



# TECHNICAL GUIDANCE MATERIAL

## for

# Submission of ARO Manual of Procedures

**SUBJECT:** TECHNICAL GUIDANCE MATERIAL FOR SUBMISSION OF ARO MANUAL OF PROCEDURES

**EFFECTIVE DATE:** 15 DECEMBER 2021

### APPLICABILITY

This TGM is applicable to all Part 149 Aviation Recreation Organisations whose members operate for recreational purposes as per the SACAA Regulations.

### PURPOSE

This document provides guidance on obtaining approval for a Part 149 Manual of Procedures (MOP).

### REQUIREMENTS

This TGM and MOP template has been designed in line with the SACAA requirements for a Part 149 ARO approval. Applicants may use this document as guidance in developing and submitting a Part 149 MOP.

#### 1. REFERENCE:

- i. Civil Aviation Regulations (SA-CAR) Part 149
- ii. Civil Aviation Technical Standards (SA-CATS) 149

#### 2. TERMS AND ABBREVIATIONS:

##### 2.1 TERMS

TERM	DEFINITION
Aviation Recreation	Means flying a microlight, glider, balloon, gyroplane, hang-glider, paraglider, model aircraft, light sport aeroplane, touring motor glider, parachute or involvement in aviation events.

## 2.2 ABBREVIATIONS

ABBREVIATION	DESCRIPTION
ARO	Aviation Recreation Organisation
DCA	Director of Civil Aviation
E: ASO	Executive: Aviation Safety Operations
GAD	General Aviation Department
MOP	Manual of Procedures
PAJA	Promotion of Administrative Justice Act 3 of 2000
SACAA	South African Civil Aviation Authority
SA-CAR's	Civil Aviation Regulations, 2011 as amended
SA-CATS	Civil Aviation Technical Standards
SAE	Special Air Events
SLA	Service Level Agreement
SM: GAD	Senior Manager: General Aviation Department
TGM	Technical Guidance Material

### 3. GENERAL

- 3.1 A MOP submitted to the SACAA for approval must contain relevant information as required by Part 149.02.2, Part 149.02.8(b) and Part 149.02.16. In addition, the MOP must be accompanied by additional ARO documentation as further described in Section 4.4 below.
- 3.2 The template for ARO MOP – Word template, can be found on the SACAA website.
- 3.3 Here's some helpful tips and hints when creating a MOP from the Word template:
- 3.3.1 Save the file as your own: for instance, if the ARO is called ABC Organisation, you might save the file as "ABC Organisation MOP", and if it is revision 1 save the MOP as ABC Organisation MOP Rev 1.
- 3.3.2 When you update or change the MOP for any reason, save it as ABC Organisation MOP Rev 2.
- 3.3.3 Switch on 'Paragraph Marks' (usually under Home and Paragraph), if it's not already on so it's easier to see the formatting, section and page breaks, etc.
- 3.3.4 The front page should have the ARO name and details on it. Check that it starts at page 1 in the bottom right hand corner.
- 3.3.5 Reformat the type font and colour scheme but do keep the paragraph numbers as this makes the approval process more efficient.
- 3.3.6 With inserts use jpg or small gif files rather than insert object or PNG or EPS files, this assists in minimising the file size for electronic distribution.
- 3.3.7 Save the file regularly or switch on Autosave.
- 3.3.8 When you've completed your input, remember to update the Contents pages by right clicking and clicking on the 'Update Fields'; it's always worth updating both headings and pages.

#### 4. COMPILATION AND SUBMISSION OF THE MOP




- 4.1 Ensure that the MOP is as complete as you can make it, specifically including:
- 4.1.1 the types and categories of recreational aviation with standards and operational procedures for which the ARO seeks approval;
  - 4.1.2 a statement confirming the ARO's commitment to good corporate governance principles and practices;
  - 4.1.3 a statement that the ARO or its members will not conduct commercial and unauthorised operations under the name or auspices of the ARO; that the ARO exists to promote safety and development of the aviation recreation discipline;
  - 4.1.4 procedures which the holder of the approval intends to be authorised to establish and administer (what the ARO intends to do and how it will go about doing so); and
  - 4.1.5 methods and resources the ARO will utilise to supervise its members and ensure that compliance and good airmanship is maintained.
  - 4.1.6 Include, as an Annexure to the MOP:
  - 4.1.7 Annexure A – Events and Competitions procedures:
  - 4.1.8 For ARO's seeking approval for single discipline events (e.g. microlights only), the ARO may include an event & competition manual which is in line with the South African Special Air Events Handbook (available at [www.caa.co.za](http://www.caa.co.za)). If events procedures are not included as an annexure to the MOP, the ARO must seek approval from the SACAA for every event in advance. If events procedures are approved as an annexure to the MOP, the ARO must in advance, notify the SACAA of every event and provide a Statement of Compliance. (Note: For ARO's seeking approval for airshows or multiple discipline events (e.g. microlights and balloons), the provisions of the South African Special Air Events Handbook will apply in all cases and events procedures may not be listed in the ARO MOP or annexure thereof.)
- 4.2 Once the MOP is complete, it needs to be reviewed by the person responsible for quality control and the accountable manager of the ARO.
- 4.3 If the review is successful, the aforementioned persons must sign their acceptance of the document.
- 4.4 Along with the submission of the MOP to the SACAA, the below documents must be submitted as separate documents to accompany the MOP submission (i.e. not annexed or forming part the MOP). These documents will not be approved in the MOP, but is submitted for purposes of verification of particulars of the ARO:
- 4.4.1 ARO founding documentation (Memorandum of Incorporation, Constitution, Articles of Association and any other documentation governing the ARO); and
  - 4.4.2 ARO member code of conduct, disciplinary procedures and rights, member privileges and benefits.
  - 4.4.3 The MOP and documentation listed in 4.4 above can then be submitted to the SACAA by email to: [devkarans@caa.co.za](mailto:devkarans@caa.co.za). This email address may also be used for seeking further clarity on MOP requirements.

5. SACAA REVIEW OF THE MOP

5.1 When the SACAA receives the MOP, we will review and submit our findings and deficiencies to you in a MOP report within 30 working days.

5.2 To ensure an efficient approval process, it is important that the document is adequately reviewed by the person responsible for quality control and the accountable manager of the ARO and is of a professional standard.

6. DOCUMENT AUTHORISATION

<b>DEVELOPED BY:</b>		
	Subash Devkaran	15 December 2021
<b>SIGNATURE OF M: GA</b>	<b>NAME IN BLOCK LETTERS</b>	<b>DATE</b>
<b>REVIEWED &amp; VALIDATED BY:</b>		
	Neil De Lange	15 December 2021
<b>SIGNATURE OF SM: GA</b>	<b>NAME IN BLOCK LETTERS</b>	<b>DATE</b>
<b>APPROVED BY:</b>		
	Simon Segwabe	15 December 2021
<b>SIGNATURE OF E: ASO</b>	<b>NAME IN BLOCK LETTERS</b>	<b>DATE</b>

# ARO MOP TEMPLATE

A Word version template for a Part 149 ARO MOP is available on the SACAA website, this template may be used to develop a Part 149 ARO MOP.

The below are examples of a Header and Footer which may be used in the MOP:

[ARO LOGO]	MOP TEMPLATE FOR ARO'S
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TGM & TEMPLATE FOR ARO MOP	EFFECTIVE DATE	Page 5 of 1
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ARO NAME

[PLACE YOUR ORGANISATION LOGO HERE OR IF YOU PREFER, ADD THIS IN THE HEADER OR FOOTER OF EVERY PAGE. THIS HELPS IDENTIFY THE MOP AS YOUR DOCUMENT]

IN ACCORDANCE WITH PART 149 OF THE SOUTH AFRICAN CIVIL AVIATION REGULATIONS, 2011 AS AMENDED

ARO APPROVAL NUMBER SACAA / ARO: [ENTER ARO NUMBER HERE]

## PHYSICAL ADDRESS

[Physical address line 1]

[Physical address line 2]

[Physical address line 3]

## CONTACT DETAILS

[Telephone #]

[Cell phone #]

[Email]

[ENTER REVISION NUMBER HERE]

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1. DETAILS AND APPROVAL

Title of Document: Revision and Amendment Number: Effective Date:	MOP Revision number: <b>[ENTER REVISION NUMBER HERE]</b> <b>[ENTER EFFECTIVE DATE HERE]</b>
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PROCESS	NAME	SIGNATURE	DATE
Prepared By			
Reviewed by the person responsible for quality control			
Reviewed by the Accountable Manager and Compliance Officer			
Approved by the South African Civil Aviation Authority			

2. TABLE OF CONTENTS

[Insert automatic Table of contents here]

The word document on the SACAA website has this already setup for your convenience

3. AMENDMENT RECORD

AMENDMENT	AMENDMENT DATE	DESCRIPTION OF AMENDMENT	AMENDED BY

[Remember to keep your Amendment Record up to date: The Amendment Date should reflect the date on the front page, and the footer.]

4. LIST OF EFFECTIVE PAGES

PAGE	REVISION & AMENDMENT NO	EFFECTIVE DATE	PAGE	REVISION & AMENDMENT NO	EFFECTIVE DATE
Front Page					

5. STATEMENT

	<i>SA-CATS 149.02.2. 1. (1)</i>
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The statement must be compiled as per the following requirements:

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1. a statement signed by the Accountable Manager on behalf of the ARO confirming that the manual of procedure and any included manuals/documentation defines the organisation and demonstrates its means and methods for ensuring ongoing compliance to the SA-CAR's (a statement confirming the scope and nature of the ARO and how the ARO will ensure ongoing compliance);
2. a statement that the manual of procedure and any included manuals/documentation will be complied with at all times;
3. a statement confirming the ARO's commitment to good corporate governance principles and practices; and
4. a statement that the ARO and its members will not conduct commercial and unauthorised operations under the name or auspices of the ARO; that the ARO exists to promote safety and development of the aviation recreation discipline.

SIGNED:	[The SACAA requires a handwritten, not typed, signature here]	[Enter Date]
ACCOUNTABLE MANAGER:	[Full Name of the Accountable Manager]	DATE

## 6. PERSONNEL


	SA-CATS 149.02.2. 1. (2)
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### 6.1 TITLES AND NAMES

This section to include the titles and names of the personnel required by SA-CAR 149.02.4

TITLE	NAME
SENIOR PERSON IDENTIFIED AS THE ACCOUNTABLE MANAGER AND COMPLIANCE OFFICER	[ENTER NAME HERE]
A COMPETENT PERSON WHO IS RESPONSIBLE FOR QUALITY CONTROL	[ENTER NAME HERE]
ADEQUATE PERSONNEL TO CARRY OUT AND SUPERVISE THE AVIATION RECREATION COVERED BY THE APPLICATION [Specify the titles of any other personnel, use more rows if needed]	[ENTER NAME HERE]

[Remember to keep the titles and names updated]

	SA-CATS 149.02.2. 1 (8)(a) and SA-CAR 149.02.4
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### 6.2 PROCEDURE FOR INITIALLY ASSESSING PERSONNEL AUTHORISED BY THE ARO

[ENTER DETAILED PROCEDURE HERE FOR INITIALLY ASSESSING PERSONNEL]



### 6.3 PROCEDURE FOR MAINTAINING THE COMPETENCE OF THOSE PERSONNEL AUTHORISED BY THE ARO

[ENTER DETAILED PROCEDURE HERE FOR MAINTAINING THE COMPETENCE OF THE REQUIRED PERSONNEL]



SA-CAR 149.02.8(b) and 149.02.16

### 6.4 PROCEDURES WHICH THE HOLDER OF APPROVAL IS AUTHORISED TO ESTABLISH AND ADMINISTER

[Enter the types and categories of recreational aviation with standards and operational procedures for which the ARO seeks approval]

[Enter all procedures which the holder of the approval intends to be authorised to establish and administer (*what the ARO intends to do and how it will go about doing so*).]

*Note, in terms of Part 149.02.16, the holder of an aviation recreation organisation approval which authorises operational and maintenance procedures to be established, shall establish operational and maintenance procedures for the aviation recreation specified in its manual of procedure.*

*The procedures referred to above shall —*

- (a) be relevant and not in conflict with the appropriate procedures prescribed in the regulations; and*
- (b) be administered to ensure that the requirements —*
  - (i) remain valid for their intended use; and*
  - (ii) are reviewed on a regular basis.*

*The procedures referred to above shall include details of—*

- (a) the manner in which the holder selects launching, flying and landing sites and the procedure which the ARO will apply to the SACAA for approval*
- (b) the holder's use of ground signals;*
- (c) the holder's use of aerodromes or heliports;*
- (d) the holder's launching methods; and*
- (e) an emergency response plan.*

## 7. DUTIES AND RESPONSIBILITIES OF THE PERSONNEL SPECIFIED



SA-CATS 149.02.2. 1. (3)

This section will outline the duties and responsibilities of the personnel specified in section 6. These duties and responsibilities will include matters for which they have responsibility to the Director of Civil Aviation on behalf of the ARO.

### 7.1 DUTIES AND RESPONSIBILITIES OF THE SENIOR PERSON IDENTIFIED AS THE ACCOUNTABLE MANAGER AND COMPLIANCE OFFICER

#### 7.1.1 Duties

[Enter the duties of the senior person identified as the accountable manager and compliance officer, including the matters for which they have responsibility to deal directly with the Director of Civil Aviation on behalf of the organisation.]

#### 7.1.2 Responsibilities

[Enter the responsibilities of the senior person identified as the accountable manager and compliance officer, including the matters for which they have responsibility to deal directly with the Director of Civil Aviation on behalf of the organisation.]

### 7.2 DUTIES AND RESPONSIBILITIES OF A COMPETENT PERSON WHO IS RESPONSIBLE FOR QUALITY CONTROL

#### 7.2.1 Duties

[Enter the duties of the competent person who is responsible for quality control, including the matters for which they have responsibility to deal directly with the Director of Civil Aviation on behalf of the organisation.]

#### 7.2.2 Responsibilities

[Enter the duties of the competent person who is responsible for quality control, including the matters for which they have responsibility to deal directly with the Director of Civil Aviation on behalf of the organisation.]

### 7.3 DUTIES AND RESPONSIBILITIES OF THE ADEQUATE PERSONNEL TO CARRY OUT AND SUPERVISE THE AVIATION RECREATION COVERED BY THE APPLICATION

### 7.3.1 Duties

[Enter the duties of any other adequate personnel to carry out and supervise the aviation recreation covered by the application, including the matters for which they have responsibility to deal directly with the Director of Civil Aviation on behalf of the organisation.]

### 7.3.2 Responsibilities

[Enter the responsibilities of any other adequate personnel to carry out and supervise the aviation recreation covered by the application, including the matters for which they have responsibility to deal directly with the Director of Civil Aviation on behalf of the organisation.]

## 8. ORGANISATION CHART

	SA-CATS 149.02.2. 1. (4)
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This section will include an organisational chart showing lines of responsibility of the personnel specified in section 6 (as per SA-CAR 149.02.4) and extending to each location as detailed in section 9.

[ENTER ORGANISATIONAL CHART HERE]

[Remember the competent person who is responsible for quality control must have direct access to the accountable manager and compliance officer]

## 9. LOCATIONS

	SA-CATS 149.02.2. 1. (5)
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This section will include details of those locations where members or personnel of the organisation are to exercise functions or powers delegated by the Director of Civil Aviation.

LOCATION	MEMBERS OR PERSONNEL	FUNCTION	POWERS DELEGATED
[ENTER LOCATION AND DETAILS]	SENIOR PERSON IDENTIFIED AS THE ACCOUNTABLE MANAGER AND COMPLIANCE OFFICER	[ENTER FUNCTIONS HERE]	SACAA has not delegated any powers

[ENTER LOCATION AND DETAILS]	A COMPETENT PERSON WHO IS RESPONSIBLE FOR QUALITY CONTROL	[ENTER FUNCTIONS HERE]	SACAA has not delegated any powers
[ENTER LOCATION AND DETAILS]	ADEQUATE PERSONNEL TO CARRY OUT AND SUPERVISE THE AVIATION RECREATION COVERED BY THE APPLICATION	[ENTER FUNCTIONS HERE]	SACAA has not delegated any powers
[ENTER LOCATION AND DETAILS]	[ENTER MEMBERS HERE] Use more rows as needed	[ENTER FUNCTIONS HERE]	SACAA has not delegated any powers

## 10. RESOURCES

	SA-CATS 149.02.2. 1. (6)
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This section will include a summary of the resources [a suitable description] and the scope of activity [the scope of activity is the applicable operation and relevant activities] to be conducted at each location listed under section 9.

LOCATION [as per section 9]	SUMMARY OF THE RESOURCES	SCOPE OF ACTIVITY
[ENTER LOCATION]	[ENTER SUMMARY OF RESOURCES]	
[ENTER LOCATION]	[ENTER SUMMARY OF RESOURCES]	

## 11. AUTHORISATIONS OR DELEGATIONS GRANTED

	SA-CATS 149.02.2. 1 (7)
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This section will include the details of the organisation's procedure for recording which of its members and personnel hold authorisations granted by the organisation or delegations of the Director of Civil Aviation functions or powers, or both, including the extent and scope of those authorisations and delegations. *(Note that the Director has not delegated any functions or powers to ARO's.)*

[ENTER PROCEDURE HERE FOR RECORDING AUTHORISATIONS GIVEN TO MEMBERS BY THE ARO]

The procedure should be complete and include distinct particulars.

## 12. QUALITY ASSURANCE SYSTEM



**12.1 LEVEL OF QUALITY THE ORGANISATION INTENDS TO ACHIEVE**

[Enter the clear definition of the level of quality the organisation intends to achieve]

Remember, the level of quality is the purpose, objectives and what it intends to achieve. Quality assurance is a way of preventing mistakes.

**12.2 INTERNAL REVIEWS**

[Enter the procedure that sets out the level and frequency of the internal reviews]

What the internal reviews aims to achieve, how the internal reviews will achieve it and when will it be done.

**12.3A PROCEDURE TO RECORD THE FINDINGS AND COMMUNICATE THEM TO MANAGEMENT**

[Enter the procedure to record the findings and communicate them to management]

**12.4 RESPONSIBLE PERSONS**

Indicate the responsible persons

Responsible person	Areas of responsibilities
[Enter name and title here]	

**12.5 OTHER QUALITY INDICATORS**

**12.5.1 Facility malfunction**

[Enter the procedures here by which other quality indicators such as facility malfunction reports, are brought into the quality control system]

## 12.5.2 Incidents

[Enter the procedures here by which other quality indicators such as incidents brought into the quality control system]

## 12.5.3 Occurrences

[Enter the procedures here by which other quality indicators such as occurrences are brought into the quality control system]

## 12.5.4 Complaints

[Enter the procedures here by which other quality indicators such as complaints are brought into the quality control system]

## 12.5.5 Defects

[Enter the procedures here by which other quality indicators such defects are brought into the quality control system]

*Note: A report encompassing the above quality indicators (12.5.1 – 12.5.5) must be submitted to the CAA within 14 days ensuing each calendar year quarter. (Ending March, June, September, December of each year).*

## 12.6 PROCEDURES FOR MANAGEMENT ANALYSIS AND OVERVIEW

[Enter the procedure for management analysis and overview]

## 12.7 PROCEDURES FOR RECTIFYING ANY DEFICIENCIES

[Enter the procedure for rectifying any deficiencies which may be found]

## 12.8 PROCEDURES FOR DOCUMENTING THE COMPLETE REVIEW PROCESS

[Enter the procedures for documenting the complete review process from the inspection to the satisfactory management review]

The procedure should indicate that this review process can be made available to SACAA during a safety inspection and audit

### 13. CONTROL, AMENDMENT AND DISTRIBUTION

[Enter the procedures here to control, amend and distribute the manual of procedure]

[Here are some suggestions]

#### MOP control

Control copies of this manual will be kept as per the manual distribution table. This ARO will keep at least one complete and current copy of its MOP referred to in regulation 149.02.2, at each recreation facility specified in the MOP.

#### Distribution and availability

The MOP may be maintained in electronic format or hard copy, provided that all relevant persons have immediate access to the document. The table below may be used as a register detailing its distribution.

The manual is distributed to the personnel and entities mentioned in the following table:

COPY	PERSON/ORGANISATION/AUTHORITY	LOCATION
1	South African Civil Aviation Authority	Offices of the SACAA
2	[ENTER ARO NAME HERE] (Master)	[ENTER ARO NAME HERE]: Head Office
3	SENIOR PERSON IDENTIFIED AS THE ACCOUNTABLE MANAGER AND COMPLIANCE OFFICER	[ENTER LOCATION HERE]
4	A COMPETENT PERSON WHO IS RESPONSIBLE FOR QUALITY CONTROL	[ENTER LOCATION HERE]
5	ADEQUATE PERSONNEL TO CARRY OUT AND SUPERVISE THE AVIATION RECREATION COVERED BY THE APPLICATION	[ENTER LOCATION HERE]

#### Issuing of amendments

Any amendment to the MOP must be approved by the SACAA before implementation by the ARO. Amended versions of the manual may be distributed electronically to all members and personnel.

Once the ARO has received the SACAA approved amendments, all ARO members and personnel must indicate that they have read and understood the amendments.

	SA-CAR 149.02.8(b) and 149.02.16
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## ANNEXURE A

### SPECIAL AIR EVENTS AND COMPETITIONS PROCEDURES:

[Insert recreational aviation discipline specific procedures for events]

*Note:*

1. *For ARO's seeking approval for single discipline events (e.g. microlights only), the ARO may include an event & competition manual which is in line with the South African Special Air Events Handbook (available at [www.caa.co.za](http://www.caa.co.za)). If events procedures are not included as an annexure to the MOP, the ARO must seek approval from the SACAA for every event in advance. If events procedures are approved as an annexure to the MOP, the ARO must in advance, notify the SACAA of every event and provide a Statement of Compliance. (For ARO's seeking approval for airshows or multiple discipline events (e.g. microlights and balloons), the provisions of the South African Special Air Events Handbook will apply in all cases and events procedures may not be listed in the ARO MOP or annexure thereof.)*

**END**