The Hashemite Kingdom of Jordan
Civil Aviation Regulatory Commission
Flight Operations Standards Directorate

المملكة الأردنيـة الهاشميـة
هيئــة تنظيـم الطيــران المدنــي
مديرية مقاييس العمليات الجوية

ADVISORY CIRCULAR

No. : AC-28-01-002
Date : 1 March 2016

A. SUBJECT.

AOC Certification and Oversight

B. PURPOSE.

This Advisory Circular (AC) provides guidance for AOC initial certification, certification renewal, continued competence of AOC holders, restriction, suspension or revocation and surveillance of foreign operators / safety assessment of foreign aircraft.

C. STATUS.

This is the third edition of AC - 28 - 01 - 002, dated 1 March 2016, and it will remain current until withdrawn or superseded.

D. CONTENTS.

E. REFERENCES.

The following documents were used as reference material:

- ICAO Annex 1- Personnel Licensing.
- ICAO Annex 6 - Operations of Aircraft, Part 1 International Commercial Air Transport.
- ICAO Doc 8335-AN/879, Manual of Procedures for Operations Inspection, Certification and Continued Surveillance.
- JCAR OPS 1 Commercial Air Transport.
- JCAR FCL 1 Flight Crew License.

AOC CERTIFICATION

1.0 AOC INITIAL CERTIFICATION.

1.1 Phase 1 – Pre Application.

1.1.1 Initial Inquiry and CARC Response.

a. The pre-application phase commences with the applicant making an initial inquiry by letter, or personal visit to CARC.

b. CARC will advise the applicant to thoroughly review the CARC regulations, directives and advisory materials and provide guidance concerning personnel, facilities, equipment and technical data requirements and an explanation of the certification process, in a standard information package for applicants for an AOC.

c. The standard information package will include:

(1) A form for the prospective operator's pre-assessment statement to be completed by the applicant.

(2) Instructions for completing the pre-assessment statement form.

(3) An advisory pamphlet containing:

(a) A description of the application process for obtaining an AOC.
(b) An introduction to the specific CARC regulations.
(c) Guidance on the evaluation of an applicant for certification.
(d) Guidance on the issuance of an AOC and associated operations specifications.

d. The purpose of the prospective operator's pre-assessment statement is to establish the intent and the eligibility of the applicant to continue with the process for certification and to enable CARC to commit resources and plan the certification process.

1.1.2 CARC Action on Receipt of a Completed Prospective Operator's Pre-Assessment Statement.

a. On receipt of a completed prospective operator's pre-assessment statement, Director Flight Operations Standards will coordinate to establish an assessment team of Flight Operations Standards, Airworthiness Standards and Economic regulatory Directorate.

b. CARC assessment team will conduct a review of the applicant's pre-assessment statement and:

(1) If the information provided is considered acceptable by the assessment team, Director Flight Operations Standards will arrange with CARC Chief Commissioner to form a certification team that will consist of:

(a) AOC certification project manager - Flight operations inspector.
(b) Flight operations standards directorate focal point - flight operations inspector:
- Cabin safety inspector team member.
- Ground operations inspector team member.
- Dangerous goods inspector team member.
(c) Flight crew personnel licensing focal point.
(d) Airworthiness standards directorate focal point.
(e) Aviation security and facilitation directorate focal point.
(f) Economic regulatory directorate focal point.

The AOC certification project manager will schedule a pre-application meeting with the AOC applicant

(2) If the information provided is considered not acceptable by the assessment team, CARC Chief Commissioner will inform the AOC applicant by a letter with CARC rejection of his request based on the assessment team report.

1.1.3 Pre-Application Meeting.

a. The purpose of the pre-application meeting is to determine that, applicant has sufficient knowledge of the appropriate CARC regulations and implementation procedures to include overview of certification process

b. The pre-application meeting will be attended by the AOC certification project manager and certification team and the key management personnel of the applicant. The applicant should be prepared to discuss, in general terms, all aspects of the proposed operations.

c. The applicant will be provided with an overview of the certification process and made aware of CARC directorates responsible for financial, economic and legal matters for the necessary assessment of the applicant's financial resources and ability to support the proposed operations. It is essential that the financial, economic and legal assessments are commenced early since an AOC will not be granted without a satisfactory assessment of these aspects.

d. AOC certification project manager and the certification team will prepare an application package to be delivered at the pre-application meeting. This application package should contain:

(1) AOC formal application.
(2) Documents compliance list.
(3) Certification approval process form.
(4) Management approval/acceptance form.
(5) Operations specification application forms.
(6) Training and checking arrangements forms.

e. The required documents will be discussed in details at the pre-application meeting to provide the applicant with as much assistance as possible.

f. Subsequent to the pre-application meeting, the certification team will evaluate the results of the meeting. Should the certification team consider that the applicant is not ready to make a formal application, advice should be given on further preparation and another pre-application meeting should be scheduled or alternatively the applicant may be advised to withdraw the intent to apply for certification.

g. Should the certification team establish that, the information provided in the pre-application statement is satisfactory and that the applicant has a clear understanding of the certification process, the applicant will then be invited to prepare and proceed with the formal application.

1.2 Phase 2 – Formal Application.

1.2.1 Formal Application Package. The formal application for certification consists of an application form with attachments containing the information required by CARC, comprising a formal application package. The development of the application and the attached documents would have been coordinated with CARC certification team subsequent to the pre-application meeting. The formal application form shall be signed by the applicant's accountable manager.

1.2.2 Formal Application Attachments. The attachments that need to accompany the formal application are detailed on the relevant approval process forms.

1.2.3 Cursory Review of the Formal Application Package. CARC certification team will make a cursory review of the formal application package to check that the required attachments have been presented, that these attachments address the required information and that the documentation is of an appropriate quality.

1.2.4 Acceptability of the Formal Application.

a. If the formal application package is incomplete or otherwise unacceptable, CARC will inform the applicant, provide details of the deficiencies and advice on the resubmission of the formal application.

b. If the information in the formal application package is considered acceptable by the certification team, the AOC certification project manager will schedule a formal application meeting with the applicant.

1.2.5 Formal Application Meeting.

a. A formal application meeting will be conducted between the certification team and all the key management personnel of the applicant, with the objective of ensuring that, applicant has submitted formal application, formal application attachments review the approval process and establish a common understanding on the future procedure for the certification process.

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

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

d. Subsequent to the formal application meeting and subject to the successful acceptance of the application package, The AOC certification project manager will provide the applicant with a letter acknowledging receipt and acceptance of the formal application.

1.3 Phase 3 – Documents Evaluation.

1.3.1 General.

a. After the formal application has been accepted, AOC certification team will commence a thorough evaluation of all the documents and manuals that are required by the regulations to be submitted to CARC. AOC certification team will endeavor to complete these evaluations in accordance with the schedule of events prepared by the applicant and agreed on at the formal application meeting. If a document or manual is incomplete or deficient, or if non-compliance with regulations or safe operating practices is detected, the document or manual will be returned to the applicant for corrective action.

b. The complexity of the information that needs to be addressed in the applicant's documents and manuals depends upon the complexity of the proposed operation. Manuals are to be provided with procedures for the development, control and distribution of each manual, the means to keep the manual up to date and the means for the publication and distribution of amendments. Manuals shall require appropriate revision and amendment when new requirements, operations or equipment are introduced. Documents or manuals that are satisfactory will be approved or accepted, as required by the regulations.

c. The set of documents and manuals must be complete and the detailed evaluation of them must satisfy CARC requirements before the inspection phase can begin.

1.3.2 Operations Manual.

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

(1) Part - A General/Basic.
(2) Part - B Airplane Operating matters.
(3) Part - C Route and Aerodrome Instruction and Information.
(4) Part - D Training.

b. Operations manual general, specific type and training manuals may be bound in a single cover. Alternatively, different parts may be individually bound according to title, or presented as a set of bound sections. The content of the manual is subject to CARC assessment and the elements/subjects that require specific approvals by CARC are found in IEM OPS 1.1040(b).

c. JCAR OPS 1.1045 (a) prescribes the main structure of the Operations Manual. On the other hand, Appendix 1 to JCAR OPS 1. 1045 contains a comprehensive detailed and structured list of all items to be covered in the Operations Manual. Since a high degree of standardization of operations Manuals will lead to improved flight safety, the structure described in the IEM OPS 1 1045 (c) should be used by applicants. To facilitate comparability and usability of the Operations Manuals by personnel, applicant should not deviate from the numbering system used. If there are sections which because of the nature of the operations do not apply, applicant must maintain the numbering system and insert ‘Not applicable” or ‘intentionally left blank’ where appropriate.

d. The contents of the operations manual may not be varied without CARC consent. A copy of the relevant part of the Operations Manual shall be available to each operating crew member employed by the operator and a hard and electronic copy to be retained by CARC. In addition to a hard copy an electronic copy of the Operations Manual, easily accessible to the crew members, is also acceptable, provided, the operator takes the responsibility to ensure that crew members are equipped with personal computer, lap top or other electronic mean for access.

1.3.3 Operations Manual Part B - Type related and Aircraft Flight Manual.

a. The preferred structure of part B of the OM would include most of the type specific information directly in the Part B itself with minimal referencing to other sources for the required information. The operator‘s primary sources of information for composing part B are the manufacturers Flight Crew Operating Manual FCOM (which includes the condensed and expanded checklists) and the Airplane Flight Manual (AFM) as applicable. For limitations and procedures that are copied from the FCOM and AFM into Part B it is important that this information is verified for accuracy. A part B must be submitted for each type of aircraft intended to be operated by the AOC Holder. As JCAR OPS 1 allows referencing to other sources the reference should be specific. For example, when stating AFM at least the chapter and paragraph should be included.

b. The manual however, shall contain information and instructions relating to;

(1) The identification of the aircraft.
(2) The operating procedures and limitations of the aircraft.
(3) The performance and loading of the aircraft.
(4) Emergency and supplementary procedures.

1.3.4 Operations Manual Part C - Route Manual. Operations manual part C shall list as a minimum, where the applicable information can be in most cases it is referencing Jeppessen / AIP manuals. This is not to be confused with the methods of how this similar information is determined as is required in OM A chapter 8. For example, how the minimum flight altitudes are determined in respect of obstacles should be explained in OM A. Where the actual altitudes for a particular route may be found should be referenced in OM C. Any referenced information should be specific as to the chapter of the referenced document. All the airports that the applicant is expecting to operate into should be listed and categorized in OM C.

If an operator is suddenly required operate into an airport not contained in their OM C it is allowed as long as the procedure for evaluating the acceptability of the airport is followed. The revision to OM C to include the airport may follow at a later date.

1.3.5 Operations Manual Part D - Training Manuals. Appendix to JCAR OPS 1.1045 (c) contains a comprehensively detailed and structured list of all items to be covered in the operations manual part D (training program syllabi and checking programs). The training syllabi and checking programs for all operations personnel has to include flight crew, cabin crew, dispatchers, dangerous goods and security.

1.3.6 Quality Manual. The quality manual shall be a standalone document of the operation manual. In addition, references to the quality manual are to be made in the OMA chapter 3 as “refer to quality manual”, and the OM A under chapter 0 - organization and control of manual, should specify this arrangement.

1.3.7 Safety Management System Manual. The safety management system manual shall be a standalone document of the operation manual.

1.3.8 Cabin Safety Procedures Manual. The cabin safety procedures manuals shall be a standalone document of the operation manual.

1.3.9 Ground Operations Procedures Manual. The ground operations procedures manual shall be a standalone document of the operation manual.

1.3.10 Minimum Equipment List (MEL). The minimum equipment list shall be a standalone document of the operation manual.

1.3.11 Flight Crew Quick Reference Hand Book (QRH). The flight crew quick reference hand book shall be a standalone document of the operation manual.

1.3.12 Cabin Crew Quick Reference Hand book (QRH). The cabin crew quick reference hand book shall be a standalone document of the operation manual.

1.3.13 Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods. The emergency response guidance for aircraft incidents involving dangerous goods covering emergencies and appropriate response procedures shall be required for the instruction and guidance of personnel. This guide is required to be carried as part of on-board aircraft documentation.

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

1.3 Phase 4 – Inspection and Demonstration.

1.4.1 General.

a. CARC regulations require an applicant to demonstrate the ability to comply with regulations and safe operating practices before beginning revenue operations. These demonstrations will include actual performance of activities and/or operations while being observed by inspectors of the certification team. This will also involve on-site evaluations of aircraft maintenance equipment and support facilities. During these demonstrations and inspections, CARC evaluates the effectiveness of the policies, methods, procedures and instructions as described in the manuals and other documents developed by the applicant. During this phase, emphasis should be placed on the applicant’s management effectiveness. Deficiencies will be brought to the attention of the applicant, and corrective action will be taken before an AOC can be issued.

b. The preliminary assessment should provide CARC with a general appreciation of the scope of the proposed operation and the potential ability of the applicant to conduct it safely. However, before authorizing the issuance of the AOC, CARC will need to thoroughly investigate the operating ability of the applicant. This important and more detailed phase of the investigation and assessment will require the applicant to demonstrate thorough, day-to-day administrative and operational capabilities, including, in some cases, proving flights over proposed routes, the adequacy of facilities, equipment, operating procedures and practices, and the competence of administrative, flight and ground personnel. Demonstration flights may include any aspect to be covered by a special authorization in the operations specifications which will be associated with the AOC when issued. Training or positioning flights observed by CARC inspector may be credited towards meeting demonstration flight requirements. Emergency evacuation and ditching demonstrations may also be required during this phase of the investigation of the applicant's capabilities.

c. The operational demonstration phase should encompass all aspects of the proposed operation. However, such matters as the inspection of the passenger services organization, though necessary, is not covered in this guide.

d. Since the precise details of inspections will be determined by many factors, such as the nature, scope and geographical areas of operations, the type of airborne and ground equipment to be used and the method of operational control and supervision, it is not practicable to prepare comprehensive material adaptable to universal use. Consequently, the material that follows in this chapter should be regarded as a listing of the more important aspects of the operation to be investigated, the exact procedure for inspection being determined by the circumstances of each case.

e. It will also be necessary to ascertain that facilities located in other States, which are to be utilized, are adequate and that crew licenses are acceptable to other States where operations will take place. Arrangements for this determination are a matter of agreement between CARC and the other States concerned.

1.4.2 Operational Demonstration and Inspection Checklists.

a. Organization and infrastructure inspection.
b. Flight crew training records inspection.
c. Cabin crew training records inspection.
d. Flight dispatchers training records inspection.
e. Operational control inspection.
f. Flight dispatch - release inspection.
g. Handling personnel training records inspection.
h. Ground operations inspection.
i. Dangerous goods inspection.
j. Safety management system inspection.
k. Quality system inspection.
l. Ramp inspection.
m. Emergency evacuation demonstration inspection.
n. Ditching demonstration plan - as applicable.
o. Route inspection.
p. Station(s) facilities inspection - as applicable.

1.4.3 Organization and Administration.

a. During the operational demonstration and inspection phase, the applicant's organizational structure, managerial style, direction and philosophy will be evaluated to ensure that necessary and proper control can be exercised over the proposed operation. A sound and effective management structure is essential; it is particularly important that the operational management should have proper status in the applicant’s organization and be in suitably experienced and competent hands. Through discussions with key management personnel and through observation, CARC certification team will evaluate the appropriateness of the management structure and determine whether or not clear lines of authority and specific duties and responsibilities of subordinate elements and individuals are established. These duties and responsibilities need to be clearly outlined in the applicant's operations manuals. It should also be determined that acceptable processes are established for conveying company procedures and operating instructions to the personnel involved to keep them appropriately informed at all times.

b. At all levels, it is necessary that the applicant’s personnel are thoroughly integrated into the operation and are made fully aware of the channels of communication to be used in the course of their work and of the limits of their authority and responsibility.

c. The applicant's staffing level needs to be evaluated to determine whether an adequate number of personnel are employed at management and other levels to perform the necessary functions. The number and nature of personnel will vary with the size and complexity of the organization. Through a sampling questioning process, CARC certification team will determine whether or not management personnel are qualified, experienced and competent to perform their assigned duties.

d. Experience has shown that the quality of an operation is directly related to the standards maintained by its management. Competent management usually results in safe operations. An excess of managers can lead to fragmentation of responsibility and control and to as much difficulty and inefficiency as a shortage. Either case can result in a lowering of operational standards. Thus, the evaluation of an applicant's organization is a very significant phase of the certification inspection process. Once it has been determined that the applicant's organization is adequately staffed and managed, a detailed examination of the organization should be initiated, and the suitability and use of the operations manuals should be assessed.

1.4.4 Ground Operations Inspection.

a. General.

(1) The purpose of this phase of the certification inspection is to ascertain, through on-site inspections, the adequacy and suitability of the applicant's staffing, training program, ground equipment, facilities and procedures to conduct the operations specified in the application.

(2) Although the inspection of maintenance facilities and procedures is part of the ground inspection, it will be carried out separately by airworthiness inspectors who are part of CARC certification team.

b. Fixed facilities.

(1) **Buildings.** This inspection should be designed to determine that the buildings to be utilized by the applicant at each base and terminal, including those located in other states, are properly equipped; are provided with the necessary sanitary facilities and security and emergency controls, warnings and equipment; and are adequate for the operation to be conducted. Such an inspection would include hangars, maintenance and overhaul workshops, administrative staff and operations personnel offices, passenger service areas, cargo storage, and handling buildings.

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

(2) **Aerodromes**. The destination and alternate aerodromes to be utilized in the operation should be inspected to determine their adequacy for operational use. However, this inspection requirement may be waived in those cases where CARC inspector is already familiar with the aerodrome or heliport and its associated facilities and is satisfied that they are adequate for the proposed operation. In those cases where the proposed operation covers a large part of the world, it will not be feasible for CARC certification team to determine the adequacy of all the aerodromes or heliports of potential use. Accordingly, CARC certification team should consider inspecting only those considered by the applicant to be for major use and recommend to CARC Chief Commissioner that, before awarding the AOC, the operations manual contain the list of aerodromes that are considered adequate for use, and should specify that the use of other aerodromes in the approved area of operations be prohibited without prior approval of CARC.

(3) Approval of a particular aerodrome may be granted without inspection by CARC if the operator evaluates the facility as adequate for its operations, using an acceptable documented process, possibly as part of its SMS, and establishes operating minima and appropriate procedures. Inspections or evaluations should cover at least the following items as applicable:

(a) Runways.
(b) Clearways.
(c) Stop ways.
(d) Taxiways.
(e) Apron and parking areas.
(f) Lighting (including approach lighting).
(g) Visual and non-visual approach aids.
(h) Navigation facilities.
(i) Communications services.
(j) ATS.
(k) Meteorological services.
(l) Aeronautical information services.
(m) Aerodrome service equipment (e.g. runway contaminant sweepers, snow ploughs).

(n) Ground de-icing installations and equipment.
(o) Rescue and firefighting equipment and services.
(p) Availability of equipment and handling procedures for fuel and lubricants.
(q) Public protection, including security precautions.
(r) Obstacles affecting flight operations.
(s) Instrument departure, arrival and approach procedures and associated charts; and
(t) Aerodrome/heliport operating minima.

Note1.Instrument approach procedures should be in conformity with PANS-OPS, Volume II (ICAO Doc 8168).

Note 2.The Manual of All-Weather Operations (ICAO Doc 9365) provides guidance to the operator and the state on the determination of aerodrome operating minima.

(4) In conjunction with the aerodrome inspection, CARC inspector will determine the adequacy of the applicant's procedures for acquiring current aerodrome data and instrument procedure charts and distributing these to all personnel who require such information in their performance of duty.

c. Mobile equipment.

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

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

d. Operational control organization.

(1) **General**. Evaluation of the overall effectiveness of an operational control organization should include a thorough analysis of the following factors:

(a) JCAR OPS 1 requires an operator to establish and maintain a method of control and supervision of flight operations that is approved by the state of the operator. Responsibility for operational control can be delegated only to the pilot-in-command and to a flight operations officer/flight dispatcher if the approved method of control and supervision of flight operations requires the use of flight operations officer/flight dispatcher personnel. Because of the nature and extent of the duties and responsibilities involved in the supervision of flight operations, CARC and the operator should consider the advantages of an approved method of control and supervision of flight operations requiring the services of a flight dispatcher. In such a system, the flight dispatcher is assigned to duty in the company operations control centre and is responsible, while on duty, for carrying out the operational control procedures and policies specified in the operations manual. The flight operations officer/flight dispatcher shall be licensed in accordance to CARC requirements.

(b) The operations manual shall specify the responsibilities and functions assigned to flight dispatchers. The actual responsibilities assigned are part of the approved method of control and supervision of flight operations. JCAR OPS gives information on the duties of flight operations officers/flight dispatchers. The duties assigned will be very similar for all such operations personnel, whether licensed or unlicensed.

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

In connection with the foregoing, it should be understood that the pilot-in-command is the person ultimately responsible for the safety of the flight.

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

- Rapidly improving communications capabilities and advances in weather forecasting and reporting in some areas have brought about a trend towards consolidation and centralization of operational control facilities.

- Availability of computerized or stored flight plans and fuel load determination and the use of direct pilot/operations control centre communications have facilitated the performance of the operational control of flights; and

- The pilot-in-command may, in many cases, have more up-to-date information and may be in a better position to evaluate evolving flight conditions than personnel in a distantly located operations control centre.

(2) **Additional considerations.** Items such as the type of operation and its geographical scope and size should also be evaluated in relation to the level of support required. The guidelines below are provided to assist CARC inspector in determining the adequacy of operational control:

(a) **Staffing**. CARC inspector will determine that:

- The operational control centre is staffed with sufficient personnel to competently handle the assigned workload in accordance with CARC regulations.

- The applicant is not using flight operations officers/flight dispatchers to perform other functions such as that of clerks and maintenance officers, to the detriment of the primary function; and

- The conditions at the operational control centre facilities such as space, temperature, lighting, noise level and controlled access are adequate for carrying out dispatch and operational control responsibilities.

(b) **Communications.** CARC inspector will determine that:

- The communications facilities meet the requirements of the proposed operation.
- The procedures to be used to notify flights regarding hazardous conditions relating to aerodromes or navigation aids, etc., are adequate.
- Notices to airmen (NOTAMs) shall be made available to flight crew personnel in a timely manner.
- Emergency communications procedures and facilities are adequate.
- Flight operations officers/flight dispatchers are able to establish rapid and reliable voice communications with the flight crew at the gate.
- Communications between the operational control centre and appropriate ATS facilities are adequate.
- Air-ground communications and point-to-point circuits used for flight safety messages are adequate and are reasonably free of congestion to ensure rapid and reliable communications throughout the geographical area of operations.
- Flight operations officers/flight dispatchers are familiar with all facts of operations within their geographical areas of responsibility and are properly authorized and qualified in the use of all communications channels required by the approved method of control and supervision of flight operations.
- The necessary emphasis is placed on the timely receipt of messages both in the aircraft and at the operational control centre or en-route stations; and
- Facilities for the communication of weather information to en-route stations and to aircraft are adequate.

(c) **Meteorology.** CARC inspector will:

- If the applicant has established a meteorological department, determine that it will be provided with adequate staff and facilities.

- Determine whether adequate procedures have been established to ensure the availability of weather forecasts and reports needed by the applicant for flight planning purposes.

- Determine that the applicant has procedures to utilize all useful weather information pertinent to the area with which the operational control is concerned.

- Give particular attention to the level of knowledge possessed by individual flight operations officers/flight dispatchers with respect to meteorology in general and to the weather conditions in the area with which they are concerned.

- Determine that the applicant has provided the means whereby the pilots and the flight dispatchers are provided with timely information pertaining to clear air turbulence, thunderstorms, icing conditions and volcanic ash, as well as to the best routes and altitudes for avoiding such occurrences.

- Give particular attention to procedures to be employed by operational control for disseminating information pertaining to clear air turbulence, thunderstorms, volcanic ash, icing conditions and other significant weather phenomena.

- Determine that the necessary procedures have been established for providing adequate weather information to the pilot-in-command at en-route stops; and

- Determine the adequacy of the procedures to be employed throughout the applicant's system with respect to in-flight meteorological reporting.

(d) **Procedures**. CARC inspector will:

- Give particular attention to the exercise of responsibility by pilots-in-command and flight dispatchers in their analysis of all factors pertaining to the flight. In this context, CARC inspector will determine that the flight dispatchers will be able to perform their functions in accordance with the terms of the applicable operating instructions and procedures. It is emphasized again that the flight dispatcher is responsible for assisting the pilot-in-command in the preflight planning, and authorization of delay and release of flights, in accordance with the approved method of control and supervision of flight operations.

- Determine that the applicant has established procedures to ensure that flight dispatchers are adequately trained and informed on important aspects of flight planning such as weather forecasts and reports, fuel requirements, aerodrome limitations, NOTAM, navigation equipment, navigation facilities, ATM procedures and aircraft performance data.

- Determine the adequacy of procedures and methods to be used to comply with CARC regulations concerning aircraft performance, i.e. the computation of the mass of the aircraft and the centre of gravity location, critical speeds, climb gradients, runway and obstacle clearance limitations.

- Determine that procedures for the release of a flight are established, which will ensure that the aircraft and its load are in conformity with the relevant flight release documents, e.g. aircraft maintenance release, MEL, CDL, aircraft mass and balance form and manifest; and

- Determine that the procedures to be used for flight monitoring are adequate and meet the requirements of CARC regulations.

(e) **Operational and ATS flight plans**. CARC inspector will:

- Determine the adequacy of the data to be included in the operational flight plans to be used by the applicant; and

- Review the policy with regard to operational flight plans and ATS flight plans to determine compliance with CARC regulations.

e. Flight crew qualifications, licensing and training. CARC inspector will determine that the applicant has established procedures and training programs to ensure that flight crew qualifications meet the requirements of CARC regulations and those personnel are duly licensed and hold appropriate and valid ratings.

f. Cabin crew competency and training. CARC inspector will determine that the applicant has established a training program to ensure that cabin crew members are competent in executing those safety duties and functions to be performed in the event of an emergency including a situation requiring emergency evacuation.

g. Training programs.

(1) The training program will be described in detail in the operations manual. Depending on the scope and complexity of the proposed operation, the training programs required by JCAR OPS may be carried out under the direct control of the applicant or conducted by other training facilities under contract to the applicant, or a combination thereof. In any event CARC certification team will need to carry out a thorough analysis and inspection of all phases of the applicant's ground and flight training programs. This analysis and inspection should permit a determination as to whether the training methods, syllabi, training aids/devices, training standards, related facilities and record keeping are adequate. The qualifications of ground and flight instructor personnel will be established and their effectiveness evaluated.

(2) Factors to be considered in the assessment and inspection of an applicant’s training program are:

(a) The completeness of the training syllabus and adequacy of facilities, aids, equipment and related training material. These items shall satisfactorily provide for the particular type of training required and be utilized in such a manner as to achieve the desired training standards and objectives. Particular attention will be given to the availability of approved flight simulation training devices appropriate to the flight training syllabus.

(b) The adequacy and effectiveness of audio-visual training systems that use computer-based instructions, slides, videos and/or films for presenting instructions on aircraft systems, aerodrome qualifications and other related subjects.

(c) The existence of provisions to obtain the necessary training material and to instruct personnel whenever new types of operations, new aircraft and/or equipment, or new or revised maintenance methods or procedures are introduced.

(d) The competency of the applicant’s instructors, examiners and training supervisors.

(e) The competency of personnel designated as examiners by an applicant, to whom CARC intends to delegate responsibility for type ratings, instrument ratings and pilot proficiency checks; and

(f) The competency of training and checking personnel of training organizations to which the applicant intends to contract training.

(3) In assessing the scope, quality and effectiveness of the training program, CARC inspector will observe actual training or instruction being given so that it can be determined that:

(a) The applicant adheres to the prescribed syllabus.

(b) The applicant's ground and flight instructors and examiners are competent; and

(c) Training personnel are able to recognize and appropriately deal with weak or unsatisfactory trainees.

(4) During the inspection of the training program, the applicant's plan for the maintenance of pilot qualifications, for conversion and pilot upgrading, will also be reviewed to ensure that:

(a) The training and associated qualification checks are carried out in a conscientious manner by properly qualified and authorized personnel.

(b) In flight training, no maneuver that might result in an accident is prescribed, taking into account the aircraft involved and the experience and qualifications of the pilot in training and also of the instructor or examiner.

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

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

(5) CARC inspector will normally find it convenient to approve the applicant's training program in discrete self-contained sections such as initial training, recurrent training, conversion training and upgrading training, which can then be further divided into subsections such as ground training, simulator training and flight training.

Should any section or subsection of the training program not meet the required standards, it will be referred back to the applicant with a detailed explanation of its deficiencies and of the corrective action necessary. When all requirements for the training program have been fully met, the applicant will be notified officially that the training program has been approved. In this regard it should be made clear to the applicant that any subsequent change to the training program will require the approval of CARC.

h. Record keeping.

(1) **General.** During the review of records to be maintained by the operator, the following factors will be taken into consideration:

(a) In accordance with Appendix 1 to JCAR OPS 1.1065 an operators are require to maintain certain records pertaining to the conduct of the operations for a specified period. The primary objective of the inspection of operations and flight records is to ensure that operators comply with established procedures and appropriate CARC regulations. The procedures for record keeping need to be evaluated as part of the certification inspection process to indicate the manner in which records will be kept and whether or not such recording will be conducted in compliance with relevant regulations.

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

- Flight crew members.
- Cabin crew members.
- Flight operations officers/flight dispatchers.
- Flight and cabin crew member duty periods, flight duty periods, rest periods and, for flight crew members, flight time.
- Operational flight planning.
- Operational control; and

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

- Potential accuracy and care in preparation.
- Classification and effectiveness of the filing system.
- Completeness of coverage.
- Compliance with required recording periods; and
- Security of access to records and protection from disasters.

(2) **Flight crew member records**. An inspection will be conducted prior to the commencement of operations and will include a review of flight crew records to determine that the qualifications of flight crew members are current. The flight crew records will make provision for the following information:

(a) Full name.
(b) Current assignment.
(c) Flight crew member license - CARC issued licenses and/or the validation license type, number and ratings, including instrument rating, and the language proficiency endorsement.
(d) Medical assessment and date.
(e) Record of last proficiency check.
(f) Record of last instrument rating check.
(g) Flight time records, including flight time in aircraft for which currently qualified.
(h) Route and aerodrome qualifications (pilot-in-command, and co-pilot, if required by the operator).
(i) Training record, type of training, total time, dates and certification of satisfactory completion; and
(j) Crew member certificate, including the number and expiration date.

(3) **Cabin crew member records**. These records shall make provision for the following information:

(a) Full name.
(b) Current assignment.
(c) Crew member certificate, including the number and expiration date.
(d) Initial training, including dangerous goods, general indoctrination and aircraft emergency procedures training; and
(e) Recurrent training, including dangerous goods, emergency and evacuation procedures training on specific aircraft.

(4) **Flight dispatcher records**. An inspection will be conducted prior to the commencement of operations and will determine compliance with applicable regulations pertaining to licensing and current qualifications. Flight dispatcher records should contain the following information:

(a) Full name.
(b) License and validity.
(c) Aircraft qualifications;
(d) Route or area qualification.
(e) Maintenance of competency.

(5) **Flight and cabin crew member duty periods, flight duty periods, rest periods and, for flight crew members, flight time**. The proposals for keeping these records shall permit the operator and CARC to check compliance with the operations manual and CARC regulations relating to flight time, duty period, flight duty period and rest period limitations. In addition, the proposals shall cover the recording of reports when the pilot-in-command uses discretion to extend duty or reduce rest periods.

(6) **Operational flight planning records.** This part of the inspection shall cover the procedures for the keeping of records relating to individual flights to ensure that:

(a) An operational flight plan will be completed and retained.
(b) The operational flight plan provides for all of the information required by the operations manual.
(c) Flight preparation forms will be completed and recorded; and
(d) Oil and fuel records will be kept.

(7) **Operational control records.** The proposals for operational control system records will be checked to ensure that:

(a) An operational control log will be maintained and that all operational control duties will be adequately documented; and
(b) All flights will be planned and conducted with the active participation of the flight operations officer/flight dispatcher on duty in accordance with the procedures laid down in the operations manual, if the approved method of control and supervision of flight operations requires the use of flight operations officer/flight dispatcher personnel.

i. Fuel computation procedures.

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

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

j. Aircraft mass and balance procedures.

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

(a) The requirements for the computation of aircraft mass and balance in the operations manual.
(b) Regulations restricting mass to meet aircraft performance requirements.
(c) Mass and centre of gravity limitations as specified in the aircraft flight manual and the operations manual.
(d) limitations on deck and bulkhead loading as specified in the aircraft flight manual and the operations manual; and
(e) Limitations in respect of the transport of dangerous goods as specified in the current edition of the Technical Instructions for the safe transport of dangerous goods by Air (ICAO Doc 9284).

(2) In addition to the foregoing, another important feature of this evaluation is an investigation of the applicant's method of exercising overall mass control. CARC inspector will examine the system and methods whereby aircraft mass is checked and maintained to ensure that mass fluctuations due to modifications and other causes are fully taken into account and that the mass statement is accurate.

k. Emergency evacuation demonstration.

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

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

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

(3) In making their report on the demonstration, inspectors will record the following from the time each phase of the evacuation demonstration begins:

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

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

(a) Revising evacuation procedures.
(b) Improving crew training.
(c) Modifying or changing the equipment used.
(d) Changing the passenger compartment arrangement; and
(e) Reducing total passenger seating capacity.

l. Ditching demonstration.

(1) Unless data from reliable analytical methods or from previous demonstrations by the aircraft manufacturer or other operators of the same type and model of aircraft is available to satisfy CARC inspector that the applicant's procedures, equipment and training for a ditching situation are adequate, CARC certification team should require a simulated ditching demonstration during the operational inspection phase of the certification process for each aircraft type, model and configuration which will be operated on extended flights over water. CARC inspectors will first determine whether the aircraft has an airworthiness certification covering ditching. If the aircraft is not certificated for ditching, extended flights over water will not be authorized.

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

(a) Was adequate preparation of the passengers and aircraft for a premeditated ditching conducted?
(b) Were there adequate items of emergency equipment, i.e. life rafts, inflatable slides, life jackets, medical kits, first aid kits and emergency locator transmitter (ELT), carried on board in sufficient number?
(c) Was emergency equipment properly stowed and could it be readily removed or ejected from the aircraft in the time specified?
(d) Were means provided and utilized to prevent emergency equipment from drifting away from survivors?
(e) Did slides, life jackets and life rafts inflate fully within acceptable time limits; did the slides deploy properly; and did other emergency equipment function properly?
(f) Were the emergency exits to be utilized selected, and could such exits be opened readily?
(g) Were emergency procedures and related checklists adequate, and were they properly used by the crew members?
(h) Was the crew properly trained?
(i) Were crew members familiar with and did they adhere to the timely execution of their assigned duties and responsibilities?
(j) Could crew members, using available emergency equipment and following the procedures outlined in the operations manual, facilitate the evacuation of the aircraft under the critical conditions expected during the short period of time the aircraft would remain afloat?

(k) Were adequate safety precautions followed by the crew members to prevent possible injury to passengers or themselves?

(3) In the observation of the demonstration, to assist in the assessment of the ditching demonstration, CARC inspectors will record the following:

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

(4) Any deficiencies identified during the evaluation conducted by CARC certification team or noted during the ditching demonstration regarding the evacuation procedures or related emergency equipment, such as inflatable slides, emergency exits and life rafts, are to be rectified by the applicant. This may require additional evaluation or demonstrations before these emergency procedures can be considered acceptable by CARC certification team.

m. Ground inspection deficiencies.

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

1.4.5 Flight Operations Inspection.

a. General.

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

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

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

(1) In-flight procedures laid down in the operations manual and compliance with those procedures.
(2) The facilities and equipment provided to the flight crew to conduct the flight safely and in accordance with regulations.
(3) The support provided by the operational control system to the flight crew.
(4) The general provision made for ground handling of the aircraft and assisting the flight crew to carry out their duties at all aerodromes utilized by the applicant along the routes; and
(5) En-route facilities.

c. **Preflight inspection.** The preflight procedures followed by the flight crew and the assistance rendered by the ground organization during the preflight phase will be observed for compliance with the operations manual. These procedures relate to the following:

(1) Meteorological and route briefing, provision of NOTAMs.
(2) Filing of the ATS flight plan.
(3) Flight planning.
(4) Fuel computation.
(5) Measures taken by the pilot-in-command concerning the:

(a) Airworthiness of the aircraft, including the maintenance release, and use of the MEL and, if available, the CDL.
(b) Complement of instruments and equipment required to be on board.
(c) Preparation of the operational flight plan.
(d) Fuel required and the fuel and oil on board the aircraft.
(e) Mass of the aircraft and the centre of gravity location.
(f) Capability to comply with the aircraft mass and performance limitations climb gradient and obstacle clearance requirements.
(g) Correct calculation of critical speeds (V1, Vr, V2, etc.) appropriate to the runway and take-off conditions.
(h) Security of the load and its correct distribution.
(i) Information concerning dangerous goods.
(j) Completion and signing of the operational flight plan and the aircraft mass and balance form.
(k) Carriage of the required publications and manuals, e.g. aircraft operating manual, aircraft flight manual, route guide, MEL and CDL, if available, and their correct amendment.
(l) Carriage on board of required documents or appropriate copies of documents, e.g. certificate of registration, certificate of airworthiness, crew licenses, aircraft radio station license, journey log or technical log and noise certification attestation (when commercial operations commence, after issuance of an AOC, this list will include the AOC and its associated operations specifications, and passenger and/or cargo manifests as appropriate).
(m) Boarding of all crew including personnel in excess of the minimum crew and their briefing on the location and use of emergency equipment, no smoking signs, use of seat belts, location and use of emergency exits, etc.
(n) External and internal aircraft inspection by flight crew and cabin inspection by cabin crew.
(o) Procedures preparatory for radio and navigation equipment setting, including data entry in flight management avionics, if available.
(p) Procedures for inertial equipment initializing and cross-checking.

(q) Flight deck preparation and procedures and use of checklists; and
(r) Crew coordination.

d. In-flight inspection.

(1) Prior to take-off, CARC inspector will observe the following:

(a) Procedures preparatory to starting engines.
(b) Engine start-up procedures.
(c) Proper communication and coordination with the ground crew regarding:
- Engine start-up procedures.
- Removal of chocks; and
- Push back and ground towing, if so required, prior to taxiing.

(d) Taxiing and use of aerodrome chart.
(e) Use of checklists.
(f) Acceptance and recording of air traffic control (ATC) clearance; and
(g) Briefing of the flight crew for take-off, departure and initial climb, including use of navigation aids.

(2) During the flight, CARC inspector will check the following items:

(a) Compliance with rules of the air.
(b) Flight crew knowledge of:
- Aircraft limitations.
- Aircraft normal and emergency procedures.
- Aircraft systems and equipment; and
- Cruise control.

(c) Adequacy of flight deck procedures.
(d) Crew discipline, coordination and vigilance.
(e) Altitude control and procedures for altitude/level change.
(f) The operations manual, including the aircraft operating manual, to confirm that it will meet requirements that may arise during flight.
(g) Use of flight deck security procedures.
(h) Competence of crew members, including the language proficiency of flight crew members in the language used for radiotelephony communications.
(i) Flight crew use of company frequencies and operational control of the flight.

(j) Use of en-route and terminal navigation facilities.
(k) Pilot knowledge of routes and aerodromes, including departure contingency procedures.
(l) Adequacy of weather information and environmental data provided and their use by the flight crew.
(m) Use of air/ground communications.
(n) Use of navigation procedures and equipment.
(o) Use of checklists for each phase of flight.
(p) Adherence to ATC clearances and to changes to clearances
(q) Compliance with meteorological reporting procedures and with procedures for reporting hazardous flight conditions.
(r) Use and availability of flight documents, whether these are provided electronically or as hard copy. Special notice should be taken of the manner in which the maps and charts contained in the route guide section of the operations manual are used in flight and in the conduct of departure, arrival, approach and missed approach procedures.
(s) Adequacy and use of breathing oxygen in flight.
(t) Flight crew use of safety harnesses.
(u) Use of passenger cabin “no-smoking” and “seat belt” signs.
(v) General compliance with the regulations of CARC and other States concerned with the operation.
(w) Flight crew management of the flight, including human performance, threat and error management and decision-making, and proficiency in the manual and automatic control of the aircraft in all phases of flight.
(x) Conduct of flight crew arrival, approach and landing briefing
(y) Adherence to aerodrome/heliport operating minima; and
(z) Conduct of approach and landing procedures, after landing procedures, taxi and shut-down procedures and use of appropriate checklists.

Note. All of the foregoing checks are to be conducted without interfering with crew duties and vigilance in flight. In some cases, particularly with respect to (2) - flight crew knowledge above, it may be necessary for CARC inspector to complete the check during the post-flight phase

(3) Cabin crew.

(a) During the in-flight inspection, CARC inspector will observe the procedures used by the cabin crew for passenger briefing on:

- Stowage of carry-on baggage.
- Observing the “no-smoking” signs.
- How and when to use seat belts.
- When seat backs are required be in the full upright position.
- Procedures for donning oxygen masks and restrictions during use of oxygen.
- Emergency procedures including the location and use of emergency exits.
- Location and use of life jackets.
- Restrictions on the use of toilets; and
- Location and content of passenger emergency briefing cards.

(b) CARC inspector will note that cabin crew members are provided with and occupy for take-off and landing, forward or rearward facing seats equipped with safety harnesses and that such seats are located near floor level and other emergency.

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

e. Post-flight inspection. The following will be observed:

(1) Use of appropriate after shut-down checklists.
(2) Completion by the pilot-in-command of the journey log book or technical log and the reporting of any aircraft un-serviceability.
(3) Availability and, if necessary, completion of appropriate reports regarding incidents, near misses, bird strikes, lightning strikes, volcanic ash encounters or ingestion and any other unusual occurrences of operational significance.
(4) Where a stopover is scheduled for crew rest, the adequacy of the accommodation provided and the actual rest period available; and
(5) Where the stop is an intermediate stop, the arrangements made to assist the crew in the preparation for the next stage of the flight.

f. Flight inspection deficiencies.

(1) Unsatisfactory conditions noted by CARC inspector during any part of the flight inspection will be brought to the attention of the applicant for corrective action. The opportunity will be provided for the applicant to remedy any deficiencies affecting the safety of the operation before any further flights are undertaken. All discrepancies and items of non-compliance need to be corrected or resolved, with acceptable records of the corrective actions taken being kept, to the satisfaction of CARC certification team and the prior to the inauguration of commercial service.

(2) Some examples of deficiencies requiring corrective action are:

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

1.5 Phase 5 – AOC Issue

1.5.1 Final Preparation for the Issuance of an AOC.

a. AOC certification project manager will have notified the applicant of all discrepancies that need to be resolved before an AOC and its associated operations specifications can be issued.

b. The AOC certification project manager reviews the final operations specifications and makes any changes necessary.

c. The AOC certification project manager will provide appropriate recommendations on the issuance or denial of an AOC to CARC Chief Commissioner.

1.5.2 Certification Report. After ensuring that all the requirements for certification have been met and also to have determined that the applicant is fully capable of fulfilling the entire responsibilities incumbent in the conduct of the proposed operations and of complying with the applicable laws and regulations, and the provisions of the certificate and operations specifications, the AOC certification project manager will provide appropriate recommendations on the issuance of an AOC to CARC Chief Commissioner.

1.5.3 Issuance of an AOC and the Associated Operations Specifications. CARC will assign an AOC number and determine the date of issuance. The certificate will be signed by the CARC Chief Commissioners. The associated operations specifications will also be signed by Director Flight Operations Standards Directorate.

1.5.4 Period of Validity of an AOC and the Associated Operations Specifications. the validity of AOC and the Associated Operations Specifications is 2 years, it remains valid until:

a. CARC amends, suspends, revokes or otherwise terminates the certificate.

b. The AOC holder surrenders the certificate to CARC.

c. The AOC holder suspends operations for more than a period determined and published by CARC Chief Commissioner; or

d. The expiry date.

2.0 AOC CERTIFICATION RENEWAL.

2.1 The continued validity of an AOC is dependent upon an operator maintaining the requirements for an adequate organization, method of control and supervision of flight operations, training program as well as ground handling and maintenance arrangements consistent with the nature and extent of the operations specified in the AOC and the associated operations specifications, under the supervision of CARC.

2.2 The operator needs to apply for renewal of the AOC prior to the AOC expiration date. The request for renewal shall contain the same basic information that was submitted prior to the original certification and should be received by CARC at least 30 days before expiration date of the AOC. Such renewal should not involve a complete recertification procedure and thus will not be an onerous or prolonged process.

2.3 **Issue, variation and continued validity of an AOC. (OPS 1.180).** An operator will not be granted an AOC, or a variation to an AOC, and that AOC will not remain valid unless:

a. Airplanes operated have a standard Certificate of Airworthiness issued in accordance with JCAR part 21 laying down implementing rules for the airworthiness and environmental certification of aircraft and related products, parts and appliances, as well as for the certification of design and production organizations.

b. The maintenance system has been approved by CARC in accordance with Part M, Subpart G; and

c. He has satisfied CARC that he has the ability to:

(1) Establish and maintain an adequate organization.
(2) Establish and maintain a quality system in accordance with OPS 1.035.
(3) Comply with required training programs.
(4) Comply with maintenance requirements, consistent with the nature and extent of the operations specified, including the relevant items prescribed in OPS 1.175 (g) to (o); and
(5) Comply with OPS 1.175.

2.4 **AOC Certification Renewal.** Operator will be subject to certification renewal audit, joint with airworthiness standards directorate covering the following review, evaluation and inspections:

a	**Annual review**

(1)	Last quality system inspection
(2)	Last safety management system inspection
(3)	Last annual /certification renewal audit

b	**Operations manual review**

(1)	Operations manual part A - general / basic
(2)	Operations manual part B - airplane operating matters
(3)	Operations manual part C - route and aerodrome instructions and information
(4)	Operations manual part D - training program
(5)	Quality system manual
(6)	Safety management system manual
(7)	Ground operations procedures manual
(8)	Dangerous goods manual - if applicable
(9)	Cabin safety procedures Manual
(10)	Minimum equipment list
(11)	Flight crew quick reference hand book (QRH)
(12)	Cabin crew quick reference hand book (QRH)
(13)	Airplane security search check list
(14)	Dangerous goods acceptance check list(s) - if applicable

c	**Inspection**

(1)	**Crew training**
(a)	Flight crew training records inspection
(b)	Cabin crew training records inspection
(c)	Flight dispatchers training records inspection

(2)	**Flight operations**
(a)	Operational control inspection
(b)	Flight dispatch - release inspection

(3)	**Ground operations**
(a)	Handling personnel training records inspection
(b)	Ground operations inspection
(c)	Dangerous goods inspection

(4)	**Quality system inspection**

(5)	**Safety management system inspection**

(6)	**Organization and infrastructure inspection**

3.0 SAFETY OVERSIGHT PROGRAM - CONTINUED COMPETENCE OF AOC HOLDERS.

3.1 General.

a. After initial AOC issuance it is an obligation of CARC to access AOC holders and monitor their continued competence to conduct safe operations in compliance with JCAR OPS 1.

b. To provide a better picture on the status of the AOC holders operations, in relation to the requirements, and to relieve this financial burden on the CARC, JCAR OPS 1 has provided means for an AOC holder to share the responsibility of monitoring the compliance of the operations through the quality system and safety management system that are approved by CARC for each AOC holder. This objective cannot be attained unless; the AOC holders are prepared to accept, readily, the implications of this concept including that of committing the necessary funds and resources to the implementation of both system.

c. CARC fulfils its obligation to assess and monitor AOC holder's continued competence, to conduct safe operations, through the 12 month cycle safety oversight program that includes monitoring the effectiveness of the AOC Holder's quality system, safety management system and additional scheduled and non-scheduled inspections and audits. When the quality system and/or safety management system is found to fail its objectives, that is a breach in the requirements and puts in question the validity of the AOC. The responsibility of conducting a safe operation remains with the AOC Holder.

d. The safety oversight activities are efforts of one or more CARC directorate and CARC policy is to accomplish the required joint oversight activities on coordination between CARC responsible directorates. This coordination is addressed in the safety oversight program and will be conducted in accordance with approved inspector handbooks and related implementation procedures.

3.2 Safety Oversight Program Process.

a. CARC system to assess the continued competence of an AOC holder is described through the procedures below. The procedures are intended to evaluate the following:

(1) Assess the efficiency of the operators, internal monitoring procedures, and availability of sufficient resources.

(2) Verify by means of inspections, compliance with the requirements and effectiveness of the AOC holders quality system and safety management system.

b. The output of applying the procedures will result in a determination of the adequacy, relevance, and consistency of the AOC holders' compliance with the JCAR OPS 1.

c. The results of the safety oversight program will form the basis for the inspector(s) recommendation to continue, discontinue, not renew or the variation of the operators AOC.

3.3 Safety Oversight Program Team. The team will include a minimum of 2 inspectors (Flight Operations Inspector, Cabin Safety Inspector, Ground Operations Inspector or Dangerous Goods Inspector) based on the type and size of the oversight activity. Moreover, based on the type of the oversight activity like ramp inspection the team will include airworthiness inspector.

3.4 Safety oversight Program Elements.

a. The elements of the Safety oversight Program.

(1) Annual Review. The main objective of the annual review is to evaluate the overall compliance of the operator. The annual review normally takes place before the annual audit as part of audit preparations, and at the first noticeable indication of operator safety performance level deficiencies - based on risk.

(2) Annual Audit. After initial AOC issuance it is an obligation of CARC to access AOC holders and monitor their continued competence to conduct safe operations in compliance with JCAR OPS 1, this is to include flight operations and airworthiness standards. AOC holders will be audited once per year. Some operators might be subject to more than one audit per year, depending on their safety performance level - based on risk.

(3) Biannual Surveillance - Inspection. The objective of the biannual inspection is to follow up on the AOC holder certification renewal/annual audit corrective action. It is normally take place 4-6 months after the audit.

(4) Continuous Surveillance - Inspection (12 month cycle)**.** After initial AOC issuance it is an obligation of CARC to access AOC holders and monitor their continued competence to conduct safe operations in compliance with JCAR OPS 1, this is to include flight operation and airworthiness standards. Some areas of compliance need trimly assessment like ramp inspection.

b. Annual Review. The annual review covers the following areas:

(1)	Last quality system inspection
(2)	Last safety management system inspection
(3)	Last annual /certification renewal audit

c. Annual Audit. The annual audit covers the following areas:

(1)	**Operations manual review**

(a)	Operations manual part A - general / basic
(b)	Operations manual part B - airplane operating matters
(c)	Operations manual part C - route and aerodrome instructions and information
(d)	Operations manual part D - training program
(e)	Quality system manual
(f)	Safety management system manual
(g)	Ground operations procedures manual
(h)	Dangerous goods manual - if applicable
(i)	Cabin safety procedures Manual
(j)	Minimum equipment list
(k)	Flight crew quick reference hand book (QRH)
(l)	Cabin crew quick reference hand book (QRH)
(m)	Airplane security search check list
(n)	Dangerous goods acceptance checklist(s) - if applicable

(2)	**Inspection**

(a)	**Crew training**
	• Flight crew training records inspection
	• Cabin crew training records inspection
	• Flight dispatchers training records inspection

(b)	**Flight operations**
	• Operational control inspection
	• Flight dispatch - release inspection

(c)	**Ground operations**
	• Handling personnel training records inspection
	• Ground operations inspection
	• Dangerous goods inspection

(d)	**Quality system inspection**

(e)	**Safety management system inspection**

(f)	**Organization and infrastructure inspection**

d. Biannual Surveillance - Inspection. The biannual surveillance - inspection covers the following area - follow up for the certification/annual audit findings:

(1)	**Crew training**
(a)	Flight crew records inspection
(b)	Cabin crew training records inspection
(c)	Flight dispatchers training records inspection
(2)	**Flight operations**
(a)	Operational control inspection
(b)	Flight dispatch - release inspection
(3)	**Ground operations**
(a)	Handling personnel training records inspection
(b)	Ground operations inspection
(c)	Dangerous goods inspection
(4)	**Quality system inspection**
(5)	**Safety management system inspection**
(6)	**Organization and infrastructure inspection**

e. Continuous Surveillance - Inspection. The continuous surveillance - inspection **(**12 month cycle) covers the following area:

No	Surveillance - Inspection Areas	Surveillance Frequency
(1)	**Ramp inspection**	
(a)	Cockpit ramp inspection	2 Per Type Per 12 Months Cycle
(b)	Cabin ramp inspection	
(c)	Cargo and ground handling ramp inspection	
(2)	**En route inspection**	
(a)	Cockpit en route inspection	1 Per Type Per 12 Months Cycle
(b)	Cabin en-route inspection	
(3)	**Training and checking inspection**	
(a)	Type rating/synthetic flight instructor assessment - inspection	1 Per Type Per 12 Months Cycle
(b)	Type rating/synthetic flight examiners assessment - inspection	
(c)	Line training captain assessment - inspection	
(d)	Line check captain assessment - inspection	
(e)	Flight crew recourses management (CRM) instructor assessment - inspection	
(f)	Cabin crew recourses management (CRM) instructor assessment - inspection	
(g)	Cabin safety instructor assessment - inspection	

(h)	Cabin safety examiner assessment - inspection	1 Per Type Per 12 Months Cycle
(i)	First aid instructor assessment - inspection if applicable	
(j)	Flight dispatcher instructor assessment - inspection	
(k)	Flight dispatcher examiner assessment - inspection	
(l)	Dangerous goods instructor assessment - inspection	
(m)	Passenger handling instructor assessment - inspection	
(n)	Cargo handling instructor assessment - inspection	
(o)	Quality system instructor assessment – inspection if applicable	
(p)	Safety management system instructor assessment - inspection	

(4)	**Station facility inspection**	1 Per Station Per 60 Months Cycle

Note. The relevant CAMO surveillance inspections are included in the airworthiness standards directorate surveillance programs

3.5 Findings.

a. A Finding and corrective action report form must be completed for non-compliance. The unsatisfactory item is discovered as a result of using the inspection checklists for a particular area of the audit/inspection. When using inspection checklists, the findings issued are not restricted to items indicated on the inspection checklists. It should be understood that findings could also be issued against non compliances found that may not have been included in the inspection checklist.

b. The level of the finding must be specified on the Finding and corrective action report form. For assessing the finding severity on the annual Surveillance program of an AOC Holder, there are 3 finding levels defined as follows:

(1) **Category I.** Any situation that prevents the aircraft or operations to continue until corrective action has been implemented is issued as Level I Finding. For example, an MEL item is past its rectification interval or a Crew Member did not possess his license.

(2) **Category II.** Any significant non-compliance with JCARs requirements which lowers the safety standard and hazards seriously the flight safety is issued as Level II Finding (5-15 days). Depending on the nature and seriousness of the non-compliance the Inspector may require corrective action to be taken within as little as 5 days if necessary, but in any case with a time period not greater than 15 days.

(3) **Category III.** Any non-compliance with JCARs requirements which could lower the safety standard and possibly hazard the flight safety is issued as Level III Finding (30-90 days). Depending on the nature and seriousness of the non-compliance the Inspector may require corrective action to be taken within 30 days if necessary, but in any case with a time period not greater than 90 days.

4.0 RESTRICTION / VARIATION, SUSPENSION OR REVOCATION OF AN AOC.

4.1 General.

a. An AOC or OPS SPECS will be varied, suspended or revoked if CARC can no longer be satisfied that the operation is safe. The circumstances which might lead CARC to this course of action are too many or varied to be listed. CARC inspection and monitoring process may serve to confirm CARC continued confidence in the effectiveness of the operator's quality system and his ability to conduct a safe operation. If CARC is not satisfied, the operator will be informed in writing within 5 working days of the details of the conduct of his operation which are causing CARC concern. CARC will require remedial action to be taken within a specified period.

b. In the event that an operator fails, in spite of a second warning and advice, to satisfy CARC concerns, a final written warning will, whenever possible, be given to the operator together with a firm date by which specified action to satisfy CARC must be taken. It will be made clear that failure to satisfy CARC will result in action against the operator, including enforced variation or suspension of the AOC or OPS SPECS.

c. Circumstances may, however, preclude recourse to the process described in paragraphs 4.1.a and 4.1.b above. In such cases CARC duty to preserve safety is of paramount importance and therefore CARC may immediately vary or suspend any AOC or OPS SPECS which it has issued.

d. In general terms, in case the operator:

(1) Fails to submit corrective actions, for findings issued, by the resolution dates.

(2) Fails to implement CARC “accepted” corrective actions, or

(3) There are findings raised in a repetitive basis, or similar findings are raised again in short period after the previous ones have been rectified.

The AOC cannot remain valid and must be varied, suspended or revoked since CARC can no longer be satisfied that the operator can maintain safe operation according to the requirements under which he was granted the AOC (JCAR OPS 1.180 (a))

4.2 Variation / Restriction.

a. Restriction means that the scope of operations as specified in the AOC Operations Specifications could be restricted with a variation to the AOC.

b. Restriction can be used by CARC as a tool to ensure continuous safe operations when the finding and corrective action report forms nature is such that it does not affect the aggregation of operations, but the safety issue it raises is limited to a particular area that can be rectified by restriction to the Operation Specifications of the AOC.

c. The operator must inform CARC in writing of the corrective actions taken once accomplished to satisfy the lifting of the restriction. Operations should not resume until the necessary inspections have taken place and corrective actions satisfactorily implemented. Particular checks in quality system, and area that led to AOC variation should be carried out. Once the assigned inspector(s) have been satisfied with the inspections, a recommendation by the inspector(s) needs to be forwarded to the Director Flight Operations Standards. The AOC Holder may not resume full operations until the AOC is given back with the restricted item(s) lifted.

4.3 Suspension. When the finding and corrective action report forms nature is such that, the safety issue it raises cannot be rectified by restriction to the Operations Specifications of the AOC, CARC proceeds for an AOC suspension. Suspension involves discontinuance of all the operations of the AOC holder stated by the Operations Specifications. In case the operator does not comply with the given rectification period - 6 months CARC will proceed to the revocation of the AOC.

4.4 Revocation. If an immediate safety concern or the appropriate steps were not accomplished satisfactorily to lift a suspension, the AOC should be revoked.

Eng. Ahmad Azzam
Acting Chief Commissioner

Appendix A
Surveillance of Foreign Operators - Safety Assessment of Foreign Aircraft

1. The Principles of Surveillance of Foreign Operators.

1.1 Jordan Civil Aviation Regulatory Commission procedures for the approval, surveillance and resolution of safety issues, associated with commercial air transport operations by an operator from another State (foreign operator) are in conformity with the Annexes to the Convention. It is of particular importance to recognize that the primary role in the safety oversight of any operator is that of the State of the Operator which issued the AOC.

1.2 A State undertakes, in accordance with Article 12 to the Convention, to insure that every aircraft flying over or maneuvering within its territory shall comply with the rules and regulations relating to the flight and maneuver of aircraft there in force.

1.3 Article 33 to the Convention provides that certificates of airworthiness and certificates of competency and licenses issued, or rendered valid, by the State in which an aircraft is registered, shall be recognized by other States, provided that the requirements under which such certificates or licenses were issued or rendered valid are equal to or above the minimum standards which may be established from time to time pursuant to the Convention.

1.4 This requirement for recognition is now extended by Annex 6 - Operation of Aircraft, Part I, International Commercial Air Transport - Airplanes; and Part III, International Operations - Helicopters, Section II, such that Contracting States shall recognize as valid an AOC issued by another Contracting State, provided that the requirements under which the certificate was issued are at least equal to the applicable Standards specified in Annex 6, Part I, and Part III.

2. The Right of States to Inspect Aircraft from Other States.

2.1 States are entitled, by Article 16 to the Convention on International Civil Aviation, to search aircraft from other States on landing and departure and to inspect the certificates and other documents prescribed by the Convention and its Annexes, provided there is no unreasonable delay to the operation.

2.2 Annex 6, Part I, 4.2.2.2; and Part III, Section II, 2.2.2.2, requires that States shall establish a program with procedures for the surveillance of operations in their territory by a foreign operator and for taking appropriate action when necessary to preserve safety.

2.3 Annex 8, Part II, 3.6, allows the State to prevent a damaged foreign aircraft from resuming its flight operation on the condition that the CAA shall advise the State of Registry immediately. The State of Registry will consider the airworthiness of the aircraft and prohibit the aircraft from resuming flight until it is restored to an airworthy condition or permit the aircraft to resume its flight, if considered airworthy, or permit the aircraft to conduct a noncommercial air transport operation, under prescribed limiting conditions, to an aerodrome at which it will be restored to an airworthy condition.

2.4 Article 29 to the Convention requires an aircraft to carry:

(a) Its certificate of registration.

(b) Its certificate of airworthiness.

(c) The appropriate licenses for each member of the flight crew.

(d) Its journey log book (often referred to as the technical log).

(e) If it is equipped with radio apparatus, the aircraft radio station license.

(f) If it carries passengers, a list of names and places of embarkation and destination.

(g) If it carries cargo, a manifest and detailed declarations of the cargo.

2.5 Annex 7 requires that an aircraft shall carry in a prominent position near the main entrance, an identification plate inscribed with at least its nationality and registration marks.

2.6 Annex 6, Part I and Part III, Section II, further requires the carriage of:

(a) A certified true copy of the operator’s AOC and a copy of the associated operations specifications relevant to the aircraft type with a required minimum content, which includes the location on board the aircraft where the contact details, at which operational management can be contacted without undue delay, are listed.

(b) If subject to the requirements of Annex 16, Volume I, a document attesting noise certification.

(c) The aircraft flight manual or other document containing performance data.

(d) The operator's operations manual or those parts of it that pertain to flight operations, which shall include the aircraft operating manual, checklists for normal, abnormal and emergency procedures and the MEL.

(e) Current and suitable charts to cover the route of the flight.

(f) An aircraft search procedure checklist.

(g) Information and instructions relating to the interception of civil aircraft.

2.7 When the licenses of the flight crew, the AOC and associated operations specifications, the document attesting noise certification, the certificate of registration or the certificate of airworthiness are issued in a language other than English, Annex 1; Annex 6, Part I, and Part III, Section II; and Annexes 7 and 8 require that these shall include an English translation.

2.8 The journey log book may be replaced by a general declaration containing the information recommended to be contained in the journey log book by Annex 6, Part I, 11.4.1, and Part III, Section II, 9.4.1, which is, in common practice, referred to as a voyage report.

3. Continued Surveillance of Foreign Operators.

3.1 General. Continued safety surveillance by a State on operations by foreign operators within its territory is inherent in the system of approval and is an essential part of the State's responsibility to ensure that the required operational safety standards are maintained within its territory.

3.2 Inspectors

(a) All inspectors who conduct inspections of foreign aircraft are experienced inspectors who understand the difference between ramp inspections, conducted on their own operators as part of their AOC management responsibilities, and surveillance inspections conducted on aircraft of foreign operators. These inspectors are specifically trained and authorized to conduct such inspections and possess appropriate credentials identifying them as inspectors employed by CARC.

(b) The foreign operator's ramp inspections should be carried out in a similar manner to the ramp inspections of Jordanian operators, with some important differences, as the standards applied would be based primarily on international standards and not on Jordan Civil Aviation regulations.

The inspectors should have demonstrated a language proficiency in English of at least ICAO operational level (level 4) for flight operations inspectors and of sufficient fluency for other inspectorate staff to ensure adequate communications with the foreign operator staff during the conduct of the inspection and the resulting follow-up actions. The inspectors need to be trained and knowledgeable in the following:

(1) The Convention and its Annexes 1, 6, 7 and 8.
(2) Differences between ICAO Standards and Jordan Civil Aviation Regulations.
(3) Diplomacy, including dealing with potential language difficulties and cultural differences.
(4) Sovereignty of foreign aircraft, which means that the inspector authority is limited to document, communicate and report findings.
(5) Observing, recording and reporting procedures during inspections of foreign operators.
(6) Surveillance activities, which are not linked to the certification process of the operator.

3.3 Pre-Inspection Planning

(a) The record of the operator's history should be examined, including records of past aircraft inspections and, in particular, those of the specific aircraft concerned in the inspection to be conducted, to check for any outstanding actions or recurring trends that might warrant particular attention.

(b) Ramp inspections customarily involve the aircraft and its crew, line station operations, servicing and maintenance, and the ramp and gate area condition and activity. Time constraints may apply only to the inspection of the aircraft and crew. Determination should be made of the number of inspectors and the specializations to be involved, the distribution of tasks and the time to be allocated to each task.

(c) While the plan will include comprehensive inspections, it will not be possible to cover all the desired elements in the time available for a particular inspection without causing unreasonable delay to the operation. As inspections on aircraft of any one operator may be conducted at different airports by different inspectors, the overall inspection plan will need to take this into account. Some elements should be covered at every inspection; others can be covered over a number of inspections. Thus comprehensive records should be kept of all inspections of aircraft of a particular operator in a central database, accessible to and updated by the inspectors concerned. From these records it is necessary to plan the content of inspections so that a complete inspection of the aircraft of any one operator is undertaken over a defined period.

(d) Selection of a particular aircraft to inspect should normally be done at random, in a non-discriminatory manner. However, CARC will apply principles of risk management to identify operations perceived to present a higher safety risk and, as a result, conduct additional inspection activities aimed at those operations that can be linked to a specific:

(1) State of the Operator or State of Registry.
(2) Aircraft type.
(3) Nature of operations (scheduled, non-scheduled, cargo, air taxi, etc.).
(4) Foreign operator.
(5) Individual aircraft.

3.4 Inspections

(a) The documents to be covered at any one inspection of a foreign operator are the following:

(1) Certificate of registration.
(2) Certificate of airworthiness.
(3) Certificates of competency, licenses and medical assessment of the flight crew.
(4) AOC and associated operations specifications relevant to the aircraft type, which are required information to be carried on board until an international register of AOCs may eventually provide an alternative way to access this information.
(5) Aircraft flight manual or other document containing performance data
(6) Radio station license.
(7) Journey logbook or technical log or general declaration.
(8) Maintenance release.
(9) Fuel and oil records.
(10) Document attesting noise certification.

(b) The overall condition of the aircraft should be covered at every inspection:

(1) Out-of-tolerance leakage of fuel, engine oil or hydraulic fluid.
(2) Landing gear and wheel well areas.
(3) Fuselage and pylons, as applicable.
(4) Wings and pylons, as applicable.
(5) Engines, their intakes, exhaust cones and reverser systems.
(6) Propellers, as applicable.
(7) Empennage or tail assembly.

(c) Documents that should be covered over a defined number of inspections include:

(1) MEL.
(2) Aircraft operating manual.
(3) Airfield performance data.
(4) Checklists for normal, abnormal and emergency procedures.
(5) Aeronautical charts (route guide).
(6) Airplane search procedure checklist.
(7) Visual signals for use by intercepting and intercepted aircraft.
(8) Mass and balance forms and their completion.
(9) Weather reports and forecasts.
(10) Operational flight plan.
(11) NOTAMs.

(d) Aircraft equipment that should be covered over a defined number of inspections:

(1) Adequate oxygen supply for crew and passengers.
(2) Passenger briefing cards and contents.
(3) Portable fire extinguishers - flight crew compartment and cabin.
(4) Life rafts and life jackets or individual flotation devices, as applicable.
(5) Pyrotechnical distress signaling devices, as applicable.
(6) First-aid kits and medical kits, as applicable.
(7) Penetration resistant cockpit door, as applicable.
(8) Emergency exit signs and lighting.

(e) The following additional aircraft equipment should also be covered over a defined number of inspections, as applicable, to the aircraft and the operation:

(1) ACAS.
(2) ELT.
(3) FDR and CVR.
(4) GPWS with forward looking terrain avoidance capability.

4. Foreign Operator Safety over Sight Program.

4.1 Program Responsibilities.

(a) **Safety Assessment of Foreign Airplane National Coordinator is responsible for:**

(1) The safety assessment of foreign airplane program planning and implementation.
(2) Coordination with flight operations standards and airworthiness standards to allocate human resources needed for the SAFA conducted.
(3) Review the SAFA report received from the SAFA inspection team and makes any necessary changes
(4) Maintain a copy of each SAFA inspection report.

(b) **The SAFA inspection team member is responsible for:**

(1) The conducted of the SAFA inspection in accordance the procedures in this appendix.
(2) SAFA report preparations and submission to the Safety Assessment of Foreign Airplane National Coordinator for review.
(3) As applicable, submit the SAFA inspection report to the foreign operator and operator civil aviation authority.
(4) Maintain a copy of each SAFA inspection report.
(5) As applicable, follow up of the SAFA inspection report corrective action with foreign operators.
(6) The management of the received SAFA inspection reports corrective action to include records keeping.

Note: the SAFA inspection team members consists of 2 inspectors Operations & Airworthiness

4.2 Program Planning. The safety assessment of foreign airplane national coordinator is responsible for:

(a) The preparations of the foreign operator safety over sight program annual plan before at least 1 month of the beginning of the year.

(b) The preparations of a monthly Safety over Sight schedule before at least one week of the beginning of the month.

4.3 Findings – Non compliance.

(a) A Finding and corrective action report form must be completed for non-compliance. Typically, an unsatisfactory item is discovered as a result of using the inspection checklists.

(b) The level of the finding must be specified on the SAFA inspection report form. For assessing the finding severity, there are 3 finding levels defined as follows:

(1) **Class 1 action**: This action consists of providing information about the results of the SAFA to the aircraft Commander, or in his/her absence, to another member of the flight crew or to the most senior representative of the operator present. This action consists of a verbal debriefing. A class 1 action shall be taken after each inspection, regardless of whether findings have been identified or not.

(2) **Class 2 action**: A class 2 action shall be taken after inspections where category 2 or category 3 findings have been identified. This action consists of :

- A written communication with the operator concerned and shall contain request for evidence of corrective action taken; and

- A written communication with the responsible state addressing the results of the inspections carried out on aircraft operated under the safety oversight of the respective state. The communication shall contain, where appropriate, a request for confirmation that they are satisfied with the corrective actions taken by the operator.

(3) **Class 3 actions**: A class 3 action shall be taken after an inspection where a category 3 finding has been identified. Owing to the significance of category 3 findings with regard to their potential influence on the safety of the aircraft and its occupants, the following sub-classes have been identified:

- Class 3a - Restriction on the aircraft flight operation: CARC concludes that following deficiencies identified during the inspection, the aircraft may depart only under certain restrictions.

- Class 3b – Corrective Actions before flight: CARC identifies deficiencies which require corrective action(s) before the intended flight may take place.

- Class 3c – Aircraft prohibited to leave the aerodrome (“grounded”) by CARC: An aircraft is grounded in a situation where following the identification of category 3 findings, the inspecting authority is not satisfied that corrective measures will be taken by the aircraft operator to rectify the deficiencies before flight departure, thereby posing an immediate safety hazard to the aircraft and its occupants. In such cases, the inspecting authority shall prohibit the aircraft to leave the aerodrome until the hazard is removed and shall immediately inform the competent authorities of the operator concerned and of the State of Register of the aircraft.