

#### 8.1.1 Introduction

CASA internal administrative procedures related to Flight Crew Licensing are described in detail in the *AIRS Manual* (available to CASA staff via CASAconnect).

This chapter describes only those aspects of administration that are relevant to organisations and persons outside CASA.

##### *Filing and Record Keeping*

Please refer the *AIRS Manual* (available to CASA staff via CASAconnect).

#### 8.1.2 Obtaining Supplies of Commercially Printed Forms

All CASA FCL application forms are available on the [CASA website](#). Only a limited number of forms are available through the McMillan Catalogue. FCL policy is not to commercially print forms made available on the CASA website.

Commercially printed forms:

- “McMillan” forms:
  - Certification of Aircraft Endorsement, Approval and Rating
  - Student Pilot Licence(SPL) (withdrawn, replaced by printed licence)
  - Student Flight Engineer Licence (SFEL) (withdrawn, replaced by printed licence)
  - Aircraft Radiotelephone Operator Certificate of Proficiency (AROCP) (withdrawn, replaced by printed licence)
  - Flight Radiotelephone Operator Licence (FROL) (withdrawn, replaced by printed licence)
  - Flight Crew Licence cover
  - FCL paper (available only to CASA staff)
- Logbook insert page forms are available through the [CASA Website](#):
  - Certificates of Endorsement on Aircraft Types, Classes and Design Feature
  - Certificates of Ratings
  - Flight Checks and Approvals
  - Theory Examination Pass Record.

[Certification of Aircraft Endorsement, Approval and Ratings](#) are issued in the form of a booklet, available from Field Offices in pads.



Towards the back of the pads is an order form, which delegates should complete and send to the Field Office to replenish their supply.

Delegates may collect the pads personally, send a representative to collect them or have them mailed. There is no fee for the issue of the pads.

Pilots may obtain logbook insert pages from the [CASA website](#). AirServices Australia Publications Centre no longer sells these products.

Field Office staff can find other templates on CASAconnect under 'Certificates' and 'Templates'.

#### 8.1.3 Restocking 'McMillan' Forms

##### Field Office

To replenish the stock of commercially printed forms:

- Complete the *McMillan's Forms Requisition Order Form*, specifying the catalogue product code numbers and description of the form required and fax to McMillan's Outsourcing on (02) 9648 4209.
- To ensure that your order will be processed promptly, include your Corporate Credit Card number.

##### Stock Item Catalogue Numbers

Stock Item	Pad	Catalogue Number
Certification of Aircraft Endorsement, Approval & Rating	25	Form 214
Student Pilot Licence	10	Form 641 – withdrawn
	50	Form 641A – withdrawn
Aircraft Radiotelephone Operator Certificate of Proficiency (AROCP)	10	Form 639 – withdrawn
Flight Radiotelephone Operator Licence (FROL)	10	Form 079 – withdrawn
FCL covers	25	Form 947
FCL paper	500	Form 952

#### 8.2.1 Change of Delegate

If a CFI at a flying school takes leave or resigns, the CFI or the manager of the organisation must notify CASA, so that CASA can appoint a new CFI for the period. CFI delegations are now issued to individuals, as are ATO delegations. Therefore, the delegated powers cannot be transferred to another person. A new instrument of delegation must be prepared.

Individuals holding CFI or ATO delegations must immediately return the logbook *Certification of Aircraft Endorsement, Approval & Rating* forms to CASA by personal delivery or certified mail if:

- They vacate the position referred to in the delegation and a new CFI/ATO is not appointed
- The position ceases to exist
- Their delegation to test radiotelephone licences and/or to endorse logbooks is cancelled.

**Note:** Logbook certifications received for issue of qualifications where the holder's delegations have expired, been transferred or cancelled, are invalid.

#### 8.3.1 Releasing Information about Flight Crew under the Privacy Act and Freedom of Information Act

The circumstances under which information about the qualifications and status of individual licence or certificate holders may lawfully be released to a person other than the holder are covered by the Privacy Act.

Requests from the public to gain access to information in files and documents are covered by the Freedom of Information (FOI) Act.

#### 8.3.2 CASA Privacy and Freedom of Information Policy

CASA has policies on freedom of information and privacy as well as practices that must be followed:

- CASA general policy notice *CEO – PN018-2004(4)* titled 'Disclosure of Licence-related Information about Individual Licence or Certificate Holders (available to CASA staff only, on CASAconnect)
- CASA general policy notice *CEO – PN019-2004(3)* titled 'Procedures for Handling Requests for Access to Documents under the Freedom of Information Act' (available to CASA staff only, on CASAconnect).

**Note:** An individual is a natural person—that is, as opposed to a corporate entity having legal personality.

#### *CASA FCL Privacy Policy, Collection and Release of Information Statement*

CASA collects information in accordance with the Civil Aviation Act, Civil Aviation Regulations and Civil Aviation Orders for the purposes of the issue of licences, medical certificates and other aviation qualifications.

Information collected and details of licences, qualifications and medical status is routinely released to Airservices Australia, other Australian government departments and agencies, statutory authorities and overseas regulatory authorities. CASA may make some information publicly available about all licences, ratings, medical certificates and other flight crew qualifications held by a licence or certificate holder.

CASA also routinely seeks information from overseas regulatory authorities to verify qualifications and claims made by applicants for licences, ratings, medical certificates and other flight crew qualifications.

This information is included in [Form 639](#) and notifies all ARN holders of CASA's Policy. The introduction of the full application of this policy is covered in [8.3.4 Releasing information about Flight Crew Licence Qualifications](#).



#### *Requests for Information*

Under no circumstances should you release information in response to a request received over the telephone. Advise any person who telephones to make his or her request in person or in writing, complying with the requirements described below.

Forward written requests for information made under the Freedom of Information Act 1982, to the Freedom of Information Officer. Contact details are available on the [CASA website](#).

#### *Written Consent Required*

No information should be provided in response to a request made in person or in writing unless the person requesting the information provides the written consent of the holder of the licence or certificate.

Written authorisation for the disclosure of such information must:

- Specify the precise information for which disclosure consent is granted
- Clearly, completely and accurately identify the person to whom the information may be disclosed
- Bear the full name (typed or printed), ARN (if applicable) and address of the person giving the consent
- Be dated and signed by the person giving the consent.

#### *Identification of the Person Requesting the Information*

The person requesting disclosure of information must provide some information about themselves and a form of identification showing that he or she is the person in whose favour the written consent has been given. If the person refuses or is unable to provide such identification, the officer may decline to honour the request until the identity of the person can be ascertained.

If there is reason to doubt the authenticity or validity of a written consent, the officer should consult the holder of the licence or certificate, who is purported to have supplied the consent, before disclosing any information.



#### *Application*

CASA is not permitted to release information without the written authorisation from the person the information is about—that is, the licence or certificate holder—concerning:

- Licences
- Ratings
- Endorsements
- Certificates
- Authorities
- Approvals
- Permission or
- Exams and flight tests history.

This means that if a pilot telephones CASA to determine whether or not his or her licence has been issued, he/she must be advised to put the request in writing as the information cannot be released over the phone. The request should include personal details such as:

- Name
- Address
- Contact numbers
- ARN
- Date of birth
- His/her signature.

Similarly if a member of the public seeks information relating to another person's Licence qualification, this cannot be released without the authorisation of the licence holder.

#### *Privacy Act Exceptions*

The Privacy Act includes four exceptions:

- The release is necessary to prevent or lessen a serious and imminent threat to the life or health of a person.
- The release is required or authorised under law; or
- The release is reasonably necessary for the enforcement of the criminal law or of a law imposing pecuniary penalty or for the protection of the public revenue.

The fourth exception allows CASA to release information concerning an individual's licence and other qualifications without first obtaining the holder's written consent, provided CASA has taken reasonable steps to publicise its intention regarding the release of information. Flight Crew Licensing Branch has prepared material to inform the public of this policy. Similarly, CASA forms are being updated.

#### 8.3.3 Disclosure in Other Circumstances

Under the Privacy Act, the only other circumstances in which information of this kind may be disclosed to a person other than the holder of the licence or certificate are:

##### *Disclosure to Prevent or Lessen a Threat*

Where there are reasonable grounds to believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of a person.

All requests from police (state or federal), military or other federal agencies for this type of information should be in writing and referred to:

Enforcement and Investigation  
Telephone:       (02) 6217 1099 or (02) 6217 1173  
Fax:               (02) 6217 1607

##### *Requests from ATSB Relating to Accident/Incident Investigation*

Information is supplied to ATSB under a MOU. In accordance with paragraph 6.15 of the MOU, all requests for information must be in writing in the form of a notice under section 19CC of the Air Navigation Act and addressed to CASA's Legal Services Group Acting General Manager Mr Jonathan Aleck.

Coordination of requests and availability of information should be referred to:

Manager Corporate Relations  
Telephone:       (02) 6217 1010  
Fax:               (02) 6217 1209/1050

##### *Other Circumstances*

- Where the disclosure is required or authorised by or under law
- Where the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

This means that information could be released to the Australian Taxation Office and the courts. It does not mean information can be released to private investigators and/or lawyers except under subpoena.

Where you believe that a request for disclosure falls within one of these categories, contact the Legal Services Group for further advice and assistance. These may also be as a Freedom of Information request.

**Note:** Do not hesitate to contact Flight Crew Licensing or Legal Services Group if you have any questions or concerns in relation to any aspects of these procedures.

#### 8.3.4 Releasing Information about Flight Crew Licence Qualifications

In the future, CASA may provide a means to allow pilot qualifications to be verified. The timeframe to implement these changes is not known.

##### *Privacy Act*

Advice to pilots and information released will be in accordance with the Privacy Act and CASAs policy and notification requirements.

##### *Information Released*

Information released/available will be limited to basic information about the licence holder:

- Name
- Licence details
- Endorsements and ratings
- Medical: Class(es); date of examination; date of expiry; conditions or restrictions
- Other qualifications recorded.

Address, date of birth and ARN information will not be released.

Further information will be included when the function is developed.