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March 2025

CASR Part 138 Sample Operations Manual (Mustering)

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Glossary

Acronyms, abbreviations and definitions

For the meaning of terms used in this document, refer to the CASR Part 1 Dictionary at the end of Volume 5 of CASR, or the CASA-produced Consolidated Dictionary. Operator-specific terms are defined here.

1. Sample Aviation- specific acronyms, abbreviations and definitions

| Acronym, abbreviation or definition | Description |
| --- | --- |
| Avoid area of the HV envelope | for a rotorcraft, means the combinations of altitude and airspeed displayed on the height-velocity diagram in the AFM, which have been determined by the OEM as not offering safe autorotational landing capability, or OEI accountability, in the event of engine failure |

Revision history

Amendments to this manual are dated and a new version number assigned accordingly. In addition to recording the date of change for each section or page of this manual, a summary of the changes is recorded in the Details column.

1. Amendment record

| Version number | Date | Parts and sections | Details |
| --- | --- | --- | --- |
| 3.0 | March 2025 | All | Third issue |
| 2.0 | March 2022 | All | Second issue |
| 1.0 | October 2021 | All | Initial issue |

Distribution list

Sample text

A copy of this manual is retained in the {insert office location}. If requested, this manual is made available to CASA for inspection.

Electronic or printed sections and full copies of this manual are distributed as follows:

1. Distribution list

|  |  |  |  |
| --- | --- | --- | --- |
| Copy No. | Manual holder | Electronic copy | Hard copy |
| 1 | CASA | All / section |  |
| 2 | Chief Executive Officer |  |  |
| 3 | Head of Operations |  |  |
| 4 | {insert position, organisation and / or location} |  |  |

{Sample Aviation} makes this manual available to all relevant persons including staff.

Persons printing this manual should be aware that any hard copies are uncontrolled and may not be the most up-to-date version.

# POLICY AND PROCEDURES

## General – Organisation

### CEO statement

Reserved.

### Operator information

| Trading Name | {insert operator name e.g. Sample Aviation} |
| --- | --- |
| Name, or if a company, company name (if different) | {insert operator registered name e.g. Sample Aviation Pty Ltd} |
| ABN | {insert ABN} |
| ACN | {insert ACN} |
| Address of operational headquarters | {138 Airport Drive}  {Town Airport}  {Town NS NNNN} |
| Phone | {insert operator’s telephone number e.g. 02 6666 7777} |
| Fax | {A fax is not available / insert operator’s facsimile number e.g. 02 1111 2222} |
| E-mail | {insert operator’s e-mail address e.g. John.Citizen@sampleairport.com} |
| Website | {optional - insert operator’s website e.g. www.sampleaviation.com.au} |
| Registered Office Address | {if required for an ACN holder} |

Organisation overview and structure

****Sample text****

{Sample Aviation} is {a private company / partnership / corporation} that holds an Aerial Work Certificate to conduct CASR Part 138 Task Specialist operations of which the primary activity is Mustering.

{Sample Aviation} operates {insert kind of aircraft}. Pilots are employed either on a full-time, part-time or casual basis depending on demand and the level of activity. Maintenance is subcontracted to various organisations as required.

Description and diagram

****Sample text****

{Insert a description of your organisational structure here}

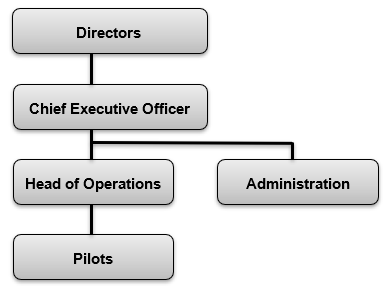


Figure 1: Sample diagram - Organisational structure

### Authorised activities

****Sample text****

The aerial work certificate for {Sample Aviation} authorises the conduct of task specialist operations as outlined in this operations manual. Operations are conducted at a variety of locations utilising owned or leased aircraft. The processes and procedures for task specialist operations specified in this operations manual are associated with the following specialised activities:

* Mustering operations.

## Safety policy

Reserved.

## Key personnel

****Sample text****

Key personnel are required to comply with the requirements of CASR Part 138, any directions or obligations imposed by CASA, and any other civil aviation legislation that applies to {Sample Aviation}. Each key personnel position must be filled by an appointed and CASA-authorised individual.

### Chief Executive Officer (CEO)

****Sample text****

**Name:** {insert name}

**Management position:** {insert if CEO is not used}

**Standby CEO:** {insert if required}

**Duties:**

* at least annually or at major changes to operations, reviewing the suitability of the management structure and adjusting if necessary
* ensuring that before changes are made to the operator (name, trading name, contact details, operation headquarters address), this operations manual is amended, and CASA is notified with the submission of the amendments
* reviewing the planned kind and volume of activities the operator intends to carry out in order to determine the number, experience, qualifications and competence of the personnel required to carry out the expected operations safely and effectively. This must be carried out at least annually or at major changes to operations, and in consultation with the HOO
* ensuring that the operator has sufficient resources, and employs suitably qualified and experienced staff to deliver the anticipated operations
* actioning the Management of change procedures described in section 1.7 of this manual, when required
* carrying out the Operations Manual continuous improvement process described in section 1.4.2 of this manual, in conjunction with the HOO
* regularly (at least yearly) reviewing key personnel performance. Performance will be checked in accordance with this operations manual and civil aviation legislation. The outcome is to be entered on the person’s file, and appropriate action will be taken if unsatisfactory performance is identified
* ensuring that the HOO monitors and reports on compliance with this operations manual and aviation legislation in accordance with Form A02 Compliance Audit Form in section 9.1 of this manual and carries out appropriate corrective action on all deficiencies identified at audits and submits the details on Form A02.

Note: While the CEO may delegate any of the duties listed above to suitably qualified, trained and competent staff member, the responsibility and accountability remains with the CEO.

### Head of Operations (HOO)

****Sample text****

**Name:** {insert name}

**Management position:** {insert if HOO is not used}

**Standby HOO:** {insert if required}

**Qualifications and experience:**

The HOO must hold the following mandatory qualifications and experience:

* pilot licence with helicopter category rating – CPL(H)
* {insert class rating e.g. R22 class rating}
* 300 hours’ flight time in a class at least equivalent to the aircraft used in the operations
* six months’ experience in the conduct or management of mustering operations
* a sound knowledge of aviation legislation.

The HOO should hold the following additional qualifications and experience:

* {insert additional qualifications and experience, if required by the operator}

**Duties:**

* conducting internal audits in accordance with Form A02 Compliance Audit Form in section 9.1 of this manual as required or at least annually
* reviewing audit findings, taking any necessary corrective action to rectify deficiencies as soon as possible, and reporting the results to the CEO
* monitoring the operational standards in accordance with Form A02
* reviewing crew assignments and the deployment of appropriate aircraft for operations
* reviewing the scheduling and rostering of pilots to ensure rostering and fatigue management is satisfactory
* maintaining access to the reference library and Operations Manual, publications, information and data in accordance with section 1.6 of this manual
* carrying out pilot training and proficiency checks
* managing the DAMP in accordance with the drug and alcohol management plan in Volume 8 of this manual
* maintaining up-to-date records of the qualifications of pilots using Form A11 Pilot Qualifications & Approvals Register in section 9.1 of this manual
* scheduling aircraft maintenance.

Note: While the HOO may delegate any of the duties listed above to suitably qualified, trained and competent personnel, the responsibility and accountability remains with the HOO.

### Key personnel familiarisation training

****Sample text****

{Sample Aviation} will appoint a trainer with suitable knowledge of relevant operational procedures to conduct familiarisation training of key personnel, if necessary, before they begin to carry out their responsibilities. The training uses the topics on Form A04 Key Personnel Familiarisation Training Record in section 9.1 of this manual as a guide to the material to be covered.

The person conducting the training must complete and store the key personnel familiarisation training records using Form A04 in the individual’s personnel file as evidence of completion of training. The training record is retained electronically for at least two years after completion.

### Absence or inability of key personnel to carry out their responsibilities

**Sample text**

{Sample Aviation Pty Ltd} considers that a key person can continue to carry out their responsibilities if they are not physically present (absent) provided:

* their duties are being carried out by suitably trained personnel or adequately managed systems
* they can effectively supervise and oversight the performance of these delegated duties
* they continue to have knowledge of pertinent operational matters as necessary for their role.

The standby CEO carries out the responsibilities of the CEO when the substantive CEO cannot carry out those responsibilities.

The standby HOO carries out the responsibilities of the HOO when the substantive HOO cannot carry out those responsibilities.

### Notification to CASA of inability of a key person to carry out their responsibilities

****Sample text****

If {Sample Aviation} becomes aware of a circumstance where a key person cannot carry out their responsibilities for more than 35 days, CASA must be notified within the specified time frames as follows:

* If there is another person authorised by CASA to carry out the responsibilities – within three days of becoming aware of the circumstance, or
* If there is no other person authorised by CASA to carry out the responsibilities – within 24 hours of becoming aware of the circumstance.

Note: Sufficient time is to be allowed for the standby person to re-familiarise themselves with the duties and responsibilities of the key personnel position they are standing in for.

## Operations manual administration

### Distribution

****Sample text****

This operations manual is maintained in {electronic format available on our server / in hard copy format at {insert location}.

All personnel must read and acknowledge receipt of this operations manual using Form A01 Operations Manual Acknowledgement Record in section 9.1 of this manual prior to carrying out any duty associated with their employment.

The manual is distributed to the personnel and entities mentioned in the Distribution List at the beginning of this manual.

### Continuous improvement

**Sample text**

The CEO, in conjunction with the HOO must at least annually review the effectiveness of processes and procedures described in this Operations Manual, including:

* changes to legislation, guidance or sample documents
* any change managed by the management of change process
* results of internal, external or CASA audit and surveillance activities
* information from hazard identification forms, operational risk assessments and any feedback or suggestions from personnel.

All identified improvement opportunities must be actioned as appropriate using the management of change process in section 1.7 of this manual.

### Distributing amendments

****Sample text****

Amended versions of the manual are distributed electronically to all personnel. The HOO must provide a summary of changes contained in the amendment, including background information, details about why the changes were made, and the implications for personnel.

On receipt of the amended version, all personnel are required to sign Form A01 to indicate they have read and understood the amendments.

### Complying with the operations manual

****Sample text****

All {Sample Aviation} personnel must comply with relevant instructions and procedures contained in this Operations Manual.

## Record keeping and retention

### Personnel training and checking records

****Sample text****

The HOO must ensure that training and checking record Forms A09 Pilot Personal Details and A10 Pilot Training Record in section 9.1 of this manual are completed, if applicable, immediately after an employee:

* carries out any training activity
* is issued with a qualification or certificate, or
* gains relevant flying experience.

The record forms must be completed and stored on the employee’s record as soon as possible after the event. They must be retained until at least five years after the employee ceases to be an employee.

Personnel may review any of their own training and checking records at any time using secure access to the files.

If another aerial work operator requests a copy of any training and checking record made by {Sample Aviation} for an employee, the HOO shall provide the requested records within seven days of the request, provided the employee agrees the release in writing.

### Licences and medical certificates

****Sample text****

The HOO must ensure that each pilot’s flight crew licence and medical certificate status is contained on Form A11 Pilot Qualifications & Approvals Register found in section 9.1 of this manual.

Copies of a pilot’s flight crew licence and medical certificate are retained whilst the pilot exercises the privilege of their licence for {Sample Aviation}.

### DAMP records

****Sample text****

DAMP records for alcohol and drug testing are retained for a minimum of five years. During the six-month period following this retention time, the records will be destroyed, or the sections related to AOD testing will be deleted or destroyed.

## Reference library

****Sample text****

The reference library consists of:

* electronic access via company or private devices to the following documents:
  + Civil Aviation Legislation
  + Federal Register of Legislation
  + Aeronautical Information Publications (AIP).
* electronic access via {company or private} devices to the following systems and documents:
  + Flight planning software
  + Flight and duty time software
  + Booking and scheduling software
  + All operational forms
  + Operations manual.
* Paper manuals / secure electronic copies (stored on our server) of:
  + {insert aircraft type e.g. R22} RFM and supplements
  + operating manuals of all navigation systems

Except for the operations manual, the library is for reference purposes only. Relevant sections including RFMs, POHs, load sheets and legislation, may be copied or printed as required, then considered uncontrolled.

The HOO must review the operator-specific items in the reference library, in accordance with that document’s amendment cycle, and update it as required.

## Management of change process

****Sample flow chart****

The following illustration at Figure 2shows the process workflow for the {Sample Aviation} actions management of change process. The detailed process template follows:

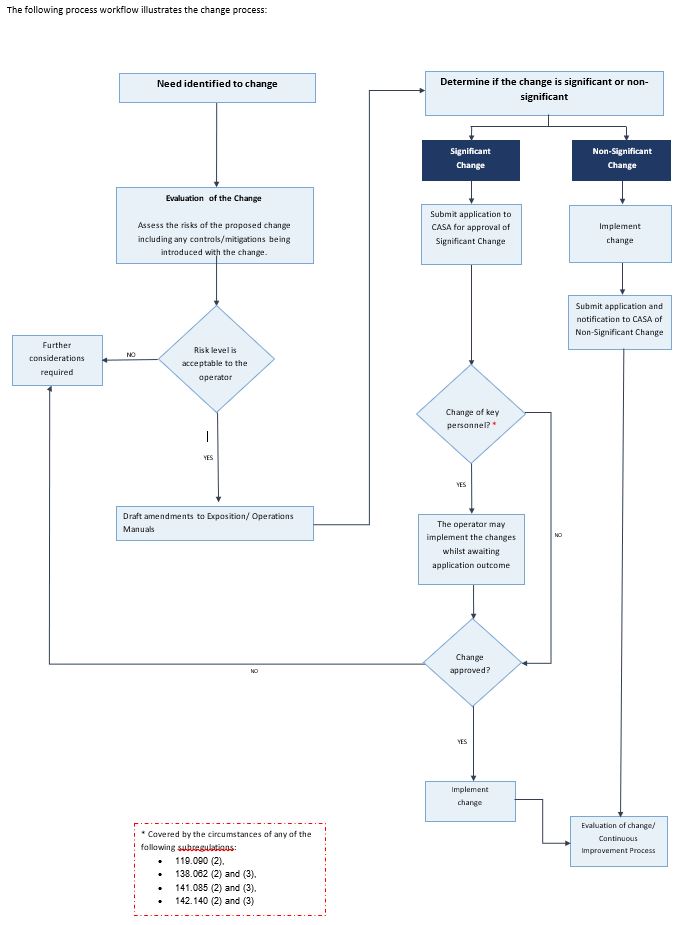


Figure 2: Sample workflow process

### Management of change – governance

#### Compliance

****Sample text****

When {Sample Aviation} actions a proposed change, the management of change process flow in Figure 1 must be followed. Additional information on the associated methodology is outlined below.

All changes to systems, processes, or procedures are to be made in accordance with this process.

#### Approval and administration

****Sample text****

The CEO actions all {Sample Aviation} changes.

#### Identifying need for change

****Sample text****

Change can be initiated for many reasons, including:

* new regulatory requirements
* audit report findings
* safety report findings
* continuous improvement process
* new business opportunities or new or different kinds of aircraft
* change of key personnel.

Where a change is suggested, the CEO will determine if this is a change that the operator wishes to action.

As part of considering the change it will be necessary to assess the risks of the proposed change considering at least, but not limited to:

* resource requirements
* compliance considerations
* urgency of change
* implementation implications and strategy
* impact on safety.

### Change process

****Sample text****

Below are the steps that {Sample Aviation} will use when considering a proposed change:

1. The CEO, HOO and any relevant personnel will discuss any proposed changes. A decision will be made on whether there is a need identified to implement the change.
2. The CEO will record a short summary of the change proposal in the company records[[1]](#footnote-2)
3. The proposal enters the evaluation phase:
   1. Is the item an editorial matter, such as a spelling, format, incorrect word or number, where it is determined that there is no safety impact that would affect the current organisation risk treatments (i.e. does not require a formal assessment of risk)?
      1. If ‘YES’ – subject to the approval of the CEO the change may proceed without consideration of risks. Proceed to non-significant change section of this manual.
      2. If ‘NO’ – the associated risks need to be considered as outlined in the next section of this manual titled 'Consider the risk'.
   2. Evaluation of the change may include internal and external stakeholders if considered appropriate. The evaluation should consider all the respective factors, including (but not limited to):
      1. number of affected stakeholders
      2. complexity of the proposal
      3. training requirements
      4. documentation changes required to support the change.
      5. The CEO will record outcomes and actions resulting from the review of risks.

Consider the risk:

1. The CEO will review the documented risk level as part of their decision on whether to proceed with the change proposal.
2. After considering all treatments and mitigations, the CEO will determine whether the change will likely maintain or improve or is not likely to maintain or improve aviation safety.

Determine whether the change is significant or non-significant:

1. The CEO and HOO will consider the change proposal against the regulatory requirements of significant change:
2. For the definition of significant change, refer to regulation 138.012 of CASR.
3. The determination will include a review of whether the change proposal has a positive or negative affect on aviation safety.
4. The change proposal must be classified as either:
   1. non-significant

or

* 1. significant.

**Non-significant change:**

1. A non-significant change does not require CASA approval prior to implementation.

Note: A non-significant change that involves a change of company name, contact details or address, must be notified to CASA prior to implementation.

1. The CEO will implement the change.
2. A revised distribution of the operations manual accompanied by an explanation of the changes must be provided to all staff members and to CASA (with application form) as per the distribution process in the operations manual.

**Significant change:**

1. A significant change requires CASA approval prior to implementation.
2. Prior to submitting an application to CASA:
   1. prepare a draft copy of the amended operations manual including a summary of changes.
   2. review all draft documentation to confirm via a safety assessment that all risk actions / treatments have been actioned in preparation for the change.
   3. prepare and dispatch a written application to CASA for approval of the change, including details of the change, the results of the safety assessment and a draft copy of the amended operations manual. The CEO will liaise with CASA in relation to the approval process for the amended operations manual.
3. The safety assessment of a proposed change should confirm:
   1. the risks have been properly identified and assessed
   2. the proposed mitigation measures adequately address the risk
   3. the time frames for planned implementation of the change are acceptable.
4. Once approval for the change has been received from CASA, the CEO will implement the change. A revised operations manual accompanied by an explanation of the changes must be provided to all staff members and to CASA as per the distribution process in this operations manual.

**Significant change involving key personnel:**

1. A change of key personnel is a significant change.
2. In certain circumstances, the immediate implementation of a change in key personnel will be required for the company to continue operations. Where this is required, the CEO will review regulation 138.062 of CASR to confirm that the circumstances meet the requirements of the regulation. If it is confirmed that the change is permitted under those regulations, the CEO may implement the change prior to receiving CASA approval. The new key person may continue in the role until notification is received from CASA regarding the outcome of the application for approval of the significant change.

**Note:** In implementing any change, all other requirements of {Sample Aviation}’s operations manual must be complied with.

1. In exercising the provisions of an immediate change in key person, an application to CASA for approval must be made:
   1. within 7 days of the new appointment if the new appointee is named in this operations manual as a standby person previously approved by CASA

or

* 1. within 3 days of the new appointment if the new appointee is NOT named in this operations manual as a standby person.

1. Where the change of key personnel appoints someone new to the position of CEO, the directors of the company or a person nominated by them must make the application to CASA on behalf of {Sample Aviation}.
2. Except for the key person situation outlined above, a significant change requires CASA approval prior to implementation.
3. Once approval for the change has been received from CASA, the CEO will implement the change. A revised operations manual accompanied by an explanation of the changes must be provided to all staff members and to CASA as per the distribution process in this operations manual.

**Evaluation of the change / continuous improvement process:**

1. All changes must be monitored by the CEO during implementation and upon completion of the change to ensure that there are no issues outside the scope of those identified in the evaluation of change and consideration of risk processes. The monitoring process must ensure that any identified risk treatment plans have been actioned along with the change implementation.
2. The CEO will apply corrective action if required.

**Recording changes:**

1. The CEO will keep a record of the details of each change including the date that the change was implemented in the operations manual. These records will be kept in accordance with the company policy on retention of documents.

## Internal audit process

### Operations manual and regulatory compliance

****Sample text****

At least annually, or if required at shorter intervals, the HOO will carry out a compliance audit using Form A02 Compliance Audit Form in section 9.1 of this manual on a representative sample of processes, procedures and mustering operations.

In relation to this Operations Manual, this sampling process must review at least:

* the receipt of the current operations manual by all pilots
* aircraft flight times and operating records for consistency
* fuel records to verify appropriate published consumption rates are being achieved
* the accuracy and completeness of aircraft records.

In relation to Mustering operations, this audit must review at least:

* flight and duty records for accuracy and compliance
* records of pilot training, proficiency checks, recency, medical certifications and qualifications
* recency of drug and alcohol management plan (DAMP) eLearning
* consistency of maintenance releases and aircraft flight records.

### Monitoring operational standards

****Sample Text****

At least annually, the HOO will monitor operational standards by conducting observation flights with all pilots in a representative sample of operations to assess their compliance with this operations manual, the {Sample Aviation} mustering operations procedures, and aviation legislation.

An appropriate selection of the items on Form A08 Proficiency Check Report Form in section 9.1 of this manual must be assessed and pilot performance recorded on this form and kept in the pilot file. The HOO must report to the CEO confirming that the operational standards are being maintained and that corrective action (if required) is being taken.

## Operational personnel

### Pilot qualifications and experience

Flight crew

****Sample text****

For all mustering activities involving flight below 500 ft AGL, the pilot in command must have at least the following:

* CPL with mustering endorsement
* 200 hours’ experience in helicopters with at least 100 hours in command or pilot in command under supervision (PICUS), and either:
  + 100 hours’ experience in the aircraft, or
  + if the pilot has 100 hours’ mustering experience, five hours’ experience in the aircraft, and
* to operate unsupervised – 100 hours of operational mustering training in a helicopter of which:
  + at least 60 of these 100 training hours must be PICUS with a training pilot
  + the remaining hours can be PICUS or solo under the detailed personal direction of a training pilot.

### Assignment to duty of the pilot in command

****Sample text****

For all flights operated by {Sample Aviation}, one pilot shall act as pilot in command (PIC). In the case of dual training or check flights, the training pilot will act as PIC.

### Rostering process

****Sample text****

The HOO is responsible for developing rosters that meet the requirements of CAO 48.1 Appendix 5A Instrument 2019 with sufficient advance notice, usually a week. Pilots are allocated set days in which they are expected to work. Regardless of the start and finish times for the day, the HOO must ensure there are sufficient off-duty periods between duty days.

As much notice as possible should be given to part-time pilots and where possible an e-mail is sent specifying the days, hours and tasks required. The roster may be changed at short notice as required to respond to operational needs. The roster is {published electronically / sent by e-mail to all staff / placed on / in {insert location}}.

The HOO must ensure, when preparing the roster for pilots, that the following limitations and considerations are taken into account.

Assignment for duty

The HOO must use Form A11 Pilot Qualifications & Approvals Register in section 9.1 of this manual to ensure that a pilot is assigned to duty only if they meet following requirements:

* hold a valid general emergency competency check
* hold a valid proficiency check
* hold a current Medical Certificate
* the flying currency requirements have been met
* hold appropriate qualifications for the duty.

### Flight and duty time records

****Sample text****

Each pilot must update the Flight & Duty Record in the Flight & Duty software at the conclusion of each FDP.

If the Flight and Duty software is unavailable for any reason, the pilot must use Form A12 Flight Crew Member Flight & Duty Record - CAO 48.1 in section 9.1 of this manual to record flight and duty times until data entry into the software application becomes available.

### HOO rostering responsibilities

****Sample text****

The HOO must consider specific circumstances likely to increase fatigue risk relating to individual Pilots.

Circumstances may include:

* part-time pilots and casual employees who have additional employment
* a significant personal event
* challenging living conditions at remote bases.

If the HOO becomes aware that a pilot has specific circumstances that may increase their fatigue risk, they must discuss those circumstances to determine their impact on the pilot’s state of fatigue. The purpose of this discussion is to evaluate whether the pilot is sufficiently rested to accept the FDP assignment.

Strategies to decrease fatigue risk include, but are not limited to:

* a delayed start to the duty
* duty rotation with another pilot
* additional planned breaks during the duty.

### Sustenance

****Sample text****

Low blood sugar levels and dehydration impair brain function and lead to poor decision-making. Pilots are encouraged to take regular meal breaks, eat nourishing food and drink enough water. In addition, pilots are encouraged to consider breaking up long mustering sessions to take advantage of a meal break. If an FDP exceeds five hours, an opportunity to consume a meal must be made available to the pilot during the first five hours.

## Medical

### Medical certificates

****Sample text****

The following procedures apply:

* Each pilot must hold a current class 1 medical certificate.
* At the first available opportunity after being revalidated by a designated aviation medical examiner (DAME), a pilot must provide a copy of the revalidated medical certificate to the HOO. The HOO then updates the register of pilot qualifications using Form A11 Pilot Qualifications & Approvals Register in section 9.1 of this manual.
* At the first available opportunity after receiving their medical certificate from CASA, a pilot must provide a copy of the revalidated medical certificate to the HOO. The HOO then updates the register of pilot qualifications using Form A11.
* The HOO must ensure a copy of the pilot’s medical certificate exists in the pilot’s personal file.

### Drug and alcohol management

****Sample text – Micro-business DAMP****

Pilots are prohibited from performing any safety-sensitive duty when under the influence of alcohol or drugs.

{Sample Aviation} has elected to adopt the CASA Micro-business DAMP to obtain the benefits of the current CASA Micro-business exemption which exempts an eligible DAMP organisation from certain compulsory requirements of Subpart 99.B of CASR.

By adopting the CASA Micro-business exemption, {Sample Aviation} has committed to adhering to all the requirements outlined under the DAMP exemption for micro-business, as stated on the CASA website under Drug and alcohol management plans (DAMPs), DAMP exemptions link.

{Sample Aviation} adopts all conditions in the CASA Micro-business exemption, including completion of the CASA AOD e-Learning by all staff who perform SSAA and has formally adopted the Micro-business DAMP.

Micro-business DAMP documentation is located in Volume 8 of this manual.

****Sample text – Full DAMP****

Pilots are prohibited from performing any safety-sensitive duty when under the influence of alcohol or drugs.

{Sample Aviation} has developed a full drug and alcohol management plan (DAMP) which is located in Volume 8 of this manual.

### Fatigue management

****Sample text****

{Sample Aviation}’s Fatigue Management Plan / Manual is located in Volume 7 of this manual.

### Fatigue occurrence reporting

****Sample text****

{Sample Aviation}’s hazard reporting system includes fatigue occurrence reporting.

If any of the following events occur, a fatigue occurrence or incident report on the company Hazard and Incident Report Form (Form A16) must be submitted to the HOO or delegated person:

* When a pilot has not commenced a flight duty period (FDP) (or an FDP has not been completed) due entirely or in part to a pilot's fatigue. This includes when the FDP is completed but only after some additional mitigating action such as adding a pilot, reducing the workload of the duty, delaying the reporting time, creating the opportunity for a nap, increasing supervision / monitoring etc.
* Following a FDP, if the pilot in command believes, upon reflection, that the level of fatigue they or another pilot were suffering meant adequate safety margins had not been maintained throughout the flight(s).
* When the pilot notices something in the operating environment for example vibration, excessive temperatures, air conditioner failure at a facility, or substandard sleeping accommodation, that is likely to impact on their, or another pilots', alertness to such an extent that the safety margins could be reduced to unsatisfactory levels.
* When and incident or event has occurred to which fatigue could have been contributing safety factor.

For dot point 4, the incident report form (Form A16), in addition to a description of the incident, must include the pilot's sleep history for the previous 72 hours.

The incident report form for fatigue related issues will be stored as part of the Flight and Duty records of the pilot.

If the related matter is confidential, the HOO must ensure the incident report form is stored via an appropriate method acceptable to the pilot, and a note of this made in the pilot's flight and duty records that the record can only be made available with the permission of the pilot involved.

# Aircraft operations

## General

### Documents to be carried on flights

****Sample text****

As part of the pre-flight inspection, the pilot in command must ensure the maintenance release, the rotorcraft flight manual and any supplements, rotorcraft checklists and relevant parts of this operations manual are on board the aircraft.

At {Sample Aviation}, copies of these documents are kept {electronically / in a hard copy available at {insert address or location}}.

The pilot must carry a paper or electronic copy of their flight crew licence and medical certificate when flying.

The pilot in command must ensure the weather is suitable for any company flight to proceed safely, however for any positioning or ferry flights that proceeds more than 50 NM, weather forecasts and NOTAMs for the route must be reviewed and carried, along with all applicable maps and aeronautical information publication (AIP) documentation.

The pilot in command must confirm the aircraft is within weight and balance (limits), see section 2.6 of this manual.

### Compliance with flight manual

****Sample text****

The pilot must comply with all instructions contained in the aircraft RFM and supplements. Aircraft must be operated in accordance the {Sample Aviation}‘s aircraft checklists (normal and emergency) that are derived from the manufacturer’s documentation. If a conflict exists between this operations manual or operator-issued documentation and the RFM, the RFM has precedence.

## Crew members

Reserved.

## Carriage of passengers

### Carriage of aerial work passengers

****Sample text****

{Sample Aviation} will only carry persons who are aerial work passengers, being persons reasonably and closely associated with the purpose of the aerial work operations, as specified below:

* personnel involved in carrying out or supporting a mustering activity including a positioning or ferry flight

**Note:**

**A** positioning flight is:

(a) a flight of an aircraft to position aerial work cargo, or an aerial work passenger, in order to prepare for and carry out an aerial work operation; and

(b) a flight to reposition or remove aerial work cargo or an aerial work passenger on completion or cancellation of an aerial work operation, or of that part of the operation, to which a positioning flight related.

* {Sample Aviation} personnel directly associated with the operation, and employees of the owner / lessee / manager of the property that are directly involved with the mustering operation may be carried on positioning or ferry flights no lower than 500 ft above ground level the highest feature or obstacle within 300 meters of the point on the ground immediately below the aircraft unless taking off or landing.

### Passenger briefings

****Sample text****

Prior to the flight, the pilot in command must ensure that each passenger has received and understood a detailed briefing on:

* the operation of and requirements for wearing seat belts
* the operation of and location of all normal and emergency exits, including a demonstration and practice of the operation of each of the latching mechanisms
* the no smoking rule
* the location and contents of the first aid and survival equipment
* the location and operation of the emergency locator transmitter
* the way the aircraft must be entered and exited
* precautions and limitations in relation to cockpit controls
* the brace position in the event of an emergency landing.

### Passenger entry and exit with rotors in motion

****Sample text****

Passengers must not be permitted to enter or exit a helicopter with the rotors turning unless previously briefed by the pilot in command. The movement to or from the helicopter is always under the direct supervision of the pilot.

{insert copy of minimum content of company rotors turning passenger exit/entry safety brief content here}

Passengers must not be permitted to enter, exit or be present beneath the rotor disc of a helicopter unless the pilot ensures the rotor RPM is maintained at greater than 75% of operating RPM, the cyclic and collective are under their positive control, whilst occupying the command seat of the rotorcraft and the person has been cleared to enter, or exit the rotor disc area by the pilot in command. Passengers should always remain visible to the pilot and will have been briefed in the appropriate hand signals.

## Minimum emergency equipment to be carried

****Sample text****

All aircraft operated by {Sample Aviation} are equipped with approved emergency locator transmitters (ELTs). If an ELT is not serviceable, a portable ELT must be carried on board for cross country flights.

## Performance

All RFM performance limitations must be adhered to during company operations.

When operational mustering situations require operation in the avoid area of the HV envelope, pilots should, within the circumstances of the operational situation, try to minimise the time this is necessary.

During such operational situations, company pilots must ensure they maintain heightened vigilance for signs of pending engine, or other critical system failure, which may lead to the need for entry to autorotational flight.

These signs include (but are not limited too):

* onset of unusual vibrations
* variation in engine or transmission noise
* uncommanded or unexpected yaw and/or antitorque pedal inputs
* oil temperature and/or pressure changes
* trending high cylinder head temperature
* unexpected increased power demands
* RRPM decay
* increased or unexpected clutch light illumination
* illumination of chip lights

## Weight and balance control

****Sample text****

The pilot in command must ensure that the aircraft is loaded in accordance with the procedures contained in the relevant RFM and that no limits are exceeded during the flight.

## Fuel and oil policy

****Sample text****

{Sample Aviation}’s fuel and oil policy is outlined in the following sections.

## Fuelling and oil procedures

### Minimum fuel planning requirements

****Sample text****

At the start of a flight, the pilot in command must ensure that the fuel quantity carried includes:

* start-up and taxi fuel
* for a ferry or positioning flight, the trip fuel required to enable the aircraft to fly the expected route until landing at the destination, considering the operating conditions. Refer to appropriate ferry fuel flow rates in the tables in section 2.8.3 of this manual.
* for mustering flights, the trip fuel required to enable the aircraft to fly the expected tasking until landing at the destination considering the operating conditions. Refer to appropriate mustering fuel flow rates in the tables in section 2.8.3 of this manual.
* a final fuel reserve of {insert amount} litres.

Note: Amounts must be calculated using the relevant fuel flow rates stated in the tables in section 2.8.3 of this manual.

### Fuel operating conditions

****Sample text****

{Sample Aviation}’s fuel flow rates are calculated at {operator to insert process}

### Flow rates

****Mustering****

****Sample text****

{Sample Aviation}’s fuel flow rates for mustering are:

{Aircraft make and model}

| Activity | Fuel flow rate |
| --- | --- |
| Allowance for start, taxi, departure and arrival | X litres |
| Operational fuel flow rate | X litres per hour |
| Holding fuel flow rate | X litres per hour |

Ferry or positioning

****Sample text****

{Sample Aviation}’s fuel flow rates for ferrying or positioning are:

{Aircraft make and model}

| Activity | Fuel flow rate |
| --- | --- |
| Allowance for start, taxi, departure and arrival | X litres |
| Cruise fuel flow @ {insert power setting} | X litres per hour |
| Holding fuel flow rate | X litres per hour |

### Fuel related procedures

#### Determining and recording fuel quantity - pre-flight

The pilot in command must verify the fuel quantity on board at the pre-flight stage by a dipstick. The fuel quantity gauge readings must be cross checked. If more than 5% error is noted, the gauge must be reported to a qualified licenced aircraft maintenance engineer for further investigation. The aircraft tanks must be filled for any subsequent flight, and a reduction of 15% of the available endurance must be applied for the aircraft to be ferried to a place of maintenance.

#### Determining and recording fuel quantity - in-flight

****Sample text****

At 30-minute intervals in flight, the pilot in command must conduct a fuel quantity check by comparing fuel remaining on gauges with expected consumption over each 30-minute period.

For a ferry or positioning flight, the pilot in command must determine the expected usable fuel remaining on arrival at the destination aerodrome and determine whether the usable fuel remaining is sufficient to complete the planned flight.

For mustering operations, the pilot in command must determine the latest time operations may continue while leaving sufficient fuel to reposition to base to land with final fuel reserve intact.

#### In-flight fuel procedures

****Sample text****

For a ferry or positioning flight, the pilot in command must calculate the available endurance prior to departure at the ferry fuel rate. If it is determined in-flight that the usable fuel expected to be remaining on arrival at the destination is less than the final fuel reserve, the pilot then proceeds to a suitable landing site and land with at least the final fuel reserve remaining.

During mustering operations, the pilot in command must calculate the available endurance prior to departure at the mustering fuel rate. If it is determined in-flight that the usable fuel is less than that required to complete the assigned task and land with the final fuel reserve remaining, the task must be discontinued, and the aircraft recovered to a suitable fuelling location.

At any time during flight, the minimum amount of usable fuel on board to continue a flight must include trip fuel from that time and position to a safe landing area plus the final fuel reserve.

If in radio communication the pilot in command will declare a situation of emergency fuel when the calculated usable fuel predicted to be available upon landing at the nearest landing site where a safe landing can be made is less than the final fuel reserve for the flight. The pilot in command will declare an emergency fuel state by broadcasting ‘MAYDAY, MAYDAY, MAYDAY FUEL’.

#### Procedure if fuel reaches minimum amount

****Sample text****

Should the fuel gauge indicate less than {insert amount and delete required quantity reference} litres/ US gallons, the pilot in command must make an immediate precautionary landing at the nearest suitable area.

#### Determining and monitoring fuel quantity - post-flight

****Sample text****

On completion of the day’s flying, the pilot in command must either dip the tanks or refuel to a known quantity and complete all relevant fuel documentation including the aircraft flight record Form A13 Aircraft Flight Record in section 9.1 of this manual with the amount of fuel at shutdown, fuel used and the daily consumption rate. Any variation of the actual rate achieved to the published consumption rate must be reported to the HOO and any other pilot likely to fly the aircraft for consideration. Any significant fuel quantity discrepancy variation between actual fuel on-board (gauge) and aircraft flight record figure must be reported to a licenced aircraft maintenance engineer for further investigation.

#### Fuel types

****Sample text****

All aircraft operated by {Sample Aviation} use:

* AVGAS 100 (Green colour – also known as AVGAS 100 / 130), or
* AVGAS 100LL (Blue colour).

No other type or grade of fuel can be used.

#### Fuel usage monitoring

****Sample text****

The HOO must monitor fuel usage by dividing monthly total fuel usage by monthly total operational time to arrive at an average fuel rate per aircraft. If there is a significant variance from previous figures, the HOO must investigate the cause. If a leak or a faulty fuel gauge is suspected, maintenance action must be initiated. If the cause is of a more long-term nature, the HOO will amend the planned fuel flow rates specified in section 2.8.3 of this manual.

### Oil

****Sample text****

A pilot in command must not depart with less than {insert amount} quarts of oil. The HOO shall ensure enough oil is provided at bases or operating locations for expected operations.

### Aircraft refuelling

****Sample text****

#### Fixed or mobile installations

If an aircraft, operated by {Sample Aviation}, is fuelled from a bowser or fuelling truck, the following procedure must be used:

The following safety precautions must be followed during fuelling operations:

1. No smoking is allowed within 15 meters of the aircraft.
2. All persons must be out of the aircraft cockpit and cabin areas.
3. Persons are not to enter the aircraft during refuelling.
4. All switches on the aircraft must be off during refuelling operations.
5. If possible, position mobile fuelling equipment so it can be moved in an emergency.
6. Ensure there are no persons on board the aircraft and all switches are off.
7. Bond the aircraft to the fuelling installation.
8. Remove tank cap.
9. Fuel aircraft.
10. Secure tank caps.
11. Disconnect bonding lead.
12. Complete required documentation - all fuel added to be recorded in the aircraft trip record.

#### Fuelling from drums

****Sample text****

****Storage****

It is preferred that a day’s supply of drums is stored upright and tilted. If positioned the night before near the aircraft, this will maximise settling time.

Extra drums should be stored on their sides with the two bungs at the 3 and 9 o’clock positions. If the drums must be taken to the aircraft, they should stay on the tray of a vehicle, if possible, not rolled along the ground. If it is necessary to roll the drums, they must be given the longest settling period possible before fuelling is commenced.

If on a vehicle, pay particular attention to bonding the drum / pump to the aircraft as the drums are insulated from the ground.

Have a fire extinguisher nearby but no closer than 5 m from the drum / aircraft.

**Checking the drum before fuelling:**

* the drum is branded AVGAS, AVGAS 100, AVGAS 100 LL
* the fuel is within its expiry date
* the drum is not damaged, rusted, leaking or unsealed
* there has been no obvious contamination during storage.

**Positioning and settling:**

* the drum should be stood on its end and tilted so that the large bung is on the high side
* let stand to allow contents to settle.

**Assembling equipment:**

* bond the drum to the aircraft
* clean the pump and check the filter
* open drum and check for presence of free water. A positive method, such as water detecting paste / paper or drain bottle is preferred
* insert the pump suction standpipe to the bottom of the drum.

**Filling:**

* The fuelling nozzle or hose should be inserted as far as the tank design permits to minimize splash.
* Replace tank cap then remove bonding lead.

**After fuelling check:**

* Allow as much time as practical before conducting a fuel drain check.

#### Ground crew assisting with re-fuelling

****Sample text****

All persons employed in assisting with refuelling must be briefed by the pilot in command prior to beginning operations, including, as a minimum:

* the conduct and appropriate behaviour in the vicinity of an aircraft with its engines running
* the dangers of hot exhaust stacks and tail rotors
* the limitations in respect of smoking within 15 metres of an aircraft
* the need to wear safety glasses to prevent articles being forced into eyes by propeller or rotor
* blast and downwash.

### Action in the event of a fire hazard

****Sample text****

In the event of a spill or a fire hazard, the following procedures must be carried out:

* Stop the fuelling operation and notify the appropriate airport fire service or other relevant authority (if any) when any fuel of a quantity likely to create a fire hazard is spilled within 15 metres of the aircraft or ground refuelling equipment.
* Ensure mobile power units, vehicles and power operated loading devices operating within 15 metres of the spilled fuel are shut down.
* Ensure maintenance work of any nature on or within the aircraft is suspended and not recommenced until the spilled fuel has been removed.
* If fuel is spilled, use a fuel spill kit if available. When time permits, fill in a hazard and incident report form.

### Fuel quality check

****Sample text****

Before the first flight of the day and after fuelling, the pilot in command must carry out an aircraft fuel drain check.

The fuel quality check is to confirm:

* the absence of water or contamination
* the grade and type of fuel.

If less than ½ a cup of water is detected, continue to drain until all traces are removed from the fuel system before starting engine.

When significant quantities of contamination that cannot be drained are found, the pilot in command must report it to the HOO and endorse the maintenance release if applicable.

### Engine oil management

****Sample text****

Only oil of the type and grade specified in the RFM or manufacturers approved data as detailed on the maintenance release can be added to that specific aircraft’s engine. Minimum oil quantity is in accordance with the manufacturers or RFM requirements.

Oil is provided in accordance with section 2.8.5 of this manual. At intermediate landing points, if there is enough time on the ground, the oil quantity must be checked and topped up if and as required. Any oil added must be recorded on the maintenance release.

Oil consumption that exceeds the manufacturer’s requirements must be brought to the attention of the HOO and the maintenance organisation responsible for the maintenance of the aircraft.

## Risk assessment

### General – risk criteria

****Sample text****

{Sample Aviation} will only conduct operations if they can be conducted without an unacceptable safety risk to the aircraft or any other person or property, and when they do not impose a hazard on the safety of air navigation.

### Risk assessment and mitigation process flow chart

****Sample text****

{Sample Aviation} and its pilots must carry out a risk assessment and mitigation process for every mustering operation and flight in accordance with the following flow chart.

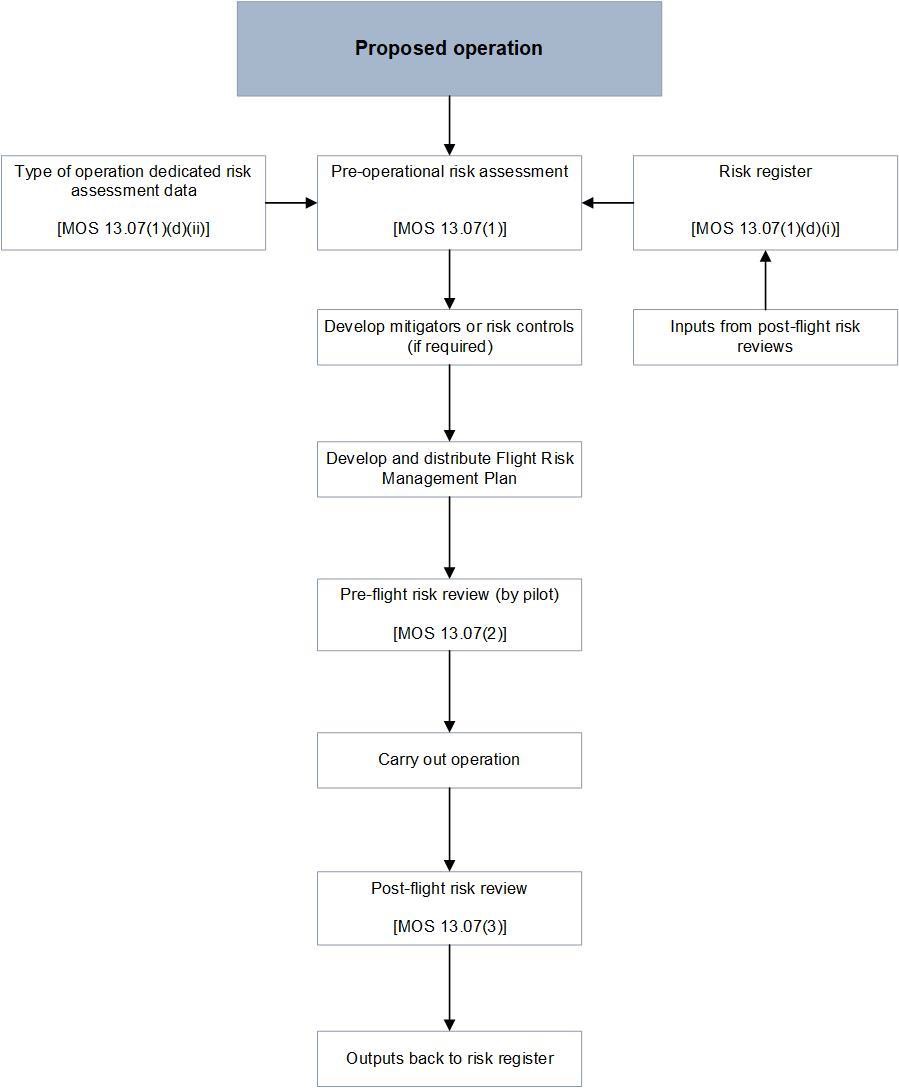


Figure 3: Risk assessment and mitigation process flow chart

### Risk register

****Sample text****

The HOO will populate Form A15 Risk Register in section 9.1 of this manual with any hazards or risks generated from:

* An initial assessment of the hazards and risks applicable to low level mustering operations.
* Any additional risks identified by post flight reviews, and any other information received by any personnel in relation to hazards and risks.

### Dedicated mustering operations risk assessment

****Sample text****

The HOO must carry out a risk assessment on the conduct of mustering operations of aircraft in generic mustering operational situations and record the assessment on Form A14 Risk Assessment Form in section 9.1 of this manual. Matters to be considered in the generation of this assessment include:

* The risks identified in the initial assessment of the hazards and risks and recorded in Form A15 Risk Register.
* {Sample Aviation}’s specific circumstances including:
  + proposed area of operations.

### Pre-operational risk assessment

****Sample text****

To determine if unacceptable safety risks exist, the HOO will ensure a pre-operational risk assessment is carried out prior to commencing operations. This assessment will review each of the matters in the following list with reference to the intended operational profile. The HOO will then determine whether any of these matters may result in an unacceptable risk as described in section 2.9.1 of this manual.

This assessment is to review and analyse at least:

* a review of the risk register Form A15 and the Dedicated mustering operations risk assessment document referred to in section 2.9.4 of this manual to determine whether there are existing matters for consideration in relation to the intended operation
* the nature of the intended operation and its particular characteristics
* the location of the intended operation and its particular characteristics
* the aircraft to be used in the intended operation and its performance profile and serviceability status
* the qualifications and experience of the flight crew members (FCMs) and support personnel to be used in the operation
* the hazards, external to the aircraft, that may be met during the operation.

### Mitigation and risk controls

****Sample text****

If the HOO determines that any element of the intended operation may pose an unacceptable risk, a mitigation strategy and appropriate risk controls will be developed.

The results of the assessment and any mitigation strategies or risk controls proposed must be recorded on Form A14 and saved in {Sample Aviation}’s records management system. Any new identified risks must be added to the risk register.

### Flight risk management plan

****Sample text****

Prior to deploying crew for a tasking, the HOO must generate a flight risk management plan using the following process:

* Review the pre-operational risk assessment in section 2.9.5 of this manual and any mitigators or risk controls generated in accordance with section 2.9.6 of this manual that must be employed on the proposed operation.
* Complete the flight risk management plan section on Form A14 with information about the projected risks and mitigators to be employed during the proposed operations.
* Distribute Form A14 to the pilots tasked for the operation.

### Pre-flight risk review – pilot

****Sample text****

When on site prior to commencing operations, the pilot in command must carry out a pre-flight risk review on behalf of the operator to determine that operations can be conducted without unacceptable safety risk to the aircraft or any other person or property, or that they do not impose a hazard on the safety of air navigation.

This will normally include a review of the proposed operation with the property manager, head stockman or their delegate.

The pilot in command must consider, at least, the pre-operational risk assessment and the flight risk management plan as detailed on Form A14. The pilot in command must be satisfied that the flight risk management plan will eliminate, reduce or mitigate risks and hazards under the current and expected operational conditions of the proposed operation. Additional controls or precautions must be applied by the pilot if required.

### Post-flight review

****Sample text****

After any operation is completed, the HOO will conduct a post-flight review of the operation to determine the effectiveness of the risk controls that were implemented and to identify and record any new or recurrent hazards and risks. The HOO is to add any matters identified at this review that are potential hazards or risks to the risk register.

## Flight preparation – weather forecasts

****Sample text****

For a ferry or positioning flight, the pilot command must obtain and study current forecasts and reports for the route, aerodromes and any alternates using NAIPS. At {Sample Aviation}, ‘current’ means not older than one hour before departure. The minimum forecasts required are aerodrome weather forecasts including alternates if available and a GAF or flight forecast.

The forecasts must cover the whole period of the flight. For aerodromes, it is to cover 30 minutes prior and 60 minutes after ETA. An updated forecast and NOTAMS must be obtained if these times are exceeded.

The pilot in command can elect to depart if a forecast or report cannot be obtained provided the weather will permit a return to the departure aerodrome inside one hour. In this instance, the flight must return to the departure aerodrome if the forecast cannot be obtained within 30 minutes.

The pilot in command is required to plan for a suitable alternate if they wish to depart without the forecasts mentioned in this section.

For mustering operations, the pilot in command must assess the weather as being suitable for the operation as part of the pre-flight risk review process.

## Procedures relating to frost or ice

****Sample text****

If the aircraft has been exposed to temperatures below zero in the hour prior to departure, the pilot in command must carry out a pre-flight inspection immediately before take-off that aims to verify that all external surfaces of the aircraft are entirely free from ice and frost. If ice and frost is found, the pilot must follow the RFM procedures for removal. The pilot is not to take off if any visible ice or frost exists on the aircraft.

## Flight planning

****Sample text****

For ferry or positioning flights, pilots must ensure they access and review the following information in relation to the planned flight, including alternates:

* AIP and visual charts for the route to be flown
* AIP, ERSA and aerodrome information for departure and destination aerodromes
* authorised weather forecasts and authorised weather reports
* NOTAMs for the flight.

This information is to be available during the flight in physical form or using electronic devices

For any destination or alternate aerodrome not in AIP or ERSA, the pilot must verify its status using the contact details contained in the aerodrome information during the flight planning stage.

## Reporting and recording defects and incidents

****Sample text****

The pilot in command must record on the maintenance release and inform the HOO as soon as possible of any abnormal instrument indication, flight conditions, aircraft behaviour, operating limit exceedance or defect that occurs on a flight.

The pilot in command must record on the flight record, and inform the HOO as soon as possible, any incident that did or could have endangered the safe operation of the aircraft.

## Minimum heights

****Sample text****

For positioning and ferry flights over non-populous areas, pilots are not to fly below 500 ft above the highest feature or obstacle within a horizontal radius of 300 m of the point on the ground or water immediately below the aircraft except for take-off and landing.

Alleviations to the minimum height rules are only applicable during the conduct of the aerial work operation and as necessary to achieve the aerial work task.

## Safety near helicopters with rotors in motion

****Sample text****

A pilot must never leave a helicopter unattended while the engine is running or the rotors are in motion. The safety of all personnel around the helicopter is the responsibility of the pilot in command.

## Firearms

****Sample text****

Firearms are not permitted to be discharged from {Sample Aviation} aircraft during mustering operations. Firearms may be carried, provided the pilot in command agrees to the carriage and supervises the stowage of the firearm. The firearm must be secured against movement under flight loads.

## Continuing airworthiness management

### Maintenance schedule

****Sample text****

The logbook statement includes the maintenance schedule. The maintenance release details what schedule was used to issue the maintenance release, lists the maintenance and airworthiness directives required in its period of validity.

### Airworthiness directives

****Sample text****

The HOO or delegate must review airworthiness directives applicable to their aircraft and ensure they are complied with. The HOO or delegate will then liaise with the maintenance provider to action any airworthiness directives.

### Maintenance planning

****Sample text****

During the period of the maintenance release validity the HOO or delegate must review maintenance releases daily for upcoming routine maintenance items and any entries regarding unserviceabilities made during operations. The HOO or delegate will then liaise with the maintenance provider to action any outstanding maintenance items or rectify reported defects.

Before releasing the aircraft for flying operations, the HOO or delegate will verify that any maintenance release entry has been appropriately cleared as applicable.

Prior to the expiry of the current maintenance release the HOO or delegate must review the maintenance schedule and liaise with the maintenance provider to ensure the maintenance required will be carried out at the scheduled time.

### Maintenance release procedures

****Sample text****

{Sample Aviation} uses a standard CASA maintenance release (MR) form. This is used for:

* notification if maintenance is required to be performed during the period of validity of the maintenance release (Part 1 of MR)
* recording defects or damage to the aircraft (Part 2 of MR)
* recording flight time (Part 3 of MR)
* certifications for the conduct of the daily inspection (Part 3 of MR).

Before a flight, the pilot in command must check the maintenance release to ensure:

* the date and / or the total time in service (TTIS) when the maintenance release expires is not exceeded during the intended flight (Part 1 of MR)
* the date and / or any total time in service of any maintenance required to be performed is not exceeded during the intended flight (Part 1 of MR)
* any defects or damage listed on Part 2 of the MR form that are required by aircraft certification or are items that may affect the aircraft’s airworthiness are rectified prior to the intended flight
* any equipment listed as unserviceable in Part 2 of the MR is not required for the intended flight or is specified as mandatory equipment in the flight manual
* the daily inspection has been certified correctly in Part 3 of the MR showing the date, signature and flight crew or AME licence number of the person who performed the inspection.

The maintenance release must be carried on all flights.

Persons conducting the daily inspection must do so in accordance with the appropriate schedule. Part 1 of the MR specifies the schedule / system of maintenance to which the aircraft is being maintained.

Pilots are reminded of their responsibilities in recording any defect on the maintenance release in accordance with subregulation 50(2) of CAR.

If an endorsement on Part 2 of the MR is a major defect or major damage, the maintenance release becomes invalid until such time as the major defect or damage is rectified and the endorsement cleared by an appropriately authorised or licenced person.

Defects that are not major defects or damage may not render the maintenance release invalid. The pilot in command must assess whether any such defect is in an item of equipment that is required for the particular flight. For example, if a night flight is planned and instrument lighting is unserviceable, the flight must not be commenced until the lighting is rectified. However, a day VFR flight would not be affected. Some defects may render the aircraft unserviceable as the component or equipment is required by type certification. Where the pilot is unsure, the matter must be referred to the HOO for consultation with the maintenance provider or suitably qualified maintenance engineer. A pilot acting as PICUS must consult with a command pilot as to the status of a defect under any of these circumstances.

On completion of each flight, the pilot in command must record the flight time and number of landings for the flight on the maintenance release for the aircraft.

On completion of flying operations each day, the pilot in command must calculate the time in service for the day for each aircraft flown and record the daily time in service and total time in service on the maintenance release. Oil uplift and number of daily landings are also to be recorded on the maintenance release.

### Major defects

****Sample text****

The {HOO or delegate} must ensure all major defects are investigated and reported to CASA by submission of a Defect Report Form (CASA Form 404).

The raising of a Defect Report Form is the responsibility of {Sample Aviation}.

Note: A major defect in relation to an aircraft, is a defect of such a kind that it may affect the safety of the aircraft or cause the aircraft to become a danger to persons (CASR Part 1 - Dictionary).

### Corrective action procedures

****Sample text****

Any doubts concerning the airworthiness of an aircraft must be initially referred to the HOO.

A {Sample Aviation} aircraft may be flown with an existing defect by use of a permissible unserviceability schedule (PUS) or the approval of a ferry flight by the issue of a special flight permit. The {HOO or delegate} must liaise with the maintenance provider to apply for permissions from CASA or a CASA delegate. Permissions must be carried in the aircraft for any flights that are subject to the permissible unserviceability or special flight permit

### Pilot maintenance

****Sample text****

At {Sample Aviation}, pilots may carry out maintenance provided:

* they have been approved by the HOO as specified in Schedule 8 of CAR or possess a CASA issued maintenance authority
* there is approved data and tooling available to the pilot
* any parts fitted have been stored, tracked and their installation recorded in an appropriate recording system
* they are trained in the tasks and assessed as competent.

Training will be conducted in accordance with the syllabus in volume 4 and certified on Form A17 for the following schedule 8 items:

* {add items here}

Maintenance other than a daily inspection must be certified on Part 2 of the maintenance release.

### Bird, animal or external object strike

****Sample text****

If a bird, animal or object strike is experienced in flight, the aircraft must be landed and soon as practicable and the damage assessed. Additionally:

* the pilot in command must:
  + enter the details on Part 2 of the maintenance release, and
  + report the event to the HOO.
* the HOO must inform the maintenance organisation for investigation.

If the strike took place at a registered aerodrome, the pilot in command must report the event to the ATSB within 72 hours.

### Procedure for unserviceable aircraft away from home base

****Sample text****

A pilot is permitted to rectify and certify for the rectification of an unserviceability that is listed in Schedule 8 of CAR, provided:

* the pilot is trained and authorised for such maintenance
* any parts, tooling and documentation required for the rectification is available to the pilot
* the HOO has approved the rectification.

If Schedule 8 of CAR is not applicable to the unserviceability, the pilot in command must liaise with the HOO to arrange suitable maintenance personnel to attend to the issue.

# Task specialist – mustering manual

## Introduction

****Sample text****

This manual provides guidance to pilots and support personnel in the recommended practices, procedures and limitations that should be followed when carrying out mustering operations.

## Planning

****Sample text****

Even though {Sample Aviation} has already carried out prior planning and provisioning arrangements for the job, it is the responsibility of the senior pilot on site to ensure that appropriate planning has taken place prior to commencing operations. As a minimum, the items to be considered are:

* aircraft serviceability, hours / time to run
* supplies of fuel and oil
* pilot accommodation and provisioning
* rostering and time free of duty limitations
* interface with property owner / lessee / manager and ground support personnel
* communications including emergency / SAR alerting
* confirmation that an appropriate risk review has been carried out.

## Briefing

****Sample text****

Prior to the commencement of a muster, a discussion is held between the pilot(s) and the station owner / lessee / manager or authorised station representative and covers:

* the overall objective of the muster
* the location of the mustering area along with the location of holding paddocks, yards or temporary yards
* the area to be mustered – size, shape, terrain and the desired direction of stock movement
* where stock is likely to be found
* how many head of stock there are likely to be
* in which direction the muster should go
* other aircraft, vehicles and persons that are participating in the muster and their respective roles
* location of fuel and that the refuelling point is suitable for landing and taking off
* the radio equipment available and proposed operating frequencies
* the location of any obstacles that may be a hazard to the safe operation of the helicopter during mustering, e.g. location and direction of power lines, telephone lines, radio towers, masts, windmills, or other features
* an assessment of weather conditions must be made before take-off, with emphasis on wind strength and direction, and this remains a priority throughout the muster
* the search and rescue watch procedures for the muster
* actions in the event of an emergency
* the location and type of first-aid equipment available.

## Limitations - general

****Sample text****

The following limitations must be taken into consideration prior to all flights:

* passengers are not to be carried during mustering operations
* firearms are not to be carried or discharged from the aircraft
* animals are not to be carried on board the aircraft
* pilots must land with at least 15 litres of fuel
* operations must not commence prior to first light
* operations must conclude before last light

Note: Local terrain effects must be considered, which may require operations to start later or cease earlier than published first and last light, respectively.

* during all operations, aircraft must be operated further than 300 meters horizontally or 500 ft vertically from any building or camp site (temporary or permanent)
* during all operations, aircraft must be operated further than 300 meters horizontally or 500 ft vertically from persons not directly associated with the muster
* aircraft are not to be operated in such a manner as to present a hazard to any person.

## Procedures, hints and tips

### Ground crew briefing

****Sample text****

The ground crew must be fully briefed by the pilot in command prior to the beginning the operation on at least the following matters:

* their respective duties
* general conduct of the muster
* understanding the communication methods to be used, radio frequencies and call signs
* understanding the signalling methods to be used ‘air to ground’ and ‘ground to air’
* loss of communication procedures, informing them how to recognise a possible problem and what to do in the event of a comms failure
* what to do in the event of an aircraft incident or accident.

### Operations involving the use of more than one helicopter

****Sample text****

The HOO or senior pilot must brief all the pilots engaged in the intended operation on the following:

* the limits of area to be mustering
* the route to be followed to and from the area of intended operations
* the procedure to be followed in the event of loss of radio communications
* procedures to be used when approaching and departing a refuelling point
* the control measures to be used during the muster
* that pilots must maintain continuous two-way radio communication with all other helicopters involved in the muster. A pilot who loses radio communication with the other helicopters must immediately cease operations and proceed in accordance with the loss of radio procedure as briefed
* that a helicopter is not to be flown within 100 meters horizontally or 500 ft vertically of another helicopter during the muster
* that pilots must maintain lateral separation using clearly defined terrain features and by radio and visual contact.

### Mustering procedures

****Sample text****

Subject to the result of the pre-flight risk review and the actual ambient conditions encountered for the operation, pilots are to use the following general mustering procedures:

* commence as soon as possible after first light subject to visibility
* the helicopter must be flown into wind as much as possible
* helicopters must be operated in a manner that maximises a successful autorotation whenever possible
* prolonged operations inside the shaded area of the height / velocity curve must be avoided, especially over heavily timbered or rugged terrain
* the requirement for hard flying or rapid manoeuvring of the helicopter must be avoided
* brisk descents with low forward speed should be avoided
* negative “g” manoeuvres must be avoided
* operations at power and airspeed combinations in critical wind azimuths conducive to suffering from loss of tail rotor effectiveness (LTE) must be avoided
* the helicopter is not to be flown close to a vehicle to startle the driver, or near a dwelling or occupied building
* the helicopter must always be operated within the limits specified in the Flight Manual
* fuel usage to be monitored at 30-minute intervals in accordance with section 2.8.4.7 of this manual
* if a situation arises where the stock does not respond to the helicopter as desired, consider another approach; if unsuccessful, be prepared to let them go.

### Weather

****Sample text****

During mustering, or any company operation, pilots must monitor and assess the impacts of the weather on the ongoing safety and efficiency of their operations using the following considerations and instructions:

* constant in-flight assessment of localised weather conditions must be conducted to ensure safe operation
* aspects to be monitored are wind strength and direction, including the effects associated with local terrain i.e. downdraughts, turbulence and gusting
* density altitude and changing temperature conditions can affect the ability of the aircraft to maintain safe performance levels
* raised dust with low sun aspects in early morning and late afternoon reduces visibility and extra caution is required
* if weather conditions make flying unsafe, the pilot in command must abandon the muster.

### Fatigue

****Sample text****

* fatigue is an issue in mustering operations where early mornings and long days are involved
* fatigue has a profound effect on the performance of the mustering crew
* due to the high level of concentration required by the pilot, fatigue can set in earlier for the pilot than for the other mustering crew members
* on many musters, the pilot finishes earlier than the ground crew and the pilot should get to a rest area earlier
* a pilot can find it difficult to self-determine their fatigue state. Check your colleagues regularly and seek another person to assess your status
* if fatigue is suspected, land immediately in the most suitable area, shut down and rest.

### Communications

****Sample text****

* prior to commencing any muster, the pilot in command must ensure that the UHF radio is serviceable
* if the pilot in command cannot maintain two-way radio communications, they must cease involvement in the muster
* pre-planned and briefed flight-following check-ins must be carried out at intervals no longer than 30 minutes
* if a call is missed, action the emergency procedure as briefed.

### Emergencies

****Sample text****

In low level mustering operations, time is critical in controlling an emergency situation. In an operational emergency situation as much as time, altitude and aircraft configuration permits, pilots must follow the standard basic initial response of:

* aviate – control the rotorcraft, conduct the required non-normal checklist memory items
* navigate – select the most suitable forced landing area, land into wind if possible
* communicate - if able, transmit a mayday on whatever frequency is in use.

Emergency response:

* ground crew or other pilots must action pre-briefed emergency response.

# Flight crew training and checking

****Sample text****

{Sample Aviation} will only assign flight to undertake a duty after having successfully completed all necessary training and checking events in accordance with this section.

## Flight crew

### Induction training

****Sample text****

Induction training will be delivered to any new flight crew member joining {Sample Aviation}. The syllabus of training and course topics are listed in Form A05. This training can be delivered by the HOO or a person who meets the requirements of section 23.10 of the 138 MOS who has been trained and approved by the HOO and nominated in this operations manual.

### General emergency training and the general emergency competency assessment

****Sample text****

Items marked with an asterisk require that the training or checking element to be carried out in each of the aircraft types that the pilot will be operating. The remainder of the training or checking need only be carried out in one type if the others are substantially similar.

The syllabus of training and course topics are listed in Form A06. The form used to record the training and competency check is the check element of Form A06.

The training may be delivered by the HOO or a trained person approved by the HOO who is nominated in this operations manual. The training comprises the following topics:

* General emergency and survival procedures
* Aircraft evacuation procedures
* Remote area survival equipment requirements
* ELT – COSPAS / SARSAT system theory and AMSA response process
* Contents of survival and first aid kits that are carried
* Fire extinguisher types and usage\*
* Location and deployment of aircraft specific safety and emergency equipment:
  + Emergency exit usage\*
  + ELT retrieval and usage\*
  + Fire extinguisher retrieval and usage\*
  + First aid kit
  + Survival kit
  + Restraint equipment (if fitted)

The check of competency can be carried out by the HOO or a trained person approved by the HOO who is nominated in this operations manual. The check must assess the following topics:

* Knowledge of general emergency and survival procedures appropriate to the proposed area of operations
* Practical demonstration of the location and deployment of aircraft specific safety and emergency equipment (where this does not impact on the serviceability status of the equipment)\*:
  + Emergency exit usage
  + ELT retrieval and usage\*
  + Fire extinguisher retrieval and usage\*
  + First aid kit
  + Survival kit
* The training and check is to be carried out recurrently every 12 months.

### Conversion training and proficiency check

****Sample text****

Each flight crew member is required to undergo conversion training. The recognition of prior learning (RPL) process may be applied to an experienced flight crew member at the HOO’s discretion. The HOO will record in the flight crew member’s training records any RPL applied to their training requirements. The training may be delivered by the HOO or a trained person approved by the HOO who meets the requirements of section 23.10 of the 138 MOS and who is nominated in this operations manual. The syllabus of training and course topics are listed in Form A06 and the results of the check will be recorded on Form A07.

The training comprises at least the following topics:

Duties and responsibilities for the flight crew member's position:

* 1. Specific operator procedures
  2. Operations manual content relating to flight conduct
  3. Operations manual content relating to risk assessment requirements
  4. Pilot-in-command responsibilities.

Training specific to the kind of aerial work operation to be conducted:

* 1. Standard operating procedures for the kind of aircraft used for the flight:
     1. Flight planning and fuel policy
     2. Maintenance release and minimum equipment list (MEL) procedures
     3. Journey log and technical log
     4. RFM contents
     5. Operations manual content including guidance material
     6. Pre-flight, in-flight and post flight pilot actions.

Normal, abnormal, and emergency procedures for the kind of aircraft used for the flight:

* 1. Checklist usage and procedures
  2. Memory items.

Each flight crew member is required to successfully complete a flight crew member operator proficiency check (OPC) prior to unsupervised operations, and recurrently every 12 months. The OPC will be conducted by the HOO or a trained person approved by the HOO who meets the requirements of section 23.10 of the 138 MOS and who is nominated in this operations manual.

For the flight component the check pilot is PIC for the operation, the flight will be conducted with the candidate making all operational decisions about the conduct of the flight as if they were PIC.

**Scheduling**

The check pilot will ensure that adequate additional preparation time is scheduled prior to the flight to carry out the ground component of the check, and adequate time allowed for after the end of the flight for the debrief, for both the check pilot and the candidate.

**Ground component**

The check pilot will conduct the pre-flight knowledge check of the items on Form A08.

The check pilot will brief the candidate, emphasising the following points:

* Candidate is PIC under supervision – check pilot is PIC
* Handover / takeover procedures
* Confirm the route and task for the flight, the sequences to be carried out, and any special considerations or procedures
* Procedures for the simulation of abnormal or emergency situations, including:
  + Minimum altitude / speed / configurations for initiating or discontinuing abnormal or emergency simulations
  + Confirming that touch drills only will be conducted
  + Method of communication between crew concerning possible undesired aircraft state development
  + That during simulated abnormal or emergency situations, the check pilot will be responsible for terrain clearance, traffic separation, compliance with air traffic control (ATC) or airspace restrictions, weather avoidance, and radio calls, which are outside the scope of the abnormal or emergency situation simulation being carried out.
* Actions to be taken in the event of a real emergency, including:
  + Who will act as pilot flying
  + Actions of non-flying pilot
* Review the items to be checked, the standards expected, and the check form
* The following process will apply in the event of a failure to achieve competency.
  + The check pilot will review the following:
    - Candidate flight crew licence, medical, recency and flight and duty compliance
    - Flight preparation including fuel calculations
    - Aircraft serviceability and equipment, MEL status etc
    - Risk assessment, threat, and error management

**Flight component**

The check pilot will observe the pre-flight inspection. The check pilot will confirm the candidate's knowledge of the aircraft and conformance with the pre-flight checklist.

The check pilot will observe the post flight actions of the candidate.

**Debriefing**

The check pilot will thoroughly debrief the candidate on their performance with respect to the items on the relevant Form A08 and complete the documentation as soon as possible. The HOO will be notified immediately of any failure to achieve competency.

### Recurrent training and checking

****Sample text****

**Recurrent general emergency training and competency assessment**

Each flight crew member must complete the general emergency training and check of competency every 12 months. For operations requiring the carriage of life jackets, the in-water practical component will only be carried out on the first occasion the flight crew member carries out the check and not at 12-monthly intervals.

Recurrent general emergency training and competency checking should be conducted for each type the pilot will fly. Where the aircraft are substantively similar, the HOO will determine if the requirement can be met by a single check with oral questions covering system differences.

**Recurrent flight crew member operator proficiency check**

Each flight crew member must complete a recurrent flight crew member operator proficiency check 12 months after commencing unsupervised aerial work operations and then every 12 months.

**Mustering Task proficiency check**

A flight crew member assigned to mustering operations will require mustering task training and an initial and recurrent mustering task check. This may be recorded on forms A07 and A08 and need not be carried out concurrently with the remining sections of the proficiency check. If this is the case, the HOO shall ensure that the crew member is not assigned for duty unless the mustering check and the proficiency check are both valid.

**Check due date flexibility**

The due date for the recurrent checks will be based on the initial check date. A check conducted within the period +/- 90 days of the due date will be considered as being carried out on the due date. If a flight crew member does not successfully complete a check within the timing mentioned above the check currency period will commence on the date of the next successful check.

**Competency assessment procedure (in flight)**

Flight crew members will be assessed as “Competent (C)” or “Not yet competent (NYC)”.

To be assessed as competent the candidate must display skills, knowledge and behaviours required to safely and effectively perform a check item. Check pilots will assess candidates over an entire flight which might contain a number of discrete items and form an overall view of their competency for the check.

When a check item or manoeuvre is listed on a check form, the check pilot will use the applicable Class or Type rating Flight Review and / or Instrument Rating standards in Schedule 2 of the Part 61 MOS for details on the item. The check pilot will assess the candidate's performance against the flight tolerances for professional pilots detailed in Schedule 8 of the Part 61 MOS for the manoeuvre. The flight crew member will be assessed as not yet competent if these tolerances are exceeded.

During a proficiency check a check pilot may allow repeats of a manoeuvre or sequence of manoeuvres to allow a candidate to achieve competence after practice. If the candidate cannot achieve competence after a reasonable number of attempts, they should be considered as not yet competent in that item. The flight can continue to check further items if desired, and the HOO will be informed of the partially complete nature of such a check as soon as possible.

The proficiency check items mentioned in Form A08, if assessed as competent, will satisfy the Part 61 requirement for the annual low level flight review only. {Sample Aviation}'s pilots are required to carry out a full flight review every 24 months in accordance with Part 61 requirements.

### Flight crew member not yet competent after a check

****Sample text****

If a flight crew member is assessed as not yet competent on a check, the check pilot will inform the HOO who will ensure the pilot is removed from unsupervised line operations. If the flight crew member is assessed as not yet competent in abnormal or emergency procedures, the subsequent remedial training will be carried out by a training pilot authorised to conduct abnormal or emergency procedures simulations.

### Remedial training

****Sample text****

Flight crew members who are assessed as not yet competent will undertake the {Sample Aviation}'s remedial training program located at {insert location and course reference here}.

## Task specialist training

****Sample text****

{Sample Aviation}'s mustering task specialist training and checking topics include the following:

* Normal aircraft procedures:
  + Risk assessments and safety controls
  + Aircraft entry, seating, seat belts and safety procedures
  + Communications during operation including how to establish and maintain an effective communication system with stock mustering personnel on the ground.
  + Procedures for aerial work passenger entry and exit with rotors turning if required
  + the effect of wind velocity in low-level operations
  + Obstruction avoidance techniques
  + Critical operational conditions, including, avoidance of vortex ring state, downwind operations, and negative ‘g’ manoeuvres
  + Minimisation of operations in the avoid area of the HV envelope
  + Meteorological factors affecting performance at low level
  + Safety hazards and risks of low-level operations and methods of control.
* Abnormal and emergency aircraft procedures:
  + Securing task equipment in event of an emergency
  + Seating / restraint procedures including brace positions
  + Aerial work passenger control during emergencies
  + Retrieval of safety and survival equipment
  + Post emergency communication procedures
  + Survival and rescue procedures
* Task procedures:
  + Serviceability of task equipment
  + Loading and securing task equipment (if any)
  + Task-specific communications procedures
  + Aircraft operating limitations on task
  + Coordination and conduct of operations which will result in the efficient and safe assembly and movement of stock to predetermined destination in the time available, whilst safely and effectively, operating the rotorcraft.

## Actions in the event of an actual emergency

****Sample text****

The training or check pilot will:

* Apply appropriate control inputs as necessary to ensure immediate control of the flight path and correct IAS (should the candidate not initiate these in a timely manner).
* Identify failure / emergency and initiate recall items / vital actions (should the candidate not initiate these in a timely manner).

If the candidate is assessed as managing the situation correctly and circumstances permit:

* announce that the emergency is real
* advise the candidate to continue to act as flying pilot
* monitor the candidate's actions and assist where required
* confirm shutdown actions prior to allowing the candidate to execute them.

If the candidate is not likely to manage the situation effectively or the safety of the flight is in doubt:

* use handover / takeover drill to become flying pilot
* advise the candidate to continue to act as non-flying pilot
* request assistance from the candidate where necessary
* seek confirmation prior to shutdown actions if feasible.

## Training for new and inexperienced flight crew members

A new or inexperienced pilot is one who:

* has not carried out mustering operations
* has not carried out mustering operations of the nature proposed for more than 12 months
* has less than 100 hours mustering experience.

Before assignment to unsupervised operations, the HOO will assess each new or inexperienced pilot and construct an appropriate supervision schedule. This will involve supervised operations with the HOO or a nominated training pilot and shall include:

* planning and risk assessment procedures
* normal flight operations
* task specialist communication and supervision
* discussion of abnormal or emergency procedures.

Supervised operations will include — 100 hours of operational training in aerial mustering operations for new mustering pilots, or the equivalent amount of operational training needed to bring a pilot up to 100 hours of operational training, in the class of rotorcraft in which the proposed aerial mustering will be carried out.

Operational training for these supervised operations will be made up of:

* at least 60 hours of the 100 hours must be training as PICUS with a training pilot
* the remaining hours may be either of the following, in the discretion of the training pilot and the HOO:
  + as PICUS with the training pilot
  + solo under the detailed personal direction and mentorship of the training pilot.

After successfully completing this supervision, the pilot will be released for duty.

## Emergency situation simulations - rotorcraft

****Sample text****

VFR – Simulated complete engine failure and autorotative descent from the level flight and the hover.

The check pilot will, after ensuring the rotorcraft is within safe glide distance of a suitable landing area:

* initiate the simulation from a position where the candidate can demonstrate sufficient procedures for carrying out entry to autorotation, stable autorotative descent, engine failure inflight procedures and selection of a safe forced landing site if time permits, or an immediate emergency landing in an appropriate area, to enable a “competent” assessment
* commence the simulation at a height sufficient to allow conduct and assessment of emergency procedures
* ensure the engine and RRPM remain within limits
* direct the candidate to execute a missed approach when appropriate.

The check pilot will announce the simulation and retard the throttle to idle (or simulate emergency as per RFM) and will ensure additional RFM requirements such as carbi-heat are utilised according to the conditions for the flight.

The check pilot will assess the following items:

* Immediate control of RRPM and initiation of autorotative flight
* Immediate control of the flight path attaining optimum autorotative attitude and indicated air speed (IAS)
* Simulated conduct of recall items / vital actions
* Configuring the rotorcraft for appropriate range and selecting a landing area
* Planning the approach and diverting to intercept the most appropriate into approach path as required
* Checklist review and restart if time permits
* Passenger briefing and mayday call
* Approach path adjustments as necessary
* IAS and RRPM control during autorotative descent
* Simulated shutdown and pre-impact actions
* Likelihood of achieving planned touchdown point
* Simulation of emergency situations during mustering operations.

If the proficiency check is also the candidates low level rating flight review, {Sample Aviation} will utilise the low-level rating flight review to ensure the pilot's competency in regard to low level emergency procedures. Otherwise, the item is for discussion only.

## Process for recognition of prior learning

****Sample text****

Flight crew members who have previously carried out mustering operations or have completed training and checking events with other aerial work operators, may be eligible for RPL at the discretion of the HOO.

RPL may only be applied to general emergency training and conversion training. Checking events required cannot take advantage of RPL.

The HOO will review any available RPL for the flight crew member from their previous operational experience and determine what previous training, if any, can be recognised and not repeated for {Sample Aviation}. The principles to be employed are:

* the training topics, method of delivery, and operation of rotorcraft of the same type and model
* the training will have been completed within the previous 6 months
* for in-aircraft training, the mustering and other training tasks carried out with the previous operator will be similar to {Sample Aviation}'s proposed tasks for the flight crew member.

The HOO will assess the evidence for the candidate and determine which areas of the training program need not be repeated. The HOO will assess and adjust the training program for each flight crew member as required.

By way of example, if the flight crew member has recently completed their low-level rating flight review with a Part 141 operator's flight examiner or flight instructor this may be considered as RPL for low-level operations emergency procedures.

# Safety management system

Reserved.

# Dangerous goods

****Sample text****

{Sample Aviation} does not authorise the carriage of dangerous goods on our operated aircraft. Certain items that might otherwise be considered dangerous are permitted in accordance with Part 92.030 of CASR. The pilot must refer to this provision to determine whether the article can be carried on any flight.

# Fatigue management

{Insert Fatigue Management Plan – CAO 48.1 Appendix X}.

# Drug and alcohol management plan (DAMP)

{Insert Drug and Alcohol Management Plan - Micro DAMP}.

# Appendices

## Forms

****Sample text****

1. ****Forms****

| Form Number | Title |
| --- | --- |
| A01 | Operations Manual Acknowledgement Record |
| A02 | Compliance Audit Form |
| A03 | Initial Pilot Employee Record |
| A04 | Key Personnel Familiarisation Training Record |
| A05 | Pilot Induction Training Course |
| A06 | General Emergency Competency Training Course and Competency Assessment Report Form |
| A07 | Operator Conversion Training Report Form |
| A08 | Proficiency Check Report Form |
| A09 | Pilot Personal Details |
| A10 | Pilot Training Record |
| A11 | Pilot Qualifications & Approvals Register |
| A12 | Flight Crew Member Flight & Duty Record - CAO 48.1 |
| A13 | Aircraft Flight Record |
| A14 | Risk Assessment Form |
| A15 | Risk Register |
| A16 | Hazard and Incident Reporting Form |
| A17 | Pilot maintenance training record |

Form A01 - Operations Manual acknowledgement record

Instructions

1. All pilots must sign this sheet in the paper master copy of the operations manual. The master copy is held by the HOO.
2. By signing this acknowledgement record, pilots are certifying that they have read the manual, understood and agreed to comply with the procedures, instructions and data contained within
3. Each person required to sign must do so initially before commencing operations and after any amendment to the manual.
4. Acknowledgement record

| Version No. | Name | Signature | Date |
| --- | --- | --- | --- |
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Form A02 - Compliance audit form

Details

Date of Audit: Audit period:

Start date: End date:

Conducted by:

1. Compliance audit form

| Compliance | Comments | Compliant?  Yes / No |
| --- | --- | --- |
| Operations manual compliance |  |  |
| Legislative compliance |  |  |
| Risk assessment processes |  |  |
| Flight & duty records |  |  |
| DAMP recurrency |  |  |
| Aircraft documentation |  |  |
| Pilot training and assessment records |  |  |
| Pilot performance monitoring |  |  |

1. Standards audit form

| Standards | Comments | Adequate?  Yes / No |
| --- | --- | --- |
| Operational performance |  |  |
| Documentation |  |  |
| Aircraft |  |  |

|  |  |
| --- | --- |
| Any identified deficiencies? | Yes  No |
| What, if any, improvements can be made? |  |

CEO Acknowledgement

Action:  No Further Action  Discuss with HOO

CEO Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: Click here to enter a date.

Form A03 - Initial pilot employee record

Contact details

Name: ARN:

Address:

Phone

Business: After hours: Mobile:

E-mail:

**Next of kin: Relationship:**

Name: ARN:

Address:

Phone

Business: After hours: Mobile:

E-mail:

1. Qualifications

License type: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Category Endorsements | A | H | G | Other |  |
| Operational ratings | FIR | NVFR | PIFR | IR | LL |
| Class Ratings | SEH | MEH | Other |  |  |
| Design feature endorsements | Winch | Sling | Other |  |  |
| Flight activity endorsements | LLLP | LL-H | LL-M | Other |  |
| FI endorsements | 1 | 2 | 3 | LL | Other |

1. Induction process sign-off

Note: Certification of all items is required to conduct authorised Mustering.

|  |  |  |  |
| --- | --- | --- | --- |
| Requirement | Name of signee | Sighted / Completed (signature) | Date |
| Medical certification |  |  |  |
| Induction training |  |  |  |

Form A04 - Key personnel familiarisation training record

Details

Name: ARN:

Position: Date of training:

1. Key personnel familiarisation training record

| Subjects / discussion points | Complete?  Yes / No |
| --- | --- |
| Overview of the organisation’s operation and scope of operations conducted |  |
| Operations Manual content, structure and amendment processes |  |
| Regulatory authorisation and compliance procedures |  |
| Outline of organisation’s structure and governance |  |
| Internal reporting and communication procedures |  |
| Outline of administration systems |  |
| Management of change processes |  |
| DAMP |  |
| Safety policy and management principles |  |
| Responsibilities & duties of position, supporting processes and procedures |  |
| Summary of relevant Parts 61 and 138 of CASR |  |
| Introduction to risk management procedures |  |
| Rostering and fatigue management |  |
| The following items are not required for the CEO position | |
| Mustering operations management |  |
| Pilot training and assessment |  |
| Mustering operations procedure manual |  |

|  |
| --- |
| Comments |
|  |

Trainer Acknowledgement

Completed:  YES  NO

Trainer Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Trainer Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: Click here to enter a date.

Form A05 - Pilot Induction Training Course

Details

Pilot name: ARN:

Trainer name: Date of training:

1. Key personnel familiarisation training record

|  |  |
| --- | --- |
| Subjects / Discussion points | Complete?  Yes / No |
| Training and checking |  |
| Outline of organisation’s structure and governance |  |
| Authorised Part 138 activities conducted by the company |  |
| Operations Manual content, structure and amendment processes |  |
| Safety policy and management principles |  |
| R22 engineering training and questionnaire |  |
| R22 normal, abnormal and emergency procedures |  |
| Aircraft refuelling including drum stock procedures |  |
| Aircraft daily inspection and certification |  |
| Management of aircraft serviceability and defect reporting |  |
| Pilot maintenance training and certification |  |
| Mustering specific operational procedures |  |
| Hazard and risk assessment and mitigation procedures for mustering operations |  |
| Rostering and fatigue management |  |
| Remote base operational procedures |  |
| DAMP induction |  |
| Completion of CASA ‘Alcohol and other Drugs’ eLearning |  |

|  |
| --- |
| Comments |
|  |

Trainer Acknowledgement

Completed:  YES  NO

Trainer Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Trainer Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: Click here to enter a date.

Form A06 - General Emergency Competency Training Course and Competency Assessment Report Form

Details

Pilot name: ARN:

Trainer name: Date of training:

Training element

Trainer name: Date of training:

Kind of aircraft: Aircraft Registration:

1. General emergency competency training course and competency assessment report form

| Subjects / Discussion points | Complete  Yes / No |
| --- | --- |
| General emergency and survival procedures |  |
| Aircraft evacuation procedures |  |
| Procedures for dealing with emergency situations |  |
| Procedures for location, removal, and use of safety equipment |  |

|  |
| --- |
| Comments |
|  |

Trainer Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

HOO Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Competency check element

Checker Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of check: Click here to enter a date.

Initial Check?  YES  NO

Recurrent?  YES  NO

| Subjects / check items | Complete  Yes / No |
| --- | --- |
| General emergency and survival procedures |  |
| Aircraft evacuation procedures |  |
| Procedures for dealing with emergency situations |  |
| Procedures for location, removal, and use of safety equipment |  |

|  |
| --- |
| Comments |
|  |

Checker signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

HOO signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Form A07 - Operator Conversion Training Report Form

Details

Pilot name: ARN:

Training pilot name: ARN:

Aircraft type / rego: Hours:

1. Operator conversion training report form

| Training topics | Comment | C / NYC |
| --- | --- | --- |
| Pilot duties and responsibilities |  |  |
| Company procedures |  |  |
| [R22] SOP’s |  |  |
| Normal and emergency procedures |  |  |
| Carriage of passengers |  |  |
| Mustering procedures |  |  |

Competency check element

Training pilot signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Pilot signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

HOO signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Competence:  Competent  Not yet competent

Form A08 - Proficiency Check Report Form

Details

Pilot name: ARN:

Check pilot name: ARN:

Route / location / task: 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.

1. Proficiency check report form

| 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 |  |  |
| \* 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:  Pass  Fail

Form 09 - Pilot Personal Details

Contact details

Name: ARN:

Address:

Phone

Business: After hours: Mobile:

E-mail:

**Next of kin: Relationship:**

Name: ARN:

Address:

Phone

Business: After hours: Mobile:

E-mail:

1. Credentials and experience

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ARN | Medical class | Medical validity | Last medical | Hours last  12 months (if applicable) | A / C types flown |
|  |  |  | Place:  Date:  Doctor’s name: | Last Flight  (if applicable)  Date: |  |

1. Previous flying summary

| All flying (hrs) | | | Mustering (hrs) | | | Rotary (hrs) | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| PILOT DAY | PILOT NGT | DUAL DAY | DUAL NGT | TOTAL | DUAL | PILOT | DUAL | PILOT |
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Form A10 - Pilot training record

1. Pilot training record

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Date | Pilot | Route / flight details | Flight time | Pilot signature | Trainer signature |
|  |  |  |  |  |  |
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Form A11 - Pilot qualifications and approvals register

1. Pilot qualifications and approvals register

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Pilot name | ARN | Competency due date | MED due date | FPC due date | IPC due date | DAMP due date | HF /  NTS due date | ASIC due date | Mustering endorsements and operator approvals | Additional approvals |
| Blogs | 999999 | 01/01/16 | 01/01/16 | 22/12/16 | 01/01/16 | 01/01/16 | 01/01/16 | 01/01/16 |  | Senior Pilot |
|  |  |  |  |  |  |  |  |  |  |  |
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Form A12 - Flight crew member flight and duty record – CAO 48.1

1. Flight crew member flight and duty record – CAO 48.1

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| FCM | Name | Start | Sunday | Insert date | End | Saturday | Insert date |
|  |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Date | FDP start | FDP finish | Total duty | FDP extended? | Total flight | Flt time extended? | 384-hour flt time | 365-day flt time | 30-day consec  flt time | Remarks | Signature |
| Brought forward | | | | | | |  |  |  |  |  |
| SU |  |  |  |  |  |  |  |  |  |  |  |
| MO |  |  |  |  |  |  |  |  |  |  |  |
| TU |  |  |  |  |  |  |  |  |  |  |  |
| WE |  |  |  |  |  |  |  |  |  |  |  |
| TH |  |  |  |  |  |  |  |  |  |  |  |
| FR |  |  |  |  |  |  |  |  |  |  |  |
| SA |  |  |  |  |  |  |  |  |  |  |  |
| Carry forward | | | | | | |  |  |  |  |  |
|  | | | | | Limits | | 100 | 1200 | 100\* |  |  |

****Instructions for extensions****

Was your FDP extended – YES / NO? (Annotate column as appropriate).

If ‘YES’, please provide a summary or reasons for the extension in the remarks section.

Note: \* For FCMs with less than 500 hours’ mustering experience.

Form A13 - Aircraft flight record

1. Aircraft flight record

| Date | Pilot | Route / task | Coll out | Coll in | Total | Tacho out | Tacho in | Total | Fuel start | Fuel end | Fuel added | Fuel used | Fuel rate |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
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Form A14 - Risk assessment form

1. Risk assessment form

Details

Assessor name:

Position:

Task / client / location:

1. Pre-operational risk assessment and dedicated aerial work operations risk assessment

| Review risk register | Review type of operation, location, aircraft to be used, qualifications and experience of the FCMs and any hazards external to the aircraft |
| --- | --- |
|  |  |

1. Mitigation strategies and risk controls

| Issue | Strategy or control |
| --- | --- |
|  |  |
|  |  |
| (insert rows as needed) |  |

1. Flight risk management plan

|  |  |
| --- | --- |
| Issue | Strategy or control |
|  |  |
|  |  |
| (insert rows as needed) |  |

Pre-flight risk review

|  |  |
| --- | --- |
| Pilot name |  |
| Date |  |

Post-flight review

Assessor Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: Click here to enter a date.

Form A15 - Risk register

1. Risk register

| Issue title | Details | Strategy or control |
| --- | --- | --- |
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Form A16 - Hazard and incident report form

In accordance with {Sample Aviation}’s safety policy, this form is to be used to report all hazards and incidents that are identified or occur within company operations and is not limited to aviation operations.

The information supplied on this form will only be used to report on any aviation incidents, including fatigue related incidents, and occupational health and safety incidents that would be relevant to the staff, customers and third-party contractors of {Sample Aviation}. On receipt of this form, it will be actioned by the HOO and you will be notified of the outcome. It will then be filed in our safety records as a means of supporting our company safety policy.

****>> PART A – to be completed by person reporting hazard <<****

|  |  |
| --- | --- |
| Name of reporter  (leave blank if anonymous) |  |
| Contact phone (optional) |  |
| Date of occurrence |  |
| Local Time |  |
| Location  (e.g. Airport code, Lat / Long, bearing / distance) |  |
| ATSB report submitted | Yes  No   NA |

ATSB report submitted: Yes  No   NA

|  |
| --- |
| Fully describe the hazard, incident or occurrence |
|  |

|  |
| --- |
| What do you consider to be the root cause and what actions have been taken or suggestions do you have to mitigate the hazard or prevent the incident or occurrence from happening again? |
|  |

|  |  |  |
| --- | --- | --- |
| In your opinion, what is the likelihood of such an event or something similar occurring again? | | |
| UNLIKELY | PROBABLE | LIKELY |
| 1 | 2 | 3 |

|  |  |  |
| --- | --- | --- |
| What do you consider could be the worst possible consequence as a result of this event if it were to happen again? | | |
| NEGLIGIBLE | SERIOUS | CATASTROPHIC |
| 1 | 2 | 3 |

****>> PART B – To be completed by the HOO or assignee<<****

|  |
| --- |
| What were the results of the root cause analysis and what actions have been taken, or are being undertaken, to prevent the issue from occurring again in the future and / or to mitigate its consequences? |
| Report: |
| Recommendations: |
| Signature: |
| Date: |

****>> PART C – Acknowledgement by CEO <<****

CEO comments and recommendations

No further action:  Feedback given to originator:  Discuss with HOD

CEO Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: Click here to enter a date.

Form A17 – Pilot maintenance training record

****Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_****

| Date | Schedule 8 item | Schedule 8 maintenance training carried out | Competent  Yes / No | Trainee Signature | Maintenance trainer Signature |
| --- | --- | --- | --- | --- | --- |
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1. The method of this is an operator’s choice and is often in a document titled ‘change register’ [↑](#footnote-ref-2)