

CAAP 1

AOC ADVISORY
PAMPHLET No AP-001

**Syrian Civil Aviation AUTHORITY
(SCAA)**

ADVISORY PAMPHLET

Subject: CERTIFICATION OF AN AIR OPERATOR

SCAA Document AP-001

Date: January 2007

AIR OPERATOR CERTIFICATION

Syrian Civil Aviation Authority SCAA

Advisory Pamphlet

Subject: CERTIFICATION OF AN AIR OPERATOR
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Date: 01.01. 2007

PURPOSE.

- a. This Advisory Pamphlet (AP) describes the process of applying for and obtaining an Air Operator Certificate (AOC) to conduct commercial air transport operations under Syrian Civil Aviation Regulations (SCARs). The certification process may appear to be a complex undertaking, particularly to a “first-time” operator. This AP provides basic information applicable to the certification process. This AP does not describe the process for obtaining an AOC when the AOC applicant proposes to conduct maintenance under the equivalent system of maintenance referenced in Part V of the SCAR.
- b. Because there are a variety of acceptable methods for preparing manuals, including training manuals, a detailed discussion of acceptable methods for preparing these documents is not in this AP. Operators will be briefed in as much detail as necessary regarding the preparation of manuals and other required documents during meetings with SCAA personnel. The information in this AP and the reading material referenced in this AP will assist the operator in completing the process with minimal delays and complications.

2. RELATED REGULATIONS.

Syrian Civil Aviation Authority Act (NO 6), Syrian Civil Aviation Regulations (SCARs) Parts 1, 2, 4,

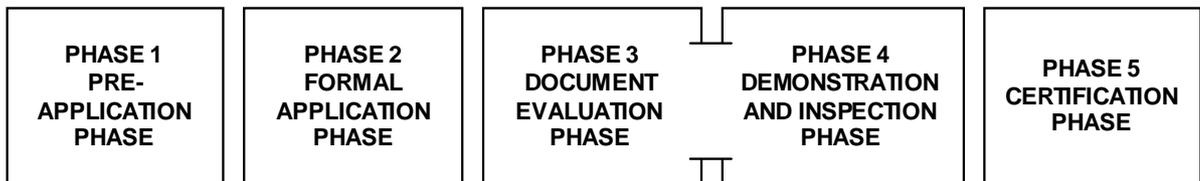
3. RELATED READING MATERIAL.

- a. The SCAA publishes the “Advisory Pamphlet” and “Guide to Civil Aviation Publications.” These documents provide more complete information on advisory pamphlets and other SCAA publications and how they may be obtained.
- b. Air Transport Operator economic regulatory functions are under the jurisdiction of the SAR

(Note: the economic requirements will be determined by the [Appropriate SAR Agency])

4. BACKGROUND.

- a. To conduct Commercial Air Transport Operations under SCA regulations, an operator must be a citizen as defined in Civil Aviation Law. The SCAA recognises the responsibility of Commercial Air Transport Operators to provide air transportation with the highest degree of safety possible in the public interest. The certification process is designed to ensure that prospective AOC holders understand and are capable of fulfilling this duty. When satisfactorily completed, the certification process should ensure that the operator is able to comply with the Syrian civil Aviation Law, SCA regulations, and the international standards pertaining to the operation of aircraft as published in relevant ANNEXES to the convention on international civil aviation organization (ICAO).
- b. There are five phases in the air operator certification process. Each phase is described in sufficient detail to provide a general understanding of the entire certification process. (See appendix 6 for a detailed flow chart of the entire certification process). The five phases are:
 - (1) Pre-application
 - (2) Formal Application
 - (3) Document Evaluation
 - (4) Demonstration and Inspection
 - (5) Certification
- c. In some cases, the guidance and suggested sequence of events in this AP may not be entirely appropriate. In such situations, the SCAA and the operator should proceed in a manner that considers existing conditions and circumstances. The operator, however, should not expect to be certificated until the SCAA is assured that the SAR's aviation law and its Civil Aviation Regulations will be complied with in an appropriate and continuing manner.



5. PRE-APPLICATION PHASE.

- a. As far in advance as possible of an anticipated start of operations, a prospective operator should contact the SCAA officers and inform the SCAA of its intent to apply for an AOC. The prospective operator will be invited to meet briefly with SCAA personnel. During this initial meeting, only basic information and general certification requirements will be discussed. If the prospective operator intends to proceed with certification, SCAA Form (FS-274) Prospective Operators Pre-Application Form (PA FORM) will be furnished. A sample of this form with instructions for completing it is in Appendix 1. The PA FORM should be completed, signed by the prospective operator, and returned to the SCAA officers.

Note : for SCAA requirements for operation or registration of an aircraft , refer to order no. FS 10-08 , paragraph .4

- b. SCAA personnel will review the PA FORM. If the information is incomplete or erroneous, the PA FORM will be returned to the prospective operator with the reasons for its return noted in Section 2. If the information is complete and acceptable, the SCAA will determine which SCAA officers will be assigned to the certification project and schedule a pre-application meeting with the prospective operator and the selected SCAA certification team members.
- c. The SCAA will designate one certification team member as the Project Manager (PM). The PM is the official SCAA spokesperson throughout the certification project.
- d. The purpose of the pre-application meeting is to confirm the information on the PA FORM and to provide critical certification information to the applicant. It is required that the operator's key management and staff attend these pre-application meetings and be prepared to discuss in general terms the plans and specific aspects of the proposed operation. Many problems can be avoided by discussing all aspects of the proposed operation and the specific requirements, which must be met to be certificated as an air operator.
- e. It is important to establish good working relationships and clear understandings between the SCAA and the operator's representatives. The SCAA recognises that a wide range of capabilities and expertise exists among operators. This background experience will be considered by the SCAA and adjusted to during these initial meetings.
- f. To help promote understanding throughout the certification process, an application information package will be provided during the pre-application meeting. The application information package includes the following:
 - (1) The certification job aid that will be used by SCAA inspectors during the certification project.
 - (2) A schedule of events that must be completed and submitted with the formal application.
 - (3) An example set of Operations Specifications (Op Specs).
 - (4) Other publications or documents the PM believes will be useful to the operator.
- g. SCAR specifies that an application for an AOC shall be made in a form and manner acceptable to the SCAA; and, containing any information the SCAA requires the applicant to submit. It is important to understand the minimum documentation necessary to be considered acceptable for a formal application. Formal application must be made on either a form provided by the SCAA(FS-275) or by letter [see Appendix 2.] requesting certification as an air operator. The accountable manager must sign the form or letter. If a letter is submitted, it should include a Statement that the letter serves as formal application for an Air Operator Certificate. It should also contain the full and official name of the applicant. The letter shall contain the physical location address of the applicant's intended primary operating location. The applicant's mailing address shall be included in the formal application letter if different than its letterhead. The letter shall also include the full name and address of the applicant's agent for service. Additionally, the letter will confirm the identity of key management personnel such as the General Manager, Director of Operations, Chief Pilot, Director of Safety, Director of Maintenance, Quality Manager, as applicable. Certain documents must be submitted with the formal application. These documents (attachments) are briefly described in paragraphs 5h through 5q and will be discussed in detail during the pre-application meeting.

- h. Draft Specific Operating Provisions Attachment. This attachment describes the applicant's intended authorisations, limitations, provisions, and privileges specific to the operator's operations.
- i. Air Operator Certification Job Aid and Schedule of Events Attachment. The schedule of events [see Appendix 3] is a key document that lists items, activities, programs, and aircraft and/or facility acquisitions that must be accomplished or made ready for the SCAA's inspection before certification. It should include dates when the crewmembers will start company indoctrination procedures. In addition, the schedule of events should include dates when maintenance personnel training will start; when maintenance facilities will be ready for the SCAA's inspection; when each of the required manuals will be available for evaluation; when aircraft will be ready for inspection; when terminal facilities will be ready for inspection; when emergency evacuation demonstrations; ditching demonstrations, and demonstration flights are planned to be performed, and the date of the proposed Application of Chief Training and Checking offices and other approved persons. These estimated dates must be logical in terms of sequence. For example, the estimated date for crewmember basic company procedures indoctrination ground training to begin should be after the date that sections of the company manuals pertinent to crewmember performance will be completed and submitted. Reasonable time for the SCAA to review, inspect, and approves each item or event should also be provided when approval is required before beginning a subsequent event or item. Failure to accomplish an item or event in a satisfactory manner or in accordance with the schedule of events could delay the certification. If at any time during the certification process the operator finds it necessary to revise the schedule of events, the PM should be notified as soon as practical.
- j. Company General Manuals Attachment. These manuals, which may be issued in separate parts for specific users, contain information about the operator's general policies, duties and responsibilities of personnel, operational control policy, and procedures. These are commonly referred to as the Operations Manual and the Maintenance Control Manual. SCARs require these manuals to include instructions and information necessary to permit flight, ground, and contract personnel to perform their duties and responsibilities with a high degree of safety. SCAR Part 4-, including the Implementing Standards (IS) prescribes the content of these manuals. The entire manual system, as required by chapter 5, shall be completely developed at the time of formal application.
- k. Training and Checking Manuals. It is recognised that aircraft acquisition, facility arrangements, and certain training program elements may not be fully developed at the time of formal application. The company initial training curriculum portion of the Training Manual (completed to the extent possible) must be attached to the formal application letter or form. Initial training curricula must include at least the following curricula segments:
 - (1) Company Procedures Indoctrination Training (SCAR IV- ch.12)
 - (2) Initial Emergency Equipment Drills Training (SCAR IV- ch.12)
 - (3) Initial Aircraft Ground Training (SCAR IV-ch.12)
 - (4) Initial Aircraft Flight Training (SCAR IV- ch.12)
- l. Management Structure and Qualification Attachment.
 - (1) SCARs establish basic management positions and the implementing standards establish minimum qualifications for air operators proposing to conduct scheduled or charter commercial air transportation operations. It may be possible to obtain a deviation from these required basic management positions and qualifications,

depending on the complexity of the planned operation. Individuals assigned to the required management positions are expected to have a thorough knowledge of the operator's company manuals, operating provisions, the SCARs and the planned operations relevant to the position. This attachment must contain resumes of the qualifications, licenses (including license numbers), ratings, and aviation experience for each of the following positions, or their equivalent:

- (i) Accountable Manager (Chief Executive CAA officers or General Manager)
- (ii) Director of Operations, or Senior of Flying Operations
- (iii) Chief Pilot
- (iv) Director of Safety, or Chief Flight Safety and Accident Prevention
- (v) Quality Manager
- (vi) Director of Maintenance

(2) If a deviation from the management requirements is anticipated, it should be noted in the formal application letter. The actual request for deviation, however, must be made in a separate petition, which presents specific justification. This request for a deviation should be made to the SCAA as soon as practical to enable the individual who will hold the position to be involved early in the certification process.

m. Documents of Purchase, Leases, Contracts, and/or Letters of Intent Attachments. These attachments should provide evidence that the operator is in the process of actively procuring aircraft, facilities, and services appropriate to the type of operation proposed. If formal contracts are not completed letters or other documents showing preliminary agreements or intent will suffice until such date as determined by the SCAA. Examples of the types of equipment, facilities, and services that should be addressed in these documents are as follows:

- (i) Aircraft
- (ii) Station facilities and services
- (iii) Weather gathering facilities and services
- (iv) Communications facilities and services
- (v) Maintenance facilities and services
- (vi) Maintenance contractual arrangements
- (vii) Aeronautical charts and related publications
- (viii) Aerodrome analysis and obstruction data
- (ix) Contract training and training facilities

n. Initial Statement of Compliance. This attachment should be a complete listing of all SCARs applicable to the proposed operation. Pertinent subparts and each relevant section of the regulation should be identified and accompanied by a brief description, or preferably a specific reference, to a manual or other document. The brief description or reference must describe the method of compliance for each regulation listed. If the precise method of compliance has not been developed at the time of formal application, an indication of the date that this information will be provided will suffice, if the date provided is reasonable, and acceptable to the SCAA. The following examples are samples of how relevant sections of SCARs should be presented in a Statement of Compliance.

EXAMPLE 1.

Statement of Compliance - method of compliance ***not developed*** at time of formal application.

SCAR: PART I, ch.2 Aeronautical Data Control System.

This system is currently under development and will be submitted for approval on (date).

EXAMPLE 2.

Statement of Compliance - method of compliance **fully developed - preferred presentation**
SCAR: PART IV De-icing and Anti-icing Programme.
Flight Operations Manual (FOM) p.4, ch.5
Maintenance Control Manual (MCM) p. 5

EXAMPLE 3.

Statement of Compliance - method of compliance **fully developed - acceptable presentation.**

SCAR: part 5 , part 4, ch.17 , Reporting mechanical irregularities.

The air operator instructs the pilot in command (PIC) on the requirements for and methods of completing the technical log of the aeroplane. The PIC is required to review the technical log before each flight and to ascertain the airworthiness status of the aeroplane by checking each previous log entry. The MCM instructs maintenance personnel on the requirement to record discrepancies discovered during pre-flight checks and other types of checks.

- o. Financial Economic and Legal Matters Application. This attachment should consist of written evidence that the applicant has undergone, is undergoing, or is scheduled to undergo a financial, economic, and legal matters Application.
- p. List of Aircraft. This attachment should consist of a list of aircraft, (by make, , and series) that the applicant intends to operate.
- q. List of Designated Destination and Alternate Aerodromes. This attachment is required if the applicant is applying for scheduled domestic or scheduled international operations.
- r. A thorough understanding of pertinent regulations and advisory materials is critical to the success of the entire certification process. The operator and key management personnel must understand which regulations apply to the intended operation. A sample list of SCARs as they apply to various kinds and types of operations is in Appendix 4.
- s. During the pre-application phase and throughout the certification process, the operator will have to prepare documents and manuals for the SCAA's evaluation and approval or acceptance. The operator is encouraged to informally co-ordinate drafts of these documents with the CPM and other inspectors assigned to the certification project. Time spent on informal co-ordination can significantly reduce the workload for the operator and the inspectors once the formal application is submitted. The inspectors will give advice and guidance; however, the actual development of acceptable documents and manuals is always the responsibility of the operator.

6. FORMAL APPLICATION PHASE.

- a. It is recommended that the formal application is submitted at least 90 days before revenue operations are expected to begin, although the application should be submitted to the SCAA as far in advance of the proposed start-up date as possible.
- b. The SCAA will review the application to determine that it contains the required information and attachments. If there are omissions or errors, the formal application

and all attachments will be returned with a letter outlining the reasons for its return. If the operator has a good understanding of the requirements, the formal application should be of sufficient quality to allow any omission, deficiency, or open question to be resolved during the formal application meeting.

- c. The operator's key management personnel should attend the formal application meeting. The purpose of the meeting is to discuss the formal application and resolve omissions, deficiencies, or answer questions from either party. For example, this meeting may be used to resolve questions concerning the applicant's package or scheduling date conflicts, or to ensure the applicant understands the certification process. This meeting should also be used to reinforce open communication and working relationships.
- d. If the formal application meeting is successful, the operator is provided with a letter acknowledging receipt and acceptance of the package. The SCAA's acceptance of a formal application does not constitute approval or acceptance of individual attachments. These documents will be evaluated thoroughly during subsequent phases of the certification process. If the formal application is not accepted, it will be returned with a written explanation of the reasons for its return.

7. DOCUMENT EVALUATION PHASE.

- a. After the formal application has been accepted, inspectors will begin a thorough evaluation of all the manuals and documents that are required by regulation to be submitted to the SCAA. The SCAA will endeavour to complete these evaluations in accordance with the operator's schedule of events. If a manual or document is incomplete or deficient, or if non-compliance with the regulations or safe operating practices is detected, the manual or document will be returned for corrective action. If the manuals and documents are satisfactory, they will be approved or accepted, as required by SCARs. Approvals may be indicated by letter as appropriate, or by approval of Operations Specifications (Op. Specs). Acceptance of information that does not require formal approval will be indicated by letter or by the lack of the SCAA's objection to the information.
- b. The complexity of the information which must be addressed in the operator's manuals and other documents depends on the complexity of the planned operation. The following list provides examples of information that must be provided by the operator and evaluated by the SCAA during this phase:
 - (1) Management personnel resumes outlining proposed management qualifications and civil aviation compliance histories.
 - (2) Operations Manual (may be in one or more parts). Refer to order no. fs 10-07
 - (3) Maintenance Control Manual (may be in one or more parts). Includes the Approved Maintenance Organisations (AMO) Maintenance Procedures Manual (MPM).
 - (4) Aircraft maintenance programs and supporting manuals such as Maintenance Review Board (MRB) and Corrosion Prevention Control Program (CPCP).
 - (5) Mass and balance procedures/program.
 - (6) Training Program Manual.
 - (7) Approved Aircraft Flight Manual.
 - (8) Aircraft Operations Manual.
 - (9) Minimum Equipment List (MEL) and MEL Management Program
 - (10) Configuration Deviation List (CDL).
 - (11) Cockpit checklist.
 - (12) Passenger briefing cards.
 - (13) Noise and emission plan (if applicable).

- (14) Airport Runway Analysis
 - (15) Deviation requests.
 - (16) Dangerous Goods.
 - (17) Cabin Attendant Manual.
 - (18) Dispatch/flight following/flight locating procedures.
 - (19) Draft Specific Operating Provisions (operations and airworthiness).
 - (20) Maintenance Reliability Program (optional).
 - (21) Plan for Demonstration Flights.
 - (22) Emergency evacuation demonstration plan.
 - (23) Ditching demonstration plan.
 - (24) Fully completed Statement of Compliance.
- c. The fully completed Statement of Compliance is the final evolution of the Initial Statement of Compliance that was submitted with the formal application. The fully completed Statement of Compliance ensures each applicable regulatory requirement has been adequately addressed in the appropriate manuals, programs, and/or procedures.

8. DEMONSTRATION AND INSPECTION PHASE.

- a. SCAA require an operator to demonstrate its ability to comply with regulations and safe operating practices before beginning actual revenue operations. These demonstrations include actual performance of activities and/or operations while being observed by SCAA inspectors. This includes on-site evaluations of aircraft maintenance equipment and support facilities. During these demonstrations and inspections, the SCAA evaluates the effectiveness of the policies, methods, procedures, and instructions as described in the operator's manuals and other documents. Emphasis is placed on the operator's management effectiveness during this phase. Deficiencies will be brought to the attention of the operator and corrective action must be taken before a certificate is issued.
- b. Although the document evaluation and the demonstration and inspection phases have been discussed separately in this AP, these phases overlap, or are accomplished simultaneously in actual practice. The following list provides examples of the types of items, equipment, facilities, and activities evaluated during the demonstration and inspection phase.
 - (1) Conduct of training programs (classroom, simulators, aircraft, flight and ground personnel training).
 - (2) Crewmember and Flight Operations officers testing and certification.
 - (3) Station facilities (equipment, procedures, personnel, fuelling/Defuelling, de-icing, technical data).
 - (4) Recordkeeping procedures (documentation of training, flight and duty times, flight papers).
 - (5) Flight control (Flight Supervision and Monitoring system or Flight Following system)
 - (6) Maintenance and inspection programs (procedures, record keeping).

- (7) Aircraft (conformity inspection, aircraft maintenance records, etc.).
- (8) MELs and CDLs (compliance with operating and maintenance procedures, etc., if applicable).
- (9) Mass and balance program (procedures, accuracy, and document control).
- (10) Passenger emergency evacuation demonstration (aborted takeoff demonstration and ditching demonstration).
- (11) Demonstration Flights. Includes full-scale simulation of revenue operations to demonstrate the ability to operate independently, safely, and in compliance with all applicable SCARs.

c. The Demonstration and Inspection Phase outline under paragraph 8a. through 8b. is only applicable to the certification of an air operator.

NOTE:

An applicant for an air operator certificate (AOC) may concurrently seek SCAA approval of its maintenance organisation. The applicant needs to co-ordinate the progress of both certification projects. Both certification projects must be in the Demonstration and Inspection Phase at the same time. This is because the Demonstration Flights cited under SCAR part 4, (ch.1, Sec 1), require the applicant to demonstrate to the SCAA all proposed flight and ground operations. The applicant therefore will also be expected to demonstrate use of its Approved Maintenance Organisation to ensure that procedures in the Maintenance Control Manual (MCM) and Maintenance Procedures Manual (MPM) are in agreement.

9. CERTIFICATION PHASE.

- a. After the document compliance and the demonstration and inspection phases have been completed satisfactorily, the SCAA will prepare an Air Operator Certificate and approve the SOPs. The OpSpecs contain authorisations, limitations, and provisions specific to an operator's operation. The operator must acknowledge receipt of these documents.
- b. The certificate holder is responsible for continued compliance with SCARs and the authorisations, limitations, and provisions of its certificate and OpSpecs. As a certificate holder's operation changes, the OpSpecs will be amended accordingly. The process for amending OpSpecs is similar to the certification process. In some cases it may be a less complex procedure depending on the subject of the amendment. The SCAA is responsible for conducting periodic inspections of the certificate holder's operation to ensure continued compliance with the SCARs and safe operating practices.

10. EXPLANATION OF APPENDIXES IN THIS ADVISORY PAMPHLET.

- a. Appendix 1 provides instructions on how SCAA Form FS-274: Prospective Operator's Pre-Application Statement should be completed. Section 1, items 1 through 11, should be completed and signed by the applicant and returned to the appropriate SCAA officers. Sections 2 and 3 are reserved for SCAA use.
- b. Appendix 2 provides a sample formal application letter.
- c. Appendix 3 provides a certification job aid and schedule of events.
- d. Appendix 4 provides a list of applicable regulations.

- e. Appendix 5 provides definitions of terms as they are used in the certification process.
- f. Appendix 6 provides a detailed flow chart of the entire certification process.

APPENDIX 1. INSTRUCTIONS FOR COMPLETING FORM FS-274 PROSPECTIVE OPERATOR'S PRE-APPLICATION STATEMENT . THIS FORM IS TO BE COMPLETED BY AN AIR OPERATOR OR MAINTENANCE ORGANISATION APPLICANT.

SECTION 1A. All applicants shall complete this section.

1. Enter the company's official name and mailing address. Include any other business name (if different from the company name).
2. This address shall be the physical location where primary operating activities are based. It is where the offices of management required by regulation are located. If the address is the same as item 1, enter "same." Include secondary business addresses of operation and identify the type of operation conducted.
3. Enter the estimated date when operations or services will begin.
4. This information will be used to assign a company identification number. You may indicate up to three, three-letter identifiers, such as ABC, XYZ, etc. If all choices have been assigned to other operators or maintenance organisations, a randomly selected number will be assigned.
5. Enter the names, titles, and telephone numbers of management personnel required by SCAR part 4, ch.1.

NOTE: Management personnel qualification requirements are specified in SCAR Part 4 ch. 1, Sec. 2

SECTION 1B. All applicants shall complete this section, as appropriate.

6. Indicate if the air operator intends to perform maintenance as an Approved Maintenance Organisation (AMO) or intends to contract out all or part of its maintenance, or perform its own maintenance using an equivalent system.
7. The proposed type of operation shall be indicated. Check as many boxes as apply.
8. The proposed type of maintenance organisation and ratings shall be indicated. Check as many boxes as apply.

SECTION 1C. Air Operators shall complete Blocks 9, 10.

9. Aircraft Data is to be provided here. Indicate number and types of aircraft by make, , series, and number of passenger seats or cargo payload capacity. For foreign registered aircraft, provide a copy of the lease agreement.
10. Indicate geographic areas of intended operation and proposed route structure.

SECTION 1D. All applicants shall complete this section.

11. Show any information that would assist SCAA personnel in understanding the type and scope of operation or services to be performed by the applicant. If an air operator intends to arrange for maintenance and inspections of its aircraft and/or associated

equipment identify the approved maintenance organisation selected and a list of the maintenance or inspections it proposes to perform. Also provide all written contracts with this form, if applicable.

12. Identify the type of aircraft and/or simulators.

For AOC's identify the type of aircraft and/or simulators intended to be used.
For AMO's, identify the type of aircraft by make and series. In addition identify the type of training that the Quality Assurance staff, certifying staff and maintenance personnel will receive based on the ratings requested.

13. The Prospective Operator Pre-Application Statement denotes an intent to seek SCAA certification as an air operator or approved maintenance organisation. It must be signed as follows:

Type of Organisation	Authorised Signature
-----	-----
Individual	Owner
Partnership	At least one partner
Company, corporation, association, etc.	At least one authorised office

The Accountable Manager must sign the PA Form. If another individual who is not the Accountable Manager signs the PA Form the accountable manager must submit with the PA Form a letter addressing his/her SCAA to do so.

SECTIONS 2 and 3. For SCAA Use.

FIGURE 1. SCAA FORM FS-274

PROSPECTIVE OPERATOR'S **PRE-APPLICATION STATEMENT** ----- (BACK PAGE)

Section 1D. To be completed by all applicants		
11. Additional information that provides a better understanding of the proposed operation or business 12. Financial data and a business plan, (Attach additional sheets, if necessary)		
13. Proposed Training (Aircraft and/or Simulator)		
14. The Statement and information contained on this form denotes an intent to apply for a SCAA certificate.		
Type of Organisation:		
Signature	Date (day/month/year)	Name and Title
Section 2. To be completed by the SCAA Official		
Received by (Name and CAA officers):		Date received (day/month/year)
Date forwarded to General Director of Civil Aviation (GDCA) (day/month/year):	For: <input type="checkbox"/> Action <input type="checkbox"/> Information only	
Remarks:		
Section 3. To be completed by the CAA officers		
Received by:	Pre-application Number:	
Date (day/month/year):	Assigned Certification Number:	
Local CAA officers assigned responsibility:	Date forwarded to local CAA officers: (day/month/year)	
Remarks:		

FS-274 PA FORM 09/2000

APPLICATION FOR AIR OPERATORS CERTIFICATE
(INITIAL ISSUE OR AMENDMENT)

<p>Application is hereby made for (check one)</p> <p style="text-align: center;"> <input type="checkbox"/> Initial Issuance of Air Operator's Certificate <input type="checkbox"/> Amendment to Air Operator's Certificate No </p>				
<p style="text-align: center;">SAR National Sponsor</p> <p>Name:.....</p> <p>Address:.....</p> <p>.....</p> <p>Tel:.....</p> <p>Fax:.....</p>	<p>Principle Base of Maintenance</p> <p>Hanger:.....</p> <p>Address:.....</p> <p>.....</p> <p>Tel:.....</p> <p>Fax:.....</p>	<p>Principle Base of Operations</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>		
<p style="text-align: center;">Director of Operations:</p> <p>Name:.....</p> <p>Address:.....</p> <p>.....</p> <p>Tel:.....</p> <p>Fax:.....</p>	<p style="text-align: center;">Director of Maintenance:</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p style="text-align: center;">Chief Pilot:</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>		
<p>TYPE OF OPERATION</p>				
<p><input type="checkbox"/> Aeroplane</p> <p><input type="checkbox"/> Helicopter</p> <p><input type="checkbox"/> Single Engine Land</p>	<p><input type="checkbox"/> VFR</p> <p><input type="checkbox"/> IFR</p> <p><input type="checkbox"/> Passenger</p> <p><input type="checkbox"/> Cargo</p> <p><input type="checkbox"/> ETOPS</p> <p><input type="checkbox"/> Turbo Prop</p> <p><input type="checkbox"/> Jet</p> <p><input type="checkbox"/> leased A/C</p>	<p style="text-align: center;">Proposed Start Date:</p> <p style="text-align: center;">dd mm yy</p>		
<p><input type="checkbox"/> Single Engine Sea</p> <p><input type="checkbox"/> Multi Engine Land</p> <p><input type="checkbox"/> 9 seats or less</p> <p><input type="checkbox"/> 19 seats or less</p> <p><input type="checkbox"/> 19 seats or more</p>	<p><input type="checkbox"/> Territory & Waters of the SAR</p> <p><input type="checkbox"/> Specific Area</p> <p><input type="checkbox"/> International</p>	<p style="text-align: center;">Areas of Intended Operation:</p>		
<p style="text-align: center;">Registration No:</p>	<p style="text-align: center;">Make</p>	<p style="text-align: center;">Model</p>	<p style="text-align: center;">Category</p>	<p style="text-align: center;">Airworthiness Category</p>
<p style="text-align: center;">Financial data and a business plan</p> <p><i>(Comments)</i></p> <p>Signature of Sponsor Date:</p>				

APPENDIX 2. SAMPLE FORMAL APPLICATION LETTER

(Name of Applicant)
(Appropriate Address)

[Date]
Syrian Civil Aviation Authority SCAA
Attn: (Name), Manager
(Appropriate Address)

Dear (Name):

This letter serves as formal application for a Syrian Civil Aviation Authority (SCAA) air operator certificate. (Name of Applicant), initially intends to certificate and operate as a [scheduled or non-scheduled passenger, freight, or mixed passenger and freight] commercial air transport operation under Parts 4 CH.1 of the Syrian Civil Aviation Regulations (SCARs). We intend to use (Number and Type) aeroplane(s) between (location) and (location). We have enclosed a copy of [(our report of) or (our filing with) (identify the SAR agency)] for a Financial Economic and Legal Matters Application.

Our company will have its principal base of operations and corporate SCAA officers located at (appropriate address). Our maintenance base (if company intends to conduct maintenance under its AOC) will be located at (appropriate address) (if the company intends to apply under separate cover for an approved maintenance organisation, so SAR here). A copy of our contract with (name of maintenance organisation) is enclosed. Our management personnel are as follows:

President and Accountable Manager – Mr.
Director of Operations and Dispatch – Mr.
Director of Maintenance – Mr.
Quality Manager – Mr.
Chief Pilot – Mr.
Director of Training – Ms.
Director of Safety – Mr.

Also enclosed is the revised Schedule-of-Events and Initial Statement Of Compliance which was agreed to at our-last meeting with your representatives. We have retained the services of Mr. ----- (appropriate address) as our agent for service.
Sincerely,

President
Enclosures

APPENDIX 3. JOB AIDS
AIR OPERATOR CERTIFICATION JOB AID AND SCHEDULE OF EVENTS
(COMMERCIAL AIR TRANSPORT OPERATORS PART 4, ch.1)

OFFICIAL NAME OF COMPANY				LOCATION ADDRESS			
MAILING ADDRESS (if different from location)				PRE-CERTIFICATION NUMBER:			
				Inspector Initial	Date Received/ Accomplished	Date Returned for Changes	Reference
SCAA REFERENCE	OPS Insp.	AIR Insp.	AVI Insp.				
I. PRE-APPLICATION PHASE							
A. Initial Orientation: Inspector: _____ 1. Certification Advisory Pamphlet provided to applicant. 2. Prospective Operator's Pre-Application Statement a. Forwarded to Director of SCAA							
B. Certification Team Designated (at least one operations, one maintenance(A&P) , and one avionics inspector)							
PM	Name	Speciality					
	_____	_____					
	_____	_____					
	_____	_____					
	_____	_____					
	_____	_____					
	_____	_____					
C. Conduct Pre-application Meeting							
1. Verify PA FORM Information							
2. Overview of Certification Process							
3. Provide Certification Package Containing:							
a. Certification Job Aid							
b. Schedule of events							
c. Specific Operating provisions							
d. Other Applicable Publications and Documents							
4. Explain Formal Application Submissions							
Remarks:							

**AIR OPERATOR CERTIFICATION JOB AID AND SCHEDULE OF EVENTS
(COMMERCIAL AIR TRANSPORT OPERATORS PART 4,CH.2)**

SCAA REFERENCE	II. FORMAL APPLICATION PHASE	Inspector Initial	Date Received/ Accomplished	Date Returned for Changes	Reference
	A. Review Applicant's Submission				
	1. Formal Application Letter/Form				
	a. Full and Official name (Legal)				
	b. Mailing Address				
	c. Primary Operating Location (Principal Operations/ Maintenance Base)				
	d. Name and address of applicants agent for service				
	e. Key Management Personnel Names				
	2. Formal Application Attachments				
	a. Schedule of events				
	b. Initial compliance Statement				
	c. Company general manuals				
	i. Operations Manual.				
	ii. Maintenance Control Manual				
	iii Aircraft Maintenance Program				
	d. Initial new hire training curricula (Crewmembers & Flt/Ops. officers) Company Procedures Indoctrination Emergency Equip Drills Training Initial Flight and Ground Training				
	e. Management and Key Staff qualifications/resumes				
	f. Documents of purchase/ contract(s)/lease(s)/letters of intent				
	B. Evaluation of SCAA Resources Based on Schedule of Events				
REMARKS:					
	C. Formal Application Meeting				
	1. Schedule of events Date:_____ Time:_____				
	2. Discuss each Submission				
	3. Resolve Discrepancies/Open Items				
	4. Review Certification Process				
	5. Review Impact if Schedule of Events are not met				
	D. Issue Letter Accepting/Rejecting Application				
REMARKS:					

**AIR OPERATOR CERTIFICATION JOB AID AND SCHEDULE OF EVENTS
(COMMERCIAL AIR TRANSPORT OPERATORS PART 4,CH.2**

SCAA REFERENCE	III. DOCUMENT EVALUATION PHASE	Inspector Initial	Date Received/ Accomplished	Date Returned for Changes	Reference
REMARKS:					
	A. Evaluate Applicable Training Programs				
	1. Training Curricula				
	a. Company Procedures Indoctrination				
	b. Emergency Equipment Drills Training				
	c. Ground Training (Handling/Servicing/De-icing)				
	d. Flight Training				
	e. Recurrent Training				
	f. Transition/Upgrade Training				
	g. Differences Training				
	h. Security				
	i. Dangerous Goods				
	j. Check Airmen/Flight Instructor				
	k. Crew Resource Management				
	2. Flt/Ops. officers Training				
REMARKS:					
	B. Evaluate Management Qualifications				
	1. Accountable Manager				
	2. Director of Operations				
	3. Director of Maintenance				
	4. Quality Manager/s				
	a. Quality Manager for Operations (if applicable)				
	b. Quality Manager for Maintenance (if applicable)				
	5. Chief Pilot				
	6. Director of Safety				
	8. Request for Deviation Letter (If Applicable)				
	9. Other				
REMARKS:					

**AIR OPERATOR CERTIFICATION JOB AID AND SCHEDULE OF EVENTS
(COMMERCIAL AIR TRANSPORT OPERATORS PART 4,CH.2)**

SCAA REFERENCE	III. DOCUMENT EVALUATION PHASE (CONTINUED)	Inspector Initial	Date Received/ Accomplished	Date Returned for Changes	Reference
	C. Evaluate Operator's Manual System				
	1. Completed Operations Manual				
	a. Emergency exit plan				
	b. Carry-on Baggage plan				
	2. Completed Maintenance Control Manual				
	3. SCAA Approved Aeroplane Flight Manual				
	4. Aircraft Checklists				
	a. Normal				
	b. Abnormal				
	c. Emergency				
	5. Cabin Attendant Manual				
	6. Flight Supervision and Monitoring/Flight Following				
	7. Station/Facility Operations				
	8. Company Emergency Manual				
	9. Aerodrome Data & En Route Manual (Charts and Plates)				
	10. Aerodrome/Runway Analysis (Performance)				
	11. Minimum Equipment List				
	a. (MEL Management Program)				
	12. Configuration Deviation List				
	13. Maintenance Technical Manuals:				
	14. Fuelling/Refuelling/De-fuelling				
	15. Ground Servicing Manual				
	16. Mass and Balance Control Program				
	17. Dangerous Goods				
	18. Security				
	19. Reliability Program				
	20. Completed Continuous Airworthiness Maintenance Program				
	21. Emergency Plan/Notification				
	22. Passenger Briefing Cards				
	23. Quality Manual				
Remarks:					

**AIR OPERATOR CERTIFICATION JOB AID AND SCHEDULE OF EVENTS
(COMMERCIAL AIR TRANSPORT OPERATORS PART 4,CH.2)**

SCAA REFERENCE	III. DOCUMENT EVALUATION PHASE (CONTINUED)	Inspector Initial	Date Received/ Accomplished	Date Returned for Changes	Reference
	D. Other Evaluations				
	1. Aircraft Lease				
	2. Maintenance Contracts/Agreements				
	3. Servicing Contracts/Agreements				
	4. Exemption/Deviation Requests/Justification				
	5. Plan for Emergency Evacuation Demonstration				
	6. Plan for Demonstration Flight				
	8. Final Compliance Statement				
	9. Initiate Specific Operating Provisions preparation				
	10. Training Contracts				
	11. De-icing/Anti Icing				
	12. Exit Row Seating				

Remarks:

**AIR OPERATOR CERTIFICATION JOB AID AND SCHEDULE OF EVENTS
(COMMERCIAL AIR TRANSPORT OPERATORS PART 4,CH.2)**

SCAA REFERENCE	IV. DEMONSTRATION & INSPECTION PHASE	Inspector Initial	Date Received/ Accomplished	Date Returned for Changes	Reference
	A. Evaluate Operator Conducting Training				
	1. Training Facilities				
	2. Training Schedules:				
	3. Flight Crewmember Training Evaluation				
	a. Company Procedures Indoctrination				
	b. Emergency Equip. Drills Training				
	c. Ground Training				
	d. Flight Training				
	e. Differences Training				
	4. Check Airmen/Instructor				
	5. Cabin Crew				
	a. Company Procedures Indoctrination				
	b. Emergency Equip. Drills Training				
	c. Ground Training				
	6. Crew Resource Management				
	7. Flight Supervision and Monitoring/Flight Following				
	8. Dangerous Goods Training				
	a. Crewmembers				
	b. Ground personnel				
	9. Security Training				
	10. Maintenance Training				
	a. Director of Maintenance				
	b. Quality Manager				
	c. Quality system Personnel				
Remarks:					

**AIR OPERATOR CERTIFICATION JOB AID AND SCHEDULE OF EVENTS
(COMMERCIAL AIR TRANSPORT OPERATORS PART 4,CH.2)**

SCAA REFERENCE	IV. DEMONSTRATION & INSPECTION PHASE (CONTINUED)	Inspector Initial	Date Received/ Accomplished	Date Returned for Changes	Reference
	B. Testing/Certification				
	1. Pilots				
	2. Flight Engineers				
	3. Flt/Ops. officers				
	4. Cabin Attendants				
	C. Aircraft Conformity Inspection				
	D. Main Operations Base				
	E. Main Maintenance Base				
	F. Station/Facilities (Operations)				
	G. Station/Facilities (Maintenance)				
	H. Flight Supervision and Monitoring/Flight Following				
	I. Recordkeeping Locations				
	1. Crewmember				
	a. Training				
	b. Flight & rest Times				
	c. Qualification				
	2. Maintenance				
	a. Aircraft Records				
	b. Maintenance Personnel Training				
	i Director of Maintenance				
	ii Quality Manager and staff				
	iii Contract Employees				
	J. Flight/Trip Records				
	K. Emergency Evacuation Demonstration				
	L. Ditching Demonstration				
	M. Demonstration Flight Evaluation				
	N. Proof of [SAR] Economic SCAA				
Remarks:					

**AIR OPERATOR CERTIFICATION JOB AID AND SCHEDULE OF EVENTS
(COMMERCIAL AIR TRANSPORT OPERATORS PART 4,CH.2)**

SCAA REFERENCE	V. CERTIFICATION PHASE	Inspector Initial	Date Received/ Accomplished	Date Returned for Changes	Reference
	A. Approve Specific Operating Provisions				
	B. Present Certificate & Specific Operating Provisions				
Remarks:					
	C. Prepare Certification Report				
	1. Assemble Report				
	a. Formal Application Letter				
	b. Final Compliance Statement				
	c. Copy of Specific Operating Provisions				
	d. Copy of Certificate				
	e. Summary of Difficulties				
	2. Distribute Report				
Remarks:					
	D. Develop Post Certification Surveillance Program				
	1. Within Geographic Area				
	2. Outside Geographic Area				
Remarks:					

APPENDIX 4. CIVIL AVIATION REGULATIONS (SCARs)**SECTION 1 - APPLICABLE PARTS OF SCARs**

Part 1- CH.1 Definitions and Abbreviations.
 Part 1 – CH.2 Rule of the air .
 Part 2 – ch.1 personnel licensing .
 Part 3 ATC
 Part 4 - ch.1 commercial operation .
 Part 4-ch.4 specialty operation (general operation).
 Part 4 – ch.5 dangerous goods .
 Part 5 airworthiness.
 Part 6 airdrome.
 Part 7 security.
 Part8 aircraft accident & incident investigation.

SECTION 2 - OTHER [SAR] REGULATIONS THAT MAY BE APPLICABLE TO CERTIFICATION AS AN AOC

SCAA may reference additional publications applicable to a certification of an air operator.

**SECTION 3 - APPLICABLE INTERNATIONAL RULES AND DOCUMENTS
INTERNATIONAL/OVERSEAS OPERATIONS ICAO ANNEXES**

Annex 1 to the ICAO convention Personnel Licensing
 Annex 2 to the ICAO Convention ... Rules of the Air
 Annex 6 to the ICAO Convention ... Operation of Aircraft
 Annex 8 to the ICAO Convention ... Airworthiness of Aircraft
 Annex 11 to the ICAO Convention ... Air Traffic Services
 Annex 10 to the ICAO Convention ... Telecommunications
 Annex 12 to the ICAO Convention ... Search and Rescue
 Annex 13 to the ICAO Convention ... aircraft accident & incident investigation

OTHER ICAO DOCUMENTS

Document 4444-RAC/501	- Rules of the Air and Air Traffic Service
Document 7030	- Regional Supplementary
Document 8168-OPS	- Aircraft Operations
Document 8335-AN/879	- Manual of Procedures for Operations Inspection, Certification and Continued Surveillance
Document 9284-AN/905	technical instruction for safe transport of dangerous goods by air
Document 9365-AN/910	All Weather Operations
Document 9376-AN/914	- Preparation of an Operations Manual
Document 9379-AN/916	Manual and Procedures for Establishment and Management of a SARs Personnel Licensing system
Document 9389-AN/919	- Manual of Procedures for an Airworthiness Organisation
Document 9642-AN/941	Continuous Airworthiness Manual

ICAO information may be obtained by writing to:
International Civil Aviation Organisation
(Attn: Distribution CAA officersr)
PO Box 399
Succursale: Place De L'Aviation Internationale
1000 Sherbrooke Street, West
Montreal, Quebec, H3A 2R1

To obtain copies of these manuals write to:
Syrian civil aviation authority SCAA
Sahet al najmeh p.o box 6257
Damascus Syria

APPENDIX 5. DEFINITIONS

The following appendix defines terms used in this advisory pamphlet and/or the certification process.

“Agent for Service.” The person upon whom service of all notices and processes and all orders, decisions, and requirements of the (SAR) Civil Aviation Authority SCAA shall be made.

“Certificate holding CAA officers” means the SCAA officers, which has responsibility for administering the certificate and is charged with the overall inspection of the certificate holder’s operations.

“Commercial Air Transport” means an aircraft operation involving the transport of passengers, cargo, or mail for remuneration or hire.

“Scheduled operation” means an aircraft operation conducted by a commercial air transport operator for which the certificate holder or its representative offers in advance the departure location, departure time, and arrival location.

“Charter operation” means operations for which the departure time, departure location and arrival locations are specifically negotiated with the operator’s customer or the customer’s representative.

“Passenger carrying operation” any aircraft operation carrying any person other than a crewmember, company employee, authorised government representative, or person accompanying a shipment.

“Principal base of operations” means the primary operating location of a certificate holder as designated by the SCAA.

Job Aid

Reviewing an Applicant's Plan for Demonstration Flights

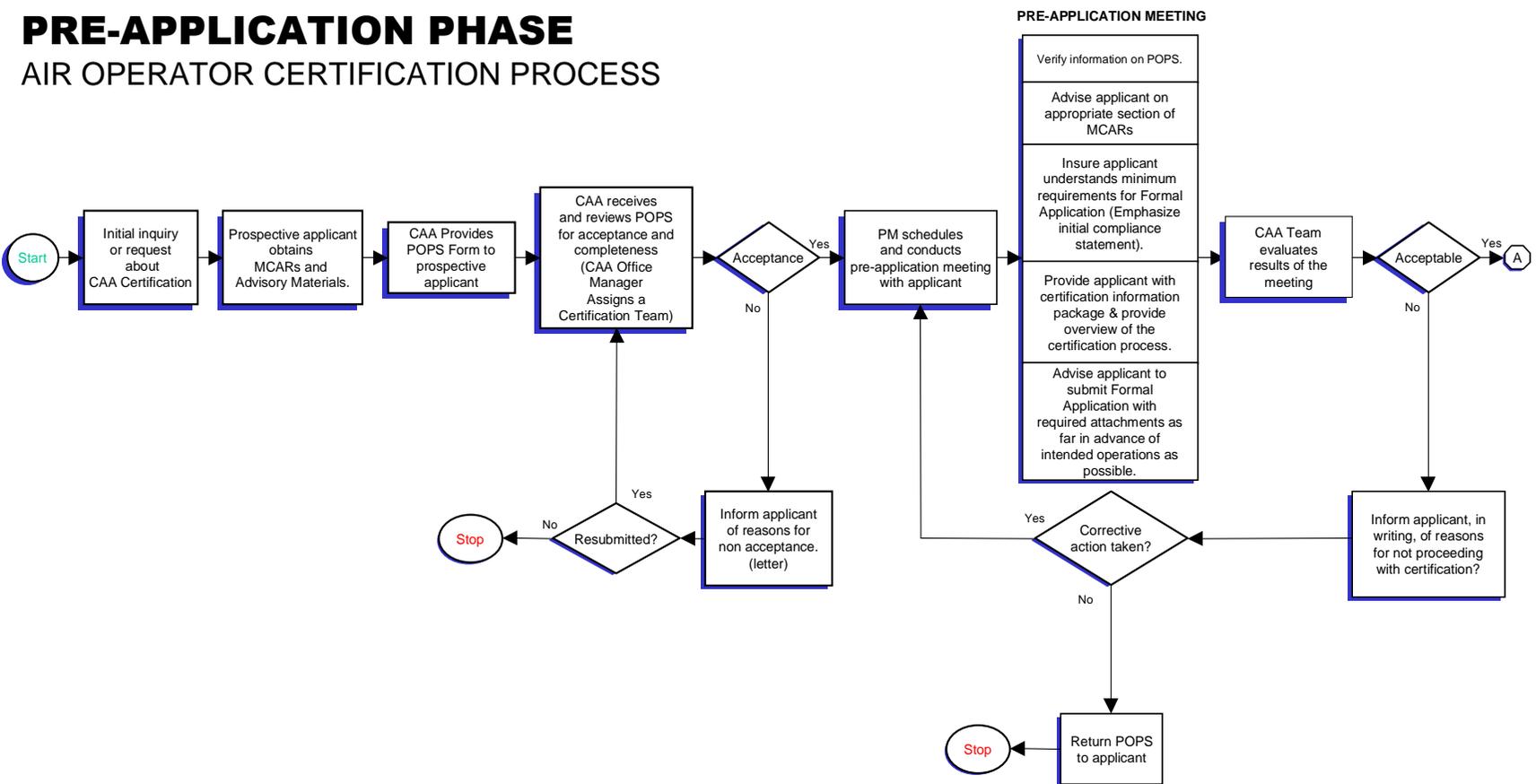
Acceptable = A Unacceptable = U Not Applicable = N/A

No.	Description	A	U	N/A
1.	Did the applicant submit the demonstration test plan at least 10 days in advance of proposed in-flight demonstrations (including training or ferry flights)?			
2.	Does the applicant's plan include the identification of the company co-ordinator that will serve as the primary demonstration test spokesperson?			
3.	Does the applicant's plan include a detailed schedule of all proposed flights, including dates, times, and aerodromes to be used?			
4.	Does the applicant's plan differentiate which flights will be conducted for training, ferry, or representative enroute flights?			
5.	Do the applicant's representative flights include destinations to aerodromes that it is likely to use? [IS: 9.2.3.6 (b) (4)]			
6.	Do the applicant's representative flights include each type of instrument approach procedure requested?			
7.	Does the applicant's plan contain at least 5 instrument approaches under actual or simulated weather conditions if IFR is requested? [IS: 9.2.3.6 (b) (3)]			
8.	Does the applicant's plan contain at least 100 hours total flight time? [IS: 9.2.3.6 (b) (1)]			
9.	Does the applicant's plan contain at least 5 hours of night-time if night operations are requested? [IS: 9.2.3.6 (b) (2)]			
10.	Do the applicant's representative flights include flights through designated special areas? [MCAR: 9.2.3.6 (b)]			
11.	Do the applicant's representative flights include the use of specialised navigation systems? [MCAR: 9.2.3.6 (b)]			
12.	Does the applicant's plan list the names and the positions of the crewmembers that will be participating on each flight?			
13.	Does the applicant's plan contain a list of names, titles, and company affiliations of non-crewmember personnel whom the applicant intends to have onboard each flight? [IS: 9.2.3.6 (c)]			
14.	If the applicant's plan is to carry revenue cargo, does it hold appropriate economic authority?			

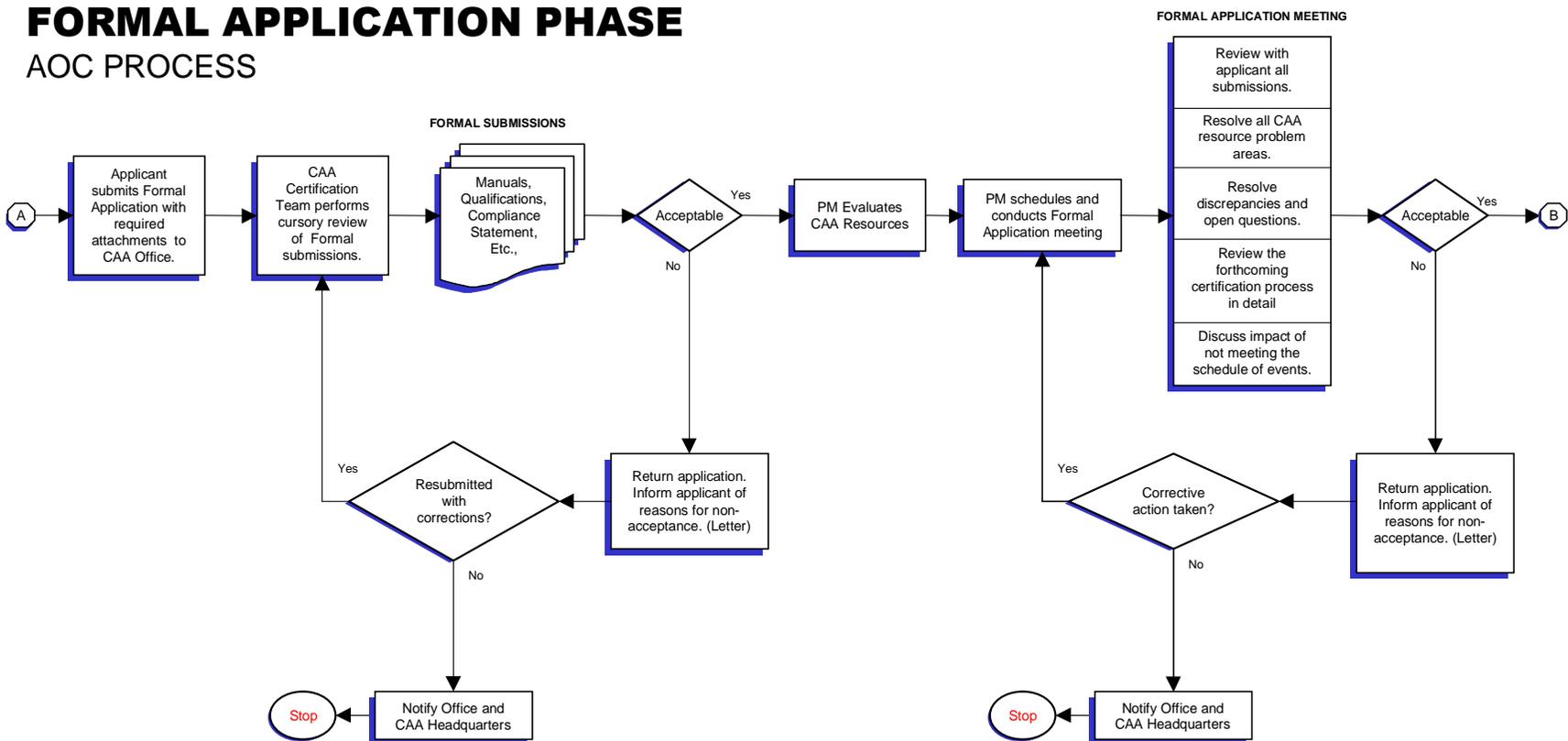
APPENDIX 6 - CERTIFICATION PROCESS FLOW CHART.
Page 1 of 5

The flow charts on the following pages are representative of the Air Operator Certification Process. This chart also represents the process for the certification of an Approved Maintenance Organisation.

PRE-APPLICATION PHASE
AIR OPERATOR CERTIFICATION PROCESS

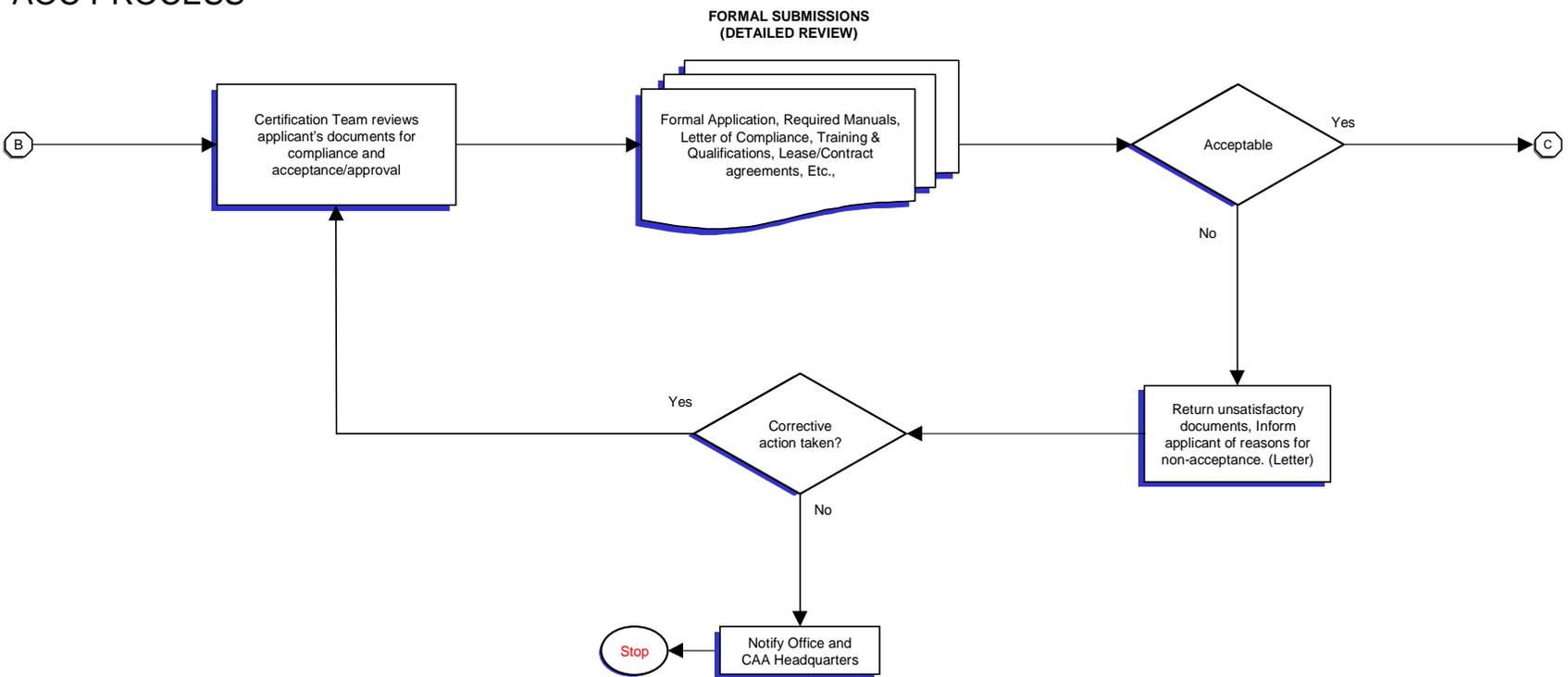


FORMAL APPLICATION PHASE AOC PROCESS



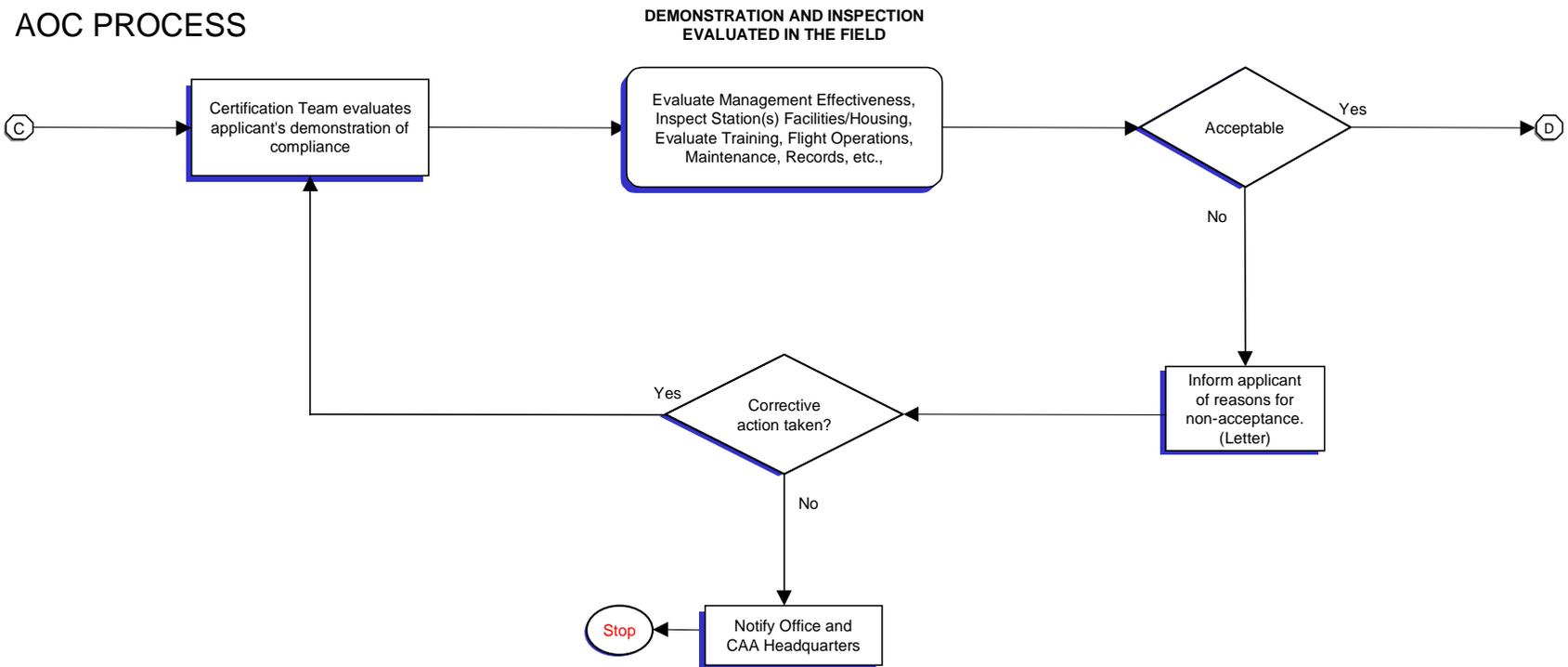
DOCUMENT COMPLIANCE PHASE

AOC PROCESS



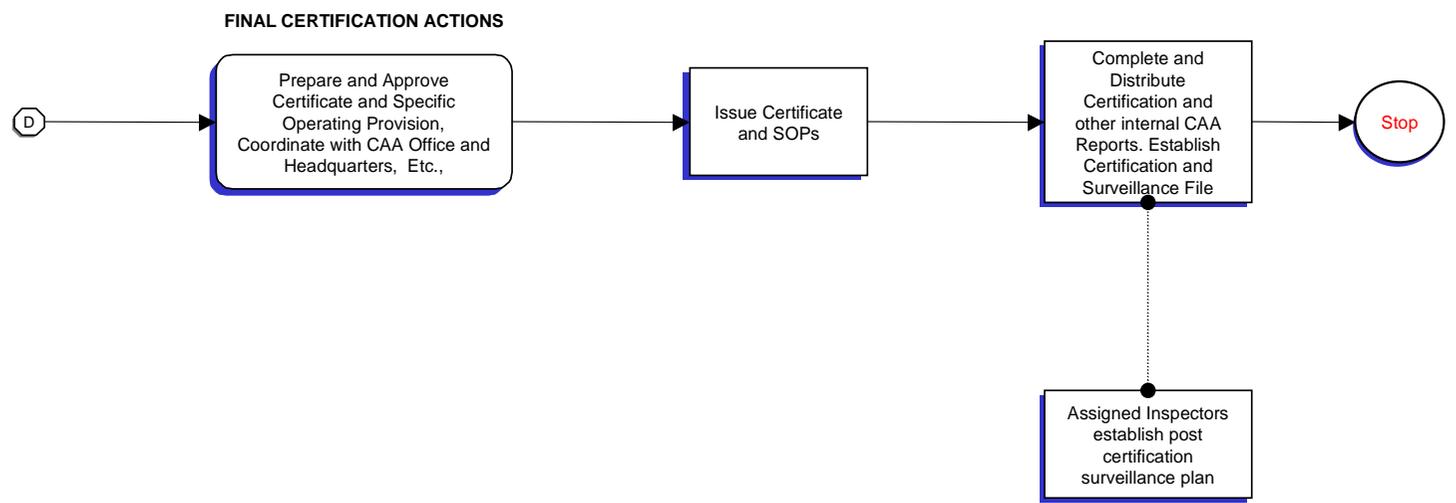
DEMONSTRATION AND INSPECTION PHASE

AOC PROCESS



CERTIFICATION PHASE

AOC PROCESS



APPENDIX A
BASE INSPECTION CERTIFICATION
CHECKLIST (JOB AID)

Date _____ Operator _____
Base Inspection Conducted by _____

<input type="checkbox"/> Check	DETERMINE THE NEED FOR THE INSPECTION
<input type="checkbox"/> Check	PREPARE FOR THE INSPECTION
<input type="checkbox"/> Check	REVIEW OPERATOR'S CAA OFFICERS FILE
<input type="checkbox"/> Check	REVIEW OPSPECS
<input type="checkbox"/> Check	REVIEW OPERATOR'S OPERATIONS MANUALS
<input type="checkbox"/> Check	SCHEDULE THE BASE INSPECTION
<input type="checkbox"/> Check	BRIEF THE OPERATOR
<input type="checkbox"/> Check	CONDUCT THE INSPECTION
<input type="checkbox"/> Check	INSPECT MANUALS FOR CURRENCY AND CONTENT
<input type="checkbox"/> Check	INSPECT AIRCRAFT
<input type="checkbox"/> Check	INSPECT OPERATIONAL INFORMATION
<input type="checkbox"/> Check	INSPECT FACILITIES
<input type="checkbox"/> Check	INSPECT THE OPERATOR'S RECORDS
<input type="checkbox"/> Check	INSPECT FLIGHT AND DUTY TIME RECORDS
<input type="checkbox"/> Check	INSPECT OPERATOR'S RECORD RETENTION SYSTEM
<input type="checkbox"/> Check	EVALUATE OPERATOR'S ORGANISATION
<input type="checkbox"/> Check	EVALUATE MANAGEMENT PERSONNEL
<input type="checkbox"/> Check	DETERMINE RESULTS OF THE INSPECTION
<input type="checkbox"/> Check	DOCUMENT UNSATISFACTORY AREAS
<input type="checkbox"/> Check	DEBRIEF OPERATOR
<input type="checkbox"/> Check	DOCUMENT THE INSPECTION
<input type="checkbox"/> Check	LETTER TO OPERATOR CONFIRMING INSPECTION RESULTS
<input type="checkbox"/> Check	FILE INSPECTION RESULTS IN CAA OFFICERS FILE
<input type="checkbox"/> Check	SCHEDULE THE FOLLOW-UP ACTIVITIES

APPENDIX B
STATION FACILITY INSPECTION JOB AID

File Reference _____ Date of Inspection _____

Operator _____ Station Location _____

Aerodrome Operator _____ Station Manager _____

Aircraft Type Used at This Station _____

<input type="checkbox"/> Check	DETERMINE THE NEED FOR THE INSPECTION
<input type="checkbox"/> Check	Open a file reference
<input type="checkbox"/> Check	PREPARE FOR THE INSPECTION
<input type="checkbox"/> Check	SCHEDULE THE INSPECTION
<input type="checkbox"/> Check	BRIEF THE OPERATOR
<input type="checkbox"/> Check	Tour station and facilities if required
<input type="checkbox"/> Check	CONDUCT THE STATION FACILITY INSPECTION
<input type="checkbox"/> Check	Review personnel qualifications and staffing levels
<input type="checkbox"/> Check	Review manuals for currency and content
<input type="checkbox"/> Check	Review station facility-related records
<input type="checkbox"/> Check	Review station personnel training
<input type="checkbox"/> Check	Review station facility operational adequacy
<input type="checkbox"/> Check	Review facility operations for conformance with company manuals and applicable Civil Aviation Regulations
<input type="checkbox"/> Check	Evaluate flight control activities
<input type="checkbox"/> Check	Evaluate aircraft loading, servicing, and handling operations
<input type="checkbox"/> Check	Evaluate management effectiveness and station intercommunication
<input type="checkbox"/> Check	Debrief the Operator
<input type="checkbox"/> Check	DOCUMENT STATION FACILITY INSPECTION
<input type="checkbox"/> Check	Update vital operator information
<input type="checkbox"/> Check	Update CAA officers files

EXAMPLE CHECKLIST/JOB-AID
Quality Manual Review
(Page 1)

Name of AOC: _____ Date: _____
 Address: _____
 Name of Accountable manager _____ Ph/No. _____
 Name of Quality Manager (s) _____ Ph/No. _____
 Name of CAA Inspector conducting the review: _____

Note: If item is acceptable mark "A", if item is unacceptable mark "U", if item is not applicable mark "N/A"

No.	Subject	Manual Paragraph	A / U	Remarks
1.	Terminology a. Has the applicant included relevant terminology?			
2.	Quality Policy and Strategy a. Formal policy statement from Accountable Manager? b. Explain what the system is intended to achieve? c. Cite continued compliance with relevant SCARs and AOC holder's standards? d. Does Accountable Manager have overall responsibility for the Quality System?			
3.	Purpose Statement that quality system should enable the operator to monitor compliance with: a. Relevant sections of the SCARs? b. Operations, Maintenance Control Manual? c. Any other standards established by the AOC holder or CAA?			
4.	Quality Manager a. Do responsibilities include activities that verify: 1. Standards required by CAA and the AOC holder are being carried out properly under the supervision of the relevant manager? 2. Quality assurance programme is properly established, implemented, maintained and continuously renewed and improved? 3. Has access to the Accountable Manager, and all parts of the operator and ant sub-contractor's organization? b. Are the functions of the Quality Manager carried out by different but complementary Quality Assurance programmes?			

Note: If item is acceptable mark "A", if item is unacceptable mark "U", if item is not applicable mark "N/A"

No.	Subject	Manual Paragraph	A / U	Remarks
5.	Quality System a. Ensure compliance with and adequacy of operational and maintenance activities conducted? b. Basic structure specified? c. Structured according to the size and complexity of the operation?			
Note: If item is acceptable mark "A", if item is unacceptable mark "U", if item is not applicable mark "N/A"				
8.	Document Control: Are procedures developed to ensure documents are:			
	a. Authorised			
	b. Adequate?			

	b. Security classified? c. In standardised form? d. Revised and amended when required? e. Appropriately distributed? f. Stored? g. Periodically reviewed? h. Appropriately disposed?			
9.	Quality Assurance Programme Ensures that all operations and maintenance is conducted in accordance with all applicable requirements, standards and procedures. 9a. Quality Inspections Ensures through observation that established operational procedures and requirements are followed during the accomplishment of events and that required standard was met? 9b. Audits Procedure for explaining the scope of the audit? Procedure for planning and preparation? Process for gathering and recording evidence? Process for analysis of the evidence?			

Note: If item is acceptable mark "A", if item is unacceptable mark "U", if item is not applicable mark "N/A"

No.	Subject	Manual Paragraph	A / U	Remarks
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9. Cont'd	9c. Auditors	Have relevant training or operational experience?				
		Responsibilities clearly defined?				
	9d. Auditor's Independence	No day-to-day involvement in the area to be audited?				
		Procedures developed to ensure auditor selected has no involvement with the activities to be audited?				
		Full time auditor?				
		Part time auditor?				
		Internal?				
		External?				
		Persons within company authorised to conduct quality inspections and audits, identify and record findings and concerns, initiate recommended solutions to concerns or findings, verify the implementation of solutions and report directly to the Quality Manager identified?				
		9e. Audit Scope Are the following areas included in the scope of the operator's audits:	Organization			
			Plans and company objectives			
			Operational Procedures			
	Flight Safety					
	AOC certification					
	Supervision					
	Aircraft performance					
	All weather operations					
	Com/Nav equipment and practices					
	Mass, balance and aircraft loading					

Note: If item is acceptable mark "A", if item is unacceptable mark "U", if item is not applicable mark "N/A"

No.	Subject	Manual Paragraph	A / U	Remarks
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9. Cont'd	9e. Audit Scope (continued)			
	Instruments and safety equipment			
	Manuals, logs and records			
	Flight and duty time limitations, rest requirements and scheduling			
	Aircraft maintenance/operations interface			
	Use of the MEL			
	Maintenance programmes and continued airworthiness			
	Airworthiness management			
	Maintenance accomplishment			
	Defect deferral			
	Flight crew			
	Cabin crew			
	Dangerous goods			
	Security			
	Training			
	9f. Audit Scheduling (
	Defined audit schedule?			
	Periodic review cycle?			
	Allow for unscheduled audits?			
	Allow for follow-up audits?			
All aspects of operation reviewed in 12- month period?				
Extension to 12-month period accepted by CAA?				
9g. Monitoring and Corrective Action				
Procedure established to monitor regulatory compliance on a continuing basis?				
Is non-compliance communicated to the relevant manager?				

Note: If item is acceptable mark "A", if item is unacceptable mark "U", if item is not applicable mark "N/A"

No.	Subject	Manual Paragraph	A / U	Remarks
-----	---------	------------------	-------	---------

9. Cont'd	Is non-compliance recorded?			
	Are corrective actions developed in response to findings (issues)?			
	Corrective actions monitored to verify completion?			
	And to verify effectiveness?			
	9h. Corrective Action			
	Following each quality inspection/audit, is:			
	Immediate need for corrective action established?			
	Origin of the finding established?			
	Type of corrective action determined?			
	Corrective action schedule established?			
	Individual/department responsible for implementing corrective action identified?			
	Accountable manager allocating resources where appropriate?			
	9i. Is the Quality Manager			
	Verifying that the responsible manager takes corrective action?			
	Monitoring the implementation and completion of corrective action?			
	Providing management with an independent assessment of corrective action implementation and completion?			
	Evaluating the effectiveness of corrective action through follow-up?			
	9j. Management Evaluation			
	Process for identification of trends?			
	Prevention of non-conformities?			
Does the Accountable Manager determine frequency, format and structure of management evaluation activities?				

Note: If item is acceptable mark "A", if item is unacceptable mark "U", if item is not applicable mark "N/A"

No.	Subject	Manual Paragraph	A / U	Remarks
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<p>9. Cont'd</p>	<p>9k. Recording Process established for retaining the following records for 5 years: Audit schedules? Quality inspection and audit reports? Responses to findings? Corrective action reports? Follow-up and closure reports? Management evaluation reports?</p>			
<p>10.</p>	<p>Quality Assurance Responsibility For Sub-Contractors a. Are any of the AOC holders' activities contracted out to external agencies? b. Does a written agreement exist between the AOC holder and the sub-contractor? c. Are the sub-contractor's safety related activities included in the AOC holder's quality assurance programme?</p>			
<p>11.</p>	<p>Quality System Training For those responsible for managing the quality system, does training cover: a. An introduction to the quality system concept? b. Quality management? c. Concept of quality assurance? d. Quality manuals? e. Audit techniques? f. Reporting and recording? g. The way the quality system will function in the company? For those not responsible for managing the quality system, does training cover: a. A briefing on the way the quality system will function in the company?</p>			
<p>12.</p>	<p>Sources of Training a. External? b. Internal?</p>			

Note: If item is acceptable mark "A", if item is unacceptable mark "U", if item is not applicable mark "N/A"

No.	Subject	Manual Paragraph	A / U	Remarks
13.	Quality Systems For Small/ Very Small Operators a. Checklist used? b. Supporting schedule developed? c. Specified timeframe? d. Schedule documented? e. Periodic review by top management? f. Internal/external/combined auditors?			

Remarks:

Signature of Government Aviation Safety Inspector conducting the review:

_____ Date: _____

MEL Checklist / Job Aid

* A = Acceptable * U = Unacceptable

No.	MEL Review	A	U
1	(List of Effective Pages Section) Is the Operator's MEL Current with the MMEL Date and Revision Number ?		
2	(Table of Contents Section) Does the Operator's MEL use the ATA Table of Contents as prescribed in the MMEL ?		
3	(Control Page) Dose the MEL contain all sys with current revision ?		
3	(Introduction Section) Is the preamble in the Operator's MEL a word-for-word copy of the preamble in the MMEL ?		
4	(Introduction Section) Does the operator's MEL contain the same notes and definitions as in the MMEL ?		
5	Does the Operator's MEL manual, or instructions, contain adequate guidance for personnel who must conduct operations requiring use of the MEL ?		
6	Are all items listed in the MMEL addressed in the operator's MEL ?		
7	Are the provisions of the A, B, C, and D items in the Operator's MEL the same as the Provisions of the A, B, C, and D items in the MMEL ?		
8	Has the Operator used the "Variable Quantity" symbol, or the phrase "As required by regulations" in its MEL ?		
9	(MEL-System-21 Section) Are the provisos in the remarks and exceptions column (column 4) of the MMEL carried over either verbatim, or in equivalent language, to the operator's MEL ?		
10	Are all required Maintenance (M) or Operations (O) procedures addressed in the Operator's MEL ?		