



**Department of Civil
Aviation Aruba**

**ACCEPTABLE MEANS OF COMPLIANCE
(AMC) No. 050**

GUIDE FOR AIR OPERATOR CERTIFICATION

AOC Category F

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AIR OPERATOR CERTIFICATION

INDEX

Section	Title	Page No.
1.	Introduction	1
1.1	General	1
1.2	Contact Details	1
1.3	Charges	1
1.4	Economical Authority	1
1.5	Operations not in the National Interest	1
1.6	Principal Place of Business.....	2
2.	AOC Process Overview	3
2.1	Purpose.....	3
2.2	Background	3
2.3	AOC Process Phases.....	3
2.3.1	General	3
2.3.2	Phase 1: Pre-Application Phase	4
2.3.3	Phase 2a: Economical Authority Application and Assessment Phase.....	6
2.3.4	Phase 2b: Formal AOC Application Phase	6
2.3.5	AOC Document Evaluation Phase	7
2.3.6	AOC Demonstration & Inspection Phase.....	8
2.3.7	AOC Certification Phase.....	9
3.	AOC Pre-Assessment Statement	10
3.	Formal Application	10
3.1	Purpose.....	10
3.2	Submission of Formal Application Form.....	10
3.3	Attachments to the Formal Application	10
3.3.1	Identification of Operations Specifications	10
3.3.2	Schedule of Events	10
3.3.3	Statements of Compliance.....	11
3.3.4	Management Structure and Key Staff Appointments	12
3.3.5	Safety Management System	13
3.3.6	Aerodromes and Areas of Operation	13
3.3.7	Aircraft to be Operated	13
3.3.8	Documents of Purchase, Leases, Contracts or Letters of Intent	14
3.3.9	Crew and Ground Personnel Training and Required Facilities	14
3.3.10	Operations Manual.....	14
3.3.11	Maintenance Management	16
3.3.12	Maintenance Programme	16
3.3.13	Method of Control and Supervision of Operations.....	16
3.3.14	Insurance	16
4.	List of Documents and Manuals to be Provided	17
5.	Renewal of AOC	19



6. Appendices 20

Appendix A Proposed Operations Specifications APP A-1

Appendix B Documents Required for Formal Application Phase APP B-1

Appendix C Overview of AOC Application Process APP C-1



1. INTRODUCTION

1.1 General

This AMC provides specific requirements and guidance to a prospective applicant for an AOC Category F in order to prepare for the AOC application process or for the amendment to an existing AOC when varying the AOC/Operations Specifications (e.g. introduction of new aircraft). An AOC Category F is defined as an AOC for the unscheduled transport of passengers with aircraft in a VIP/VVIP/corporate configuration that are not or partially not based in Aruba.

1.2 Contact Details

Unless otherwise advised, all contact during the AOC application process should be made to:

Department of Civil Aviation of Aruba
Sabana Berde 73 B,
Oranjestad, Aruba
Tel: +297 523-2665
Email: dca@dca.gov.aw

1.3 Charges

The charges payable by organisations/individuals to the DCA for the issue/renewal of approvals, licences and authorisations is available on request. These charges cover the normal AOC process. However there could be additional charges if the applicant fails to meet his/her obligations and additional inspections are required for operations and continued airworthiness.

Any bi-lateral arrangements required to support the proposed operation may involve additional costs to the operator. For example if an Inspector has to be trained on the proposed aircraft type, it will be at the cost of the operator.

1.4 Economical Authority

In order to operate commercially the operator shall be in possession of an Economical Authority and AOC. The Economical Authority is a separate document from the Air Operator's Certificate. The economical Authority is issued on the basis of the nature, ownership and financial health of an airline business. This requires a prospective applicant to provide supporting evidence that the undertaking is financially viable. The Air Operator Certificate (AOC) is issued after an operational/technical assessment of the applicant, whereby the applicant has to demonstrate it is able to conduct the intended operation in a safe manner in accordance with its procedures and the applicable regulations.

1.5 Operations Not in the National Interest

Applicants are advised that some operations that are proposed, or conducted, under an AOC issued by Aruba may not be in the national interest of the government and may therefore result in the application process or the commercial air transport operation being varied or suspended.

The type of operation may include, but is not limited to;



- (a) Sanctions imposed by one State against another;
- (b) No-fly zones created by the United Nations or individual States;
- (c) Quasi-legal activities, which could breach the laws of any State;
- (d) Operations of a sensitive nature, which involve religious, political or other issues and have the potential to embarrass any State.

An applicant, or an operator, is encouraged to firstly research the implications of the proposed operation and then to discuss with the DCA, in advance, any proposed operations which may have the potential to create a diplomatic reaction.

1.6 Principal Place of Business

Every applicant for an AOC must have their principal place of business in Aruba, this requires:

- (a) the operator shall satisfy the DCA that it has sufficient financial management and operational control exercised out of Aruba.
- (b) the operator shall have the legal structure of an Aruban registered company, either a Corporation (“N.V.”) or Limited Liability Company (“V.B.A.”).
- (c) the operator must have an office established in Aruba that should be sized and equipped acceptable to the DCA.
- (d) permanent manning of the office by either the accountable manager and/or post holder(s) that have operational control authority.
- (e) the office in Aruba shall have, among others, access to financial, operational and maintenance records.

All records regarding the operational and financial decisions affecting the direction, control and coordination of the organisation’s activities and operations, within the scope of the applicable regulation, must be capable of physical inspection at the Aruba head office.

Note: The DCA will consider all proposals provided the operator can justify they can meet the definition of Principal Place of Business.



2. AOC PROCESS OVERVIEW

2.1 Purpose

This section describes the process of applying for and obtaining an Air Operator Certificate (AOC) to conduct commercial air transport operations under the applicable Civil Aviation legislation (AUA OPS 1). The process for a variation to an existing AOC is identical. The certification process may appear to be a complex undertaking, particularly to a “first-time” operator. This document provides basic information applicable to the certification process. Because there are a variety of acceptable methods for preparing manuals, these methods are not discussed in this document. Applicants will be briefed in as much detail as necessary regarding the preparation of manuals and other required documents during meetings with DCA personnel at the pre-application meeting.

2.2 Background

To conduct commercial air transport operations, an operator must comply with all Aruba regulations and requirements.

The DCA recognises the responsibility of commercial air transport operators to provide air commercial transport with the highest degree of safety possible in the interest of citizens. The certification process is designed to ensure that prospective AOC holders understand and are capable of fulfilling this duty.

When satisfactorily completed, the certification process should ensure that the operator is able to comply with Aruba regulations and requirements, which is in accordance with the international standards.

2.3 AOC Process Phases

2.3.1 General

There are five phases in the air operator certification process. In this Chapter each phase is briefly described, but in sufficient detail to provide a general understanding of the entire certification process. The five phases are:

Phase 1	-	Pre-application
Phase 2a	-	Formal Economical Authority application and assessment
Phase 2b	-	Formal AOC Application
Phase 3	-	AOC Document evaluation
Phase 4	-	AOC Demonstration & Inspection
Phase 5	-	AOC Certification

In some cases, the guidance and suggested sequence of events in this document may not be the most fitting. In such situations, the DCA and the operator should proceed in a manner that considers existing conditions and circumstances. Nonetheless, the operator, will not be certificated until the DCA is fully assured that the operator complies with the aviation law and its regulations.



Experience depicts that the timeframe to obtain an AOC depends mostly on the preparedness of the operator, proper project management and proper communication with the DCA. This time frame may be reduced for an operator previously approved by an EASA Member State or FAA, or one operating to EASA/FAA regulations. Whilst the process for an AOC can be a smooth process, most delays incurred are generally due to the applicant's failure to provide documents, provide access to aircraft or facilities, or failure to respond to DCA requests in a timely manner.

Note: If, in a period of 6 months, the application process has a substantial delay, caused by the operator, the DCA will consider the refusal continuance of the certification process. Fees paid will not be refunded.

2.3.2 Phase 1: Pre-Application Phase

Any entity intending to perform commercial air transport should contact the DCA and inform the DCA of its intent to apply for an AOC. The process is initiated by completing and submitting DCA Form INS 8.004 (Prospective Operator's Pre-assessment Statement) (POPS).

DCA personnel will review the submitted information. In the cases that the information is incomplete or erroneous, the forms will be returned to the applicant with the reasons for its return noted. If all the information is acceptable, the DCA will make the necessary arrangements to initiate the certification process and schedule the pre-application meeting with the applicant and the certification team members appointed by the DCA.

The DCA will normally designate one certification team member as the Project Manager. The Project Manager is the official DCA spokesperson and liaison officer throughout the certification process.

The purpose of the pre-application meeting is to confirm the information provided by the applicant on the AOC Pre-Assessment Statement and to provide critical certification information to the applicant. It is recommended that the operator's management personnel (proposed post holders) attend these pre-application meetings and be prepared to discuss plans and general aspects of the proposed operation.

Possible delays in the AOC process can be avoided discussing all aspects of the proposed operation and the specific requirements that must be met to be certificated as an air operator.

To ensure that the applicant is given an opportunity to fully understand the certification process, the pre-application meeting will discuss all DCA requirements and the following aspects:

- (a) Schedule of events
- (b) Operation specifications and limitations
- (c) List of manuals/documents the applicant must prepare
- (d) Management structure and personnel qualifications
- (e) Documents of purchase, leases, contracts and/or letters of intent including:
 - (1) Aircraft



- (2) Station facilities and services
 - (3) Weather information and services
 - (4) Communications facilities and services
 - (5) Maintenance facilities and services
 - (6) Maintenance contractual arrangements
 - (7) Aeronautical charts and related publications
 - (8) Airport analysis and obstruction data
 - (9) Training facilities and contract services
- (f) Compliance statements
 - (g) Other documents and publications the Project Manager may consider relevant
 - (h) List of aircraft the applicant intends to operate. (type, model and series)
 - (i) Aircraft registration process
 - (j) Radio Station Licence
 - (k) List of proposed destinations or areas of operation
 - (l) DCA charges

During the pre-application phase and throughout the certification process, the applicant will have to provide documents and manuals for the DCA's evaluation and approval or acceptance. The applicant is encouraged to coordinate informal meetings or communicate with certification team members to request advice and clarify questions about these documents. This should be accomplished before the formal application is submitted, resulting in a significant reduction of time spent in the process. The actual development, or amendment, of documents and manuals is the sole responsibility of the applicant.

The DCA will subsequently assess the submitted information to determine, among others, if the intended operation is in accordance with the existing policy and not contrary to the national interest of Aruba. Furthermore the applicant has to indicate that it has a clear understanding of the certification process as well as all applicable requirements.

If the above assessment is accomplished successfully the operator will be invited to submit is formal application for an Economical Authority and AOC. Phase two will then be automatically initiated.



2.3.3 Phase 2a: Economical Authority application and assessment phase

In this phase the operator will be provided the opportunity to apply formally for an economical Authority. The application for an Economical Authority is made on Form INS 8.005 and the following information and supporting documentation will be required;

- (a) Business plan
- (b) Statutes of incorporation of the applicant company and extract from the Chamber of Commerce.
- (c) List of shareholders of the applicant company.
- (d) Copy of passports of all shareholders. In case of legal entities a certificate of incorporation is required.
- (e) Company structure organisation chart, clearly showing relationships with mother/sister companies.
- (f) Establishment permission (“vestigingsvergunning”).
- (g)(1) For an undertaking applying for an operating licence intended to cover operations with aircraft of less than 10 tonnes maximum take-off mass (MTOM) and/or less than 20 seats, the applicant should demonstrate that their net capital is adequate to commence and sustain the proposed operation.
- (g)(2) For aircraft of more 10 tonnes maximum take-off mass (MTOM) and/or more than 20 seats, the applicant should provide financial arrangements including evidence of company meeting its actual and potential obligations for a period of 24 months and ability to meet fixed and operational costs for 3 months.

The evidence should include a bank statement from an acceptable bank and acceptable documentation demonstrating the operator’s financial capabilities.

- (h) Proof of good repute of the persons managing the operations (refer to the provisions on good repute of EC 1008/2008 Article 7). A criminal record check is required of the company owner(s) and post holders.

Upon acceptance of the business plan and acceptance of the above mentioned documents the DCA will arrange the issuance of the Economical Authority.

2.3.4 Phase 2b: Formal AOC Application Phase

This phase is initiated by completing DCA Form INS 2.008. It is recommended that the application is submitted to the DCA as far in advance of the proposed operation start-up date as possible. 90 days from submission of the formal AOC application is considered the minimum normal time frame for the DCA to evaluate and process an application.

The DCA will review the application to determine that it contains the required information as required.



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

The applicant's management personnel must attend the formal application meeting. The purpose of the meeting is to discuss the application and resolve omissions, deficiencies or answer questions from either party. For example, the meeting may be used to plan preliminary dates regarding the schedule of events or to ensure the applicant understands the certification process. This meeting should also be used to reinforce good communication and working relationships between the DCA and the applicant.

Minutes of the meeting will be made and distributed to the applicant. If the application meeting is acceptable, the documents and manuals will be retained by the DCA. These documents shall be evaluated thoroughly during subsequent phases of the certification process. If the application is not accepted, the application will be returned with a written explanation of the reasons for its return.

The interval between application and grant or variation of a certificate will depend primarily upon matters within the control of the operator as the DCA will work towards meeting its obligations in a timely manner.

Nevertheless, if in a period of 3 months, the application process has substantially delayed caused by the operator, the DCA will consider the continuance of AOC process. Fees paid will not be refunded.

2.3.5 Phase 3: AOC Document Evaluation Phase

After the application has been accepted, Inspectors will begin a thorough evaluation of all the manuals and documents required by regulations. The DCA will endeavour to complete these evaluations in accordance with the operator's schedule of events.

If a manual or document is incomplete or deficient, or if non-compliance with the regulations or procedures does not reflect a safe operating practice, the manual or document will be returned for corrective action. If the manuals and documents are satisfactory, the List of Effective Pages will be stamped indicating approval.

The complexity of the information which must be addressed in the applicant'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:

- (a) Management personnel resume's (CVs) and qualifications;
- (b) Operations Manual (structure in AUA OPS 1/3 Appendix 1 1/3.1045);

Note: Must include new section on SMS unless there is a separate SMS manual.

- (c) Maintenance Control Manual/Exposition (AUA OPS 1.905 AMC OPS 1.905(a));



- (d) Electronic Flight Bag Manual (if applicable)
- (e) Plan for demonstration flights;
- (f) Emergency evacuation plan;
- (g) Ditching demonstration plan;
- (h) Fully completed AUA OPS 1/3 Subpart K & L, Subpart M and Operations Manual statements of compliance.
- (i) Proposed Technical Log

2.3.6 Phase 4: AOC Demonstration & Inspection Phase

The AUA OPS 1 requires an operator to demonstrate his ability to comply with regulations and procedures of ensuring safe operating practices before beginning operations. These demonstrations include actual performance of activities and/or operations while being observed by DCA Inspectors. This includes on-site evaluations of aircraft maintenance, equipment and support facilities. During these demonstrations and inspections, the DCA evaluates the effectiveness of the policies, methods, procedures and instructions as described in manuals and other documents.

Emphasis is placed on the operator's management effectiveness during this phase. Deficiencies will be brought to the attention of the operator and corrective action must be taken before a certificate (AOC) is issued.

Although the document evaluation and the demonstration and inspection phases have been discussed separately in this document, these phases overlap, or are accomplished simultaneously in actual practice. The following list provides examples of the types of items, equipment, facilities and operations evaluated during the technical demonstration phase.

- (a) Conduct of training programmes (classroom, simulators, aircraft, flight and ground personnel training).
- (b) Crewmember and dispatcher testing and training;
- (c) Station facilities (equipment, personnel, refuelling, de-icing, technical data);
- (d) Record keeping procedures (of training, flight and duty times, flight papers);
- (e) Flight control (flight supervision and monitoring system or flight following system);
- (f) Maintenance and inspection programmes (procedures, record keeping);
- (g) Aircraft (conformity inspection, aircraft maintenance records, etc.);
- (h) MELs and CDLs;
- (i) Weight and balance programme;



- (j) Emergency evacuation demonstration;
- (k) Demonstration flights, including actual flight(s) to demonstrate the operation is conducted safely and in compliance with all applicable AUA OPS requirements. It should be noted that the DCA require a minimum number of demonstration flights depending on the complexity of the operation and the aircraft type. The requirements will be discussed during the Formal Application phase but operators must be aware that unsatisfactory performance during these demonstration flights may result in additional flights.

2.3.7 Phase 5: AOC Certification Phase

After the document evaluation and the demonstration and inspection phases have been completed satisfactorily, the DCA will prepare an Air Operator Certificate (AOC) and its corresponding operation specifications and limitations, which contain authorisations, limitations and provisions specific to an operator's operation. The operator must acknowledge receipt of these documents. The certificate holder is responsible for continued compliance with all DCA legislation and the operation specifications and limitations.

The process for amending operation specifications and limitations 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 and safe operating practices. It should be noted that operating competence cannot be adequately judged until a sufficient period of demonstration of such competence is completed.

Applicants must note that the DCA will conduct additional surveillance after certification.



3. AOC FORMAL APPLICATION

3.1 Purpose

This section describes in detail the documents required at the formal application phase of applying for and obtaining an Air Operator Certificate to conduct commercial air transport operations under AUA-OPS 1/3 (Phase 2b).

3.2 Submission of Formal Application Form

The application for an AOC should be completed (Form INS-2.008) and submitted to the DCA.

3.3 Attachments to the Formal Application

3.3.1 Identification of Operations Specifications

The applicant must identify the desired operations specifications appropriate to the intended operation, by completing the DCA's standard operations specifications provided at Appendix A to this AMC. These desired operations specifications will 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 operations specifications that will ultimately be issued in association with the air operator certificate.

3.3.2 Schedule of Events

The schedule of events is a key document that lists items, activities, programmes, aircraft and facility acquisitions that will be made ready for inspection by the DCA before certification. The dates should be logical in sequence and provide time for DCA review, inspection and approval of each item. The overall plan is to be kept under constant review to maintain control of the certification process.

The Schedule of Events is prepared by the applicant and the list should include, but is not limited to, the dates when the following is planned to occur:

- (a) Crew member training (as appropriate) including;
 - (1) Conversion training course;
 - (2) Aircraft systems training;
 - (3) Simulator training;
 - (4) Aircraft flight training;
 - (5) Cabin crew training;
 - (6) Flight dispatch training;
- (b) DCA staff training, if applicable;



- (c) Technical staff (other than flight/cabin crew) training;
- (d) The required manuals will be available for assessment;
- (e) The aircraft will be ready for inspection;
- (f) Emergency evacuation and ditching demonstrations, if applicable;
- (g) Terminal facilities will be ready for inspection;
- (h) Proving flights will begin;
- (i) Proposed operations will begin;
- (j) Proposed assessment of the Post holders and other approved persons.

The Schedule of Events will enable the certification team to plan workloads in order to achieve certification by the proposed date. Once the DCA has accepted the Schedule of Events at the application meeting, every effort should be made to keep to the schedule, provided safety aspects are not compromised.

Note: Refer to Appendix B for summary checklist.

3.3.3 Statements of Compliance

The initial statement of compliance should be a complete list of all AUA OPS 1/3 regulations applicable to the proposed operation. Each regulation, or sub-part, should be accompanied by a brief description or a reference to a manual or other document.

The description or reference should describe the method of compliance in each case. The method of compliance may not be finalized at the time of the formal application, in which case another date should be arranged by which the information will be provided. The purpose of the statement of compliance is to ensure that the applicant has addressed all regulatory requirements.

Furthermore, it aids the DCA certification team to assess where the regulatory requirements have been addressed in the applicant's manuals, programmes and procedures.

The DCA must be satisfied that the applicant has complied with, or is capable of complying with, the provisions of Aruban Law and regulations related to safety. The compliance statement is a tool for the applicant to construct a document that provides sufficient detail to convince the DCA that he understands the requirements and has put in place the appropriate instructions, procedures and practices to ensure compliance.

A properly prepared compliance statement is of benefit to the applicant both directly and indirectly. It provides a system for both the applicant and the DCA to ensure that their obligations under the legislation are completely fulfilled.



If the method of compliance has not been fully developed, the applicant should provide a brief statement indicating his intent. It is expected that an adequately prepared applicant will have considered in detail how he or she proposes to comply with all regulatory requirements, and consequently there should be few, if any, areas in which the applicant is unable to put forward precise information.

Where it is possible and reasonable to specify a particular means of complying with legislation, the applicant is expected to do so by including this in the General Operations Manual (OMA) or other document, and provide a reference in the Compliance Statement. An example of an acceptable response is: AUA OPS 1/3.310 (Crew members at station) OMA 8.3.10(a) (where the quoted paragraph sets out procedures or policy to meet the crew members at station requirements).

In many cases, references to the Operations Manual as shown in the Compliance List do not provide sufficient information or detail. AUA OPS is divided into sections, subsections, paragraphs and subparagraphs. When compliance with a particular item is required, it must be referenced at the level of the AUA OPS text. For instance, it shall be necessary for an applicant to show compliance with many paragraphs in AUA OPS 1/3.125. Each requirement will need to be listed.

The Compliance Statement must be signed by the Accountable Manager who is legally authorised to sign on behalf of the applicant. Each page and any hand-written correction must be initialled by the signatory.

3.3.4 Management Structure and Key Staff Members

AUA OPS 1/3.175(i) requires the nomination of post holders for Flight Operations, Crew Training, Ground Operations, Maintenance as well as the key management positions for Quality, Safety & Security. The operator shall complete the Management Qualification Form (INS.2.004) for the purpose of nominating the required personnel and attach it to the application. The form INS.2.004 shall be for each individual and accompanied by a CV detailing the required qualifications and experience.

The operator is required by AUA OPS 1/3 to nominate the following persons to be accepted by the DCA:

- Accountable Manager (AUA OPS 1/3.175 refers);
 - Flight Operations Manager;
- Note: The Chief Pilot (fleet) may also be required to be accepted.*
- The maintenance post holder;
 - Crew training post holder; including;
 - Examiners (TREs) (Appendix 1 to AUA OPS 1/3.005 refers);
 - CRM trainers (AUA OPS 1/3.943 refers);



- Line Training and TRIs (AUA OPS 1/3.965 refers);
- Safety and Emergency Procedures Instructors/Examiners (AUA OPS 1/3.1025 refers);
- Ground operations post holder;
- Quality Manager (AUA OPS 1/3.035 refers)
- Safety Manager;
- Security Officer.

3.3.5 Safety Management System

The details of the applicant's safety management system including:

- (a) the safety policy; safety organisation; safety officer's responsibilities, safety assessments; occurrence reporting; hazard identification;
- (b) risk assessment and risk management;
- (c) event investigation and analysis; performance monitoring;
- (d) safety promotion; and safety assurance.

Note: Operators are expected to create a SMS Manual or a section in OMA. Guidance can be obtained from www.icao.int/fsix.

3.3.6 Aerodromes and Areas of Operation

A list should be provided of the destination and alternate aerodromes designated for proposed scheduled operations and nominated areas of operations. The geographical area of operation can only be within the capabilities of the aircraft and equipment (navigation and safety).

3.3.7 Aircraft to be Operated

A list of the aircraft to be operated should be provided, with the make, model, series and the nationality and registration marks for each aircraft and details of the origin and source for each aircraft, if these details are known.

It is important that the proposed aircraft are not restricted to non-commercial operations by, for example, having had modifications, such as a VIP interior under an STC embodied. If the applicant cannot ascertain this they should contact the STC holder to confirm, or otherwise, that the design of the modifications allow the aircraft to operate commercially. Evidence of this may be required by the DCA.

3.3.8 Documents of Purchase, Leases, Contracts or Letters of Intent



Documents of purchase, leases, contracts or 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.

These documents should relate to: aircraft; station facilities and services; weather reporting; communications facilities; maintenance; aeronautical charts and publications; aerodrome analysis and obstruction data; and outsourced training and training facilities.

The applicant company must have operational control over the applicable aircraft either by owning or by dry-leasing the aircraft.

3.3.9 Crew and Ground Personnel Training and Required 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. Training will include: human performance; threat and error management; the transport of dangerous goods; and security.

Specific attention should be paid, with respect to crew members, to: company procedures indoctrination; emergency equipment drills; aircraft ground training; flight simulators and other flight simulation training devices; and aircraft flight training.

All these aspects should cover both initial and recurrent training.

3.3.10 Operations Manual

The Operations Manual, which may be provided in separate parts, should set out the applicant's general policies, the duties and responsibilities of personnel, operational control policy and procedures, and the instructions and information necessary to permit flight and ground personnel to perform their duties with a high degree of safety.

The size, as well as the number of volumes, of the Operations Manual will depend upon the size and complexity of the proposed operations. Operators are reminded that once the Operations Manual is approved, any future amendments or revision of the approved Operations Manual must be supplied to the DCA well in advance of the scheduled effective date. A period of 60 days or more, depending on the workload, is needed by the DCA to review the proposed amendments or revisions. This period takes into account the DCA review, operator approval, publication and dissemination. DCA approval of an amendment shall be obtained before the amendment becomes effective.

Note: All amendments should be submitted to the DCA through the Quality Manager or Accountable Manager.

When immediate amendments or revisions are required in the interests of safety, they may be published and applied immediately in the form of a temporary revision to the Operations Manual, or by means of a Notice to Crew or similar, and be incorporated in the Operations Manual, if appropriate, at the next formal revision.

The amendment process must be a controlled sequence of events with close coordination



between the operator and the DCA. This will allow a proper review of the amended material to take place and any approval to be issued or amended.

The use of the provision for immediate amendments or revisions should be limited to those occasions where they are the only means available of securing the interests of safety.

Note 1: Appendix 1 to AUA OPS 1/3.1045 (including IEM to Appendix 1) provides the organisation and content of an operations manual.

Note 2: The OMB aircraft manuals must be current and the mechanism for determining currency must be available. (For example, AFM, Aircraft or Flight Crew Operating Manuals, QRH and MEL)

Note 3: The AUA OPS, Subparts K & L, and other AUA OPS equipment must be reflected in the MEL.

Although some of the relevant AUA OPS 1/3 standards do not require an approval or an acceptance, the DCA will evaluate the following and ensure the applicable Manual is adequate before approval.

- (a) flight data analysis programme (part of SMS), if applicable
- (b) method for obtaining aeronautical data
- (c) adequacy of the fuel and oil records
- (d) adequacy of flight time, flight duty and rest period records
- (e) adequacy of the aircraft maintenance log book
- (f) adequacy of the load manifest
- (g) adequacy of the operational plan
- (h) method for obtaining weather data
- (i) method of compliance with carry-on baggage stowage
- (j) aircraft performance operating limitations;
- (k) method of obtaining and applying aerodrome obstacle data;
- (l) adequacy of passenger information cards;
- (m) procedures for long-range navigation;
- (n) contents of the journey log book (tech log);
- (o) instructions and training requirements on the following safety issues;
 - (1) the avoidance of controlled flight into terrain (CFIT);



- (2) ACAS warnings and reactions;
 - (3) Use of EFB; and
 - (4) Procedures to prevent runway incursions
- (p) ground handling processes, training requirements, subcontracting policies and practices for all ground handling operations;
- (q) system to ensure passengers are warned as to the type of dangerous goods they are prohibited or restricted from transporting on-board an aircraft;
- (r) Procedures to evaluate a traveller with a suspected communicable disease, and for the PIC to report promptly to ATC a suspected communicable disease, with transmission of all associated information.

3.3.11 Maintenance Management

The Operator's Maintenance System is required to be approved by the DCA. A Maintenance Management Exposition (MME) is required to be approved by the DCA and must describe how the maintenance management system is resourced and the means methods and practices used.

The Appendices to AMC OPS 1/3.905(a) contain the details of what the MME must include. The associated Appendices provide guidance on how the MME may be structured. The approval of the Operator's Maintenance System is by the issuance of a certificate of approval by the DCA. The applicant must be able to demonstrate how the maintenance system meets the applicable regulations of AUA OPS 1/3 Subpart M.

3.3.12 Maintenance Programme

The maintenance programme, which includes the maintenance schedule and any associated Reliability Programme, shall be based on the manufacturer's recommendations and AMC 13. It must detail the maintenance requirements for each individual aircraft although a maintenance programme may include a number of aircraft of the same type. The maintenance programme is required to be approved by the DCA.

3.3.13 Method of Control and Supervision of Operations

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

3.3.14 Insurance

In addition to the normal insurance requirements regarding aircraft, passengers, cargo, baggage and third party etc., operators are reminded that they must comply with the provisions of European EC 785/2004 regarding insurance for operations into Europe.



4. LIST OF DOCUMENTS AND MANUALS TO BE PROVIDED

The following is a non-exhaustive list of the documents and manuals that should be provided by the applicant upon formal application. It is preferable that these publications are in electronic format.

- Draft operations specifications;
- Aircraft flight manuals;
- Operations manual (individual manuals and items listed below form part of the operations manual);
 - Aircraft operating manuals (FCOMs & QRH);
 - Minimum Equipment List (MEL);
 - Configuration Deviation List (CDL);
 - Aircraft performance manual (if separate);
 - Mass and balance control manual;
 - Aircraft loading and handling manual or ground handling manual;
 - Training manuals for flight crew, cabin crew, operations personnel and ground personnel;
 - Route guide (OMC);
 - Dangerous goods manual unless in OMA;
 - Passenger briefing cards;
 - Aircraft search procedure checklist;
 - Operational control procedures, dispatch, flight following, etc.;
- Safety Management System manual or Section in OMA, including a description of the flight safety document system, flight data analysis programme and occurrence reporting scheme;
- Security programme manual (for European operations, in accordance with EC Regulation (EC) No. 300/2008, No. 185/2010 and Commission Decision C(2010)774 final of 13th April 2010 of the European Parliament).
- Aircraft maintenance programme including maintenance schedule and the reliability programme, if applicable
- Maintenance Management Exposition (MME);



- Aircraft Technical Log;
- The technical specification(s) of the maintenance contract(s) between the operator and any approved maintenance organisations;
- Training manual for maintenance personnel, if required;



5. RENEWAL OF AOC

For new operators, the AOC will be valid for 1 year. Re-certification will be determined based on the review by the DCA on the following:

- (a) Organisation;
 - An Inspection of 6 months of Returned Flight paperwork, Flight and Duty Time and Training Records. The inspection will also examine the Safety and Quality activities. This will normally take place in the operator's offices in Aruba to confirm Principal Place of Business.
- (b) Operations;
 - An annual Inspection of the Company's operations involving an enroute, facilities and base operations check.
- (c) Airworthiness;
 - An annual inspection of the Company's maintenance management as well as C of A inspection.
- (d) Training;
 - A yearly inspection of training arrangements, where applicable (See AMC 14).
- (e) Flight Safety Management;
 - A review of the SMS and Quality system.

An application for a subsequent issue of an AOC must be submitted on Form INS 8.004 at least 30 days before the expiry of the current AOC. A fee for the renewal of an AOC is required.



6. APPENDICES

- Appendix A - Operations Specifications with explanatory notes.
- Appendix B - Documentation required for Formal Application Phase
- Appendix C - Overview of AOC Application Process



APPENDIX A

PROPOSED OPERATIONS SPECIFICATIONS

Note: Except for Section A, please place a tick (✓) against the approval sought for each aircraft

Section A	Authorised Aircraft	(Aircraft 1)	(Aircraft 2)		
A1	Manufacturer ⁴				
A2	Model ⁴				
A3	Registration Mark				
Section B	Type of Operation				
B1	Passenger				
B2	Cargo				
B3	Aerial Work				
B4	External Load				
B5	Emergency Medical Service				
Section C	Low Visibility Operations				
C1	Lower than Standard CAT I RVR/DH				
C2	CAT II RVR/DH				
C3	Other than Standard CAT II RVR/DH				
C4	CAT IIIA RVR/DH				
C5	CAT IIIB RVR/DH				
C6	CAT IIIC RVR/DH				
C7	Low Visibility Take Off RVR				
C8	HUD/EVS Operational credit				
C9	HUD/EVS situation awareness				
Section D	Performance Based Operations (PBN)				
D1	RNAV 1, P-RNAV, RNP 1				
D2	RNAV 2				
D3	RNP 4				
D4	RNAV 5 (B-RNAV)				
D5	RNP 10				

ACCEPTABLE MEANS OF COMPLIANCE (AMC NO. 050)



D6	RNP APCH				
D7	RNP AR APCH				
Section E	Other				
E1	Dangerous Goods				
E2	RVSM				
E3	NAT HLA				
E4	EDTO Max. Threshold/Diversion time				
E5	EFB (Type)				
E6(a)	CPDLC/ADS				
E6(b)	ADS-B (Out)				
E7(a)	Polar operations above 78° N & 60° S				
E7(b)	<i>(State further area not authorised)</i>				
Section F	Limitations				
F1	<i>Nil</i>				



APPENDIX B

DOCUMENTS REQUIRED FOR FORMAL APPLICATION PHASE

	FORMAL APPLICATION PHASE	TO BE ACTIONED BY	COMPLETED
1	AOC application complete and correct (Form INS 8.004)		
2	Schedule of events		
3	Postholder & management application(s) (Form INS 2.004)		
4	Legal documents/contracts/letters of intent		
5	Application for Economical Authority (Form INS 8.005)		
6	Operations Manual Part A		
7	Operations Manual Part B		
8	Operations Manual Part C		
9	Operations Manual Part D		
10	Dispatch Manual (<i>if applicable</i>)		
11	Aircraft Operating Manual		
12	Aircraft checklists & QRH		
13	Ground Operation Manual (<i>if applicable</i>)		
14	Quality Manual		
15	Aircraft Flight Manual		
16	MEL		
17	MME		
18	Maintenance Manuals		
19	Maintenance programme		
20	Weight & Balance documentation		
21	Type certificate data sheet		
22	Noise certificate		
23	List of applicable Airworthiness Directives (AD)		
24	List of repetitive AD and compliance dates		
25	List of incorporated Service Bulletins		
26	List of incorporated STCs		
27	Summary of Life limited components		
28	Compass swing report		
29	Technical log book(s)		
30	Tech log/Journey log		
31	Insurance certificates (prior to C of R issuance)		
32	Statement of compliance Operations Manual		
33	Statement of compliance Aircraft Equipment		
34	Statement of compliance AUA OPS 1 Subpart M		
35	Safety Management System (SMS) Manual		
36	EFB Manual if not in OMB		
37	Radio Station Licence		
38	Details of maintenance, training and dispatch facilities,		
39	Details of area of operation		
40	Details of Designated Airspace/AWO/RVSM requirements etc.		
41	Draft Operations Specifications (Refer to Appendix A)		
42	Other supporting documentation (e.g Cabin Crew Manual etc.)		

Note: The DCA may accept a delay in the submission of some of the above information. This to be discussed at the Formal Application meeting

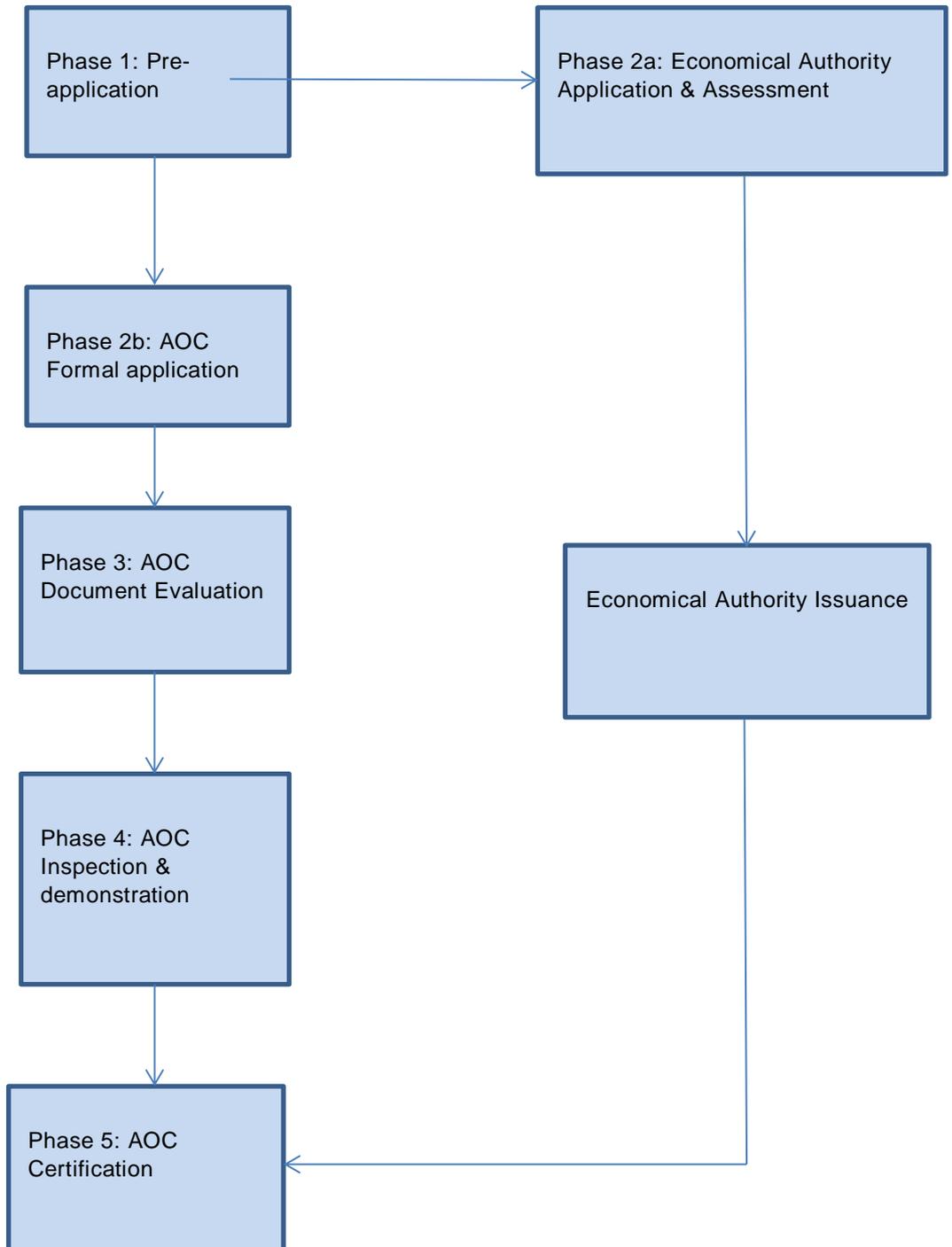


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APPENDIX C

SCHEMATIC OVERVIEW AOC CERTIFICATION PROCESS





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