



Part 138 Guide to Sample Operations Manual (Mustering)

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Background

Part 138 Aerial Work certificate holders require an operations manual that includes the items mentioned in regulation 138.155. This regulation states that various prescriptive matters in relation to organisation, structure and key personnel are required, as well as operator-specific details of plans, processes and procedures used in the conduct of operations.

Operators need to ensure that their manuals contain appropriate support for the requirements of Part 138.

CASA has developed a sample manual (the SOM (Mustering)) and this guide to assist industry in developing a compliant manual and also to provide an opportunity for greater standardisation and efficiency in assessment of the manual by CASA. The SOM (Mustering) has been developed to be used by an aerial work operator that conducts the Part 138 task specialist activity of Mustering.

The SOM (Mustering) is based around 'Sample Aviation', a fictitious operator conducting mustering operations under a Part 138 Aerial work certificate. Its key personnel are a CEO and a Head of Operations. The operator is not a corporation, does not operate foreign registered aircraft, and does not have an SMS. The sample organisation operates a geographically dispersed fleet of R22 helicopters and has up to 10 regular, safety-sensitive employees likely to be rostered on a given day.

The content in the SOM (Mustering) has been checked against the requirements of CASR 138.155 and CASR 138, generally, to confirm that all material required for an operator of the scope mentioned above is present. If operators remove any sections that relate to regulatory provisions, they should check that their replacement text continues to cover all the requirements required by the regulations.

Submission of an operations manual using the SOM (Mustering) and following this guide will allow an operator covered by the scope of the sample to be confident that it has 'made its best endeavours to understand and address the changes (including by updating its documented procedures) needed to operate safely under the new rules' as mentioned in the CEO statement on the CASA website.

Instructions

Aligned to Part 138 of CASR, this guide and the SOM (Mustering) provide:

- a Word template (the SOM (Mustering)) with pre-established headings and subsections
- editable sample texts in the SOM (Mustering) that operators can modify to reflect actual operations
- this guide to the Word template (the SOM (Mustering)), with tips on how best to draft the manual
- CASR and MOS references in relevant sections
- some relevant technical guidance
- templates for records, forms and registers located in Appendix A of the SOM (Mustering)

A mustering operator is not compelled to use the SOM (Mustering) and is free to develop their own operations manual.

Sample text in the SOM (Mustering) includes wording that demonstrates one method of compliance with the regulatory provision, which appears in italics in brackets immediately above the text as in the following example: *(Regulation 138.XXX)*.

The sample text also contains content composed of guidance, advice or policy to inform operators personnel of standard practices of the organisation. It can be identified by the *lack* of a regulatory reference.

Content in the SOM (Mustering) is acceptable for an operator that fits the scope of Sample Aviation as articulated above. Operators with different characteristics may require enhanced content. Operators may choose to develop and publish alternate methods of compliance that meet the intent of the regulation.

Editing the sample operations manual

Areas of the manual where content is required to be inserted by the operator have text in red as in the following example: *{Sample Aviation}*

Throughout the SOM (Mustering), *{Sample Aviation}* should be replaced with the operator's name regardless of whether a company or a person.

The numbering system in this guide aligns with that in the SOM (Mustering), which has been structured in a logical order and provides clear references to the legislative requirements. However, the numbering system can be adapted to suit the operator if required. There is no regulatory requirement to use this numbering system.

Revision history (of this Guide)

Revisions to this Guide are dated and a new version number will be assigned. A summary of the changes or amendments, and the date on which the change was made, is also recorded.

Table 1 Revision history of this Guide

Version no.	Section / page(s)	Written summary of change(s)	Date change made
2.0	All	Second Issue	March 2022
1.0	All	First Issue	October 2021

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Glossary

Acronyms and abbreviations

Refer to Part 138 Sample Operations Manual (Mustering). The table includes acronyms and abbreviations included in the sample text. Add or remove items as applicable.

Definitions

Refer to Part 138 Sample Operations Manual (Mustering). Refer your staff to the CASA Dictionary. Add any terms and definitions that are applicable to your organisation.

Reference material

Refer to Part 138 Sample Operations Manual (Mustering). The table includes reference material included in the sample text. Add or remove items as applicable.

Revision history

(CASR 138.195(2)(c))

When an amendment is made to your operations manual, it must be noted in this section. Regulation requires the operations manual to:

- display an up-to-date version number
- show the date for the change was made to each section or page of the manual
- identify what changes or amendments have been made.

The table provided in the SOM (Mustering) should be updated every time a change is made to the operations manual.

Distribution list

The operations manual must be kept at the premises of the operator and, if requested, be made available to CASA.

The operator should maintain a distribution list as required.

VOLUME 1 Policy and Procedures

1.1 General – Organisation

In the SOM (Mustering), the sample text includes a table where the operator can insert company details.

Operators should complete the table and customise it if necessary.

For simplicity, it is assumed that the operator is not a corporation, does not operate foreign registered aircraft, and does not have an SMS.

Operators should customise the sample text and company structure diagram to reflect their actual operations.

In the SOM (Mustering), the sample text provides a description of aerial mustering operations carried out under an operator's aerial work certificate.

Operators should customise the sample text to reflect their actual operations.

1.2 Safety Policy

Reserved

1.3 Key Personnel

In the SOM (Mustering), the sample text includes provision to nominate standby key personnel – this is not a regulatory requirement. It is provided in this sample text to demonstrate how the use of standby's simplifies continuation of operations in the event of an unexpected departure or absence.

The sample text presumes the CEO and the HOO are different individuals, and that the CEO is not an operationally qualified person. This is for illustration purposes only. If the CEO and the HOO are the same person, operators should simply combine the duties listed in the sample. Operators are free to use their own internal titles for key personnel.

The responsibilities and accountabilities of key personnel are detailed in regulations 138.085 and 138.095. The sample manual includes a list of duties that are to be carried out by each key person. If the key person carries out these duties, or ensures someone else carries them out effectively, then their regulatory responsibilities will be met.

Provision is made to allow operators to include additional qualifications, experience and skills they may require for the Head of Operations. The inclusion of these in the sample text is for illustration purposes only and is not mandatory.

1.4 Operations manual administration

Operators should customise the sample texts to reflect their actual operations.

1.5 Record keeping and retention

The operations manual should state what the operator is required to record, as well as the timeframes for the making and keeping (retention) of the records. In the SOM (Mustering), the sample text covers the record keeping processes for

- personnel training and checking records
- licences and medical certificates
- DAMP records.

Operators should customise the sample text to reflect their actual process.

1.6 Reference library

Operators are required to maintain an up-to-date, readily accessible reference library; its existence, the electronic access pathway and physical location of hardcopy documents should be recorded in the operations manual.

The operations manual should include the information relevant to how the reference library works, such as: a document and material index, the system for notifying personnel of any document updates, the process for printing / or copying material (uncontrolled documents) such as load sheets, RFMs and POHs from the library, and the nominated person for reviewing the operator specific items in the reference library.

'Software' means an operational software application or system that can store operational information and can be accessed by appropriate personnel. Such systems can be proprietary or developed internally. They should have sufficient functionality to be a viable replacement for any paper forms and documents specified in this manual.

In the SOM (Mustering), operators should customise the sample text to reflect the operations reference library index of contents, their identified purpose, the access path to electronic content and, or location of hard-copy documents and material and the person responsible for their review.

1.7 Management of change process

The operations manual should identify the change process compliance method the operator follows when their aerial work operations undergoes either non-significant or significant change.

The Word template provides a sample method (flow chart) and sample text that describes the flow chart. In the SOM (Mustering), operators should customise the sample text to reflect their actual process. If you adjust the sample text, adjust or remove the flow chart.

1.8 Internal audit process

The internal audit process is referred to in the CEO and HOO duties.

The SOM (Mustering) provides a suggested frequency for the conduct of internal monitoring and audits. Operators should customise the timing of these activities in response to the size and scope of the operation and the operational tempo at the time. It is expected that an active organisation involving significant numbers of tasks will set appropriately compressed time

frames for these audits, whereas less busy organisations may require more relaxed time frames.

The annual cycle proposed in the SOM (Mustering) is considered a realistic minimum.

1.9 Operational personnel

Pilot qualifications and experience

The operations manual must state the qualifications and experience prescribed in Part 138 MOS that a pilot performing task specialist operations must hold when carrying out assigned duties (pilot in command) at identified attitudes for proposed mustering operations.

In the SOM (Mustering), operators should customise the sample text to reflect their actual requirements.

Rostering process

This section is not in response to a Part 138 of CASR regulatory requirement. It may be included if operators find it useful.

Operators should customise the sample text to reflect their actual operations.

1.10 Medical

In the SOM (Mustering), the sample text provides procedures related to medical requirements.

Operators should customise the sample text to reflect their actual operations.

Drug and alcohol management

Section 1.10.2 in the SOM (Mustering) provides two sample texts for the Drug and Alcohol Management Plan (DAMP): one for operators that opt to use the Micro-business DAMP; and another for those that opt for a full DAMP.

Operators should delete the sample text that is not relevant and customise the relevant sample text to reflect their actual operations.

The SOM (Mustering) indicates that the DAMP is located in Volume 8 to the manual. The DAMP should be inserted in Volume 8 to the operations manual.

Fatigue management

Section 1.10.3 in the SOM (Mustering) indicates that the Fatigue Management Plan is located in Volume 7 to the manual.

The operators fatigue management plan should be inserted into volume 7 of this manual. Operators may opt to insert appropriately amended CASA sample manual (or other appendix relevant to the operation) to conform to CAO 48.1 Instrument 2019 guidelines.

VOLUME 2 Aircraft operations

2.1 General

In the SOM (Mustering), the sample text in this section was prepared to be used by an aerial work operator that conducts the Part 138 task specialist activity of Mustering. The sample organisation in the SOM (Mustering) operates a geographically dispersed fleet of R22 helicopters.

Part 91 legislative compliance information is not required in this manual; however, the operator should ensure that general flight operations align with the Part 91 regulations. No sample text referring to Part 91 regulations is included in the SOM (Mustering).

CASA has published guidance material to assist pilots with Part 91 compliance in the form of a Part 91 Key Operational Changes document where the changes are articulated. In addition, CASA has provided a Part 91 Plain English Guide. It is suggested that operators ensure personnel are familiar with the changes and their impact by commencement date.

Section 2.3 provides sample text for operators to specify persons who meet the definition of an aerial work passenger and the reason they are present in the aircraft.

Operators should customise the sample text to reflect their actual operations.

2.2 Crew members

Reserved

2.3 Carriage of passengers

Amend the sample text to suit your operations.

2.4 Minimum emergency equipment to be carried

Amend the sample text considering other equipment that may be applicable to your aircraft and operations.

2.5 Performance

Reserved

2.6 Wight and balance control

Amend the sample text to suit your operations.

2.7 Fuel policy

In the SOM (Mustering), the sample text in this section was prepared to be used by an aerial work operator that conducts the CASR Part 138 task specialist activity of Mustering. The

sample organisation in the manual operates a geographically dispersed fleet of R22 helicopters.

Operators should customise the sample texts to reflect their actual operations.

2.8 Fuelling and oil procedures

Amend the sample text to suit your operations taking into consideration the requirements in CASR 91.455, CASR 138.290 and any other applicable regulations.

2.9 Risk Assessment

Amend the sample text to suit your operations taking into consideration the requirements in CASR 138.370, the Part 138 MOS, Chapter 13, and any other applicable regulations.

2.10 Flight preparation – weather forecasts

Amend the sample text to suit your operations taking into consideration the requirements in CASR 91.230, CASR 138.265, the Part 138 MOS, Chapter 7, and any other applicable regulations.

2.11 Procedures relating to frost or ice

Amend the sample text to suit your operations.

2.12 Flight planning

Amend the sample text to suit your operations.

2.13 Reporting and recording defects and incidents

Amend the sample text to suit your operations. Refer to 2.17 Aircraft airworthiness as required.

2.14 Minimum heights

Amend the sample text to suit your operations.

2.15 Safety near helicopters with rotors in motion

Amend the sample text to suit your operations.

2.16 Firearms

Amend the sample text to suit your operations.

2.17 Aircraft airworthiness

In the SOM (Mustering), the sample text in the underlying sections provides an acceptable means of complying with basic airworthiness aspects of operating simple aircraft in mustering context. Operators should customise the sample texts to reflect their actual operations.

VOLUME 3 Task specialist – Mustering Manual

The sample organisation in the manual operates a geographically dispersed fleet of R22 helicopters and has up to 10 regular safety sensitive employees, which are likely to be rostered on a given day.

Operators should customise the sample text to reflect their actual operations.

VOLUME 4 Flight crew training and checking

Deferred provisions apply. See CASA EX87/21.

Sample text not yet available.

Operators taking advantage of the deferral provisions mentioned in CASA EX87/21 do not require a training and checking system, and their personnel are not required to undergo the training and checks mentioned in the Part 138 MOS until 2 March 2023.

Operators taking advantage of the deferral provisions will be required to submit proposed training and checking operations manual content to CASA by 2 September 2022. CASA will provide guidance for operators to enable construction of appropriate documentation.

VOLUME 5 Safety Management System

Reserved

VOLUME 6 Dangerous Goods

In the SOM (Mustering), the sample text prohibits the carriage of dangerous goods unless the pilot determines the carriage of the goods to be permitted in accordance with Part 92.030 of CASR.

Should the operator hold an approval to carry dangerous goods, the sample text should be customised, including the details of the approval and the associated procedures.

VOLUME 7 Fatigue Management

Operators should insert their Fatigue Management Plan in Volume 7, as referenced in section 1.10.3 in the SOM (Mustering).

The operators fatigue management plan should be inserted into volume 7 of this manual. Operators may opt to insert appropriately amended CASA sample manual appendix 5A (or other appendix relevant to the operation) to conform to CAO 48.1 Instrument 2019 guidelines

Operators should search for 'fatigue management' on the CASA website for details CAO 48.1 guidance and sample material, including appendix 5A aerial work daylight only including helicopter mustering.

VOLUME 8 Drug and alcohol management plan (DAMP)

Operators should insert their Drug and Alcohol Management Plan in Volume 8, as referenced in section 1.10.2 in the SOM (Mustering).

VOLUME 9 Appendices

9.1 Forms

Many duties and processes outlined in the SOM (Mustering) rely on an individual completing an action or a process. These sections of the SOM (Mustering) often contain a reference to the use of a form. The form is the place where the items to be accomplished, trained, checked or recorded are listed and detailed. The use of forms in this way will provide clear guidance to personnel on what is to be accomplished, and provide the mechanism for recording the results or outcome.

The forms available in this section of the SOM (Mustering) have been designed for operators to use and / or adapt to reflect their actual operations. If the operator currently uses different forms, they can be used and inserted after verifying that they meet the regulatory requirements.

A table of all applicable forms is located at the beginning of Volume 9. The forms are also referenced throughout the SOM (Mustering). If operators use this list, any changes to these forms need to be reflected in the table and throughout the text.

It is recommended that operators save these forms into a digital file so they can be printed when required.

Additional forms

Forms A06, A07 and A08 are not required at this time if your organisation is using the deferred provisions of CASA EX87/21. Forms that you may use during the deferred provisions period can be found below:

- A06 General Emergency Competency Training Course and Check Report Form
- A07 Conversion Training Report Form
- A08 Proficiency Check Report Form.

Form A06 - General Emergency Competency Training Course & Check Report form

Pilot name:		ARN:	
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Training element

Trainer name:		Date of Training:	
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Subjects / Discussion points	Complete
General emergency and survival procedures	
Aircraft evacuation procedures	
Procedures for dealing with emergency situations	
Procedures for location, removal and use of safety and survival equipment	
Comments:	

Trainer Signature:		HOO signature:	
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Competency check element

Checker:		Date:	
Initial?		Recurrent?	

Subjects / check items	Complete		
General emergency and survival procedures			
Aircraft evacuation procedures			
Procedures for dealing with emergency situations			
Procedures for location, removal and use of safety and survival equipment			
Comments:			
Checker Signature:		HOO signature:	

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Form A07 – Conversion Training Report Form

Pilot name:		ARN	
Training pilot name:		ARN	
Aircraft type / callsign:		Hours	

Training topics	Comment	C / NYC
Pilot duties and responsibilities		
Company procedures		
R22 SOP's		
Normal and emergency procedures		
Carriage of passengers		
Mustering procedures		

Training pilot signature		Pilot signature	
HOO signature		Competence	Competent / Not Yet Competent

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Form A08 – Proficiency Check Report form

Pilot name:		ARN	
Check pilot name:		ARN	
Route / location / task:			
Aircraft type / callsign:		Hours	

Note: If the items marked with an asterisk (*) are completed as part of the proficiency check, and the check is conducted by a person able to conduct flight reviews under CASR Part 61, then the check could also satisfy the low-level rating flight review requirements.

Check items	Comment	C / NYC
* Start, lift-off, hover and taxi		
* Normal take-off and departure		
* Steep turns		
* Low flying at 500 ft AGL and reversal turn		
Circuit re-join and 1 full circuit		
Missed approach		
Crosswind and sloping ground operations		
* Confined area ops		
* Manage all other aircraft systems		
* Comply with airspace and radio procedures		
Autorotation to touchdown or power termination		
Simulated engine failure during hover or hover taxi		
* Aircraft system malfunctions other than engine failure		

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Check items	Comment	C / NYC
* Recovery from the following (where possible)		
- Vortex ring condition	Discussion only	
- Loss of tail rotor effectiveness	Discussion only	
- Low 'g' and mast bumping	Discussion only	
* Manage loss of tail rotor control in forward flight and hover (must be in-flight for Part 61 requirement)	Discussion only	
* Comply with all operator SOP's		
* Carry out sample mustering task assignment		
* Operate R22 IAW operator and RFM procedures		

Note: Satisfactory completion of all items of this check satisfies the requirement for a single-engine class flight review IAW the Part 61 MOS if carried out by a Part 61 qualified person or an approved pilot.

Check pilot signature		Pilot signature	
HOO signature		Assessment	<i>Pass / Fail</i>