



Civil Aviation Authority of Nepal

**FLIGHT OPERATIONS
INSPECTOR HANDBOOK**

Civil Aviation Authority of Nepal

PREFACE

The Flight Operations Inspectors Handbook Issue 01 Revision 00 has been developed/ taking into consideration all necessary procedures and checklist required for discharging the duties and responsibilities of Flight Operations Inspector. This edition of Handbook is formulated on the basis of Flight Operations Requirements provision and other requirements related with Operations of aircraft.

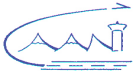
Flight Operations Inspectors shall follow the procedures and checklist contained in the handbook making the jobs performed by them uniform and efficient. This handbook contains various procedures and Checklist Used by flight Operations

This issue of Flight Operations Inspector Handbook comes into force after approval from Director General, CAA Nepal



Er. Pradeep Adhikari
Director General
Civil Aviation Authority of Nepal

	CIVIL AVIATION AUTHORITY OF NEPAL	First Edition September 2024
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RECORD OF AMENDMENTS

NUMBER	DATE ENTERED	BY	NUMBER	DATE ENTERED	BY

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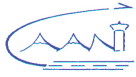
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CHAPTER 1 THE FLIGHT OPERATIONS DIVISION

1.1 INTRODUCTION

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

1.2 STATUTORY AUTHORITY

- 1.2.1 The Flight Operations Division is organised as a component part of CAAN. It is authorised by the Government of Nepal under the CAR 2058 and is charged by the Director General of Civil Aviation to carry out all required functions.
- 1.2.2 The activities of the Flight Operations Inspectors will be governed by the following:-
- (a) Civil Aviation Act, Rules, Regulation/and requirements for exercising the duties and functions under the CARs.
 - (b) Flight Operations Inspector Manual.
 - (c) Flight Safety Standards Department, CAAN Circulars (If applicable and being issued).
 - (d) Other relevant directive and instructions that may be issued from time to time by the Director General Civil Aviation Authority Nepal.
- 1.2.3 Documents which may be needed for additional guidance have been listed in the introductory note of the Manual for Flight Operations Inspectors (Retain if applicable).

1.3 STAFFING REQUIREMENTS

1.3.1 General

1.3.1.1 Staffing of the Flight Operation Division with a sufficient number of suitable Flight Operations Inspectors, experienced, qualified and capable of accomplishing the wide range of activities covered in the Flight Operations Inspector Manual is paramount to the success of the Safety Oversight Programme of the Civil Aviation Authority.

1.3.1.2 Flight Operations Inspectors (FOI's) must not only have the knowledge, experience and qualifications to carry out their duties in a professionally sound manner, but also possess the personality to win the respect and confidence of the operators. This would require a reasonable level of tact, understanding, firmness, impartiality, integrity and an exemplary personal conduct both in the air and on the ground.

1.3.2 Authorised Strength of Flight Operations Inspectors

1.3.2.1 The number of Flight Operations Inspectors required will be determined by the level of and the growth of aviation in the country. A periodic review will take place from time to time as required to determine whether or not there needs to be a change in the number of Inspectors authorised.

1.3.2.2 The following guidelines are considered to be the minimum number that is reasonable for Flight Operations Inspectors to carry out their tasks.

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

1.3.3 Qualification of a Flight Operations Inspector

- 1.3.3.1 Persons seeking a position as a Flight Operations Inspector should have held previous appointments either in operational management as an airline pilot/flight engineer or training instructor, or as a military pilot/flight engineer where experience in air transport operations would have been acquired.
- 1.3.3.2 Flight Operations Inspector should have extensive operational experience, not less than 5,000 hours as pilot with Pilot-in-Command experience of more than 2000 hours / not less than 5000 hours as Flight Engineer, of air transport civil or military aircraft/ 2000 total hours with 10 years of work experience in Flight safety standards Department.
- 1.3.3.3 A Flight Operations pilot / flight engineer to act as Inspector under supervision, should have at least a Commercial Pilot License and a type rating on type / higher type rating.
- 1.3.3.4 The Flight Operations Inspectors should have the following qualifications.
- (a) For Airman Certification tasks, they should hold a current ATPL/FE licence with an endorsement on the type of aircraft for which they are being utilised;
 - (b) For Surveillance tasks, they must hold or have held a ATPL/CPL/FE licence within the past two years. For airline surveillance, they must hold or have held a type rating on a jet/turbo prop aircraft similar to the class and type on which they are required to conduct surveillance. A type rating on a particular type of aircraft is not required for the conduct of cockpit enroute inspections;
 - (c) They should have a broad air transport background of 5 years or more, either airline or military;
 - (d) Experience with problems of operating or maintaining transport aircraft;
 - (e) Meteorological and climatological knowledge and experience;
 - (f) Experience with technical training including visual aids, training devices and aircraft flight simulators;
 - (g) Have a reputation for possessing qualities of initiative, tact, tolerance and patience; and
 - (h) In all cases, they must have successfully completed a CAAN approved Basic Course for Flight Operations Inspectors. (Note: CAAN should arrange for the recently inducted FOIs to successfully complete an Basic FOI Course before employing the FOI on Inspector Job Functions). Subsequently, the FOI must

also successfully complete a course of instructions in the undermentioned areas:

- (i) Advance Inspector Course
(The syllabus should include EDTO, Cat II & III Operations, RVSM/MNPS, MMEL; and may be covered in different phases)
- (ii) Audit Policy and Procedures Course
- (iii) Designated Check Pilot Course
- (iv) Aircraft Performance Course
- (v) Aircraft Type Training (as required)
- (vi) Crew Resource Management Course
- (vii) Simulator Evaluation & Approval Course (Depending on Assigned Duties)
- (viii) Dangerous Goods Course (Depending on Assigned Duties)
- (ix) Accident Investigation Course (Depending on Assigned Duties)
- (x) Aviation Safety Promotion Course (Depending on Assigned Duties)
- (xi) Basic Safety Management System course.

1.3.3.5 In cases where suitable pilots are not available, the Director General of Civil Aviation may, at his discretion, relax the requirements, taking into consideration, the pilot's seniority, past performance, flying record, progression towards a higher rating and utility of the flight operations inspectors.

1.4 DUTIES OF FLIGHT OPERATIONS INSPECTOR

The duties and responsibilities of Flight Operations Inspectors are laid down in the Flight Operations Inspectors Manual and are divided into Surveillance, Operational Inspections that could lead to Certification of an Operator and the subsequent issue of an Air Operator Certificate by the Director General, and Airman Certification. These Job Functions cover both ground and inflight inspections. The inflight inspections cover checks from the observer's seat as laid down in the Flight Operations Inspector Manual.

Flight Operations Inspectors are to particularly ensure that: -

- (a) Proper analytical reports are submitted promptly to the Chief, Flight Operations Division on their inspections.
- (b) Flying and surveillance programmes are submitted about 10 days in advance of each month.
- (c) For important occurrences requiring immediate action, a report is submitted immediately.
- (d) Tasks assigned/information requested by other CAAN Departments are responded to promptly. Reports are to be submitted through the Chief, Flight Operations Division.

- (e) All orders/notices/circulars issued by the Chief Flight Operations Division adhered to and responded to promptly where necessary.
- (f) Use initiative to pursue any matter that needs to be attended to by the CAAN in the interest of air safety and for efficiency of the system.
- (g) Ensure that the confidentiality is always maintained.
- (h) Maintain a constant dialogue with operators and officials in the aviation industry on professional matters in order to keep up to date with latest developments.

1.5 TECHNICAL TRAINING FOR FLIGHT OPERATIONS INSPECTORS

Technical Training of Flight Operations Inspectors may be accomplished from several sources. These can be contracted to an operator who offers a course that is approved for use in that country for use by their citizens, or from aircraft manufacturers or from operators of Nepal

An Inspector is required to undergo a full type-rating course before embarking on airman certification activities on that type of aircraft. Routine surveillance activities can be accomplished on any aircraft in airline service whether or not the Inspector is type rated on that particular type. In cases where the inspector is conducting a surveillance function on an aircraft in which he is not type rated, he must limit his observations and remarks to those elements that are not specific to that type of aircraft unless the occurrence is self-evident and would not take a type rated person to make an observation of that nature. An example of that would be not levelling at the altitude to which cleared or not complying with an ATC clearance.

If the inspector is a flight engineer who does not hold a pilots licence, he will make an effort to conduct cockpit enroute inspections on aircraft that has a flight engineer as a required crewmember, however, if the aircraft does not have a flight engineer position, the flight engineer Inspector can conduct a cockpit enroute inspection on any aircraft in airline service. He will confine his observations to those items that are common to all aircraft, such as ATC clearances, situational awareness, altitude control, airspeed control and other general items. He will observe and make appropriate comments to the crew concerning those occurrences that are self evident and would not require a type rated person to make an observation of that nature.

- 1.5.1 The organisation of the Flight Operations is designed to carry out operational surveillance, certification inspections and airman certification. Its functions cover both surveillance and certification of aircrew and operators. The Flight Operations Division requires a dedicated specialised staff to carry out its function. A

specialised training course for Flight Operations Inspectors is a necessary pre-requisite for the Flight Operations Inspectors to carry out their Safety Oversight task(s). In the final analysis, the Flight Operations Inspectors will require continuous training to keep pace with the growth of aviation in Nepal.

- 1.5.2 In view of the increasing complexity of modern operating techniques, aircraft and equipment, there is a continuous need to review the scope of inspections and related techniques and procedures in order to better evaluate specific areas of interest and assure effective use of the Flight Operations Division.
- 1.5.3 Inspector recurrent/refresher training: Flight Operations Inspectors must be scheduled for a minimum of one refresher/recurrent training course followed by a proficiency check in a year. This training can be accomplished either in an aircraft or an approved simulator.
- 1.5.4 Proficiency checks for a CAAN Flight Operations Inspector must be conducted by a Designated Check Pilot/ CAAN Flight Operations Inspector. When this is not possible or practical because of time / distances and/or expenses, by prior arrangement, a check may be carried out by examiner pilot of the company of which a detailed report should be presented to the Chief, Flight Operations Division, a check carried out by a Flight Operations Inspector of the country in which the check is to be carried out to the level required by that authority for their own Inspectors, or to the level required by the rules of Nepal would be acceptable to CAAN Nepal.
- 1.5.5 Flight Operations Inspectors are not exercising the privilege of their pilots/flight engineer licence and are not carrying passengers for hire or compensation when they are performing CAAN required certification or surveillance activities, therefore, they are not required to maintain the same level of currency as are required of pilots/flight engineers that are exercising the privilege of their licence and carrying passengers for hire or compensation.
- 1.5.6 There may be an occasion where there is no inspector qualified and current on a particular type of aircraft and there is a need for one to accomplish a task that normally required a type rating. In such a case, an inspector with a type rating on a similar aircraft could accomplish the required task after being issued a letter of authorisation from the Director General or his designated representative.

1.6 QUALIFICATIONS REQUIRED FOR INSPECTOR ACTIVITIES

The following is a synopsis for the qualifications required by an inspector for the carrying out of the various activities under the CAAN Safety Oversight Programme:

1.6.1 AIRMAN CERTIFICATION DUTIES

- 1.6.1.1 Completion of a basic inspector course; and

1.6.1.2 Completion of type rating training on that type of aircraft within the preceding 12 months or if the initial training was completed more than 12 months, have completed recurrent training and a proficiency check as described in paragraph 1.5.3 above. This type of duty includes:

1.6.1.2.1 Conduction of line checks, proficiency checks or any other certification checks as directed for an operator's pilot(s)/flight engineer(s).

1.6.2 SURVEILLANCE ACTIVITIES

1.6.2.1 Completion of a basic inspector course; and

1.6.2.2 Hold a type rating either as a pilot or flight engineer on any type of aircraft in scheduled airline service in Nepal. This type of duty includes:

1.6.2.2.1 Conduct Cockpit enroute inspections, Cabin enroute inspections and any other surveillance checks/inspections as directed.

1.7 TRAINING FILES FOR INSPECTORS

1.7.1 To ensure systematic and comprehensive training of Flight Operations Inspectors it is necessary to maintain a Training File for each Inspector. The Training File records must be reviewed and updated at regular intervals.

1.7.2 Record of all 'On Job Training' imparted to an Inspector must be maintained in the Training File.

CHAPTER 2.

INSPECTOR RESPONSIBILITIES, ADMINISTRATION

2.1 GENERAL RESPONSIBILITIES

This chapter addresses many, but not all, of the responsibilities and standards of conduct, of flight operations inspectors (FOI) assigned to air transportation job functions. This section describes the general responsibilities of the Flight Operations Inspector (FOI).

FOIs of the Civil Aviation Authority of Nepal(CAAN) play a key role in ensuring that the CAAN aviation system continues to be safe. This responsibility for safety in air travel covers almost every facet of aviation, including the certification of aircraft and airmen; the operation and maintenance of aircraft; aircraft manufacturing; and the approval of new aircraft design. Within the Flight Operations Division of the CAAN, FOIs are divided by specialty; and subdivided by specific position description.

2.2 SPECIFIC DUTIES

Air Carrier Flight Operations Inspectors (Pilots) are experienced pilots who specialize in the operation of aircraft and who ensure compliance with the Civil Aviation Regulations (CAR's). Air Carrier Flight Operations Inspectors (Flight Engineer) are experienced flight engineers who specialize in the operation of aircraft engineer systems and who ensure compliance with the Civil Aviation Regulations (CAR's). These inspectors have responsibility for scheduled air carriers, and commercial operators.

FOIs may administer tests (written, oral, and practical) for a variety of certificates and ratings, perform cockpit and cabin en route inspections, and conduct surveillance on various other aspects of an air carrier's operation. These other aspects typically would include evaluating the operations of air carriers and similar commercial aviation operations for adequacy of facilities, equipment, procedures, and overall management to ensure safe operation of aircraft. Other important functions of air carrier FOIs include the examination of airmen (pilots, dispatchers, flight engineers) for initial and continuing qualification, as well as the evaluation of airman training programs, equipment, and facilities. When, in the course of an inspection, inspectors find an aircraft or airman not in compliance with the CARs, they may recommend an enforcement action. Such enforcement can range from administrative action to civil penalty and possible suspension or revocation of their license.

2.3 ADDITIONAL FUNCTIONS OF OPERATIONS INSPECTORS

2.3.1 An additional role is the investigation of aircraft accidents in co-ordination with the Ministry of Culture, Tourism and Civil Aviation (MOCTCA) for accident investigation. Air carrier FOIs may also speak to student groups about career opportunities in the field of aviation, and may conduct seminars and briefings on pertinent aviation topics for pilots, dispatchers, and airline officials. Inspectors may also, from time to time, be called upon to testify in administrative hearings and trials.

2.3.2. Investigations

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

- A. Accidents. FOIs may be required to conduct on-site accident investigations when serious injuries or fatalities have occurred. The inspector may work closely with the Accident Investigation Committee, or be solely responsible for the investigation as directed by Chief, FSSD, CAAN.
- B. Incidents. FOIs are responsible for the investigation of incidents, as appropriate. Some of the incidents that require investigation are as follows:
- * Foreign air carrier incidents
 - * Reports of emergency evacuation
 - * Incidents involving hazardous materials
 - * Noise complaints
 - * Damage caused by a civil aircraft
- C. Enforcement. FOIs are required to investigate, analyze, and report enforcement findings. In situations that involve alleged noncompliance with the CARs, FOIs are required to make recommendations concerning enforcement action.

2.3.3. Surveillance

A. Airman Surveillance. FOIs are responsible for the surveillance of airmen who have been certified under the CARs. Some of the airmen that an FOI may surveillance as follows:

- * Flight instructors
- * Designated Check Pilots (DCP)
- * Designated Flight Engineers (DCFE)
- * Dispatcher Examiners

B. Air Carrier Operator Surveillance. A number of the surveillance activities that FOIs shall perform are as follows:

(1) FOIs shall conduct the following:

- * Ramp inspections
- * Cabin en route inspections
- * Cockpit en route inspections

- * Pilot proficiency and competency checks for operators

- * FE proficiency checks for operators

(2) FOIs shall inspect the following:

- * Operators' trip records

- * Operators' training programs (including Cabin Crew if no Cabin Specialist is available)

- * Operators' crew and dispatch records

- * Operators' flight-following and flight-dispatch procedures

- * Operators' flight-following or flight-locating procedures

- * Operators' designated check pilots/flight engineers.

- * Operators' line stations

- * Operators' main base or sub-base

- * Operators during a strike

- * Operators' deicing programs

- * Operators' manuals

- * Operators' Flight and Duty Time limitations programme

- * Operators' Flight Safety Programme

- * Operators' Dangerous Goods Programme

- * Flight simulators or flight training devices (FTD)

2.3.4. Certification

A. Airmen. Some of the FOIs certification duties involve the following:

- * Certificate an Pilot, Flight Engineer or Flight Navigator

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

B. Air Carriers. FOIs are heavily involved in the certification of air operators. Some of the many duties of the FOI in air operator certification are as follows:

- * Approve operators' exit seating plans

- * Approve operators' carry-on baggage programs

- * Conduct proficiency checks of operators' pilots

- * Conduct proficiency checks of operators' flight engineers

- * Conduct emergency evacuations or ditching demonstrations

- * Conduct aircraft proving and validation tests

- * Evaluate an Operator's minimum navigation performance specification (MNPS) qualifications
- * Evaluate an Operator for ETOPs Certification.
- * Monitor the Operator's Designated Check Pilot/Flight Engineer Programme
- * Evaluate operators' compliance statements
- * Evaluate flight crew training programs
- * Evaluate dispatcher training programs
- * Evaluate operators' operations manuals
- * Evaluate approved flight manuals or company aircraft operations manuals
- * Evaluate operators' aircraft checklists
- * Evaluate operators' airport and weather aeronautical data
- * Evaluate operators' special means of navigation
- * Evaluate operators' power back procedures
- * Evaluate operators' airport/runway performance data analysis systems
- * Evaluate operators' minimum equipment lists (MEL)
- * Evaluate operators' hazardous materials (HAZMAT) programs
- * Evaluate passenger briefing cards
- * Evaluate operators' crew records keeping systems
- * Issue and amend operations specifications
- * Recommend issue an air carrier operating certificate
- * Evaluate operators' flight-locating procedures
- * Evaluate operators' flight/trip records
- * Review operators' compliance statements
- * Review operators' EDTO procedures
- * Evaluate operators' CAT II and CAT III procedures
- * Evaluate Operators' Load Control Procedure

2.4 OTHER RESPONSIBILITIES

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

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

2.5 ADMISSION TO THE FLIGHT DECK

- 2.5.1 The flight deck of an aircraft is a close society in which each member is proficient in his/her duties and aware of his/her responsibilities, position and rank. The introduction of an inspector into this type of environment may create a distraction and possibly add tension. The FOIs authority can be seen either as a threat to the individual flight crew member or a challenge to the Pilot-in-Command's status. While maintaining the status of his/her own position, the FOI must recognize and support the Pilot-in-Command's authority unless he/she is obviously about to violate a regulation or operate in a hazardous manner. Even in these conditions, the FOI should at first appear to be acting in an advisory capacity and only resort to the powers vested in him/her by the aeronautical legislation as a last resort.
- 2.5.2 FOI shall, under normal circumstances, make every effort to reserve the use of any observer seat through the operator's flight dispatch or other designated office at least 24 hours prior to scheduled departure time unless a no notice inspection is authorized.
- 2.5.3 If for some reason, such as joining the flight at an enroute stop, the crew could not be contacted prior to boarding the aircraft, the FOI should identify him/herself to a cabin attendant (CA) and have him/her present his/her credentials to the Pilot-in-Command. The CA should be requested to advise the Pilot-in-Command that an FOI wishes to join the crew on the flight deck for purposes on an in-flight inspection. The FOIs credentials will constitute the FOIs on board authority.
- 2.5.4 When authorized by their supervisor, FOIs may occupy any observer seat without advanced notice to the operator or crew members. Occasions may arise, such as "ad hoc" inspections, when FOIs will not have had time to effect prior co-ordination. In this situation, an FOIs approach must demonstrate courtesy and common sense.

- 2.5.5 Where an aircraft is equipped with more than one observer seat, the operator shall make available the observer seat that permits optimal monitoring, by the FOI of the flight deck instrumentation and controls, and the procedures used by flight crew members. Unless specified other wise by CAAN, that observer seat shall be that located in the most forward position from where a view of the cockpit is best observed.
- 2.5.6 While on the flight deck, the FOI must avoid distracting the crew. This may not be easy, as another aspect of the flight deck environment is a degree of boredom brought about by repetitive duties and routines. The FOI is a new person to talk to, and a new source of information. A flight deck conversation can be valuable to the FOI as a source of information and to establish a good relationship with the flight crew but it must be carefully controlled so as to avoid distractions at critical times.
- 2.5.7 During the departure and approach phases of a flight, the FOI should silently observe cockpit policy and procedures. This does not preclude the inspector from advising the crew of a potential hazard or infraction.
- 2.5.8 Potential for the type of situation referred to below is minimal. Such situations would likely occur only during "ad hoc" inspections:
- (a) The legal provisions authorizing an FOI to occupy that position.
 - (b) That further denial will be in contravention of Civil Aviation Rules/Regulation, which may be processed by way of enforcement action.
- 2.5.9 If an FOI has reason to believe that an aircraft is unsafe or is about to be operated in an unsafe manner, he/she may detain the aircraft pursuant to Civil Aviation Regulations of Nepal 2058.. Directing Air Traffic Services (ATS), where available, to deny take-off clearance could be the best course of action. This would give the FOI more time to co-ordinate other recourses.

CHAPTER 3. PERSONAL ETHICS

3.1. PURPOSE

This section contains direction and guidance for Flight Operations Inspectors (FOI) pertaining to principles of ethics and conduct as they affect the performance of duties. (This section uses 'FOI' to refer also to Airworthiness Inspectors and cabin safety specialists.)

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

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

B. Civil Aviation Authority Requirements; Inspectors are required to comply fully with the letter and spirit of the standards of conduct as set forth by this section; and with those set forth in CAAN regulations and requirements, Government publication, "CAAN Service Rules"; The Authority's policy on employee conduct is designed to encourage employees to maintain a level of professionalism that will promote the efficiency of the CAAN and conform to accepted principles of conduct.

3.2. ON-THE-JOB ETHICS

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

A. Rules of Conduct. All Inspectors must observe the following rules of conduct:

- * Report for work on time and in a condition that will permit performance of assigned duties
- * Render full and industrious service in the performance of their duties
- * Maintain a professional appearance, as appropriate, during duty hours

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

3.3. OUTSIDE EMPLOYMENT, FINANCIAL INTERESTS, AND GIFTS

A. Conflict of Interest.

With a view to eliminate perceived conflict of interest, a flight inspector who is engaged for the purpose of making himself current and experienced (in the context of Nepalese topography) in airlines' flying, shall not conduct any regulatory functions related with that particular air service operator.

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

- C. Fund Raising. FOIs may not participate in fund raising or soliciting donations from any business or activity for which their office is assigned oversight responsibility. Exceptions to this requirement may exist for donation of prizes/gifts for speakers in aviation safety seminars arranged under the aviation safety program. They should, however, seek official approval.
- D. Gifts.
- (1) Avoiding Conflict of Interest. Gifts should be accepted only when the Inspector knows that the gift will not give the appearance of a conflict of interest.

3.4 **DRESS**

- 3.4.1 FOIs should be aware that their personal appearance affects their professional image; therefore, they should adhere to the guidelines below:
- (a) On visits to air operator facilities, FOI should dress semi-formally (Jacket and tie for men, dress or slacks for women).
 - (b) During pilot proficiency checks in aircraft or simulators, the semi-formal wear noted above is recommended, regardless of air operator practices.
 - (c) During training FOIs dress should be compatible with the air operator's practice but should lean towards formality.
 - (d) During in-flight inspection, the sight of a non-uniformed person moving in and out of the flight deck can be disturbing to hijack - conscious passengers. For this reason, FOIs should maintain a low profile, dress conservatively, restrict movements between cabin and flight decks and wear the Airport Security Pass.
 - (e) When conducting FOI duties at an airport, the Airport Security Pass must be used to follow crew access routes and shall be worn at all times on the ramp and air-side of the terminal.

Chapter 4

FLIGHT OPERATIONS INSPECTOR (FOI) CREDENTIALS

4.1 GENERAL

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

4.2 TYPES OF CREDENTIALS

FOIs are issued two types of credentials: (1) CAAN Inspector Identification that identifies the Inspector as an “Authorised Person” for the purpose of CAAN Rules 2058 chapter 11 article 81, 82 of the Civil Aviation Rules/Regulation and authorised to perform the duties and exercise the powers under said rule; and (2) Functionary Identification from Airports Security which provides for access to different areas of any Civil Aviation Authority of Nepal airport and aircraft, as indicated on the credential

4.3 ELIGIBILITY REQUIREMENTS.

FOIs assigned to positions involving air transportation inspections and surveillance are eligible to receive the CAAN credential; however, the inspector must have also completed a "Basic Flight Operations Inspector" course. To be eligible for the Airport credential, the FOI must possess (or be concurrently issued) the CAAN credential; have fulfilled the requirements set forth in this handbook authorizing the conduct of enroute inspections; and have a job function that requires the conduct of inspections.

4.4 APPLICATION PROCEDURES

Inspectors shall apply for the two credentials by completing an application for a CAAN Inspector Credential and an Airport Security Credential in accordance with the procedures. (State may specify their own procedure) To expedite the issuance of the credentials, the application may be initiated before the inspector meets the training and qualification requirements outlined in this manual.

4.5 USE OF CREDENTIALS

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

A. CAAN Inspector Credential. The CAAN Inspector credential identifies an individual as an “authorised Person” for the purposes of CAAN Rule 2058 chapter 11 article 81, 82 of the Civil Aviation 2058 Regulations and authorises that individual to perform the duties and exercise the powers under the rules. These official duties include the conduct of cockpit enroute inspections. An inspector who meets all training and qualification requirements, with the exception of not yet possessing an airline transport pilot (ATPL) licence or a flight engineer rating with an airplane type rating, may conduct cabin enroute inspections.

B. Airport Security pass Credential. The Airport Functionary credential contains authorization for an inspector to be given free and uninterrupted access to restricted areas at airports governed by the CARs while the inspector is performing official duties to the extent stated on the credential. These official duties include those types of inspections such as ramp inspections etc.. An inspector must display this credential on an outer garment to be permitted entry into airport secured areas, and while working in these areas. While employing the Airport Functionary credential, inspectors should consider the following procedures:

(1) Physical Barriers. Although this credential is an authorization for inspectors to be in secured areas, for physical barriers such as locked doors and gates, an inspector may need to seek local assistance to gain access. Inspectors should ask at the time of entry if the operator has any specific security program practices and procedures that need to be followed.

(2) Passenger Screening Points. Inspectors approaching passenger screening points may not bypass that screening; however, if the inspector is unable to afford the delay that may be involved in passenger screening, then arrangements should be made with the airport or operator personnel to enter the secured areas at other entry points.

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

APPENDIX 'A'**FOI On-Job-Training Guide**

The following guide has been developed to assist Supervisors with the training of Air Carrier Flight Operations Inspectors. It is only a guide and should not be considered limiting. Some of the subject areas are dealt with into in greater detail in other manuals and these manuals should be used to assist with training (ie. FOI Manual, DCP Manual).

Air Carrier Flight Operations Inspector (FOI) activities often interact with Airworthiness, Cabin Safety (CS), Dangerous Goods (DGs). These specialty activities are briefly mentioned within this checklist.

The following Branches will normally deal with issues listed:

Cabin Safety:*

- Safety Features Cards
- Cabin Attendant Manuals
- Cabin Attendant Training Programs

Dangerous Goods:*

- Company Operations Manual DGs Chapter Review
- Company DGs Permit(s) for Equivalent Level of Safety
- DGs Specialty Audits and Inspections
- DGs Cargo Facility Inspections
- DGs Random Ramp Inspections
- DGs Passenger Terminal Inspections
- DGs Surveillance Operations
- DGs Packaging Inspections
- DGs Investigations and Compliance Actions
- Company DGs Records and Document Retention programs
- ICAO Doc 9284 Technical Instructions for Safe Transport of DG, by Air

Airworthiness:

- MELs
- Defect Procedures (Operations Manuals)
- Type Approvals
- Maintenance Programs

This checklist has been written with the intent of capturing most activities encountered by Air Carrier Flight Operations Inspectors. It is not meant to reflect specific tasks, such as certain office routines or methods on how particular situations are dealt with.

Note: * If these Inspectors are not available/catered for in the organization, the qualified FOIs shall be entrusted with these activities as deemed appropriate by the Chief, Flight Operations.

ON-JOB-TRAINING ACTIVITIES

APPENDIX 'B'

Table of Contents

Section 1 - Office Administration Activities

Section 2 - Operational Activities

Section 3 - Flying Activities

Section 4 - Field Activities

ON-JOB-TRAINING ACTIVITIES CHECKLIST

Section 1 - Office Administration Activities

1. Meet the staff and receive a brief outline of their responsibilities.

2. Review the following documents.

- 2.1 Job Description
- 2.2 Delegation of Authority
- 2.3 Access to Information

3. Explain Office Procedures and Policy.

- 3.1 Approval of Leave
- 3.2 Working Hours
- 3.3 Employee In/Out Board
- 3.4 Vehicle Sign Out
 - 3.4.1 Procedures for accident reporting
- 3.5 Personal vehicle use
- 3.6 Inspector Scheduling System
 - 3.6.1 Booking of rides

4. Explain Administrative Procedures

- 4.1 Forms, training, flight pay
- 4.2 Travel Claims and Advances
- 4.3 File Register - Correspondence
- 4.4 Work at home

5. Review Documents:

Civil Aviation Rules/Regulations
Flight Operations Inspector Manual
Manual of Regulatory Audits
Designated Check Pilot Manual
MMEL /MEL Policy and Procedures Manual
Policy Letters
Air Safety Circulars
Air Navigation Orders
Enforcement/Compliance Manual
ICAO Annex 1 to 18
ICAO Docs 8335, 9376, 9481 and other related documents
ICAO Doc 7300 Convention on International Civil Aviation

6. Training

6.1 Review Training Policy Letters.

6.2 Training Calendar of Courses

- 6.2.1 Basic Flight Operations Inspector Course
- 6.2.2 Advance Flight Operations Inspector Course (To include - EDTO, CAT II & III, RVSM/MNPS, MMEL)
- 6.2.3 Audit Policy and Procedures Course
- 6.2.4 Designated Check Pilot Course
- 6.2.5 Aircraft Performance Course
- 6.2.6 Aircraft Type Training (as required)
- 6.2.7 Crew Resource Management Course
- 6.2.8 Simulator Evaluation and Approval Course (Depending on Assigned Duties)
- 6.2.9 Dangerous Goods Course (Depending on Assigned Duties)
- 6.2.10 Aviation Safety Promotion Course (Depending on Assigned Duties)
- 6.2.11 Accident Investigation Course (Depending on Assigned Duties)
- 6.2.13 Safety Management System Course(Depending on Assigned Duties)

6.3 Personal Development

- 6.3.1 Development Course
- 6.3.2 Computer and Work Processing Courses

Section 2 - Operational Activities

1. Process Applications for Operating Certificates

- 1.1 Check and confirm application is complete
Inspector must know:
 - a) what comprises a complete application package
 - b) refer to Certification Manual and Air Carrier Flight Operations Inspector Manual and ICAO Doc 8335
 - c) details required to complete application
 - d) what form application should take
- 1.2 Circulate forms to appropriate branches
Inspector must know:
 - a) which sections share certification responsibilities
 - b) what forms to circulate

- 1.3 Verify management personnel qualifications
Inspector must know:
- a) what qualifications are required from CARs
 - b) whether the qualifications submitted are consistent with company operations
- 1.4 Review manuals ensure they are compatible with requirements
Inspector must understand:
- a) the requirements of the CARs
 - b) that Operations Manual must accurately reflect carrier's operation
 - c) the Cabin Safety Manual must cover all Safety Emergency Procedures
 - d) Flight Dispatch Manual
 - e) the Aircraft Manuals including Training Manual
 - f) Dangerous Goods Manual
- 1.5 Recommend required approvals
Inspector must know:
- a) how to make an overall assessment of company submission to ensure compliance with terms of licence and applicable CARs
 - b) how to complete all relevant forms
 - c) the Certification Manual
 - d) what approvals are required for Dangerous Goods (DGs)
 - e) approve training program
- Program should include:
- (i) A/C Type (To Include Initial, Recurrent, upgrade and Line Indoctrination)
 - (ii) MEL
 - (iii) Company Orientation
 - (iv) DGs
 - (v) Dispatch Training
- f) Confirm Cabin Safety (CS) material has been approved
 - i) Approval of evacuation procedures (CS)
 - ii) Approve carriage of passengers (CS)
 - iii) Accept instructor qualifications (CS)
- 1.6 Arrange for Base Inspection
Inspector must know:
- a) how to plan and conduct an initial inspection as per Manual of Regulatory Audits;

- b) who to contact to make arrangements

1.7 Arrange PPC's (if required)

Inspector must know:

- a) how to coordinate, conduct and process initial PPC's during certification process
- b) how to conduct an initial PPC

1.8 Ensure file is complete and all recommendations received

- a) attach pax safety recommendation
- b) passenger safety requirements for certification (CS)
- c) dangerous goods authorities signed off.

2. Process amendments to Operations Manual and Operations Specifications

2.1 Confirm change is consistent with operation

Inspector must know the:

- a) scope of the operation
- b) operator's authority

2.2 Advise carrier of necessary changes (if required)

Inspector must know:

- a) the standards relative to change requested
- b) effective writing techniques

2.3 Verify accuracy of final draft

2.4 Recommend acceptance/approval

- a) differentiate between approvals and acceptances
- b) recommendation procedure

3. Minimum Equipment List Approvals

3.1 Compare proposed MEL to MMEL

- a) research standards, legislation, requirements and procedures
- b) aircraft systems
- c) purpose of proposed MEL
- d) location of master MEL

3.2 Ensure proposed MEL does not conflict with any legislation

- a) review pertinent legislation
- 3.3 Ensure proposed MEL is appropriate to operation
 - a) review particular type of operation
- 3.4 Recommend changes to MEL/MMEL
Inspector must be familiar with:
 - a) minimum equipment required to proposed type of operation
 - b) the approving authority for MEL's
- 3.5 Issue approval
 - a) the approval procedure

4. Regulatory Compliance Investigations

- 4.1 Conduct preliminary investigation
 - a) how to collect information
 - b) how to complete Preliminary Investigation Report

Section 3 - Flying Activities

1. In-Flight Inspections

- 1.1 Planning an in-flight inspection
 - a) Determine the objectives of the inspection
 - 1. types of inspections
 - 2. routine
 - 3. special
 - 4. what is scope of inspection
 - 5. where authority is found
 - 6. what type of a/c is to be used.
 - b) Review all company files and pertinent documentation
 - 1. operating certificates
 - 2. operations specifications
 - 3. what is scope of inspection
 - 4. where authority is found
 - 5. what type of a/c is to be used

- c) Review Company Operating Procedures
 - 1. what operating procedures to review
 - 2. company Operations Manual
 - 3. cabin Safety Manual
- d) Review Route
 - 1. where to find route information
 - 2. operations manual
 - 3. published schedule
 - 4. approved route inventory
- e) Develop itinerary
 - 1. where to record itinerary information
 - 2. form
- f) Coordinate scheduling
 - 1. who to call to coordinate schedule
 - 2. company contacts
 - 3. regional contacts
- g) Make travel and accommodation arrangements
 - 1. domestic
 - 2. international
 - 3. how to book using local travel procedures
 - 4. advance
 - 5. authorization
 - 6. what is needed for travelling
 - 7. passport
 - 8. currencies
 - 9. inoculations
 - 10. visas

2. Evaluate Pre-Flight Activities

2.1 Check airport and air carrier security

- a) purpose of security
- b) what to check
- c) limits of current local system
- d) what to do about breaches of security

- e) appropriate credentials
- 2.2 Determine crew qualifications
- a) what crew qualifications are required Personnel Licensing Regulations and Standards
- 2.3 Monitor weather briefing
- a) whether briefing is adequate
 - b) what should be in complete weather briefing
- 2.4 Evaluate dispatch system
- a) what is in Company Operations Manual concerning dispatch system
 - b) duties of a dispatcher as per standards
- 2.5 Evaluate flight planning
- a) company authorized forms
 - b) specific a/c performance
 - c) company SOPs
 - d) canned weight and balance forms
- 2.6 Inspect load control
- a) a/c basic weight and balance data
 - b) system that is used by company to establish weight and balance
 - c) classification of cargo
 - d) cargo manifest
 - e) weight and balance Report
 - f) cargo security system
 - g) pertinent regulations
ICAO DGs Instructions
- 2.7 Evaluate passenger handling facilities
- a) special passenger handling requirements:
 - 1. stretchers
 - 2. prisoners
 - 3. disabled pax
 - 4. deportees
 - 5. animals
 - 6. passenger transfer vehicles
 - 7. vehicles

8. standard pax handling facilities
9. pax assembly
10. pax loading equipment
11. baggage handling
12. check-in counter

2.8 Inspect aircraft servicing and ramp safety

- a) refuelling procedures
- b) with pax
- c) without pax
- d) crowd control
- e) fire regulations
- f) loading pax while engines/rotors are running
- g) a/c evacuation procedures
- h) vehicle control
- i) airport lighting

2.9 Monitor cabin safety briefing

- a) what should be in a complete cabin attendant briefing
- b) emergency position
- c) emergency equipment
- d) special pax
- e) first aid
- f) minimum crew

2.10 Inspect cabin

- a) what emergency equipment should be carried
- b) its location
- c) how to operate it
- d) demonstration equipment
- e) a/c galley systems
- f) intercommunication system
- g) unauthorized objects

2.11 Inspect aircraft/crew documentation

- a) a/c journey log
- b) crew certificates
- c) Certificate of Airworthiness
- d) Certificate of Registration
- e) radio licence
- f) weight and balance report
- g) flight manual

- h) company operations manual
- i) pilots licences, medical certificate, PPC cards, radio operators certificate

2.12 Monitor pre-flight check

- a) a/c check list
- b) assigned company duties

3. Evaluate the Flight

3.1 Check company manuals and aircraft equipment required for the flight

- a) what manuals and equipment are required for the flight
- b) company operating procedures (Passenger Safety)
- c) ensure required equipment is operated or properly deferred

3.2 Monitor crew coordination and procedures

- a) check cabin crew boarding positions
- b) how to use the checks lists, company SOPs
- c) how to evaluate coordination between cockpit and cabin crews
- d) role of cabin crew
- e) CAAN minimum cabin crew requirement
- f) monitor cabin service on the ground

3.3 Monitor carrier's operating procedures and flight watch(Operations Control)

- a) what pre-flight paper work and computations are needed to initiate the flight
- b) aircraft performance and handling characteristics
- c) company radio procedures (domestic and international)
- d) company flight watch system
- e) regulations governing airspace usage and international flight requirements, customs and immigration procedures

3.4 Check carry on baggage stowage

- a) observe pre-take-off passenger briefing
- b) observe Cabin Crew seating position for T/O
- c) monitor in-flight service procedures
- d) monitor pre-landing announcements and cabin checks

3.5 Monitor Cabin Crew seating position for landing

3.6 Check after landing procedures

- a) observe taxi procedures
- b) observe deplaning procedures
- c) observe ramp safety

4. Evaluate Miscellaneous Items within the Flight Environment

4.1 Evaluate Airport and enroute facilities

- a) enroute ATS procedures (dom. & int.)
- b) enroute weather facilities

4.2 Assess Air Traffic Services

- a) approach aids
- b) airport lighting and marking
- c) condition of taxiways, runways and ramp areas
- d) ramp control
- e) standards for ATC clearances, flow control procedures (techniques)
- f) standard terminal arrival (STARS)
- g) standard instrument departures (SIDS)

5. Evaluate Post-Flight Activities

5.1 Unloading of aircraft

- a) how to clear customs and immigration
- b) how to complete a journey log
- c) how to complete a crew duty flight sheet
- d) how to complete all associated paper work generated by flight and methods of filing
- e) how to arrange for off-loading of passengers and/or cargo
- f) snag reporting
- g) refuelling
- h) securing aircraft

5.2 Observe special passenger handling

5.3 Verify cabin log book unserviceable items

6. Follow-Up Action

6.1 Complete In-Flight Inspection Form

- a) which form to use
- b) form numbering and forwarding instructions
- c) ICAO technical instructions for transportation of Dangerous Goods

6.2 Debrief Crew and Supervisors (as required)

- a) discuss safety related discrepancies with the Captain (in the presence of the incharge cabin crew)
- b) the discrepancies - when and how to brief the crew
- c) how to deal effectively with people
- d) system/versus personal fault

6.3 Prepare formal report if required

- a) how to write effective reports and letters
- b) who to contact in event of an incident

7. Conduct Check Rides

7.1 Check candidates licences and training file

- a) licensing and qualification requirements
- b) records required

7.2 Brief the candidate or company training pilot

- a) flight check requirements
- b) briefing techniques

7.3 Fees

- a) methods of payment
- b) schedule of fees

8. Conduct the In-Flight Check

- a) flight check procedures
- b) safe training practices
- c) aircraft performance and limitations
- d) local ATS procedures

- e) pass/fail parameters
 - f) aircraft handling techniques
 - g) testing techniques
- 8.1 Complete appropriate “flight check” form
- a) content of the flight check form - rotary and fixed wing
 - b) form completion procedure

8.2 Debrief candidate

- a) pilot grading and evaluation
- b) candidate's strengths and weaknesses
- c) flight check parameters
- d) debriefing techniques

8.3 Take licensing action as necessary

8.4 Process documentation

- a) which forms and file processing procedure

9. Monitor Designated Check Pilots

9.1 Verify Designated Check Pilot's qualifications

- a) how to locate information in Designated Check Pilot Manual
- b) qualifications of candidate
- c) the DCP authority requested

9.2 Brief Designated Check Pilot

- a) the check pilot duties
- b) pertinent CARs and standards
- c) how to complete a PPC and line check form
- d) instructional and assessment techniques
- e) manual of all weather operations
- f) personnel licensing regulations and standards
- g) Designated check pilot manual
- h) techniques for pre-flight and post-flight briefings
- i) techniques for organizing and conducting a flight check

9.3 Evaluate Designated Check Pilot's flight test

- a) limits and performance standards required by pertinent publications

9.4 Complete "Pilot Monitor Form"

- a) how to complete "Pilot Monitor Form"

9.5 Debrief Designated Check Pilot

- a) how to assess candidates strengths and weaknesses debriefing techniques

9.6 Process documents

- a) branch procedure for processing retaining form

9.7 Update file

Section 4 - Field Activities

1. Aircraft Inspections

1.1 Inspect aircraft documents

- a) documents that are required
- b) C of A requirements
- c) registration and leasing requirements
- d) weight and balance report, amendments and validity
- e) aircraft flight manual
- f) supplements and amendments
- g) journey log requirements

1.2 Inspect instrumentation and associated navigation equipment

- a) instruments and navigation equipment required for particular type of operation
- b) instrument markings
- c) compass card validity
- d) auto-pilot/Stabilization Augmentation Systems
- e) De-ice/Anti-ice Systems

1.3 Inspect emergency equipment and emergency exits

- a) safety equipment
- b) proper exit marking and lighting
- c) exit accessibility
- d) ELT requirements
- e) Allocated emergency equipment for transportation of DGs
- f) Fire extinguishers

1.4 Check safety information is available and adequate

- a) requirements
- b) acceptable format
- c) Location
- d) Passenger, Safety Briefing Card

1.5 Inspect cargo restraint system and other auxiliary equipment

- a) operate load release systems
 - b) restraining loads
 - c) various methods of restraint
 - d) external load release
 - e) external load methods
 - f) segregation (DGs)

2. Ramp Checks

- 2.1 Use of scales
- 2.2 Delaying of flights
- 2.3 Foreign Object Debris

3. Checklist

FOIs should use the checklist included in relevant Flight Operations Requirement, Air Operator Certificate Inspector Manual , Air Operator Certificate Requirements along with Flight Operations Inspector Handbook.