



**REPUBLIC OF MAURITIUS**  
**DEPARTMENT OF CIVIL AVIATION**  
**Sir Seewoosagur Ramgoolam International Airport, Plaine Magnien**

## **AOC APPROVAL GUIDANCE & CHECKLIST**

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**Guidance for obtaining an  
Air Operator Certificate  
(AOC)**

**ISSUE 1 | REV 0**

**10 May 2025**

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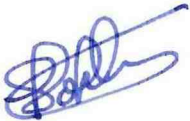
**FOREWORD**

This Guidance and Checklist (GM/CL) shall provide guidelines and explanations for obtaining an approval of an Air Operator Certificate (AOC).

This GM/CL is issued pursuant to the rules stipulated in the Civil Aviation Regulations and its associated MCAR's and provides information on the standards, practices and procedures that is acceptable for compliance with the associated rules.

This GM/CL was drawn up aligned with the EU regulations, EASA decisions & AMC, and ICAO Doc 8335 & Annexes.

This GM/CL relates specifically to MCAR Part ORO.AOC. (A) (H) but also refers to requirements in the operating rules of MCAR Part CAT and MCAR Part NCO.



**I POKHUN**  
**Director of Civil Aviation**

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**AMENDMENT RECORD**

<b>Amendment No.</b>	<b>Date of issue</b>	<b>Date entered</b>	<b>Entered by</b>
Issue 1	10 May 2025	10 May 2025	DCA

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**AIRLINE AIR OPERATOR**

**Rule compliance:**

*Note: Only rules requiring compliance guidance and informative/explanatory material are included in this section. Where the rule is self-explanatory no information is given.*

**ABBREVIATIONS / DEFINITIONS**

The following abbreviations are within this GM/CL:

<b>AOC</b>	Air Operator Certificate
<b>AMO</b>	Approved Maintenance Organisation
<b>ATO</b>	Air Transport Operation
<b>CAT</b>	Commercial Air Transport
<b>MCARs</b>	Civil Aviation Regulations
<b>CL</b>	Checklist
<b>CTO</b>	Commercial Transport Operation
<b>DCA</b>	Department of Civil Aviation (AUTHORITY)
<b>GAR</b>	General Aviation Requirement
<b>GM</b>	Guidance Material
<b>LVTO</b>	Low Visibility Take-off
<b>MCAR</b>	Mauritius Civil Aviation Requirement
<b>POPS</b>	Prospective Operators Pre-Assessment Statement
<b>RNAV</b>	Area Navigation
<b>RNP</b>	Required Navigation Performance
<b>RVSM</b>	Reduced Vertical Separation Minima
<b>SPA</b>	Operations requiring Specific Approvals
<b>SPO</b>	Specialised Operations
<b>TL</b>	DCA Certification Team Leader
<b>TRE</b>	Type Rating Examiner
<b>TRI</b>	Type Rating Instructor



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## **GENERAL**

### **Purpose – MCAR Part ORO and Part CAT**

Air operations are conducted under the DCA of an *Air Operator Certificate* issued under MCAR Part ORO and Part CAT that authorizes operations under MCAR Part ORO. To conduct such operations, the applicant must be incorporated in Mauritius. Incorporated means that the organisation will have permanent residence within Mauritius, is registered in Mauritius and the principal base of operations is in Mauritius.

### **Application for certificate – MCAR Part NCO**

When making application to operate under MCAR Part NCO the applicant has the option of seeking an Air Operator Certificate (AOC) or on MCAR General Aviation Requirement (GAR).

When preparing an application for a certificate the operator needs to make additional decisions in respect of training, competency and maintenance.

1. The operator may wish to conduct its training and competency checks (in house) under the privileges of its MCAR Part ORO. certificate or:
2. Contract out the provisions of training and competency checks to an approved MCAR ATO.
3. Depending on the size of the aircraft to be operated it is necessary to decide whether the aircraft will be maintained in accordance with the provisions of MCAR Part-M or the provisions of MCAR Part 145.

The application form must be completed in full and must identify the full extent of the intended operation including any training and competency checks to be conducted under the certificate. This information will be used in determining the scope of the operation and the assessment and preparation of the limitations contained in the operations specifications.

The applicant is required to submit the application for certificate, not less than **90 days** before the date of the intended operation. In special cases where the applicant can show substantiating evidence that the operation must start within 90 days, the DCA will assess these reasons and may accept that a shorter certification period can be achieved. For operators that apply without giving the preferred 90 days' notice, the DCA cannot offer any confirmation that the operation will be certificated in time to meet the operator's deadline.

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A shorter period is considered an exception to the rule and should be treated as such by applicants. Operators should plan their certification program in advance and early consultation with the DCA will ensure all issues are dealt with well before the planned start-up date.

Having said this, the time involved for certification is dependent on the quality and completeness of the application and exposition.

### **AOC Charges**

The DCA charges for an AOC. The cost of an AOC is based upon the type and weight of aircraft you intend to operate. The Application fee must accompany the form. The charge for the initial issue of an AOC is determined by the planned scope and scale of the operation. The DCA Scheme of Charges – AOC charges may be found on the DCA [website](#), or can be provided by DCA staff. The DCA has established 'threshold hours' for each aircraft type, if the hours required to complete the AOC application process exceed the threshold, additional time will be charged at a supplementary hourly rate. Once the AOC has been awarded there are annual charges for the renewal of the AOC. Details of these ongoing charges are also published in the DCA Scheme of Charges. There is no charge for the AOC Application pre-meeting.



## **THE CERTIFICATION PROCESS – AIR OPERATOR CERTIFICATION**

### **I. GENERAL**

#### **A. Direction and Guidance**

Part III – AIR OPERATOR'S CERTIFICATE, Regulation 11 of the Civil Aviation Regulations (MCARs) 2007 requires that a certification process be used for commercial air transport operators. The certification process is to be followed by new applicants and by certificated operators that are amending their operations. This process, if followed, will lead to successful compliance with the Civil Aviation Act. The Civil Aviation Act and the MCARs were created to assist Signatories to the Convention on International Civil Aviation who have not established such legal instruments to carry out aviation safety oversight responsibilities. Under no circumstances will an applicant be certificated or an existing operator have its air operator certificate (AOC) amended until the Department of Civil Aviation of Mauritius is confident that the prospective certificate holder is capable of fulfilling the required responsibilities and willing to comply with the MCARs in an appropriate and continuing manner.

Note: The terms "applicant" and "prospective operator" are considered to have the same meaning and refer to an uncertificated entity. The terms "operator" and "AOC holder" are considered to have the same meaning and refer to a certificated entity. Operations Specifications may be used interchangeably with "Ops Specs."

This Guidance Material / Checklist (GM/CL) does not provide a detailed description of the process to be followed when the AOC applicant or existing operator proposes to conduct maintenance under the equivalent system of maintenance as referenced in Regulation 11 of the MCARs. When certification as an approved maintenance organisation (AMO) is desired, the inspector should refer to Mauritius Civil Airworthiness Requirement (MCAR) Part 145. While the AMO and AOC certification processes will be similar, many of the actions to be taken in each phase will be specific to AMO or to AOC operations.

#### **B. Certification of Commercial Air Transport Operators**

An applicant requesting certification as a commercial air transport operator must be certificated in accordance with Regulation 11 of the MCARs 2007. The certification process described in this GM/CL – AOC Approval should be followed by both DCA inspectors and applicant when seeking an air operator certificate (AOC). The DCA evaluation team should provide a copy of this GM/CL to applicants requesting certification as an AOC.

#### **C. Five-Phase Certification Process**

1. This GM/CL provides inspector guidance on the five phases in the air operator certification process. Each phase is described in sufficient detail to provide a general

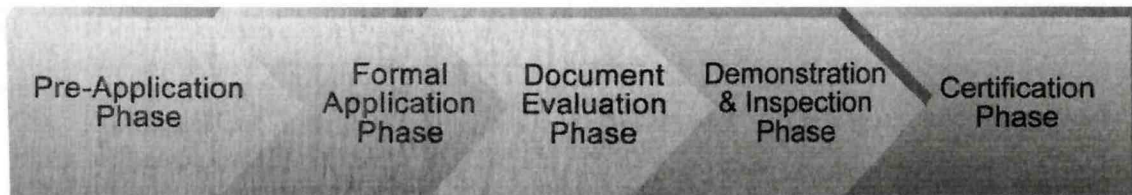


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understanding of the entire certification process. Refer to Appendix F for a detailed flow chart of the entire certification process. The five phases are:

1. Pre-application
2. Formal application
3. Document evaluation
4. Demonstration and inspection
5. Certification



2. In some cases, the guidance and suggested sequence of events in this GM/CL may not be entirely appropriate to a particular situation. In such situations, the DCA and the operator should proceed in a manner that considers existing conditions and circumstances. The operator, however, should not expect to be certificated until the DCA is assured that the Civil Aviation Act and its MCARs will be complied with in an appropriate and continuing manner.
3. If at any time during the five-phase process of certification the applicant formally terminates all efforts toward certification or the DCA evaluation team determines that the applicant will not be able to proceed with the certification process; all documentation will be returned to the applicant. The DCA evaluation team will notify the applicant in writing that this action terminates the application process and that the applicant must submit a new Prospective Operator's Pre-Assessment Statement (POPS) Job Aid in order to initiate the certification process again. The Director of Civil Aviation must be notified of any certification project that is terminated. Should the applicant again request to apply, a new pre-certification number will be assigned.

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## **II. PRE-APPLICATION PHASE**

This phase consists of the initial inquiry made by a new applicant and the pre-application meeting. A prospective operator (or applicant) should contact the DCA evaluation team and inform the DCA of its intent to apply for an AOC as far in advance as possible of an anticipated start of operations. The prospective operator will be invited to meet briefly with DCA personnel. During this initial meeting, only basic information and general certification requirements will be discussed.

### **A. Initial Inquiries or Requests**

Initial inquiries about certification or requests for application may come in various formats from individuals or organisations. These inquiries may be in writing or in the form of meetings with DCA personnel. Requests for applications may come from inexperienced and poorly prepared individuals, from well-prepared and financially sound organisations, and from organisations and individuals ranging between these extremes.

### **B. Applicant Orientation**

Upon initial contact, DCA inspector personnel should provide the applicant with a POPS job aid and a copy of this GM/CL. In addition, inspector personnel should answer general questions on the air operator certification process.

Note: Inspector personnel should instruct applicants to complete the POPS job aid in accordance with the instructions in this GM/CL and to submit the completed POPS to the DCA office.

### **C. Preliminary Discussion**

After the applicant has reviewed this GM/CL, the assigned DCA inspector should briefly explain the requirements of the DCA that the applicant must meet during the certification process. The inspector should ask the applicant to schedule an appointment for further discussions, allowing enough time for the applicant to thoroughly review and understand the requirements of AOC Approval GM/CL. The applicant should plan to bring key management personnel and the completed resumes to the pre-application meeting.

Note: The DCA certification team must review the qualifications of the applicant's management personnel. A resume must be submitted for each required management position, and the resumes must contain the basic information necessary to determine regulatory compliance. The depth of review should be only to determine that there are no obvious omissions or significant discrepancies. An example of a significant discrepancy might be that the regulation requires an individual to hold an airline transport pilot licence (ATPL), but an individual's resume shows that he or she holds only a commercial pilot licence (CPL). A detailed review of the management qualifications and effectiveness will be accomplished during the Document Evaluation and the Demonstration and Inspection Phases.



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**D. Assessment of the Financial, Economic, and Legal Status of the Applicant**

The Pre-Application Phase should include a parallel assessment of the financial, economic, and legal status of the applicant and the proposed operation. The financial viability of the operation may be the most critical factor in reaching a decision on whether or not an AOC should be awarded. The applicant needs guaranteed access to sufficient financial resources to obtain all required equipment, facilities, and manpower and to fully support operations in the early stages when revenues are difficult to predict and may, in any case, be very low. Marginal or severely limited resources frequently result in an adverse effect on safety and efficiency; experience indicates that operators tend to take shortcuts on such vital matters as required maintenance, acquisition of adequate spare parts, training of personnel, and other similar matters with safety implications. The determination of the financial resources of the applicant is usually based on an audit of the applicant's assets and liabilities and a thorough evaluation of all financial information and other pertinent data such as proposed arrangements for the purchase or lease of aircraft and major equipment. If the proposed operation is not considered viable with respect to the financial, economic, and legal factors, further action should be suspended until it is determined whether these deficiencies can be rectified.

**III. PROSPECTIVE OPERATOR'S PRE-ASSESSMENT STATEMENT  
(POPS) JOB AID**

**A. Purpose of a POPS**

Often, a prospective operator will request information about certification as an air operator without being fully aware of the regulatory requirements and the costs involved. The completed POPS denotes intent by the applicant to continue the certification process. It also allows the DCA to plan activities and prepare to commit resources.

**B. Processing the POPS**

The DCA uses the applicant's POPS to evaluate the complexity of the proposed operation and to determine whether trained and experienced inspectors are available in that particular office to certificate the applicant. The POPS is used by the DCA to record the pre-certification number assigned to the applicant to track the progress of the certification.

**C. DCA evaluation team review of the POPS**

1. **Review upon receipt.** Upon receipt of a signed POPS, the DCA evaluation team will review the form to ensure that there is sufficient information to further process the pre-application. The DCA evaluation team will ascertain that the proposed operation is consistent with Regulation 11 of the MCARs 2007 under which the applicant will be required to operate.

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2. **Unacceptable POPS.** If the POPS is unacceptable, the reasons for its unacceptability must be described in the Remarks block of Section 2 of the form and returned to the applicant. The DCA evaluation team shall notify the applicant, either verbally or by letter, that the POPS is unacceptable for the reasons detailed in Section 2 of the form and that a new POPS is required. A copy of the rejected POPS shall be retained in the DCA evaluation team files.

3. **Acceptance of a POPS.** When the POPS is acceptable, the DCA evaluation team shall complete Section 2 of the form. Within 5 working days, the Action box of Section 2 shall be checked, and the POPS shall be forwarded to the office of the DCA. The DCA shall process the POPS within 5 working days of receipt.

**D. Director of Civil Aviation Review of POPS**

1. The Director of Civil Aviation (Director) must ensure that DCA evaluation team staffing is consistent with the aviation environment. The POPS is used by the Director to assess DCA evaluation team workload and forecast staffing and training needs. The Director assessment at this time also determines the capability of the DCA evaluation team to conduct the certification project.

2. If the DCA structure is large enough to have multiple offices, then on the basis of the information in the POPS, the Director must determine which DCA evaluation team should be assigned the certification project and certificate management responsibilities. If the DCA has one primary office, then all certifications will be handled by that office or the appropriate department in that office.

3. Once the Director has completed its review of the POPS, it will complete Section 3 of the form and return it to the DCA evaluation team or department responsible for the certification

**IV. ASSIGNMENT OF THE CERTIFICATION TEAM.**

**A. Selection of Team Members**

When the DCA evaluation team receives a POPS job aid, and a pre-certification number is established, the DCA evaluation team leader shall select a team for the certification project. The team shall consist of at least an Flight Operations Inspector (FOI), a Maintenance Inspector (MI), and an PEL / Cabin Inspector (PI).

**B. Designation of Certification Team Leader (TL)**

The Director of Civil Aviation DCA will designate one member of the certification team to serve as the TL. The person designated as TL should have completed appropriate training in accordance with the DCA's inspector training system, including on-the-job training (OJT). In addition, the inspector should have previous experience in the



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certification of an air operator under Regulation 11 of the MCARs 2007. It is desirable that a person with extensive inspector experience be designated as the TL – although, depending on the situation, other inspectors may be acceptable.

## **V. RESPONSIBILITIES OF THE TL AND THE CERTIFICATION TEAM**

### **A. Responsibilities of the TL**

The TL and other certification team members shall conduct themselves in a professional and responsive manner with the applicant. The TL shall serve as the primary spokesperson for the DCA throughout the certification process. Consequently, the TL must coordinate all certification matters through regular status meetings with all other specialists assigned to the certification project. The TL shall be responsible for ensuring that all certification job functions are completed and documented. All correspondence, both to and from the applicant, shall be coordinated with the TL. The TL must notify the DCA evaluation team of any information that may significantly affect or delay the certification project. The TL must ensure that individuals involved with the certification project, and the DCA evaluation team, are kept fully informed of the current status of the certification. The Schedule of Events should be used as a guide for the conduct of these status meetings. There must be a quality assurance process that ensures the Schedule of Events is being followed and completed in sequence with the five phase certification process.

### **B. Responsibilities of the Certification Team Members**

Each team member shall respond to requests for assistance made by the TL and keep the TL informed of the status of the certification. Any discrepancy that may delay the certification effort must be brought immediately to the attention of the TL.

### **C. Responsibilities of the Applicant**

The applicant must develop all required documents for submission with the formal application, and successfully complete all programmes required for certification.

## **VI. PRE-APPLICATION PHASE MEETING**

### **A. General**

In preparation for the meeting the assigned inspector should remind the applicant that its key management personnel should attend the pre-application meeting and should be prepared to discuss in general terms the proposed operation. The inspector should discuss the certification process in depth. Emphasis should be placed on the expectations of the DCA, what the applicant should expect from the DCA, and the sequence of events.

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Note: During the meeting, the inspector should provide an Application Information Package and information about its completion.

### **B. Application Information Package**

The pre-application meeting between the TL other certification team members, and the applicant sets the tone for the rest of the certification process. Therefore, it is important that the TL be thoroughly prepared to conduct the meeting. The TL should review the POPS and assemble an application information package to be given to the applicant. The application information package may be in paper or electronic format and shall consist of at least the following:

1. AOC Approval GM/CL (Certification Process) if not previously provided
2. Operator's Quality System
3. Development of a Safety Management System Manual
4. DCA POPS (Prospective Operator's Pre-Application Statement) if not previously provided
5. DCA Operations Specifications (sample set).
6. DCA Air Operator Certification Job Aid and Schedule of Events.
7. Other publications or documents the TL believes will be useful to the applicant.

### **C. Briefing of the Applicant**

At the pre-application meeting, the applicant and any key personnel attending the meeting should be briefed in as much detail as necessary to ensure that they understand the certification process using the certification job aid and the Schedule of Events format as guides to facilitate the discussion and to ensure that all elements of the certification process are covered. The applicant should be encouraged to ask questions about any area of the process not clearly understood.

### **D. Verifying Information on the POPS**

The first item for discussion should be verification of the information on the POPS, such as the type of operation, types of aircraft, geographic areas of operation, and location of facilities. When changes to this information occur, the applicant must annotate the changes on the POPS. If the changes significantly affect the anticipated scope and/or type of operation, a copy of the revised POPS shall be forwarded to the Director of Civil Aviation. If the changes indicate the need for reassignment of certification responsibilities, the Director of Civil Aviation shall notify, without delay, the affected DCA personnel so that the certification project can be reassigned. In this situation, it may be appropriate to terminate the pre-application meeting.

### **E. Informing the Applicant of Pertinent Regulations**

It is essential that the applicant understand which regulations are applicable to the proposed operation. A list of regulations appropriate to various types of operations is in



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this GM/CL. These include Civil Aviation Regulations 2007 as amended parts, as applicable to the proposed operation, with a focus on parts III, IV, V, VI, VII and VIII. The applicant should be advised to acquire and become familiar with the MCARs and other GM/CL pertinent to the proposed operation. The applicant and the applicant's personnel must be made aware of their responsibilities during the certification process. It is to their benefit to submit required items as soon as they become available, and to notify the DCA evaluation team immediately of any problems or changes in the proposed operation.

#### **F. Appropriate Economic Authority**

The applicant should be advised that it is their responsibility to apply for and obtain the appropriate economic authority. You will be provided with an overview of the certification process and made aware of the various departments responsible for financial, economic and legal matters and for the necessary assessment of your financial resources and ability to support the proposed operations by the government. The DCA will not issue an AOC until economic authority is obtained.

### **VII. FORMAL APPLICATION GUIDANCE**

#### **A. Requirements of Formal Application**

It is essential during the pre-application meeting that the applicant has a clear understanding of the form, content, and documents required for the formal application. The applicant shall be informed that the formal application must be submitted to the assigned DCA evaluation team and, after initial review, notification of its acceptance or rejection will be provided by letter within 10 working days. The applicant should be encouraged to submit the formal application as far in advance as possible of the intended starting date.

Note: The inspector should inform the applicant that while DCA inspectors will furnish informal guidance and advice during the preparation of required documents and manuals, the production of acceptable documents and manuals is solely the responsibility of the applicant.

#### **B. Formal Application Letter or Form**

The inspector shall inform the applicant that the formal application should be on a form or letter with attachments containing the information required by the DCA, comprising a formal application package.

The letter must contain the full and official name of the applicant. When applying as an organisation such as a company or a corporation, an Accountable Manager or designated representative will sign the letter. This person will have corporate authority

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for ensuring that the AOC's operations and maintenance activities can be financed and carried out to the required DCA and AOC standards.

Note: If the Accountable Manager designates a representative, it must be in writing.

The letter shall contain the physical address of the applicant's intended primary operating location. The applicant's mailing address shall be included in the formal application letter if different than primary operating location. This letter shall also include the full name and address of the applicant's agent for service.

Additionally, the letter will confirm the identity of Nominated Persons, including the Accountable Manager, Nominated Person for Operations, Nominated Person for Maintenance, Chief Pilot, Compliance Monitoring Manager, and Nominated Person for Safety. Other positions may be added by the applicant, as applicable to their proposed operation.

When a change from management qualification requirements is anticipated, it must be stated in the formal application letter. However, the specific change(s) must be requested in a separate letter. The letter must state that the applicant is seeking an exemption to the regulations. The justification for the change should be included in the same letter.

Any information in the formal application package that has changed from that in the POPS should be identified and explained.

## **VIII. FORMAL APPLICATION ATTACHMENTS**

The formal application package must be accompanied with at least the attachments described in the following subparagraphs. The applicant must understand that this package will be the minimum information acceptable for meeting the requirements of the MCARs 2007 as amended.

### **A. Identification of Operations Specifications Sought**

The DCA should have standard Ops Specs to ensure that operators conducting similar operations with comparable equipment function to the same standards. The applicant must identify the desired Ops Specs appropriate to the intended operation from the DCA's standard Ops Specs provided at the pre application meeting. These desired Ops Specs must include the applicant's intended authorisations, conditions and limitations specific to the aircraft type or types and to the proposed operations, and will form the basis for the Ops Specs that will ultimately be issued in association with the AOC.



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**B. Air Operator Certification Job Aid and Schedule of Events**

The applicant needs to understand that the Schedule of Events is a key document to be presented with the formal application. The Schedule of Events is a list of items, activities, programmes, aircraft and/or facility acquisitions that the applicant must accomplish or make ready for DCA inspection before certification. The Schedule of Events will include the applicant's best estimate of the date the item, activity, programme, aircraft, or facility acquisitions will be accomplished or ready for inspection. The applicant shall be informed that the Schedule of Events must be constructed in a logical and sequential manner. The Schedule of Events must also provide for a reasonable amount of time for the DCA to review and accept or approve each item or event, before scheduling other items or events that are dependent on such acceptance or approval. The applicant should be informed that failure to accomplish an item or event in a satisfactory or timely manner in accordance with the Schedule of Events could result in a delay in certification. The applicant should be advised that if deficiencies are detected during the review of manuals and other documents, they would be returned for amendment or correction. Such action may also cause additional delays in the certification process. The applicant should be encouraged to use this format; however, other formats may be acceptable if they provide information necessary for the certification team to ensure the applicant is proceeding in an appropriate manner. (See Appendix C.)

**C. Statement of Compliance**

Preparation of the Statement of Compliance benefits the applicant by systematically ensuring that all pertinent regulatory aspects are appropriately addressed during the certification process. This statement also serves as a master index to the applicant's manual system to expedite the DCA's review and approval of the operation and manual system. The Statement of Compliance is an important source document during the certification process. After the certification process is completed, the Statement of Compliance should be kept current as changes are incorporated in the applicant's system. Appendix I of this GM/CL provides examples of how relevant sections of MCARs should be presented in Initial and completed Statements of Compliance.

1. **Initial Statement of Compliance.** This attachment to the formal application letter should contain a complete listing of all the MCARs pertinent to the proposed operation. Where the compliance information has been developed (e.g., the manual material submitted with the formal application), a manual reference or a description of the method of compliance must be entered next to the applicable regulatory section. For each pertinent part, each section of the regulation should be identified and accompanied by a brief description of, or preferably a specific reference to, a manual or other document. The brief description or reference must describe the method of compliance for each regulation listed. It is not acceptable to enter references such as "will comply," "noted," "understands," or "is aware of." (There is one exception when these statements are appropriate. An applicant could use the statement "will comply," "noted," "understands", or "is aware of" for an applicability rule, such as Regulation 10 and 12 of Civil Aviation Regulations. If the precise method of compliance has not been developed at the time of

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formal application, an indication of the date that this information will be provided will suffice if that date provided is reasonable and acceptable to the DCA. The table at the end of this section provides examples of how relevant sections of MCARs should be presented in an Initial Statement of Compliance.

2. **Final Statement of Compliance.** The Statement of Compliance shall be in the form of a complete listing of all MCARs parts pertinent to the operation the applicant is proposing. This list should reference all subparts, sections, subsections, and paragraphs. Next to each paragraph or subparagraph, the applicant must provide a specific reference to a manual or other document, and may provide a brief narrative description that describes how the applicant will comply with each regulation.

**D. Management Structure and Qualification Attachments**

1. This attachment shall include resumes with the qualifications, licences, ratings, experience and compliance history of management personnel selected for the positions required by Regulation 11 (2) (c) (d), Regulation 11 (3) and Regulation 11 (4) of CAR 2007.

- ☐ Accountable Manager (ACM)
- ☐ Compliance Monitoring Manager (CMM)
- ☐ Safety Monitoring Manager (SMM)
- ☐ Nominated Person Flight Operations (NP FO)
- ☐ Nominated Person Ground Operations (NP GO)
- ☐ Nominated Person Crew Training (NP CT)
- ☐ Post Holder Continuing Airworthiness (PCA)
  
- ☐ Nominated Person Maintenance Part 145
- ☐ Nominated Person for Security

2. The applicant shall be informed that the effectiveness of its management personnel will be observed throughout the certification process. If during the pre-application meeting, it becomes apparent that a proposed management candidate does not meet the required experience outlined in Regulation 11 of the CAR, the applicant should be informed that it may apply for a deviation for the prospective certificate holder to employ that person if equivalent aeronautical experience is shown by documentation. This request for a deviation must be made to the DCA evaluation team as soon as practical to enable the individual who will hold the position to be involved early in the certification process.

3. If an applicant intends to request a change from the required management personnel (positions or number of positions other than those listed above), is anticipated, it should be noted in the formal application letter. The actual request for a change, however, must be made in a separate petition, which presents specific justification. This request for an exemption should be made to the DCA as soon as practical to enable the individual who will hold the position to be involved early in the



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certification process. The applicant must show that it is able to perform operations safely under the fewer or different positions requested. Justification must take into account the size and scope of the operation as well as the qualifications of intended personnel. It must also be shown that the persons can be reasonably expected to effectively perform the functions associated with the subject positions in accordance with the MCAR and the procedures outlined in the proposed manual. If the DCA approves fewer or different positions, this approval will be made part of the Ops Specs.

### **E. Safety Management System (SMS)**

The applicant must submit the details of its SMS, including the safety policy, safety organisation, safety assessments, occurrence reporting, hazard identification, risk assessment and risk management, event investigation and analysis, performance monitoring, safety promotion, and safety assurance.

Note: Guidance on SMS is contained in the ICAO Safety Management Manual (SMM) (ICAO Doc 9859).

### **F. Aerodromes and Areas**

The applicant shall provide a list of the destination and alternate aerodromes designated for proposed scheduled operations and areas of operation for non-scheduled operations.

### **G. List of Aircraft**

This attachment should consist of a list of the aircraft to be operated with their make, model, and series; their nationality and registration marks; and details of their origin and source, if these details are known. If the details for individual aircraft are not available, evidence should be provided as described in documents of purchase, leases, contracts, or letters of intent.

### **H. Documents of Purchase, Leases, Contracts, and Letters of Intent**

Documents of purchase, leases, contracts, and letters of intent should provide evidence that the applicant is actively procuring aircraft, facilities, and services appropriate to the operation proposed. If formal contracts are not completed, letters or other documents showing preliminary agreements or intent should be provided. Examples of the types of equipment, facilities, and services that should be addressed in these documents, contracts, or leases include the following:

- Aircraft
- Station facilities and services
- Weather gathering facilities and services
- Communications facilities and services
- Maintenance facilities and services

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- Maintenance contractual arrangements
- Aeronautical charts and related publications
- Aerodrome analysis and obstruction data
- Aircraft take off and landing performance tables related to individual runways.
- Contract training and training facilities

**I. Company Training Curricula**

The applicant will provide evidence of crew and ground personnel training and checking (e.g., maintenance, flight crew, Flight Operations Officers/Dispatchers, and cabin crew) and required training facilities. Details of the facilities required and available for training company personnel and of the training programme with dates for commencement and completion of the initial programme should be provided. It is recognised that aircraft acquisition, facility arrangements, and certain training programme elements may not be fully developed at the time of formal application. The company initial training curriculum portion of the Training Manual (completed to the extent possible) must be attached to the formal application letter or form. Initial training curricula submitted with the formal application must include at least the following curricula segments:

1. Company procedures indoctrination training
2. Initial emergency equipment drills training
3. Initial aircraft ground training
4. Initial aircraft flight training
5. Recurrent training

This company training curriculum must include the following topics:

1. Human performance
2. Threat and error management
3. The transport of dangerous goods
4. Security
5. Flight simulators and other flight simulation training devices, as applicable
6. Aircraft flight training, as applicable.

**J. Operations Manuals**

This attachment to the formal application may be in the form of one or more manuals or volumes. These manuals must contain information about the applicant's organisation, general policies, duties, personnel, operational control policy, and procedures. In practice, these manuals are often known as the "General Operations Manual (GOM)" and the "Maintenance Control Manual (MCM)." The MCARs require that these manuals include instructions and information necessary to permit flight, ground, and contract personnel and any personnel with operational control to perform their duties and responsibilities with a high degree of safety. The entire manual system, shall be completely developed at the time of formal application. The Operations Manual shall contain the specific areas listed below and may be issued in separate parts:



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1. General – OM Part A
2. Aircraft Operating Information Manual – OM Part B
3. Route Guide – Areas, Routes, and Aerodromes – OM Part C
4. Training Programme Manual – OM Part D

The applicant should ensure that the manuals are in compliance with the related Compliance List and with the related that are listed in Appendix I of this GM/CL, as applicable to the applicant's operation.

### **K. Maintenance Control Manual (MCM)**

The applicant shall provide an MCM that defines the procedures, duties, and responsibilities of personnel and the instructions and information to permit maintenance and operational personnel involved to perform their duties with a high degree of safety.

If the applicant intends to use an approved maintenance organisation, then the MCM should also describe the administrative arrangements between the applicant and the AMO.

### **L. Maintenance Programme**

The maintenance programme, including a maintenance schedule, will detail the maintenance requirements for individual aircraft.

### **M. Method of Control and Supervision of Operations**

This should set out the applicant's proposed method for control and supervision of operations, including dispatch, flight watch or flight following, and communication procedures.

### **N. Assessment of Financial, Economic, and Legal Matters**

The status of the applicant's assessment of financial, economic, and legal matters should be clearly identified in the formal application package since a successful outcome of this assessment is essential to the issuance of an AOC.

## **IX. CONCLUSION OF PRE-APPLICATION MEETING**

The TL and certification team must ensure that the applicant understands that the formal application, with the previously described attachments, must be complete and acceptable or the entire formal application will be rejected.

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**A. Applicant Is Adequately Prepared**

At the close of the pre-application meeting, the TL should determine whether the applicant is prepared to proceed with the certification process. If it appears that the applicant understands the requirements of a formal application and will proceed to that phase, the TL should encourage the applicant to informally coordinate required documents, as they are developed, with the certification team before formal submission.

**B. Applicant Is Not Adequately Prepared**

If it is evident that the applicant is not adequately prepared to proceed with the certification process, the TL should advise the applicant of the reasons for concern. When it is apparent that the applicant will not be able to prepare an adequate formal application, the TL should advise the applicant to request another pre-application meeting after more complete preparation on the applicant's part. It is appropriate for the TL to recommend to the applicant one or more of the following actions:

1. Further review of the AOC Approval GM/CL
2. A more thorough review of the applicable regulations
3. Changes in proposed key management personnel
4. Retention of the services of a professional aviation consultant
5. Termination of efforts to become DCA certificated

**X. FORMAL APPLICATION PHASE**

**A. Submitting a Formal Application**

It is required that the formal application package be submitted at least 90 days before initial or amended revenue operations are expected to begin, although the application should be submitted to the DCA Authority as far in advance of the proposed start-up date as possible.

**B. Review of a Formal Application**

The certification team will review the application to determine that it contains the required information and attachments. If there are omissions or errors, the formal application and all attachments will be returned with a letter outlining the reasons for its return. If the applicant has a good understanding of the requirements, the formal application should be of sufficient quality to allow any omission, deficiency, or open question to be resolved during the formal application meeting. If the application is acceptable to the certification team, the TL will schedule the formal application meeting.



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### **C. Formal Application Meeting**

The applicant's key management personnel should attend the formal application meeting. The purpose of the meeting is to discuss the formal application and resolve omissions, address deficiencies, and answer questions from either party. For example, this meeting may be used to resolve questions concerning the applicant's package or scheduling date conflicts or to ensure that the applicant understands the certification process. This meeting should also be used to reinforce open communication and working relationships.

During the meeting, both parties will review the Schedule of Events. The Schedule of Events will include the applicant's best estimate of the date the item, activity, programme, aircraft, or facility acquisitions will be accomplished or ready for inspection. The applicant shall be informed that the Schedule of Events must be constructed in a logical and sequential manner. The Schedule of Events must also provide for a reasonable amount of time for the DCA to review and accept or approve each item or event. The applicant should be informed that failure to accomplish an item or event in a satisfactory or timely manner could result in a delay in certification. The applicant should be advised that if deficiencies are detected during the review of manuals and other documents, it may cause additional delays.

### **D. Acceptance or Rejection of Formal Application**

If the formal application meeting is successful, the applicant is provided with a letter acknowledging receipt and acceptance of the package. The DCA's acceptance of a formal application does not constitute approval or acceptance of individual attachments. These documents will be evaluated thoroughly during subsequent phases of the certification process. If the formal application is not accepted, it will be returned with a written explanation of the reasons for its return.

## **XI. DOCUMENT EVALUATION PHASE**

### **A. Review of Documents and Manuals**

After the formal application has been accepted, inspectors will begin a thorough evaluation of all the manuals and documents that are required by regulation to be submitted to the DCA. The DCA will endeavour to complete these evaluations in accordance with the Schedule of Events. If a manual or document is incomplete or deficient, or if noncompliance with the regulations or safe operating practices is detected, the manual or document will be returned for corrective action. If the manuals and documents are satisfactory, they will be approved or accepted, as required by the MCARs. Approvals may be indicated by letter as appropriate or by approval of the Ops Specs when issued. Acceptance of information that does not require formal approval will be indicated by letter or by the lack of the DCA's objection to the information.

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**B. Required Submissions**

The complexity of the information which must be addressed in the operator's manuals and other documents depends on the complexity of the planned operation. The following list provides examples of information that must be provided by the operator and evaluated by the DCA during this phase:

1. **Draft Ops Specs.** The Ops Specs form part of the AOC. The DCA- Ops Specs form will have been given to the applicant at the pre-application meeting and a list of desired Ops Specs identified to form the draft Ops Specs. This draft will have been edited by the applicant and the DCA certification team to add necessary authorisations, conditions, and limitations to produce Ops Specs appropriate to the applicant's intended operation. Information on the Ops Specs should be available in the Operations Manual. Subsequent amendments to the Ops Specs can be initiated later by the operator or the DCA as required by changing circumstances.
2. **Statement of Compliance.** The certification team will evaluate the Statement of Compliance, the purpose of which is to ensure that the applicant has met all regulatory requirements pertinent to the proposed operation. The statement also indicates to the certification team where the regulatory requirements have been addressed in the applicant's manuals, programmes, and procedures. The final Statement of Compliance needs to be completed and accepted by the DCA prior to the commencement of the flight operations inspection.
3. **Management personnel resumes providing qualifications and aviation experience.** The list should include the management positions; the names of the individuals involved; their qualifications and relevant management experience; and their licences, ratings, and aviation experience.
4. **Aircraft Flight Manuals.** Flight Manuals are required to be provided that are specific to individual aircraft and are subject to the control of the State of Registry. Arrangements for the administration, control, and amendment of copies of the Flight Manuals should be examined together with the means for providing aircraft performance and limitations information to the flight crew. The Flight Manual must provide the Performance Data information for use in the Aircraft Operating Manual.
5. **Aircraft Operating Manuals (AOMs).** Aircraft Operating Manuals are required to be provided for each type and variant of aircraft operated, containing the normal, abnormal and emergency procedures relating to the operation of the aircraft for approval by the Authority. Each AOM shall be based upon the aircraft manufacturer's data for the specific aircraft type and variant operated by the AOC holder and shall include specific operating parameters, details of the aircraft systems, and of the checklists to be used applicable to the operations of the AOC that are approved by the Authority. The design of the manual shall observe human factors principles.



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6. **Operations Manual.** The operations manual is the means by which the applicant intends to control all aspects of the intended operation. Its structure normally consists of four parts: a general section; a section for aircraft operating information (normally referred to as the Aircraft Operating Manual); a section containing areas, routes, and aerodromes to be used; and a section containing the training programmes. The arrangements for the administration and control of the Operations Manual should have already been evaluated during the cursory review in the formal application phase of the certification process.

Prior to initiating the ground or flight operations phase of the inspection, a detailed review of the Operations Manual should be completed by the certification team. The Operations Manual should provide, in a clear and concise manner, the necessary policy guidance and instructions to the applicant's personnel on how operations are to be conducted. The Operations Manual should not contain information that is not relevant to the proposed operations. Thus, at the outset, a determination should be made as to the adequacy of the Operations Manual. The subsequent ground and flight operational inspections will determine the capability of the applicant's organisation to effectively carry out the policies and instructions set forth in the Operations Manual.

In connection with the detailed review of the Operations Manual, the certification team should ascertain that effective procedures have been established by the applicant for the revision, distribution, and use of the Operations Manual. Each manual should be numbered and issued according to a specific distribution list, and each holder made responsible for its prompt and accurate update. The distribution list should contain all operations personnel and others requiring the information therein for proper performance of their duties. Those parts of the manual required to be carried on board each aircraft should be designed for convenient use and all parts should permit ready and accurate reference.

7. **SMS Manual.** An SMS Manual is required that documents all aspects of the SMS, including the statement of safety policy and objectives, which clearly describes the safety accountabilities and emergency response planning; the safety risk management, which includes hazard identification processes and risk assessment and mitigation processes; the safety assurance, including safety performance monitoring with an investigation capability; and safety promotion and training.

8. **Minimum Equipment List (MEL).** An MEL is required for each type and model of aircraft to be operated, which provides for the operation of the aircraft, subject to specified conditions, with particular equipment inoperative. This list prepared by the applicant in conformity with, or more restrictive than, the Master Minimum Equipment List (MMEL) for the type approved by the State of Design, is tailored to the applicant's aircraft and installed equipment. The MEL is required to be approved by the State of the Operator. The MEL needs to be available to flight crew, maintenance personnel, and personnel responsible for operational control. The MEL also needs to include instructions for its use.

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9. **Configuration deviation list (CDL).** A CDL for each aircraft type and model may be established by the organisation responsible for the type design and approved by the State of Design to provide for the commencement of a flight without specified external parts. The CDL contains any necessary information on associated operating limitations or performance corrections and should be available to flight crew, maintenance personnel, and personnel responsible for operational control. A CDL needs to include instructions for its use.

10. **Aircraft Performance Manual.** Aircraft Performance Manuals are required for each type and model of aircraft to be operated. The manuals need to contain adequate performance information and procedures for the calculation of performance for all phases of flight to enable aircraft to be operated within the performance limitations specified in the Aircraft Flight Manual. The manual should cover performance limitations for take-off, flight en route, and landing in all engines operating and in appropriate engine inoperative situations and should take into consideration appropriate factors affecting performance, such as line-up distance for take-off, runway conditions (wet, contaminated, etc.), aircraft configuration and technical status, and environmental conditions. The applicant should have a system to obtain current performance information and obstacle clearance data for the aircraft, routes, and aerodromes in use.

11. **Mass and Balance Control Manual.** The manual provides for a system to obtain, maintain, and distribute to operational personnel information on the mass and balance of each aircraft operated and the means to keep this information up-to-date. The manual includes procedures for the preparation of load sheets; the distribution of passengers and cargo; the determination of passenger, baggage, and cargo mass; and the use of standard mass, as well as last-minute change procedures.

12. **Aircraft Loading and Handling Manual/Ground Handling Manual.** This manual contains procedures and limitations for servicing, fuelling, loading and unloading, pre-flight preparation, and post-flight securing, applicable to the aircraft type and model. The manual needs to be available to flight crew, maintenance personnel, ground handlers, and handling agents.

13. **Training manuals for flight crew, cabin crew, operations personnel, ground personnel, and maintenance personnel.** Training manuals are required for all operational, maintenance, and ground personnel. These should cover all aspects of initial and recurrent training and conversion and upgrade training.

14. **Route guide.** The route guide is required to ensure that the flight crew and personnel responsible for operational control have the necessary information for communications, navigation aids, aerodromes, instrument procedures for departure, flight en route, and arrival for the conduct of the particular operation.

15. **Dangerous Goods Manual.** All applicants must develop a manual containing procedures for the handling of dangerous goods, emergency response to dangerous goods incidents, and the training of personnel. The details required will depend upon



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the intended status of the applicant with respect to the transport of dangerous goods. If a declaration has been made that dangerous goods will be carried as cargo, the applicant will require comprehensive material on the control, loading, and carriage of dangerous goods and on response to dangerous goods incidents and emergencies. If a prospective operation is not intended to transport dangerous goods as cargo, the applicant will still need to cover dangerous items that form part of the normal aircraft equipment, dangerous items that are permitted to be carried by passengers, and dangerous items that may be carried in the form of company material. In both cases, the operators will require procedures for the handling of dangerous goods, emergency response information, and details of the required training appropriate to the level of activity proposed.

16. **Passenger briefing cards.** Passenger briefing cards need to be provided to supplement oral briefings and be particular to the type and model of aircraft and the specific emergency equipment in use.

17. **Aircraft search procedure checklist.** The checklist needs to be carried on board and describes the procedures to be followed in searching for a bomb in 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.

18. **Operational control procedures, dispatch, flight following, etc.** The manual is required to contain the details of the applicant's operational control procedures and procedures for dispatch and flight following. It should cover procedures for use in emergency situations and all communication procedures.

19. **Rules limiting the flight time and flight duty periods and providing adequate rest periods for flight and cabin crew members.** These rules are included in the operations Manual and need to be in accordance with the regulations of the State of the Operator or approved by that State. The applicant should state in its scheme the minimum times allocated to pre-flight preparation and immediate post-flight activities. There should be procedures to take into account duty periods, which include flight duty periods and activities other than flight duties; such as ground school; simulator training; attendance at emergency drill practice; management or office duties, particularly with respect to rest periods; and the subsequent commencement of a flight duty period. Responsibility should be clearly defined for issuing instructions and decisions on questions relating to flight time, flight duty periods and rest periods and for processing reports when the Pilot-in-Command exercises his or her discretionary authority to extend duty or reduce rest periods. Provisions in the Operations Manual for a fatigue risk management system may complement these rules, with the approval of the State of the Operator.

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20. **Security Programme Manual.** The manual should describe the operator security programme, which should meet the requirements of the national civil aviation security programme of the State of the Operator. The manual should include the security procedures applicable to the type of operations.

21. **Maintenance Control Manual (MCM).** This manual sets out the applicant's intentions and procedures with regard to maintaining the airworthiness of the aircraft used during their operational life. This applies whether or not the applicant for an AOC also intends to apply for approval as an AMO or intends to contract out maintenance to an AMO.

22. **Maintenance programme, including maintenance schedule.** A maintenance programme, approved by the State of Registry, is required for individual aircraft, taking into account the requirements of the type design authority.

23. **Plan for emergency evacuation demonstration.** The applicant needs to have a plan for demonstrating aircraft evacuation. Evacuation demonstrations carried out by the aircraft manufacturer or other operator for the same type and model of aircraft may be taken into account by the DCA when a decision is made on whether a full or partial actual demonstration is required. A description of the emergency equipment installed on the aircraft needs to be attached to the plan.

24. **Plan for ditching demonstration.** Where over-water flights are included in the proposed operation, the applicant needs to have a plan to demonstrate ditching equipment and the ability to carry out ditching procedures, including the preparation of passengers, aircraft, and ditching equipment.

25. **Plan for demonstration flights.** A plan for these demonstration flights should be prepared so that the applicant can demonstrate the ability to operate and maintain aircraft and conduct the type of operation specified. The number of hours and types of demonstration flights will depend on the regulations and the DCA's assessment of the capabilities of the operational and maintenance systems established by the applicant.

### **C. Statement of Compliance**

The fully completed Statement of Compliance is the final evolution of the initial Statement of Compliance that was submitted with the formal application. The fully completed Statement of Compliance ensures that each applicable regulatory requirement has been adequately addressed in the appropriate manuals, programmes, and/or procedures.



## **XII. DEMONSTRATION AND INSPECTION PHASE**

### **A. Demonstration of Ability to Comply with MCARS**

The MCARs require an operator to demonstrate its ability to comply with regulations and safe operating practices before beginning actual revenue operations. These demonstrations include actual performance of activities and/or operations while being observed by the certification team. This includes onsite evaluations of aircraft maintenance equipment and support facilities. During these demonstrations and inspections, the certification team evaluates the effectiveness of the policies, methods, procedures, and instructions as described in the applicant's manuals and other documents. Emphasis is placed on the applicant's management effectiveness during this phase. Deficiencies will be brought to the attention of the applicant and corrective action must be taken before a certificate is issued.

### **B. Areas to Be Evaluated During Demonstration**

Although the Document Evaluation and the Demonstration and Inspection Phases have been discussed separately in this GM/CL, these phases overlap or are accomplished simultaneously in actual practice. The following list provides examples of the types of items, equipment, facilities, and activities evaluated during the Demonstration and Inspection Phase:

1. Conduct of training programmes (classroom, simulators, aircraft, flight, and ground personnel training)
2. Crew member and Flight Operations Officer testing and certification
3. Station facilities (equipment, procedures, personnel, fuelling/defueling, de-icing, technical data)
4. Record keeping procedures (documentation of training, flight and duty times, flight papers)
5. Flight control (flight supervision and monitoring system or flight following system)
6. Maintenance and inspection programmes (procedures, record keeping)
7. Aircraft (conformity inspections, aircraft maintenance records, etc.)
8. MELs and CDLs (compliance with operating and maintenance procedures, etc., if applicable)
9. Mass and balance programme (procedures, accuracy, and document control)

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10. Passenger emergency evacuation demonstration (aborted take-off demonstration and ditching demonstration, as applicable)
11. Demonstration flights, including simulation of revenue operations to demonstrate the ability to operate independently, safely, and in compliance with all applicable MCARs.

The Demonstration and Inspection Phase events discussed in this GM/CL are only applicable to the certification of an air operator.

*Note: An applicant for an air operator certificate (AOC) may concurrently seek DCA approval of its maintenance organisation. The applicant needs to coordinate the progress of both certification projects. Both certification projects must be in the Demonstration and Inspection Phase at the same time. The applicant must demonstrate to the DCA all proposed flight and ground operations during demonstration flights. The applicant therefore will also be expected to demonstrate use of its approved maintenance organisation to ensure that procedures in the Maintenance Control Manual (MCM) and Maintenance Procedures Manual (MPM) are in agreement.*

### **XIII. CERTIFICATION PHASE**

#### **A. Final Preparation for the Issuance of an AOC and Operations Specifications**

After the Document Evaluation Phase and the Demonstration and Inspection Phase have been completed satisfactorily and the economic authority has been issued, the DCA will prepare an air operator certificate and Ops Specs that contain authorisations, limitations, and privileges specific to an applicant's operation. The applicant must acknowledge receipt of these documents in writing. The format and content required for an AOC is provided in Appendix G.

#### **B. Compliance with an Amendment of AOC**

The certificate holder is responsible for continued compliance with MCARs and the authorisations, limitations, and privileges of its certificate and Ops Specs. As a certificate holder's operation changes, the Ops Specs shall be amended accordingly. The process for amending Ops Specs is similar to the certification process. In some cases, it may be a less complex procedure depending on the subject of the amendment. The DCA is responsible for conducting periodic inspections of the certificate holder's operation to ensure continued compliance with the MCARs, and safe operating practices.

### **XIV. LIST OF APPENDICES**

Appendix A: Prospective Operator's Pre-Assessment Statement (POPS) Job Aid  
Appendix B: Sample Formal Application Letter



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Appendix C: Air Operator Certification Job Aid and Schedule of Events  
Appendix D: MCARs and ICAO Annexes and Documents  
Appendix E: Definitions of Terms  
Appendix F: Certification Process Flow Chart  
Appendix G: AOC Part 1 and Operations Specifications Part 2  
Appendix H: General Operations Manual – MCARs  
Appendix I: Statement of Compliance Examples

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**APPENDIX A.**

**PROSPECTIVE OPERATOR'S PRE-ASSESSMENT STATEMENT (POPS) JOB AID**

**Instructions for Completing the POPS Job Aid**

**GENERAL.** The POPS is to be completed by an air operator or approved maintenance organisation (AMO) applicant.

**SECTION 1A.** All applicants shall complete this section.

**Block 1.** Enter the company's official name and mailing address. Include any other business or trade name (if different from the company name).

**Block 2.** Enter the physical location where primary operating activities are based, that is, where the offices of management required by regulation are located. If the address is the same as the address listed in Block 1, enter "Same." Include the address of any secondary base operations.

**Block 3.** Enter the estimated date when operations or services will begin.

**Block 4.** Indicate up to three three-letter identifiers such as IAL, ABC, XYZ, etc. This information will be used to assign a company identification number. If all choices have been assigned to other operators or AMOs, a randomly selected number will be assigned.

**Block 5.** Enter the names, titles, telephone numbers, and other contact details of management and key staff personnel.

**SECTION 1B.** The air operator and/or AMO applicant shall complete this section, as appropriate.

**Block 6.** Check the appropriate box to indicate if the air operator intends to perform maintenance as an AMO, to contract all or part of its maintenance, or to perform its own maintenance using an equivalent system or if AMO-only certification is sought.

**Block 7.** Indicate the proposed type of operation. Check as many boxes as apply.

**Block 8.** Indicate the proposed type of AMO and ratings. Check as many boxes as apply.

**SECTION 1C.** Air operators shall complete this section.

**Block 9.** Indicate the number and types of aircraft by make, model, series, and national registration and the number of passenger seats or cargo payload capacity. For leased aircraft, provide a copy of the lease agreement.



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**Block 10.** Indicate the geographic areas of intended operations and the proposed route structure.

**SECTION 1D.** All applicants shall complete this section.

**Block 11.** Enter any information that would assist DCA personnel in understanding the type and scope of operation or services to be performed by the applicant. If an air operator intends to arrange for maintenance and inspections of its aircraft and/or associated equipment, identify the AMO selected and provide a list of the maintenance or inspections it proposes to perform. Also, provide all written contracts with this POPS, if applicable.

**Block 12.** Identify the proposed training, including the type of aircraft and/or flight simulation training devices (FSTDs).

For air operator certificates (AOCs), identify the type of aircraft and/or FSTDs intended to be used and the training to be provided.

For AMOs, identify the type of aircraft by make and model. In addition, identify the type of training the quality assurance staff, certifying staff, and maintenance personnel will receive based on the ratings requested.

**Block 13.** The signature of the Accountable Manager denotes the intent to seek DCA certification as an air operator or AMO.

The Accountable Manager must sign the POPS. If an individual other than the Accountable Manager signs the POPS, the Accountable Manager must submit with the POPS a letter addressing that individual's authority to do so.

**SECTION 2.** The DCA official shall complete this section.

**Block 14.** Enter the required information, including a recommendation in the Remarks block on the action to be taken, and forward the POPS and all available information to the Director of Civil Aviation.

**SECTION 3.** The office of the Director of Civil Aviation shall complete this section.

**Block 15.** The Director of Civil Aviation will authorise the appropriate DCA evaluation team or section, where certification or approval action is to be continued, to designate a TL and a certification team.

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**Prospective Operator's Pre-Assessment Statement (POPS) Job Aid  
(Front Page)**

**SECTION I**

To be completed by the applicant

<b>Organisation's registered name</b>	Click here to enter text.
<b>Place of business</b> <i>Address Telephone E-mail</i>	Click here to enter text.
<b>Name of accountable manager</b>	Click here to enter text.
<b>Names of the nominated persons</b> <i>Managers' competence in the application of aviation standards and safe operating procedures (CV).</i>	Click here to enter text.
<b>Combination of nominated persons responsibilities</b> <i>Acceptability of a single person holding several posts. Contracting of persons to work sufficient hours.</i>	Click here to enter text.
<b>Aircraft type/equipment</b> <i>Operations in accordance with MEL or MMEL if approved by the authority.</i>	Click here to enter text.
<b>Flight data monitoring (FDM)</b> <i>Implementation of FDM programme.</i>	Click here to enter text.
<b>Management system documentation</b> <i>Proposed applicant's manuals, its expected date and format of submission.</i>	Click here to enter text.
<b>Aircraft crew</b> <i>Number of FC &amp; CC and their qualifications.</i>	Click here to enter text.
<b>Performance of crew training and checking</b> <i>Use of approved training organisation (ATO). Use of flight simulation training device (FSTD). Use of examiners. Use of qualified flight and ground instructors.</i>	Click here to enter text.



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<b>Commercial operations</b> <i>Commercial air transport (CAT) operation or any commercial operation other than CAT and any non-commercial operations.</i>	Click here to enter text.
<b>Area of operation</b> <i>Listing of geographical area(s).</i>	Click here to enter text.
<b>Special limitations</b> <i>VFR, Day only, etc.</i>	Click here to enter text.
<b>Specific approvals</b> <i>DG, LVO, RVSM, etc.</i>	Click here to enter text.
<b>Leasing of the aircraft</b> <i>Registration markings, registered owner, if applicable.</i>	Click here to enter text.
<b>Registration of the aircraft</b> <i>Planned date of submission of documentation for the aircraft registration, if applicable.</i>	Click here to enter text.
<b>Aircraft base place</b> <i>Indicate when aircraft will be based out of place of head office or registered office of the organisation.</i>	Click here to enter text.
<b>Contracted activities</b> <i>Ground de-icing/anti-icing. Ground handling. Flight support (including performance calculation, flight planning, navigation database and dispatch). Training. Manual preparation.</i>	Click here to enter text.
<b>Exercising of the operational control activities</b> <i>Shared or non-shared system (PIC, FOO, FOA). Coordination among appropriate managerial personnel associated with supervision of operational control. Facilities, workspace, equipment and supporting services.</i>	Click here to enter text.
<b>Exercising of continued airworthiness management</b> <i>Release to service. Demonstration of the aircraft airworthiness, including leased aircraft, if applicable.</i>	Click here to enter text.
<b>Compliance with the financial conditions</b>	Click here to enter text.
<b>Three-letter ICAO designator</b>	Click here to enter text.

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<i>Submission date of application.</i>	
<b>Proposed start-up date of commercial operations</b> <i>Application time frames according to AMC1 ORO.AOC.100 should be considered.</i>	<a href="#">Click here to enter text.</a>

<b>Confirmation</b>  The signature and the information contained on this form denote on the applicant's intent to apply for an air operator certificate.  Signature/Name and Post:  Date:
---

**SECTION II**  
To be completed by DCA

<b>Received by:</b> <i>Signature/Name and Title/Date</i>  <b>Pre-application Number:</b>  <b>Notes:</b>
--



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**APPENDIX B.  
SAMPLE FORMAL APPLICATION LETTER**

[NAME OF APPLICANT]  
[APPROPRIATE ADDRESS]

[DATE]

The Director  
Department of Civil Aviation  
Plaine Magnien, Mauritius

Dear Sir,

**APPLICATION FOR AN AIR OPERATOR'S CERTIFICATE**

This letter serves as formal application for a DCA air operator certificate. [NAME OF APPLICANT], initially intends to certificate and operate as a [SCHEDULED OR NON-SCHEDULED PASSENGER, FREIGHT, OR MIXED PASSENGER AND FREIGHT] commercial air transport operation under Regulation 11 of the MCARs 2007. We intend to use (Number and Type) aeroplane(s) between (location) and (location). We have enclosed a copy of our company's Certificate of Incorporation and Business Registration as required by the Civil Aviation Regulations and a copy of [(our report of) or (our filing with) (identify the STATE Agency of Transportation)] for a Financial Economic and Legal Matters assessment.

Our company will have its principal base of operations and corporate offices located at [APPROPRIATE ADDRESS]. Our MCAR Part 145 maintenance base organisation (if company intends to conduct maintenance under its AOC) will be located at [APPROPRIATE ADDRESS]. [IF THE COMPANY INTENDS TO CONDUCT MAINTENANCE UNDER A THIRD PARTY MCAR PART 145 APPROVED MAINTENANCE ORGANISATION, STATE SO HERE]. A copy of our contract with [NAME OF MAINTENANCE ORGANISATION] is enclosed. Key management personnel, are as follows:

- ☐ Accountable Manager (ACM)
- ☐ Compliance Monitoring Manager (CMM)
- ☐ Safety Monitoring Manager (SMM)
- ☐ Nominated Person Flight Operations (NP FO)
- ☐ Nominated Person Ground Operations (NP GO)
- ☐ Nominated Person Crew Training (NP CT)

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- ☐ Post Holder Continuing Airworthiness (PCA)
- ☐ Nominated Person Maintenance Part 145
- ☐ Nominated Person for Security

Also enclosed are the Air Operator Certification Job Aid and Schedule of Events and the initial Statement of Compliance which were agreed to at our last meeting with your representatives. We have retained the services of [POSITION TITLE, NAME, AND ADDRESS] as our agent for service.

Sincerely,

[NAME]

[POSITION TITLE]

Attachments



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**APPENDIX C.**

**AIR OPERATOR CERTIFICATION JOB AID AND SCHEDULE OF  
EVENTS**

 <b>Air Operator Certification Job Aid and Schedule of Events</b>							
1. Official name of company				2. Location address			
3. Mailing address (if different from location)				4. Pre-certification number			
DCA Ref. I. Pre-application phase		Scheduled Date	Revised Date	Inspector Initials	Date Received/ Accomplished	Date Returned for Changes	DCA Remarks
DCA / I-A	A. Initial Orientation: Inspector:						
	1. Certification Guidance Material provided to applicant.						
	2. Provide other applicable publications and documents to applicant						
	3. Provide overview of certification process and scheduling information for pre-application meeting						



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DCA / I-B	B. Designate certification (at least one operations and one maintenance inspector)								
		Name							Speciality
	TL								
DCA / I-C	C. Conduct pre-application meeting								
	1. Verify POPS Information								
	2. Provide overview of Certification Process								
	3. Provide Certification Package Containing:								
	a. Air Operator Certification Job Aid and Schedule of Events								
	b. Model Ops Specs								
	c. Other Applicable Publications and Documents								
	4. Provide Certification Package Containing:								
	Remarks:								

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DCA Ref. II. Formal Application Phase		Scheduled Date	Revised Date	Inspector Initials	Date Received/ Accomplished	Date Returned for Changes	DCA Remarks
DCA / II-A.1	A. Review Applicant's Submission 1. Formal Application Letter/Form						
	a. Full and Official name (Legal)						
	b. Mailing Address						
	c. Primary Operating Location (Principal Operations/ Maintenance Base)						
	d. Name and address of applicants agent for service						
	e. Key Management Personnel Names						
DCA / II-A.2	2. Formal Application Attachments						
	a. Schedule of events						
	b. Initial compliance statement						
	c. Company general manuals						
	i. Operations Manual.						
	ii. Maintenance Control Manual						
	iii. Aircraft Maintenance Program						
	d. Initial new hire training curricula (Crewmembers & Flt/Ops/Officers)						
	i. Company Procedures Indoctrination						
	ii. Emergency Equipment Drills Training						
	iii. Initial Flight and Ground Training						
	e. Management and key staff qualifications/resumes						
	f. Documents of purchase/ contract(s)/lease(s)/Letters of Intent						
DCA / II-B	B. Evaluate DCA resources based on Schedule of Events						



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DCA Ref. II. Formal Application Phase, (continue)		Scheduled Date	Revised Date	Inspecto r Initials	Date Received/ Accomplis hed	Date Returned for Changes	DCA Remarks
DCA / II-C.1	C. Conduct formal application meeting 1. Schedule of Events Date: _____  Time: _____						
	2. Discuss each submission						
	3. Resolve discrepancies/open items						
	4. Review certification process						
	5. Review impact if Schedule of Events is not met						
	D. Issue letter accepting/rejecting application						
Remarks							

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DCA Ref. III. Document Evaluation Phase		Scheduled Date	Revised Date	Inspector Initials	Date Received/ Accomplished	Date Returned for Changes	DCA Remarks
DCA / III-A.1	A. Evaluate applicable training programmes 1. Training curricula						
	a. Company procedures indoctrination						
	b. Emergency equipment drills training						
	c. Ground training (handling/servicing/de-icing)						
	d. Flight training						
	i. Initial training						
	ii. Recurrent training						
	iii. Transition/upgrade training						
	iv. Differences training						
	e. Check Personnel/Flight Instructor						
	f. Cabin Crew member training						
	i. Initial training						
	ii. Recurrent training						
	g. Cabin crew member check personnel/cabin instructor						
	h. Flight Operations Officer training						
	i. Initial training						
	ii. Recurrent training						
	i. Check Personnel/Instructor Flight Operations Officer						
	j. Crew resource management						
	k. Security						
	l. Dangerous goods						
<b>Remarks</b>							

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DCA Ref. III. Document Evaluation Phase, (continue)		Scheduled Date	Revised Date	Inspector Initials	Date Received/ Accomplished	Date Returned for Changes	DCA Remarks
DCA / III-B.1	B. Evaluate management qualifications						
	1. Accountable Manager						
	2. Director of Operations						
	3. Director of Maintenance						
	4. Quality Manager(s), as applicable						
	a. Quality Manager for operations						
	b. Quality Manager for maintenance						
	5. Chief Pilot						
	6. Director of Safety						
	7. SMS Manager(s), as applicable						
	a. SMS Manager for operations						
	b. SMS Manager for maintenance						
	8. Compliance Monitoring Manager						
	9. Director of Training, as applicable						
	10. Other, as applicable						
	11. Request for changes in management personnel, as applicable						
Remarks							

DCA Ref. III. Document Evaluation Phase, (continue)		Scheduled Date	Revised Date	Inspector Initials	Date Received/ Accomplished	Date Returned for Changes	DCA Remarks
	C. Evaluate operator's manual system						
DCA / III-C.1	1. Completed Operations Manual						
	c. Emergency exit plan						
	d. Carry-on baggage plan						
	2. Completed Maintenance Control Manual						
	3. DCA-approved Aeroplane Flight Manual						
	4. Aircraft checklists						
	a. Normal						
	b. Abnormal						
	c. Emergency						
	5. Cabin Crew Manual						



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	6. Flight supervision and monitoring / flight following						
	7. Station/facility operations						
	8. Company Emergency Manual						
	9. Aerodrome Data and Route Guide Manual (charts and plates)						
	10. Aerodrome / runway analysis (performance)						
	11. Minimum Equipment List (MEL)						
	a. MEL management programme						
	12. Configuration Deviation List						
	13. Maintenance Technical Manuals						
	14. Fuelling/refuelling/defuelling						
	15. Ground Servicing Manual						
	16. Mass and balance control programme						
	17. Dangerous goods						
	18. Security						
	19. Reliability programme						
	20. Completed continuous airworthiness maintenance programme						
	21. Emergency plan / notification						
	22. Passenger briefing cards						
	23. Quality Manual						
	24. Safety Management System Manual						
<b>Remarks</b>							
<b>DCA Ref. III. Document Evaluation Phase, (continue)</b>		<b>Scheduled Date</b>	<b>Revised Date</b>	<b>Inspector Initials</b>	<b>Date Received/ Accomplished</b>	<b>Date Returned for Changes</b>	<b>DCA Remarks</b>
DCA / III-D.1	D. Conduct other evaluations						
	1. Aircraft lease						
	2. Maintenance contracts/agreements						
	3. Servicing contracts/agreements						
	4. Exemption requests/justification						
	5. Plan for emergency evacuation demonstration						
	6. Plan for demonstration flight						

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	7. Final Statement of Compliance						
	8. Training contracts						
	9. De-icing/anti-icing contracts						
	10. Exit row seating						
	11. Dispatch/flight following contracts						
<b>Remarks</b>							

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DCA Ref. IV. Demonstration and Inspection Phase.		Scheduled Date	Revised Date	Inspector Initials	Date Received/ Accomplished	Date Returned for Changes	DCA Remarks
DCA / IV-A.1	A. Evaluate operator conducting training						
	1. Training facilities						
	2. Training schedules						
	3. Flight crew member training						
	a. Company procedures indoctrination						
	b. Emergency equipment drills training						
	c. Ground training						
	d. Flight training						
	4. Check Personnel/Instructor						
	5. Cabin crew member training						
	a. Company procedures indoctrination						
	b. Emergency equipment drills training						
	c. Ground training						
	d. Flight training						
	6. Cabin crew member check personnel/instructor						
	7. Crew resource management						
	8. Flight Operations Officers personnel training						
	9. Flight Operations Officers Check Personnel/Instructor						
	10. Dangerous goods training						
	a. Crew members						
	b. Ground personnel						
	11. Security training						
	12. Maintenance training						
	a. Director of Maintenance						
	b. Quality Manager(s)						
	c. Quality system personnel						
	d. Safety Manager(s)						
DCA / IV-B.1	B. Evaluate operator conducting testing/certification						



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	1. Flight crew members						
	2. Flight Operations Officers						
	3. Cabin crew members						
DCA / IV-C	C. Conduct Aircraft make/model conformity inspection						
DCA / IV-D	D. Conduct Main operations base inspection						
DCA / IV-E	E. Conduct Main maintenance base inspection						
DCA / IV-F	F. Conduct Station/facilities inspection (operations)						
DCA / IV-G	G. Conduct Station/facilities inspection (maintenance)						
DCA / IV-H	H. Conduct operator flight supervision and monitoring/flight following demonstration						
DCA / IV-I.1	I. Record keeping locations						
	1. Crew member						
	a. Training						
	b. Flight and rest times						
	c. Qualification						
	2. Maintenance						
	a. Aircraft records						
	b. Maintenance personnel training						
	i. Director of Maintenance						
	ii. Quality Manager and staff						
	iii. Contract employees						
DCA / IV-J	J. Flight/trip records						
DCA / IV-K	K. Emergency evacuation demonstration						
DCA / IV-L	L. Ditching demonstration						
DCA / IV-M	M. Demonstration flight evaluation						
DCA / IV-N	N. Proof of [STATE] economic authority						
Remarks							

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DCA Ref. V. Certification Phase		Scheduled Date	Revised Date	Inspector Initials	Date Received/ Accomplished	Date Returned for Changes	DCA Remarks
DCA / V-A	A. Prepare certificate and Ops Specs						
DCA / V-B	B. Issue certificate and Ops Specs						
DCA / V-C.1	C. Conduct other evaluations						
	1. Assemble report						
	a. Formal application letter						
	b. Final Statement of Compliance						
	c. Copy of Ops Specs						
	d. Copy of certificate						
	e. Summary of difficulties						
	2. Distribute report						
DCA / V-D.1	D. Develop post-certification surveillance programme						
	1. Within geographic area						
	2. Outside geographic area						
<b>Remarks</b>							

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**APPENDIX D.  
MCARs, AND ICAO ANNEXES AND DOCUMENTS**

**SECTION 1 – Applicable MCARs and :**

MCARs 2007	Civil Aviation Regulations 2007
MCAR	Airworthiness
MCAR ATO	ATO Cabin Crew
MCAR FCL	Requirements for Licensing of Aircrew
MCAR Part 145	Approved Maintenance Organisations
MCAR Part 147	Approved Training Organisations
MCAR Part M	Continuing Airworthiness Management
MCAR Part 66	Aircraft Maintenance Engineer Licensing
MCAR Part 21	Design Organisation Approvals
MCAR 13	Accidents, Incidents & Statistics
MCAR DG	Dangerous Goods (Carriage of Dangerous Goods)
MCAR-PART-0	Definitions
MCAR-PART-ARO	Authority Requirements for Air Operations
MCAR-PART-ORO	Organisation Requirements for Air Operations
MCAR-PART-CAT	Commercial Air Transport Operations
MCAR-PART-SPA	Operations Requiring Specific Approvals
MCAR Part SPO	Specialised Operations
MCAR Part ORA	Organisation Requirements for Aircrew

**SECTION 2 – Applicable ICAO Annexes for international operations (as revised):**

Annex 1 to the ICAO Convention	Personnel Licensing
Annex 2 to the ICAO Convention	Rules of the Air
Annex 6 to the ICAO Convention	Operation of Aircraft
Annex 8 to the ICAO Convention	Airworthiness of Aircraft
Annex 10 to the ICAO Convention	Aeronautical Telecommunications
Annex 11 to the ICAO Convention	Air Traffic Services
Annex 12 to the ICAO Convention	Search and Rescue
Annex 19 to the ICAO Convention	Safety Management

**SECTION 3 – Applicable ICAO Documents for international operations (as revised):**

Circular 253-AN/151	Human Factors Digest No.12 – Human factors in Aircraft Maintenance and Inspection
Document 4444 – ATM/151	Air Traffic Management
Document 7030	Regional Supplementary Procedures
Document 8168-OPS	Procedures for Air Navigation – Aircraft Operations

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Document 8335-AN/879	Manual of Procedures for Operations, Inspection, Certification and Continued Surveillance
Document 9284-AN/905	Technical Instructions for the Safe Transport of Dangerous Goods by Air
Document 9365-AN/910	Manual of All Weather Operations
Document 9376-AN/914	Preparation of an Operations Manual
Document 9379-AN/916	Manual and Procedures for Establishment and Management of a State's Personnel Licensing System
Document 9389-AN/919	Manual of Procedures for Airworthiness Organisation
Document 9642-AN/941	Continuing Airworthiness Manual
Document 9859-AN/474	Safety Management Manual (SMM)

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## APPENDIX E. DEFINITIONS OF TERMS

The following terms are used in this model guidance material and/or the certification process.

**Commercial air transport.** An aircraft operation involving the transport of passengers, cargo, or mail for remuneration or hire.

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

**Charter operation.** An operation for which the departure time, departure location, and arrival locations are specifically negotiated with the operator's customer or the customer's representative.

**Passenger carrying operation.** Any aircraft operation carrying any person other than a crew member, company employee, authorised government representative, or person accompanying a shipment.

**Principal base of operations.** The primary operating location of a certificate holder as designated by the DCA.

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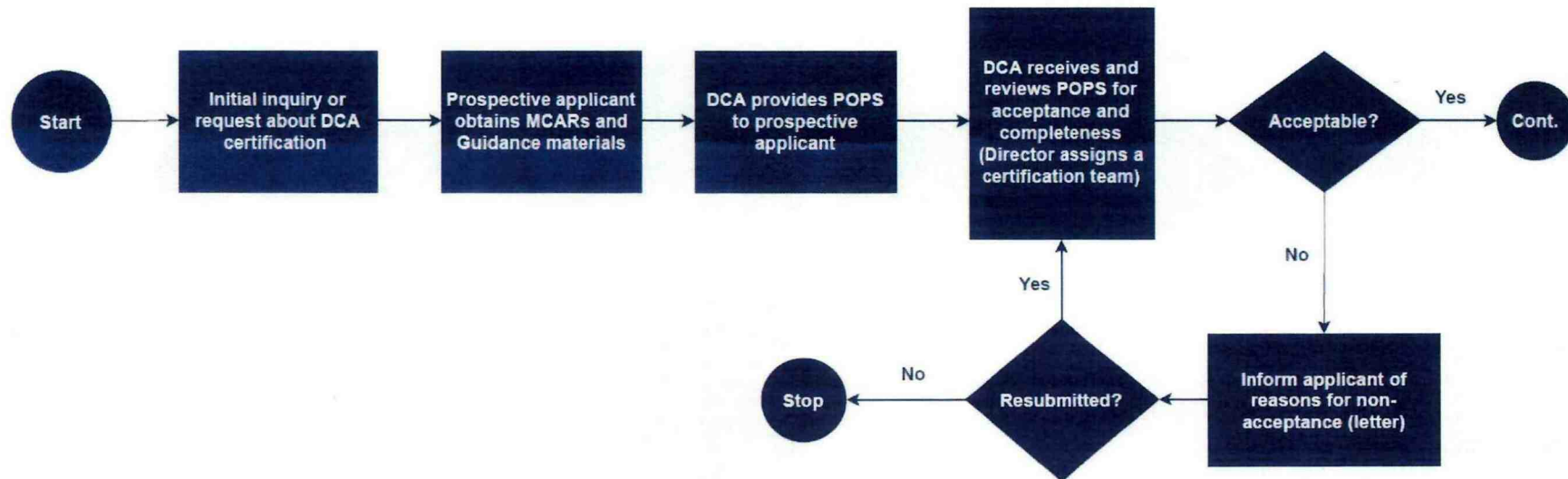
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APPENDIX F.  
CERTIFICATION PROCESS FLOW CHART

The flow charts on the following pages are representative of the air operator certification process.

PRE-APPLICATION PHASE

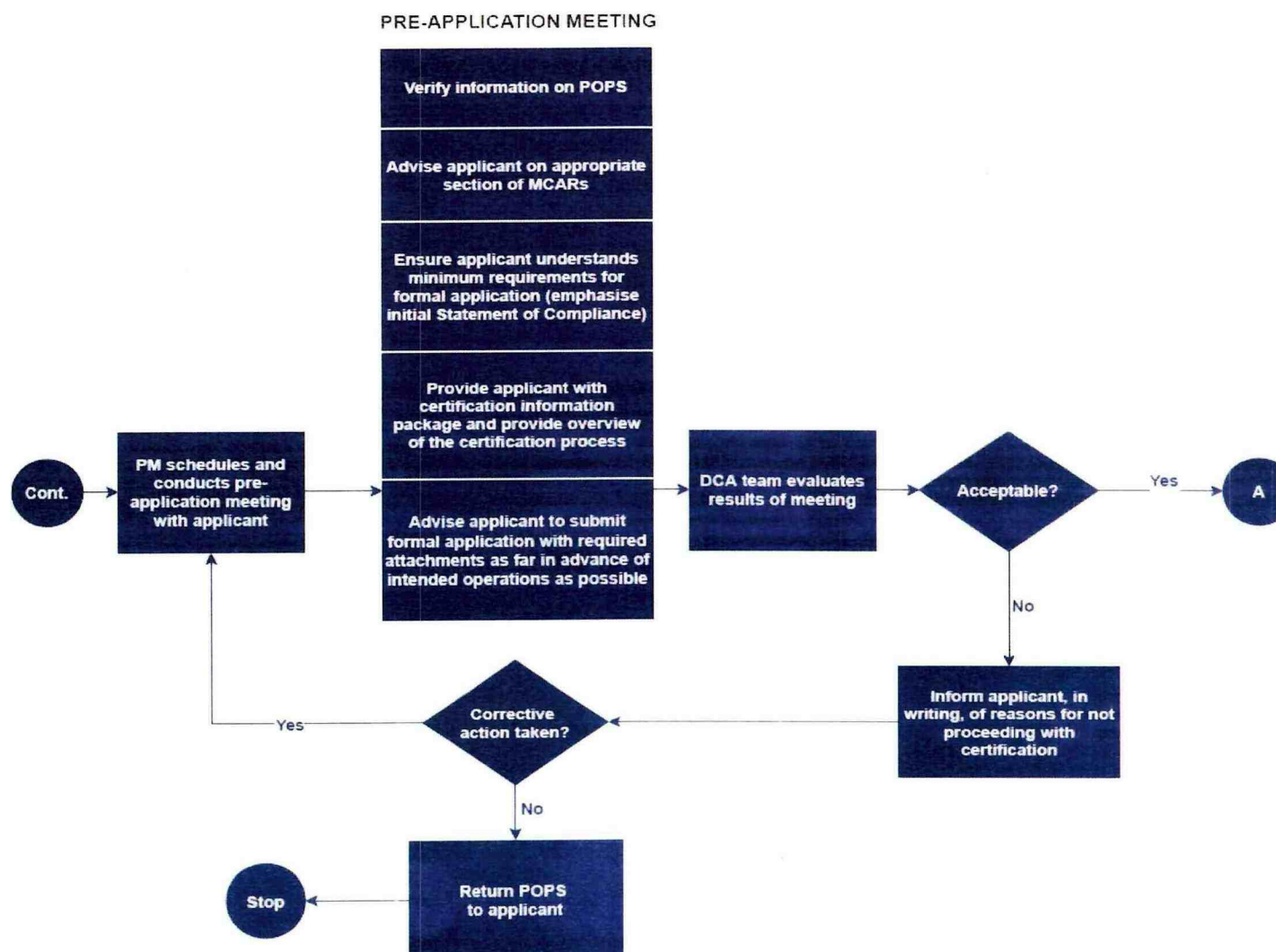
AIR OPERATOR CERTIFICATION PROCESS





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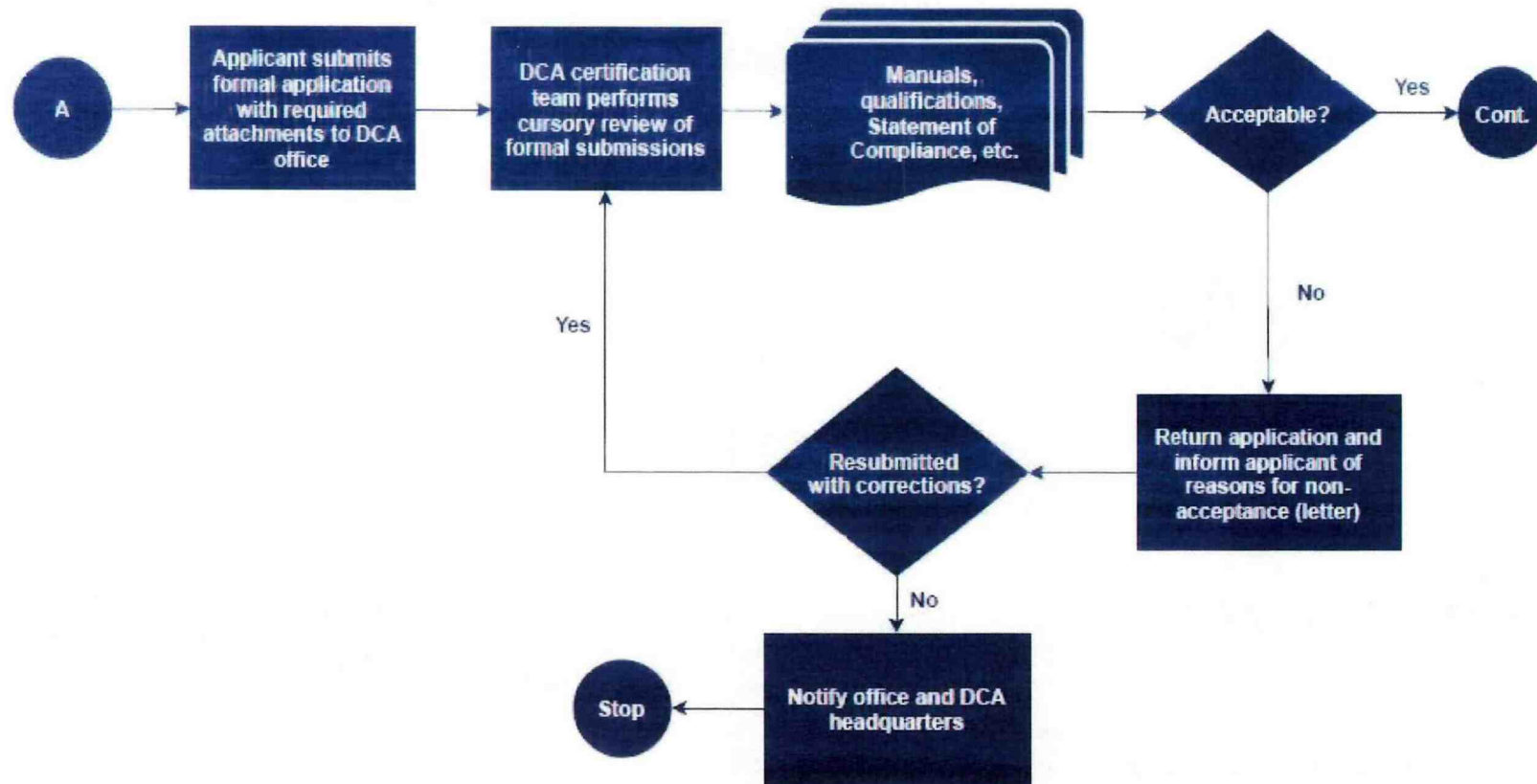
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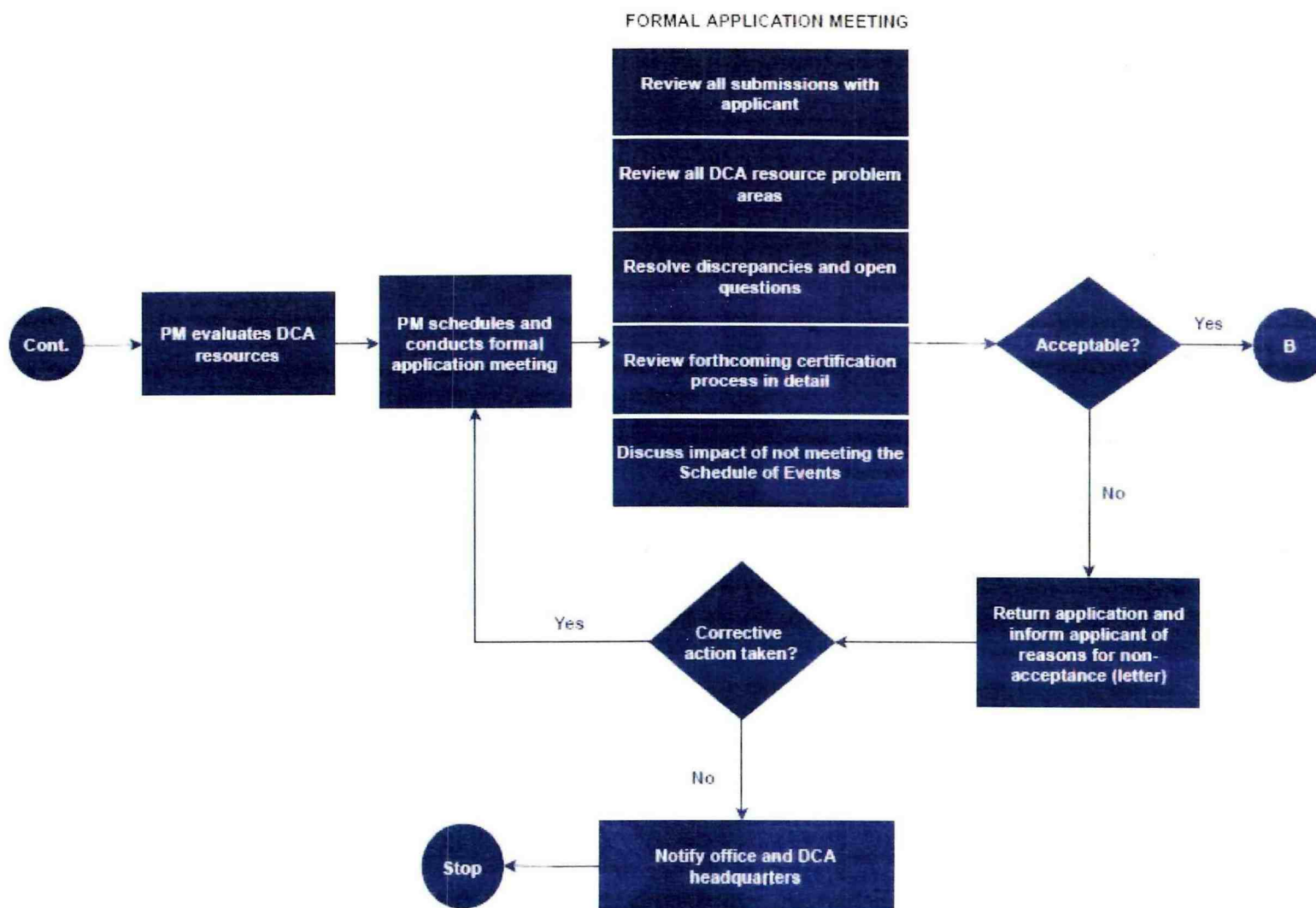
**FORMAL APPLICATION PHASE**

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AIR OPERATOR CERTIFICATION PROCESS



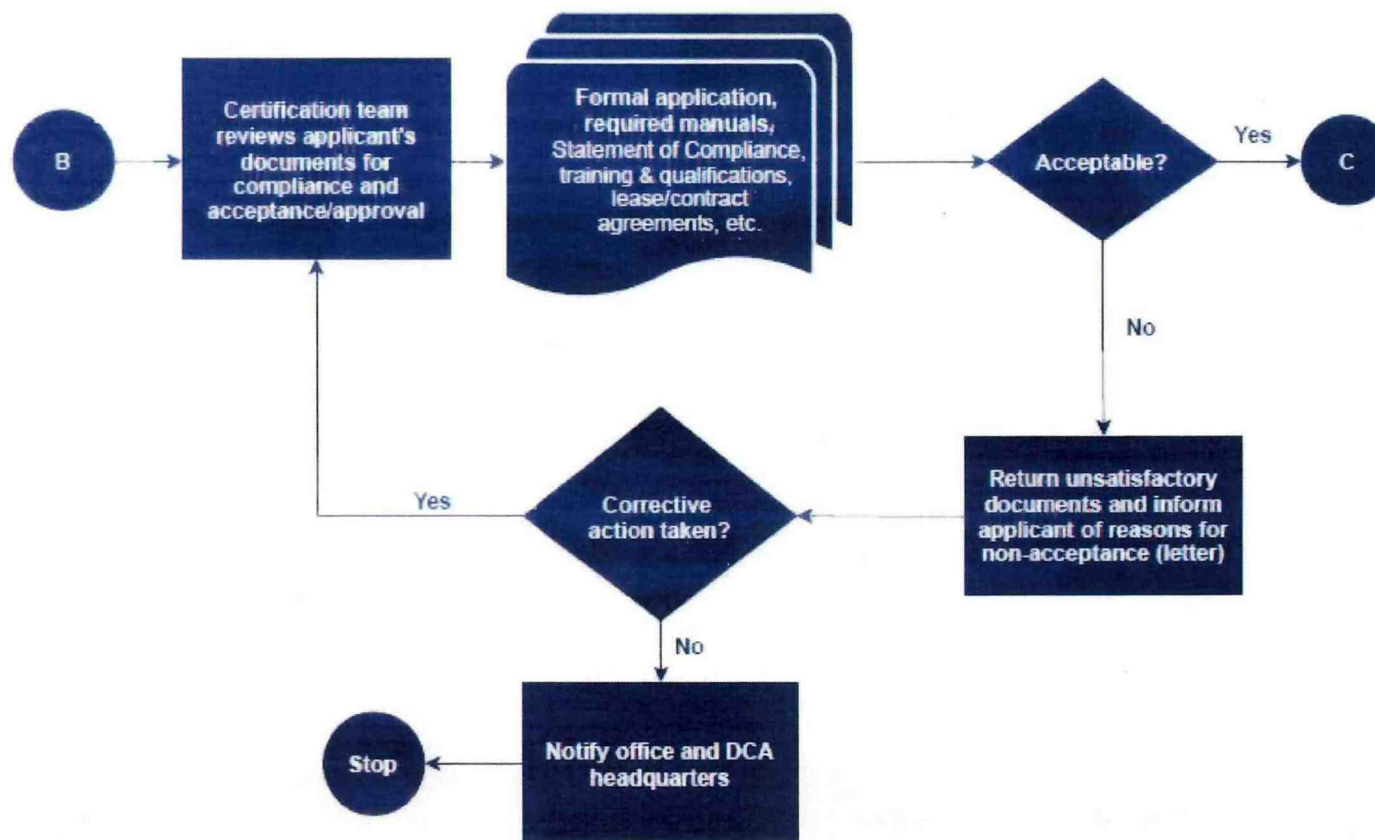
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DOCUMENT EVALUATION PHASE



## AIR OPERATOR CERTIFICATION PROCESS

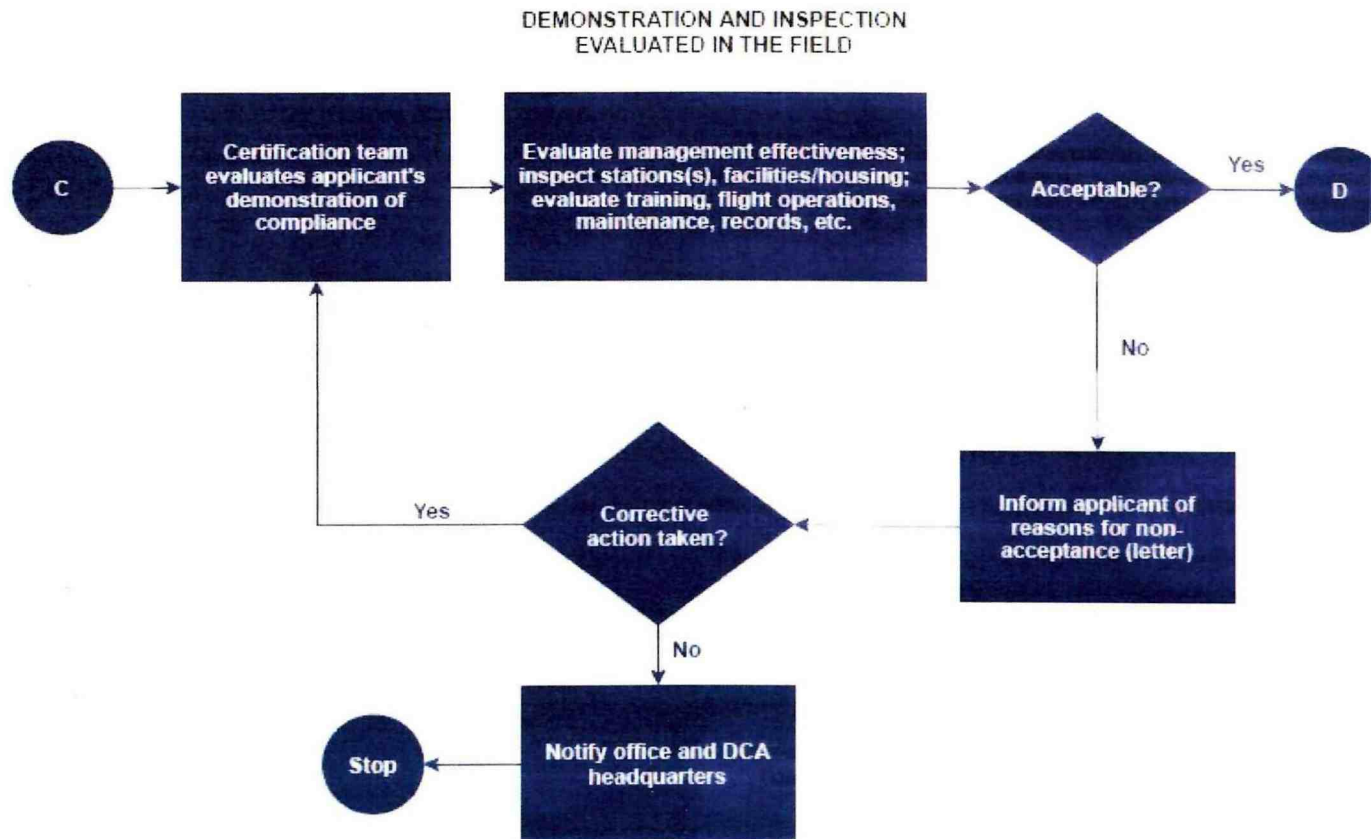


## DEMONSTRATION AND INSPECTION PHASE

## AIR OPERATOR CERTIFICATION PROCESS

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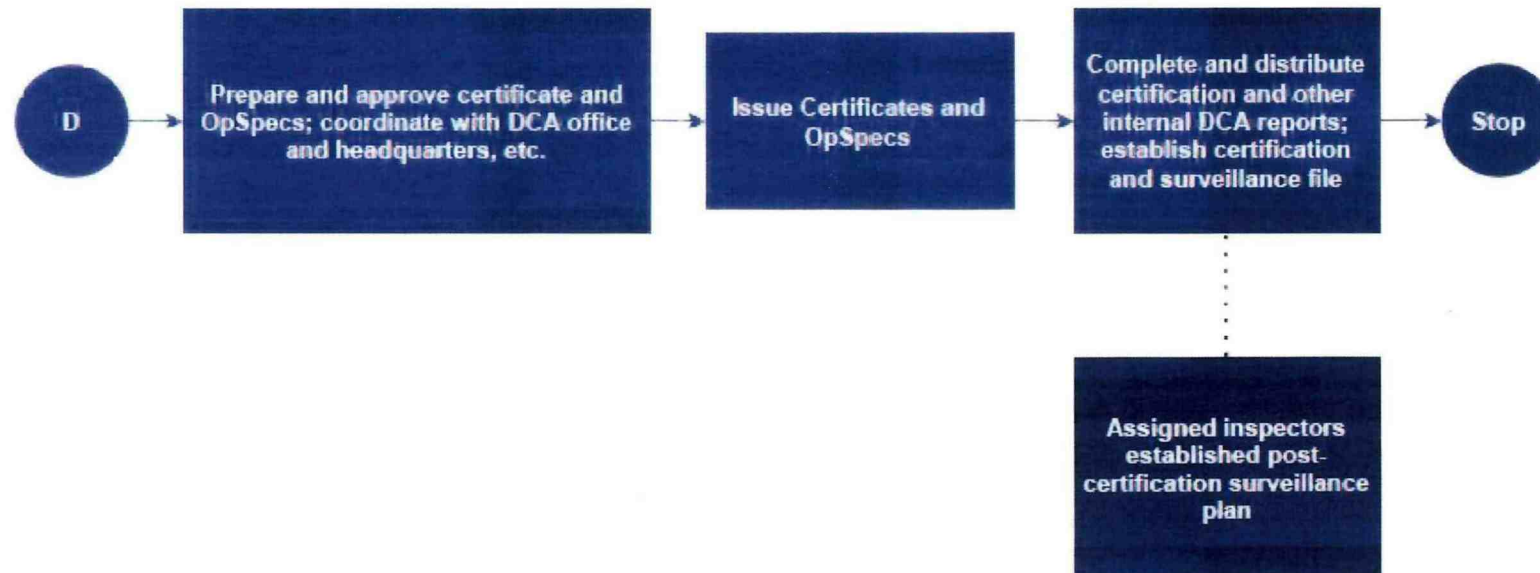
**CERTIFICATION PHASE**

**AIR OPERATOR CERTIFICATION PROCESS**

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FINAL CERTIFICATION ACTIONS





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**APPENDIX G.  
AOC PART 1 AND OPERATIONS SPECIFICATIONS PART 2**

AIR OPERATOR CERTIFICATE		
1	[State of the Operator] 2 [Issuing Authority] 3	1
AOC#: 4     Expiry Date: 5	Operator Name: 6  DBA Trading Name: 7  Operator Address: 8	Operational Points of Contact: 10 Contact details, at which operational management can be contacted without undue delay, are listed in _____, 11
	Telephone: 9  Fax:  Email:	
This certificate certifies that _____ 12 is authorised to perform commercial air operations, as defined in the attached operations specifications, in accordance with the Operations Manual and the _____, 13		
Date of Issue 14:	Name and Signature 15:	
Title:		

*Notes:*

1. For use of the State of the Operator.
2. Replace with the name of the State of the Operator.
3. Replace with the identification of the issuing authority of the State of the Operator.
4. Unique AOC number, as issued by the State of the Operator.
5. Date after which the AOC ceases to be valid (dd/mm/yyyy).
6. Replace by the operator's registered name.

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7. *Operator's trading name, if different. Insert "DBA" ("doing business as") before the trading name.*
8. *Operator's principal place of business address.*
9. *Operator's principal place of business telephone and fax details, including the country code. Email to be provided if available.*
10. *The contact details include the telephone and fax numbers, including the country code, and the email address (if available) at which operational management can be contacted without undue delay for issues related to flight operations, airworthiness, flight and cabin crew competency, dangerous goods, and other matters, as appropriate.*
11. *Insert the controlled document, carried on board, in which the contact details are listed, with the appropriate paragraph or page reference – e.g.: "Contact details are listed in the operations manual. Gen/Basic, Chapter 1, 1.1" or "...are listed in the operations specifications, page 1" or "...are listed in an attachment to this document."*
12. *Operator's registered name.*
13. *Insertion of reference to the appropriate civil aviation regulations.*
14. *Issuance date of the AOC (dd/mm/yyyy).*
15. *Title, name, and signature of the authority representative. In addition, an official stamp may be applied on the AOC (identification of the issuing DCA of the State of the Operator).*



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**CONTENTS OF OPERATIONS SPECIFICATIONS**

(a) The operations specifications layout shall be as follows:

*Note: The Minimum Equipment List (MEL) constitutes an integral part of the Operations Manual.*

<b>OPERATIONS SPECIFICATIONS</b> (subject to the approved conditions in the Operations Manual)				
<b>Issuing Authority Contact Details<sup>1</sup></b>				
Telephone:	Fax:	Email:		
AOC# <sup>2</sup> :	Operator Name <sup>3</sup> :	Date <sup>4</sup> :	Signature:	
DBA Trading Name:				
Aircraft Model <sup>5</sup> :				
Types of Operation: <input type="checkbox"/> Passengers <input type="checkbox"/> Cargo <input type="checkbox"/> Other <sup>6</sup> :				
Area of operation <sup>7</sup> :				
Special Limitations <sup>8</sup> :				
Special Authorisations:	Yes	No	Specific Approvals <sup>9</sup>	Remarks
Dangerous Goods	<input type="checkbox"/>	<input type="checkbox"/>		
Low Visibility Operations	<input type="checkbox"/>	<input type="checkbox"/>		
Approach and Landing	<input type="checkbox"/>	<input type="checkbox"/>	CAT <sup>10</sup> : _____, RVR: _____m, DH: _____ft	
Take-off	<input type="checkbox"/>	<input type="checkbox"/>	RVR <sup>11</sup> : _____m	
RVSM <sup>12</sup> <input type="checkbox"/> N/A	<input type="checkbox"/>	<input type="checkbox"/>		
EDTO <sup>13</sup> <input type="checkbox"/> N/A	<input type="checkbox"/>	<input type="checkbox"/>	Threshold time <sup>14</sup> : _____ minutes Maximum Diversion Time <sup>14</sup> : _____ minutes	
Navigation Specifications for PBN Operations <sup>15</sup>	<input type="checkbox"/>	<input type="checkbox"/>		<sup>16</sup>
Continuing Airworthiness <sup>16</sup>	X	X	<sup>17</sup>	
EFB	<input type="checkbox"/>	<input type="checkbox"/>		
GNSS	<input type="checkbox"/>	<input type="checkbox"/>		
Navigation Specification	<input type="checkbox"/>	<input type="checkbox"/>		
Cabin Crew Training	<input type="checkbox"/>	<input type="checkbox"/>		
Continuing Airworthiness	<input type="checkbox"/>	<input type="checkbox"/>		
Other <sup>18</sup>	<input type="checkbox"/>	<input type="checkbox"/>		

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**Notes:**

1. Telephone and fax contact details of the Authority, including the country code. Email to be provided if available.
2. Insertion of associated AOC number.
3. Insertion of the operator registered name and the operator trading name, if different. Insert "DBA" before the trading name (for "Doing business as").
4. Issuance date of the operations specifications (dd-mm-yyyy) and signature of the Authority representative.
5. Insertion of the Commercial Aviation Safety Team (CAST) ICAO designation of the aircraft make, model, and series, or master series, if a series has been designated (e.g., Boeing-737-3K2 or Boeing-777-232). The CAST/ICAO taxonomy is available at: <http://www.intlaviationstandards.org/>.
6. Other type of transportation to be specified (e.g., emergency medical service).
7. Listing of geographical area(s) of authorised operation (by geographical coordinates or specific routes, flight information region, or national or regional boundaries).
8. Listing of applicable special limitations (e.g., VFR only, Day only, etc.).
9. List in this column the most permissive criteria for each approval or the approval type (with appropriate criteria).
10. Insertion of applicable instrument approach operation: Type B (CAT I, II, III). Insertion of minimum RVR in meters and Decision Height in feet. One line is used per listed approach category.
11. Insertion of approved minimum take-off RVR in meters. One line per approval may be used if different approvals are granted.
12. Not Applicable (N/A) box may be checked only if the aircraft maximum ceiling is below FL290.
13. Extended diversion time operations (EDTO) currently applies only to twin-engined aircraft. Therefore the Not Applicable (N/A) box may be checked if the aircraft model has more than 2 engines. Should the concept be extended to 3 or 4-engine aircraft in the future, the Yes or No checkbox will be required to be checked.
14. The threshold distance may also be listed (in nm), as well as the engine type.
15. Performance-based Navigation (PBN): one line is used for each PBN specifications authorisation (e.g., RNAV 1, RNP 4), with appropriate limitations or conditions listed in the "Specific Approvals" and/or "Remarks" columns.
16. Limitations, conditions, and regulatory basis for operational approval associated with the Performance-based Navigation specifications (e.g. GNSS, DME/DME/IRU). Information on performance-based navigation, and guidance concerning the implementation and operational approval process, are contained in the Performance-based Navigation Manual (Doc 9613).
17. Insert the name of the person/organisation responsible for ensuring that the continuing airworthiness of the aircraft is maintained and the regulations which require the work, i.e., within the AOC regulation or a specific approval (e.g., EC2042/2003, Part M, Subpart G).
18. Other authorisations or data can be entered here, using one line (or one multi-line block) per authorisation (e.g., special approach authorisations, NMPS, approved navigation performance, etc.).
  - (b) Operations specifications may include other specific authorisation, such as:

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- (1) Special aerodrome operations (e.g., short take-off and landing operations or land and hold short operations);
- (2) Special approach procedures (e.g., steep gradient approach, instrument landing system precision runway monitor approach, localiser-type directional aid precision runway monitor approach, RNP approach, etc.);
- (3) Single-engine passenger transport at night or in instrument meteorological conditions (IMC); and
- (4) Operations in areas with special procedures (e.g., operations in areas using different altimetry units or altimeter setting procedures).



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## **APPENDIX H.**

### **GENERAL OPERATIONS MANUAL – MCARs**

The applicant should ensure that the manuals are in compliance with at least the Civil Aviation Regulations and MCARs in this appendix, as applicable to the applicant's operation.

**MCARs** related Implementing Standards:

- Duties and responsibilities of employees
- Easy to revise
- Revision control, each page dated
- References to appropriate regulations
- Retention of Records
- Cockpit Voice and Flight Data Recorder Records
- Aircraft Technical Log
- Operations Manual
- Company general policies
- Flight dispatching and operational control
- Flight crew succession of command
- Procedures for operating in adverse weather
- Authority to countermand decisions
- Crew member and operations personnel training
- Procedures for refuelling
- Pilot and dispatcher route/airport qualification procedures
- Accident notification procedures
- Organisation and maintenance arrangements
- Training Programme Manual
- Aircraft Operating Information Manual
- Aircraft Technical Log Entries – Journey Records Section
- Designation of PIC for Commercial Air Transport
- Required Cabin Crew Members
- Carriage of Special Situation Passengers
- Crew Member Checking and Standardisation Programme
- Cockpit Check Procedure
- Minimum Equipment List and Configuration Deviation List
- Performance Planning Manual
- Performance Data Control System
- Aircraft Loading and Handling Manual
- Mass and Balance Data Control System
- Cabin Crew Member Manual
- Passenger Briefing Cards
- Aeronautical Data Control System

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- Route Guide – Areas, Routes, and Aerodromes
- Weather Reporting Sources
- De-Icing and Anti-Icing Programme
- Flight Supervision and Monitoring System
- Managing Fatigue-Related Safety Risks
- Communications Facilities
- Routes and Areas of Operation
- Maintenance Control Manual
- Required inspection items
- Inspection procedures
- Inspection limitations
- Procedures to ensure inspections are completed
- Maintenance Management
- Records retention system
- Records retention system
- Airworthiness release and aircraft log entry procedures
- Security Requirements
- Approval to Transport Dangerous Goods (if applicable)
- Scope (of dangerous goods)



**APPENDIX I.  
STATEMENT OF COMPLIANCE EXAMPLES**

**Method 1 – Statement of Compliance, Unacceptable Presentation**

Method of compliance not developed at time of formal application:

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

**Method 2 –Statement of Compliance, Acceptable Presentation**

Method of compliance fully developed – *acceptable presentation* at time of formal application:

Reporting Mechanical Irregularities  
The air operator instructs the Pilot -in-Command (PIC) on the requirements for, and methods of completing, the aircraft technical log. The PIC is required to review the log before each flight and to ascertain the status of each previous entry. The MCM instructs maintenance personnel on the requirement to record irregularities discovered during pre-flight checks and other types of checks.

**Method 3 – Statement of Compliance, Preferred Presentation**

Reference method of compliance fully developed – *preferred presentation* at time of formal application:

De-Icing and Anti-Icing Programme.  
Flight Operations Manual (FOM) p. 129, para. 243 (*an example*);  
Maintenance Control Manual (MCM) p. 45, para. 12.5 (*an example*).

OR

Supervised Line Flying – Pilots

(*For example*)

(a)OM p. 217, para. 237

(b)OM p. 218, para. 238

(c)OM p. 219, para. 240

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**Method 4 – Statement of Compliance, Preferred Presentation**

Narrative method of compliance fully developed – *preferred presentation* at time of formal application:

Reporting Mechanical Irregularities

*(For example)*

The OM, page 37-5, paragraph 35, instructs the Pilot-in-Command (PIC) on the requirements for, and methods of completing, the aircraft technical log. The PIC is required to review the log before each flight and to ascertain the status of each previous entry. The MCM page 58-33, paragraph 665(1)(A), instructs maintenance personnel on the requirement to record irregularities discovered during pre-flight checks and other types of checks.