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14	Aircraft servicing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15	Fuelling procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16	Embarking passenger movement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
17	Cabin inspection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
18	Flight deck inspection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Team leader inspector comments:					
Recommendation:					
Team leader inspector Signature:				FOD Signature:	
Date:				Date:	
AWID Signature:					
Date:					



APPENDIX 36

Procedure for the verification of organization Corrective Action Plan FOD-Procedure [AOC-PROC-11]

PURPOSE

Review and determine acceptability of corrective action plan submitted by an Organization.

CIRCUMSTANCES OF USE

To be used whenever organization submits a corrective action plan to address audit or inspection findings.

REFERENCE CRITERIA

Inspection or audit report findings

Regulatory and requirements provisions applicable to the inspection or audit report findings;

COORDINATION

Coordination with the expertise having participated in the audit or inspection. It may include Flight operation division, cabin safety, dangerous goods, personnel licensing as appropriate to the findings.

TASK TO PERFORM

Review each proposed corrective action against the findings;

Determine whether the proposed corrective action:

- a) addresses the finding;
- b) identify root causes of the identified discrepancy (**Refer Guidance on root cause analysis and corrective action process to address CAA Nepal findings of non-compliance**).
- c) addresses all elements of the finding
- d) is sufficient to correct the identified discrepancy

If the determination related to either points a), b) or c) above is not completely satisfactory, note the reason supporting the unsatisfactory determination. The supporting reasons will be used when preparing the formal communication to the organization concerning the proposed corrective action plan.

If the determinations related to points a), b), and c) are completely satisfactory, assess whether the proposed target completion date is adequate to:

- a) take short term corrective action to mitigate safety risks; and
- b) have medium and/or long term implementation plan to completely address the finding.

If the proposed actions are not resolving the safety concern in a reasonable short period or if the medium / long term appears unreasonable, note the reason supporting the unsatisfactory assessments. The supporting reasons will be used when preparing the formal communication to the operator concerning the proposed corrective action plan.

Once the entire corrective action plan has been reviewed, verify that all findings have been addressed and identify remaining outstanding issues before preparing the formal letter to be sent to the operator.

The letter should, for each proposed corrective action, indicate whether the proposed corrective action has been determined being satisfactory or not and whether the proposed completion target date has been considered adequate or not. In addition, for each unsatisfactory determination and for each inadequate proposed target date, the letter should indicate the reasons supporting the unsatisfactory determination or assessment.



FOD Form Letter

Date: _____

[Name and address of Accountable Manager or Operation Director]

[Applicant / Operator name]

[Applicant / Operator address]

Subject: Review of Corrective Action Plan

Dear [Sir/title/name]

While reviewing the Corrective Action you have submitted on [date], we have identified that some of the proposed actions did not completely address the related finding or did not provide a proper completion target date.

The missing elements or dates are outlined in the attached document with the identification and subject of the finding allowing you to update the identified incomplete actions in a timely manner.

You are hereby requested to submit the updated actions no later than [date]

[Usual closing formula]

[Authorized person signature block]



APPENDIX 37

Procedure for the addition of a new destination on the AOC FOD-Procedure [AOC-PROC-12]

PURPOSE:

To verify that the operator has performed the necessary preparation work before conducting an initial flight to a new destination.

CIRCUMSTANCES OF USE:

When an Air Operator applies to have a new destination added to an existing AOC

REFERENCE CRITERIA:

AOCR

AOCI

COORDINATION:

Flight operations, airworthiness, cabin safety and Ground handling inspectors.

TASK TO PERFORM:

1. Review the characteristics of the route to be flown and of the destination airport; Review the Operations Manual Part A to determine whether the current procedures are adequate for the new route and destination or whether there is a need to amend them;
2. If an amendment is necessary, request an amendment proposal to be submitted for review, and review the amendment proposal to determine whether it is adequate for the new route and destination;
3. Review the flight crew route and aerodrome familiarization or training as required by the level of difficulty associated with the new route and destination;
4. Review the Operator Dispatch or OCC Manual to determine whether the current procedures are adequate for the new route and destination or whether there is a need to have the procedures amended and specific training;
5. If an amendment is necessary, request an amendment proposal to be submitted for review, and review the amendment proposal to determine whether it is adequate for the new route and destination;
6. Review the operator plans to address the following aspects at the new destination:
 - Passenger handling;
 - Security;
 - Aircraft servicing;
 - Line maintenance;
 - Aircraft refuelling;
 - Load with mass and balance control;
 - Dispatch, flight planning and flight release;
7. When the operator opts for using a local service provider, obtain and review the applicable contractual service agreement(s) the operator has entered to determine whether all aspects of point are well covered and are consistent with the operator's procedures;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

8. Determine whether the operator retains the entire responsibility over the sub-contracted tasks; and
9. Determine whether the operator quality system has established and implemented provisions to review and ensure the conformity of the sub-contracted services provided.
10. Prepare for the conduct of a multi-disciplinary flight inspection of the inaugural flight.



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

ATTACHMENT A to Appendix 37

Verification checklist [Insert object of verification]

FOS-FORM [FOD-FORM-CL-218]

Date: _____

Applicant / Air Operator: _____

File No.: _____

[Insert object of verification]: _____

[Insert additional information as required]: _____

NO.	REQUIREMENT	S	U	N/A	OBSERVATIONS REMARKS
1	Operations Manual Part A procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	Operations Manual Part A amendment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	Dispatch / OCC Manual procedures and training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	Dispatch / OCC Manual Amendment (procedures and training)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	Sub-contract service agreement (AWID/FOD)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	Passenger Handling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	Security;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	Destination Aircraft servicing; (AWID)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	Destination Line maintenance; (AWID)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10	Destination Aircraft refueling; (AWID)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11	Destination Load with mass and balance control;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12	Destination Dispatch, flight planning and flight release;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13	Operator retaining responsibility (AWID/FOD)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14	QA system (AWID/FOD)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Inspector comments:

Recommendation:

Inspector Signature:

Date:

FOD Signature:

Date:

AWID Signature

Date:

AWID Signature

Date;



APPENDIX 38

Procedure for the review of a method to establish Aerodrome Operating Minima FOD-PROCEDURE [AOC-PROC-13]

PURPOSE:

Review verify and approve the methodology used by an air operator to establish aerodrome operating minima for take-off, approach and landing.

CIRCUMSTANCES OF USE:

When performing initial verification of an air operator operations manual;

When reviewing an amendment to flight operation manual having an effect on operating minima such as the addition of an operation specification allowing for lower minima; or

When the operator makes a change to the method of establishing Aerodrome Operating Minima.

REFERENCE CRITERIA:

FOR, section 4.8;

CAAN Manual for the Determination and Approval of the Aerodrome Operating Minima (AOM);

ICAO Manual of All-Weather Operations (*Doc 9365*);

ICAO PANS-OPS, Volume II, Construction of visual and instrument flight procedures (*Doc 8168*)

COORDINATION:

Flight operations and procedure design specialist as required.

TASK TO PERFORM:

1. Verify the intended method the operator has opted for and determine whether the operator is:
 - a. Using the operating minima developed by the State of the aerodrome and published in that State AIP appropriate for the aircraft category operated;
 - b. Using the operating minima developed by the State of the aerodrome and appropriate for the aircraft category operated but published by a commercial publisher such as Jeppesen, LIDO, or by other similar publisher; or
 - c. Developing his own aerodrome operating procedures and operating minima;
2. In the case of a) or b) above, verify that the air operator has indicated that the Aerodrome Operating Minima will be those provided by the State of the aerodrome and published either in the State of the aerodrome AIP or published by a commercial publisher such as Jeppesen, LIDO, or other provider.
3. In the case of c), verify that the operator has described the entire process used to establish Aerodrome Operating Minima to ensure adequate obstacle clearance during take-off, approach and missed approach phase of flights applicable to each category of aircraft operated;
4. With the assistance of a qualified approach procedures design expert, verify that the method described by the operator ensures that the Aerodrome Operating Minima provide adequate obstacle clearance.
5. Once the inspector is satisfied that the operator methodology will provide for adequate obstacle clearance during take-off, approach and missed approach phase of flights applicable to each category of aircraft operated, the inspector will draft a specific letter of approval.



APPENDIX 39

Element requiring specific approval

	Element requiring specific approval	Approved	Not Approved	Not Applicable	Approval Date	Means of Approval
		<i>Select appropriate one</i>				
1	The method for establishing minimum flight altitudes;					Letter
2	The method of determining Aerodrome Operating Minima;					Letter
3	Additional requirements for single pilot operations under the instrument flight rules (IFR) at night;					OPS SPEC
4	Flight time, flight duty periods and rest periods;					Letter
5	Specific extended range operations;					OPS SPEC
6	Additional requirements for operations of single-engine turbine-powered aeroplanes at night and/or in instrument meteorological conditions (IMC);					OPS SPEC
7	Aircraft-specific minimum equipment list (MEL);					Letter
8	Performance-based navigation operations;					OPS SPEC
9	MNPS operations;					OPS SPEC
10	RVSM operations;					OPS SPEC
11	LVO					OPS SPEC
12	All Training Programs					Letter
13	Carriage of Dangerous Goods					OPS SPEC



APPENDIX 40

Procedure for the verification and acceptance of an air operator Configuration Deviation List CDL -AID / FOD Procedure [AOC-PROC-14]

DEFINITION:

A list established by the organization responsible for the aircraft type design, with the approval of the State of Design, which identifies any external parts of an aircraft type that may be missing at the commencement of a flight, and which contains, where necessary, any information on associated operating limitations and performance correction.

PURPOSE:

Perform a joint airworthiness and flight operation review of a CDL to ensure all requirements are met.

CIRCUMSTANCES OF USE:

When an operator submits a CDL.

When the operator submits a revision to the CDL

REFERENCE CRITERIA:

AOCR, FOR, NCAR, Aircraft type AFM, FCOM, Aircraft Manufacturer CDL; AOCI Manual Vol III Chapter 7

COORDINATION:

Flight operations and airworthiness

TOOLS

CDL review Checklist

Note pad

Stickers

TASK TO PERFORM:

The flight operations and the airworthiness inspector will review the CDL independently;

Each inspector to verify the latest manufacturer revision of the CDL;

Each inspector will compare the operator submitted CDL with the latest revision of the manufacturer CDL;

The content of the operator CDL needs to replicate the content of the latest manufacturer CDL revision;

Each inspector will complete the CDL verification checklist **[FOD-FORM-CL-219]**

Both inspectors will jointly review the CDL and confirm each other evaluation;

Both inspectors will complete a joint verification checklist **[FOD-FORM-CL-219]** and submit their recommendations;

In case of discrepancy between the operator CDL and the latest revision of the manufacturer CDL; the inspectors will draft a letter to be sent to the operator requiring corrections



APPENDIX 41

Procedure for the verification of Operations Manual Part B FOD Procedure [AOC-PROC-15]

PURPOSE:

Ensure manual compliance with regulatory requirements and aircraft flight manual.

CIRCUMSTANCES OF USE:

During initial certification phase III, manual verification; and
Whenever reviewing an amendment to an aircraft flight manual requiring an amendment to Operations Manual Part B.

REFERENCE CRITERIA:

Civil Aviation Regulation 2058 (2002)
Air Operator Certificate Requirement (AOCR Appendix X when approved)
Flight Operations Requirements (FOR) (FOR Appendix 1)
Air Operator Certificate Inspector Manual (AOCI)
Air Operator Certificate Guidance Material (AOC GM)
Aircraft manufacturer Aircraft Flight Manual AFM, Flight Crew Operating Manual (FCOM) or similar manual relevant to the aircraft type

LEAD INSPECTOR

Flight operations inspector

COORDINATION:

Specific chapters of the manual might require coordination with Cabin Safety.

TOOLS TO USE

AOCI Manual, Volume II,
A copy of FOR Appendix 1 (AOCR Appendix X, OM Part B, when approved) to be used as a checklist;
Aircraft manufacturer AFM;
Sticky paper notes to flag identified need for correction
FSSD Manual Evaluation Form (preferably soft copy with computer)
Paper to note parallel comments and findings

TASK TO PERFORM:

Use a printed copy of the Appendix 1 (AOCR Appendix X when approved) as a detailed checklist while performing the task;

Verify the latest edition and revision number of the aircraft manufacturer manuals applicable to the aircraft type;

Verify that the aircraft manufacturer documentation used as part of the manual or used to develop the manual is up to the latest revision issued by the aircraft manufacturer;

Verify the manual structure and composition to determine whether it is in compliance with the content of FOR Appendix 1 (AOCR Appendix X when approved);

Verify that all aspects have been addressed;

Identify any inconsistency deficiency or non-compliance between the manual and the requirements;

Flag the page or provision of the Manual containing a discrepancy with a sequentially numbered sticky note;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

Note your observation of any discrepancy on the FSSD Manual Evaluation Form [**FOD-FORM-CL-211**] in a manner sufficiently clear for the operator to understand the issue and the expected correction;

Annotate your copy of FOR Appendix 1 (AOCR Appendix X when approved) with your remarks;
Review the operator CDL using the CDL verification procedure and checklist [**AOC-PROC-14 and FOD-FORM-CL-219**];

Record the overall results of the CDL verification on the Operations Manual Part B checklist [**FOD-FORM-CL-220**];

Review the operator MEL using the MEL verification procedure and checklist [**AOC-PROC-07 and FOD-FORM-CL-214**];

Record the overall results of the MEL verification on the Operations Manual Part B checklist [**FOD-FORM-CL-220**];

Have the Cabin Safety inspector review the cabin crew procedures with the use of the appropriate procedure and checklist [**AOC-PROC-18 and FOD-FORM-CL-223**];

Record the overall results of the cabin crew procedures manual review on the Operations Manual Part B checklist [**FOD-FORM-CL-220**];

Write your overall comment and observations on the checklist; and

Draft a letter to inform the operator of the identified discrepancies requiring corrections.



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

ATTACHMENT A to Appendix 41

Operation Manual Part B verification checklist

FOD-Check List [FOD-FORM-CL-220]

Date: _____

Applicant / Air Operator: _____

File No.: _____

Operations Manual Part B: _____

Subordinate Manual(s) _____

NOTE: This checklist reflects the draft Operations Manual Part B content provided in the revised Appendix X to the AOCR or the FOR. Therefore, the inspector should be careful in using the checklist as some of the items are not reflected in the current FOR Appendix 1.

No.	Requirement	S	U	N/A	Observations remarks
1	Format and presentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	Structure of the manual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	Introduction and management of the manual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	Air operator specific limitations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	General information and units of measurement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	Limitations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	Aircraft systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	Normal procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	Normal, abnormal and emergency procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10	Performances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11	Flight planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12	Mass and balance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13	Loading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14	CDL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15	MEL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16	Survival and emergency equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
17	Emergency evacuation procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
18	Cabin crew procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Inspector comment:

Recommendation:

Inspector Signature:
Date:

FOD Signature:
Date:



APPENDIX 42

Procedure for the verification of Operations Manual Part C FOD Procedure [AOC-PROC-16]

PURPOSE:

Ensure manual compliance with regulatory requirements and route and aerodrome information.

CIRCUMSTANCES OF USE:

During initial certification phase III, manual verification; and
Whenever reviewing an amendment to an aircraft flight manual requiring an amendment to Operations Manual Part C.

REFERENCE CRITERIA:

Civil Aviation Regulation 2058 (2002)
Civil Aviation Requirements (CAR 2)
Air Operator Certificate Requirement (AOCR Appendix X when approved)
Flight Operations Requirements (FOR) (FOR Appendix 1)
Air Operator Certificate Inspector Manual (AOCI)
Air Operator Certificate Guidance Material (AOC GM)
State of the aerodrome AIP, (or other document publishing State AIP information)
Air operator manual, method to establish aerodrome and route operating minima.

LEAD INSPECTOR

Flight operations inspector

COORDINATION:

None required.

TOOLS TO USE

AOCI Manual, Volume II,
A copy of FOR Appendix 1 (AOCR Appendix X, OM Part C, when approved) to be used as a checklist;
Sticky paper notes to flag identified need for correction
Manual evaluation from (preferably soft copy with computer)
Paper to note parallel comments and findings

TASK TO PERFORM:

Use a printed copy of the Appendix 1 (AOCR Appendix X Part C when approved) as a detailed checklist while performing the task;

Verify the latest edition and revision number of the State of the aerodrome AIP;

Verify the manual structure and composition to determine whether it is in compliance with the content of FOR Appendix 1 (AOCR Appendix X Part C when approved);

Verify that all aspects mentioned in the FOR Appendix 1 (AOCR Appendix X Part C when approved) have been addressed;

Identify any inconsistency deficiency or non-compliance between the manual, the requirements and the AIP;

Flag the page or provision of the Manual containing a discrepancy with a sequentially numbered sticky note;



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

Note your observation of any discrepancy on the FSSD Manual Evaluation form [FOD-FORM-CL-211] in a manner sufficiently clear for the operator to understand the issue and the expected correction;

Annotate your copy of FOR Appendix 1 (AOCR Appendix X Part C when approved) with your remarks;

Record the overall results of the cabin crew procedures manual review on the Operations Manual Part C checklist [FOD-FORM-CL-221];

Write your overall comment and observations on the checklist; and

Draft a letter to inform the operator of the identified discrepancies requiring corrections.



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

ATTACHMENT A to Appendix 42

Operation Manual Part C verification checklist

FOD-Check List [FOD-FORM-CL-221]

Date: _____

Applicant / Air Operator: _____

File No.: _____

Operations Manual Part C: _____

Subordinate Manual(s) used: _____ [such as Jeppesen, Lido, Etc.] _____

NOTE: This checklist reflects the draft Operations Manual Part C content provided in the revised Appendix X to the AOCR or the FOR. Therefore, the inspector should be careful in using the checklist as some of the items are not reflected in the current FOR Appendix 1.

No.	Requirement	S	U	N/A	Observations remarks
1	Format and presentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	Structure of the manual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	Introduction and management of the manual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	System to keep information and charts updated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	System to distribute information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	Aerodrome categorization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	Aerodrome instructions and information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	Route information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Inspector comments:

Recommendation:

Inspector Signature:

FOD Signature:

Date:

Date:



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

APPENDIX 43

**Procedure for the verification of Operations Manual Part D
FOD Procedure [AOC-PROC-17]**

PURPOSE:

Ensure manual compliance with air operator training program regulatory requirements.

CIRCUMSTANCES OF USE:

During initial certification phase III, manual verification; and
Whenever reviewing an amendment to an air operator training program.

REFERENCE CRITERIA:

Civil Aviation Regulation 2058 (2002)
Flight Operations Requirement (FOR);
Flight Operations Requirements FOR Appendix 1;
Personnel Licensing Requirements (PELR);
Air Operator Certificate Inspector Manual (AOCI)
Air Operator Certificate Guidance Material (AOC GM)

LEAD INSPECTOR

Flight operations inspector

COORDINATION:

Cabin Safety inspector, OCC inspector, Dangerous Goods inspector

TOOLS TO USE

AOCI Manual, Volume II,
A copy of FOR Appendix 1 (AOCR Appendix X, OM Part C, when approved) to be used as a checklist;
Sticky paper notes to flag identified need for correction
Manual evaluation form (preferably soft copy with computer)
Paper to note parallel comments and findings.

TASK TO PERFORM:

Use a printed copy of the Appendix 1 (AOCR Appendix X Part D when approved) as a detailed checklist while performing the task;

Verify the manual structure and composition to determine whether it is in compliance with the structure and format of FOR Appendix 1 (AOCR Appendix X Part C when approved);

Verify that all aspects mentioned in the FOR and FOR Appendix 1 (AOCR Appendix X Part D when approved) have been addressed;

Flag the page or provision of the Manual containing a discrepancy with a sequentially numbered sticky note;

Note your observation of any discrepancy on the FOD Manual evaluation form [Insert form identification number] in a manner sufficiently clear for the operator to understand the issue and the expected correction;

Annotate your copy of FOR Appendix 1 (AOCR Appendix X Part C when approved) with your remarks;

Record the overall results of the cabin crew procedures manual review on the Operations Manual Part D checklist [**FOD-FORM-CL-222**];



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

Write your overall comment and observations on the checklist; and
Draft a letter to inform the operator of the identified discrepancies requiring corrections.



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

Attachment A to Appendix 43

Operation Manual Part D verification checklist

FOD-Check List [FOD-FORM-CL-222]

Date: _____

Applicant / Air Operator: _____

File No.: _____

Operations Manual Part D: _____

Subordinate Manual(s) _____

NOTE: This checklist reflects the draft Operations Manual Part D content provided in the revised Appendix X to the AOCR or the FOR. Therefore, the inspector should be careful in using the checklist as some of the items are not reflected in the current FOR Appendix 1.

No.	Requirement	S	U	N/A	Observations remarks
1	Format and presentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	Structure of the manual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	Introduction and management of the manual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
GENERAL TRAINING					
4	Company indoctrination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human factors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	Crew resource management (CRM)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	Security training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	SMS training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
FLIGHT CREW TRAINING					
9	Initial aircraft type ground training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10	Initial aircraft/simulator training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11	Safe aircraft training policy and practices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12	Aircraft type recurrent training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13	Remedial training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14	Regaining recency or competency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15	Upgrade training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16	Line indoctrination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
17	STOL training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
18	Instructor qualifications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
19	Check Pilot (DCP) qualifications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
20	Pilot proficiency checks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
21	Low visibility operations (LVO)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
22	Performance Based Navigation (PBN)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
23	Reduced Vertical Separation Minima (RVSM)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
24	Controlled Flight Into Terrain (CFIT) prevention training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
25	Runway incursion prevention training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
26	Emergency procedures training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
27	Conversion training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
28	ACAS training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
29	Upset Prevention Recovery training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
CABIN CREW TRAINING					
30	Cabin crew initial aircraft type training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
31	Cabin practical initial training and drills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
32	Cabin crew aircraft type recurrent training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
33	Recurrent proficiency check	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
34	Remedial training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

35	Regaining recency or competency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
36	Upgrade training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
37	Line indoctrination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
38	Instructor qualifications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
39	Check cabin crew qualifications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
40	Cabin crew proficiency check	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
41	Emergency procedures training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
DISPATCHER/FLIGHT OPERATION OFFICER TRAINING					
42	Initial general training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
43	Initial specific aircraft type training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
44	Aircraft type familiarization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
45	Recurrent aircraft type training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
46	Remedial training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
47	Regaining recency or competency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
48	Instructor qualifications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
49	Check dispatcher qualifications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
50	Dispatcher proficiency check	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
51	Emergency response plan training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Inspector comments:					
Recommendation:					
Inspector Signature:				FOD Signature:	
Date:				Date:	



APPENDIX 44

Procedures for the Verification and Approval of Cabin Crew issues of Operations Manual- Part B FOD Procedure [AOC-PROC-18]

DEFINITION AND SCOPE

“Cabin Crew Procedures” refers to cabin operation requirements and procedures to be established by an operator through its Operation Manual and/or through a separate volume known as Cabin Crew Manual. It includes both the normal and abnormal procedures as applicable to the operation type. It may also cover general rules and regulations and most importantly training and competency requirements of the cabin crew.

PURPOSE:

To ensure cabin crew procedures/manual of the operator is in compliance and consistent with regulatory requirements.

CIRCUMSTANCES OF USE:

During initial certification, and whenever reviewing an amendment to the cabin crew procedures or the content of the manual

REFERENCE CRITERIA:

Air Operator Certificate Requirement (para 6.1.3.5; 6.1.3.6; 6.1.3.8.2 b)

Flight Operations Requirements (FOR) (FOR Chapter 12, Chapter 15 para 15.6 and Appendix 1)

Personnel Licensing Requirements Chapter 12

Air Operator Certificate Inspector Manual (AOCI Vol I 1.4)

Air Operator Certificate Guidance Material (AOC GM)

Cabin Crew Training Manual, 2015

LEAD INSPECTOR

Cabin Safety Inspector(s)

COORDINATION:

This Procedure (AOC-PROC-18) will require coordination with Aircraft Flight Manual, Manufacturer’s Cabin Crew Operating manual, Operator’s Operation Manual Part A, B, and D, AVSEC, Dangerous Goods, and Safety Management System and CAAN’s requirements.

TOOLS TO USE

AOCI Manual, Volume II, Chapter 1; Para 1.4.1

AOCI Manual Volume II, Attachment A, Operation Manual Inspection Checklist

AOCI Manual Volume II Attachment A to Appendix 44, Cabin Crew Procedures Verification Checklist

Sticky paper notes to flag identified need for correction

Manual evaluation from (preferably soft copy with computer)

Paper to note parallel comments and findings

TASK TO PERFORM:

Use a printed copy of the Appendix as a detailed checklist while performing the task;

Read each paragraph of the manual to:

- Compare the paragraph read with all applicable requirements



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

- Compare paragraphs and requirements with the content of AOCR, FOR, PELR, CCTM and/or the operator's other manuals and note any overlapping discrepancy on a separate piece of paper;
 - Ensure all required aspects are addressed;
 - Ensure that the text is clear and sufficiently detailed to provide guidance is logical and consistent with other paragraphs or manuals and complies with the applicable regulatory requirements;
- Identify any inconsistency deficiency or non-compliance between the manual and the requirements;
- Flag the paragraph in the Manual with a sequentially numbered sticky note;
- Note your observation on the Manual Evaluation Form in a manner sufficiently clear for the operator to understand the issue and the expected correction;
- Note flagged discrepancies, on the Manual Evaluation form as they are identified;
- Once a chapter of the manual has been completed, indicate the overall assessment of the chapter subject on the attached checklist. A single point in the chapter being flagged would justify an unsatisfactory assessment.



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

ATTACHMENT A to Appendix 44

Cabin Crew Procedures Verification Checklist

FOD-Check List [FOD-FORM-CL-223]

Date: _____

Applicant / Air Operator: _____

File No.: _____

Cabin Crew (Procedures) Manual: _____

NOTE: This checklist reflects Cabin Crew Procedures in general that an operator has to establish as applicable to its operation. Therefore, the inspector should be well aware of the operator's specific requirements.

No.	Requirement	S	U	N/A	Observations remarks
1. General					
i.	Format and presentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ii.	Structure of the manual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
iii.	Introduction to the manual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
iv.	System of Amendments, distribution and control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
v.	Organization Chart				
vi.	Nominated post holders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
vii.	Terminologies and Definitions				
viii.	Eligibility, Qualification, and duties and responsibilities and operations management personnel such as cabin crew post holders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ix.	Cabin Crew Eligibility and Qualification Requirements <ul style="list-style-type: none"> • Cabin crew • In-charge cabin crew • Instructor/Examiner Cabin Crew 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
x.	Supervision of the operation and system of promulgation of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
xi.	Powers of the Authority	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
xii.	Chain of command	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
xiii.	Crew Composition <ul style="list-style-type: none"> • Minimum Complement • Normal Complement • Procedures in case of operation with reduced number of Cabin Crew 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
xiv.	Crew health precautions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
xv.	Flight time, duty time, and rest scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
xvi.	Flight Safety Documentation System	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
xvii.	Operator's Safety Management System	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
xviii.	Dangerous Goods Policy and Procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
xix.	Company Security Procedures (Aircraft Search Checklist)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Cabin Crew Standard Operating Procedures/Safety Emergency Procedures (SOP/SEP)					
i.	Standard Operating Procedures <ul style="list-style-type: none"> • Cabin Crew Pre-flight, In-flight and Post flight duties • Classification of passengers and Handling • Cabin Baggage and PED policy • Passenger Information and Safety Briefings • Flight Deck security 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ii.	Cabin Crew Safety / Emergency Procedures:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

	<ul style="list-style-type: none"> • Cabin Safety Requirements • Safety Procedures <ul style="list-style-type: none"> - Turbulence - Refuelling/Defueling when Passengers on board/embarking or disembarking - Passenger Service on ground - Surface Contamination and reporting - Ramp Hazards and Safety Procedures - Unlawful Interference and Security Issues - Dangerous Goods Incidents - Aviation first aid procedures • Emergency Procedures <ul style="list-style-type: none"> - Fire and Smoke - Decompression - Pilot/ Cabin Crew Incapacitation - Emergency Landing/Ditching - Cabin Preparation and Evacuation Procedures (Land/Water) - Cockpit-cabin Information and phraseology - Flight Crew actions - Post Evacuation Procedures and Survival Techniques - Ground to Air Signals 				
3. Aircraft Type Specific					
i.	<p>Aircraft General Description</p> <ul style="list-style-type: none"> • Aircraft type, model, manufacturer, general feature • Cabin Layout, Configuration and Seating: Flight Deck, Galleys, Lavatories, Closets, Baggage Compartments, Overhead Bins, Passenger seats, PSUs, LSUs, Cockpit/ Cabin crew seats and harness, Cabin Crew Stations etc. • Safety Emergency Equipments: Location, Description, Operation and Limitation • Minimum Equipment List • Doors and Windows: Normal and Emergency Operating Mechanism of all doors and emergency windows, • LBRL 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ii.	<p>Aircraft Systems</p> <ul style="list-style-type: none"> • Air-conditioning and Pressurization • Cabin Lighting: Normal and Emergency Lightings • Communication and Intercom System: Cockpit-cabin-cockpit, Cabin to Cabin, Passenger Call, Lavatory Call, Emergency Alert, Passenger Address System 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

	<ul style="list-style-type: none"> • Attendant Call Panels and Indications • Oxygen System • Water Supply and Waste Management 				
4. Training Requirements					
i.	Training Syllabus/ Courseware and Duration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ii.	Training Devices and Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
iii.	Training and Evaluation procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
iv.	Training Types <ul style="list-style-type: none"> • Initial Training • Recurrent Training (Annual/Biennial) • Requalification/Refresher Training • Remedial Training • Aircraft Type Training • Line Indoctrination Training • Conversion Training • Upgrade/In-charge Training • Human Factor Training • Crew Resource Management Training • Dangerous Goods Handling Training • First Aid/Aviation Medicine Training • Safety Management System Training • Security Training • Company Indoctrination Training 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
v.	Attachments <ul style="list-style-type: none"> • Passenger Safety Briefing Cards for each aircraft type • Sample of Training Certificate • Competency Check form • Competency Certificates • Medical Certificate • Emergency Announcements (Texts) 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Inspector comments:					
Recommendation:					
Inspector Signature:				FOD Signature:	
Date:				Date:	



APPENDIX 45

Procedure for the verification of nominated post holder acceptability FOD-PROCEDURE [AOC-PROC-20]

PURPOSE:

Ensure nominated post holders meet established requirements

CIRCUMSTANCES OF USE:

During initial certification and when an operator submits a new nominee.

REFERENCE CRITERIA:

FOR, Appendix 1, 2.1.1 c) names of post holders;

AOCR 4.2.3; 4.3.1, and Appendix 4, post holder qualifications

AOCI Manual, Volume I, Chapter 5, Para. 5.1.3 d) and 5.2.4

AOC Guidance Material Appendix 4

Airworthiness Inspector Handbook Part-II Section IV Chapter 26 "Procedure for the acceptance of nominated post holders"

COORDINATION:

OPS; AIR; PEL; DG; CC; AVSEC

Note 1: During certification this is a group assessment with the entire team.

Note 2: Refer to appropriate chapter of Airworthiness Inspector Handbook Part-II Section IV Chapter 26 "Procedure for the acceptance of nominated post holders"

Note 3: For post holder replacement nominee, coordinate as appropriate.

TASK TO PERFORM:

For each nominated post holder,

The inspector will, based on the applicable criteria, verify that the nominated post holder:

- Has submitted all required documents and certificates;
 - C.V;
 - Citizenship certificate
 - Diplomas;
 - Licences;
 - No objection certificate;
- Possesses the required experience;
- Possesses the required qualifications;

The inspector will verify that the nominated post holder has no other activity impeding the performance of the post duties and responsibilities.

Report to results of the verification on the checklist **FOS-FORM CLST-101-AOC** and note your comments and observations as appropriate.

For initial certification:

Complete Section B of the Air Operator Certification **Job Aid-AOC 003**;

If all requirements are met satisfactorily, the completed checklist is to be handed over to the certification project manager with the completed part B for review and insertion in the appropriate air operator certification file.

If some requirements are not met satisfactorily, the issue must be coordinated with the project manager and the applicant formally advised in writing of the non-satisfactory assessment and to take appropriate action such as submitting missing documentation or proposing another nominee.



AIR OPERATOR CERTIFICATE INSPECTOR MANUAL VOLUME II

Alternatively, when a nominee does not meet the requirements in full, the certification team and project manager may exceptionally require the nominee to demonstrate skill and knowledge acceptable to CAAN that he will have the ability to perform effectively the functions associated with the post commensurate with the scale of the intended operation.

For AOC holder nominating a new post holder:

If all requirements are met satisfactorily, the completed checklist is to be handed over to the FOD Chief with a draft letter of approval for review and insertion in the appropriate air operator file to be forwarded to FSSD Director for signature.

If some requirements are not met satisfactorily, the issue must be coordinated with the FOD Chief, and the operator formally advised in writing of the non-satisfactory assessment and requested to take appropriate action such as submitting missing documentation or proposing another nominee.

Alternatively, when a nominee does not meet the requirements in full, the FOD inspectors and FOD Chief, with the concurrence of FSSD Director may exceptionally require the nominee to demonstrate skill and knowledge acceptable to CAAN that he will have the ability to perform effectively the functions associated with the post commensurate with the scale of the intended operation.



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

ATTACHMENT A to Appendix 45
Verification checklist - nominated post holder acceptability
FOS-FORM CLST-101-AOC

Date: _____

Applicant / Air Operator: _____

File No.: _____

Nominated Post: _____ Nominated Person: _____

No.	Requirement	S	U	N/A	Observations remarks
1	Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	SMS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	ATPL / CPL/ AMTL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	Flight experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	Management experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	Training experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	Service record	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	Accident record	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	Serious infraction history	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10	Technical experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11	Background	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12	A/C qualifications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13	Recent experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14	AVSEC Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15	Quality Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16	QMS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
17	FOQA Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Inspector comments:

Recommendation:

Inspector Signature:

FOD Signature:

Date:

Date:



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

**APPENDIX 46
Manual Revision Form**

Operator Name: Aircraft Type:
 Manual Ref: Issue No: Issue Date:
 Revision No: Revision No date:

ITEM	Action to be taken	Justification for amendment/Revision	CAA Nepal Remark
1. Introduction Page A	Replace with new page dated.....	Revision due to introduction of new CAA Nepal requirement.	
2. Introduction Page B	Replace with new page dated.....	Introduction of addition of new procedure to address CAA Nepal findings.	
3. Page 45-Item E12	Replace with new page dated.....	Revision due to changes in procedure.	

<p>COMPLIANCE STATEMENT: This [Manual Name; Issue number; Issue date; Revision number; Revision date] complies with all applicable CAA Nepal requirements after incorporation of the changes introduced through this revision.</p> <p>Signed: Position: Date:</p> <p>Organization Name:</p>
--

The above requested amendments are approved, with the exception of:

.....

Signed on behalf of CAA Nepal:..... Date:

Note: When completed this form should be submitted to Flight Operation Division, Flight Safety Standards Department, CAA Nepal, Sinamangal, Kathmandu, Nepal along with revision copy of the manual.



**AIR OPERATOR CERTIFICATE INSPECTOR MANUAL
VOLUME II**

**APPENDIX 47
Summary of Audit Procedure**

S/N	Audit Process	Timeline	Forms to be used	Responsibility	Remark
1.	Internal preparation	1-2 days before audit	----	Audit Team	For CAMO- OPS and AWID Audit team member For AMO- AWID Audit team members For ATO- AWID/ LED audit team members
2.	Audit Entry Meeting	1 st day of Audit	Audit In-Brief Form	Audit Team Leader	
3.	Audit conduct	No. of days depending on scope; complexity and size of the organization	Audit checklist	Audit Team	
4.	Audit Exit Meeting	last day of Audit	Audit Exit-Brief Form	Audit Team Leader	
5.	Preparation of audit report (along with Level of Finding i.e. Level 1 and Level 2)	For level 1: Immediately For Level 2: Within 7 days of audit	Discrepancy Reporting Form	Audit Team	
6.	Deadline to submit the Corrective Action Plan (CAP) along with Root Cause Analysis	For Level 1: Immediately For Level 2: Within 30 days from audit report publication date	Corrective Action Form	Operator	Refer: Guidance on root cause analysis and corrective action process to address CAA Nepal findings of non-compliance
7.	Preparation of Audit Finding Tracking Software	After preparation of Audit Report within 7 days	Audit Finding Tracking Software	Audit Team Leader	
8.	Monitoring of CAP submission due date	Up to 3 days before CAP Submission due date	Audit Finding Tracking Software	Audit Team Leader	If not send, remind QM of the organization to submit the CAP within deadline
9.	Review of Root Cause Analysis and Acceptance of Corrective Action Plan (CAP)	For Level 1: Immediate For Level 2: 7 days of Submission of CAP by Operator	Corrective Action Form	Audit Team Leader	If satisfied, send CAP acceptance letter. If not satisfied. Send letter to operator notifying CAP is not acceptable and resubmission of CAP.
10.	Update Audit Finding Tracking Software with Root Cause Analysis and CAP	Within 7 days of acceptance of Root Cause Analysis and CAP	Audit Finding Tracking Software	Audit Team Leader	
11.	Monitoring of Audit Finding rectification due date	Up to 15 days before Audit Finding rectification due date	Audit Finding Tracking Software	Audit Team Leader	Plan for Follow-up which needs to be conducted within Audit finding Rectification Due Date
12.	Follow up Audit Preparation	Repeat the process from top			

THE END