



Air Operator's Certificate Handbook Volume 3 - Airworthiness

Date	November 2016
Approval Tier	Three
Approver	Director of Aviation Safety
Sponsor	Group Manager, Aviation Group
Review Date	November 2017
CASA Ref	D16/444170

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This is an internal CASA policy manual. It contains guidance material intended to assist CASA officers and delegates in carrying out their regulatory responsibilities and is available to the public for information purposes only.

You should not rely on this manual as a legal reference. Refer to the civil aviation legislation—including the *Civil Aviation Act 1988* (Cth), its related regulations and any other legislative instruments—to ascertain the requirements of, and the obligations imposed by or under, the law.

Preface

As a Commonwealth government authority, CASA must ensure that the decisions we make, and the processes by which we make them, are effective, efficient, fair, timely, transparent, properly documented and otherwise comply with the requirements of the law. At the same time, we are committed to ensuring that all of our actions are consistent with the principles reflected in our Regulatory Philosophy.

Most of the regulatory decisions CASA makes are such that conformity with authoritative policy and established procedures will lead to the achievement of these outcomes. Frequently, however, CASA decision-makers will encounter situations in which the strict application of policy may not be appropriate. In such cases, striking a proper balance between the need for consistency and a corresponding need for flexibility, the responsible exercise of discretion is required.

In conjunction with a clear understanding of the considerations mentioned above, and a thorough knowledge of the relevant provisions of the civil aviation legislation, adherence to the procedures described in this manual will help to guide and inform the decisions you make, with a view to better ensuring the achievement of optimal outcomes in the interest of safety and fairness alike.

Shane Carmody
Chief Executive Officer and
Director of Aviation Safety

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Revision history

Amendments/revisions of this Manual are recorded below in order of most recent first.

Version No.	Date	Parts/Sections	Details
1.1	November 2016	All	Complete update
1.0	October 2012	All	First issue

1. Introduction

An Air Operator Certificate (AOC) applicant must satisfy CASA that they comply or are capable of complying with the safety rules under the Act and regulations in relation to managing the airworthiness aspects of their operation.

To recommend the issue of an AOC, CASA must be satisfied that the applicant has provided evidence to show that all airworthiness requirements pertaining to the aircraft and the operations to be covered by the AOC have been met. Such evidence will include the following:

- airworthiness aspects of the organisation are appropriately managed and controlled
- the aircraft are airworthy
- how continuing airworthiness will be achieved
- that aircraft are appropriately equipped for the role and operation
- that the applicant has provided for an organisation for maintenance control of all aircraft, that is adequately staffed with a sufficient number of suitably qualified and competent employees to conduct and carryout the AOC operations safely
- the nomination of a suitable person to hold the position of the head of the aircraft airworthiness and maintenance control part of the organisation
- that the aircraft has a Maintenance Schedule for Class B aircraft or an approved System of Maintenance (SOM) for Class A, as required, which must be appropriate to the operation involved
- that aircraft have an approved Minimum Equipment List (MEL) if required which must be appropriate to the operation involved
- that an approved maintenance controller has been appointed for each Class A aircraft
- that a Maintenance Control Manual (MCM) has been accepted by CASA for the Class A aircraft.

Operations to which CASR Part 42 applies, will require the Registered Operator of an aircraft to have an approved CAMO responsible for continuing airworthiness of the aircraft covering such matters as:

- exposition
- facilities and equipment
- accountable and responsible managers and other employees, and their qualifications
- quality management system and internal review
- Aircraft Maintenance Program (AMP)
- reliability program
- instructions for continuing airworthiness including maintenance data
- records
- procedures for making changes to the exposition.



Note: Further guidance is provided in the Subpart 42.G - Technical Assessor Handbook

2. Scope and Application of the AOC Handbook Volume 3 - Airworthiness

AOC Handbook Volume 3 – Airworthiness applies to the airworthiness requirements for the conduct of charter, general aviation and aerial work operations.

Operators in the above categories may elect to manage airworthiness requirements under the provisions of CASR Part 42

CASR Part 42 and its Manual of Standards (MOS) will apply for the airworthiness requirements of RPT operations and those operators that have elected to use Part 42.

CASA Inspectors must refer to Part 42G – Continuing Airworthiness Management Organisation (CAMO) Assessor Handbook.

3. Entry Control Requirements - General

The following provides an overview of the requirements an AOC application must meet when applying for an AOC. The details of these requirements are discussed in succeeding chapters.

3.1 Documentation and Information

It is the applicant's responsibility to provide the following documents and information to CASA:

- Operations Manual
- the make and type of each aircraft intended to be operated
- copies of contractual arrangements
- aircraft specific manuals and documents (as applicable):
 - Approved Flight Manual
 - Elected Maintenance Schedule (Class B)
 - Approved System of Maintenance (optional unless operating Class A Aircraft)
 - Minimum Equipment List
 - Maintenance Data
 - Maintenance Control Manual (only applies to operators of Class A aircraft).



Note: Operators of Class B aircraft will generally have all or most of their procedures detailed in their company Operations Manual. If an operator chooses to contain airworthiness information specific to their operation in any other document, a copy of this document must be provided to CASA.

The operators of Class A aircraft must have an MCM that meets the requirements of Civil Aviation Regulations [\(CAR\) 42ZY](#) and specifies how the operator will control the maintenance of their Class A aircraft. Refer to Section 9.0 on Maintenance Control Manual for specific information regarding this manual.

The responsibilities specific to an operator's arrangement to contract out aspects of their airworthiness obligations must be documented in their operational documents.

The operator must ensure that written procedures are in place to demonstrate how they will comply, and continue to comply with all airworthiness requirements under CASA legislation.

3.2 Assessment

3.2.1 Assessment Method

The CASA inspector's assessment of the application will involve desktop assessments of the documentation provided, review of CASA guidance material and verification of the applicant's claims through site inspection of facilities, and interview of key personnel. The CASA inspector must be satisfied the submission meets the requirements for the particular operation having regard to the nature of the operations covered by the AOC.

3.2.2 Aircraft Inspections

The CASA inspector must be satisfied that the aircraft intended to be operated are airworthy and appropriately equipped, having regard to the nature of the operations covered by the AOC.

For Approved Single Engine Turbine Powered Aircraft (ASETPA) operations, an aircraft inspection must be completed. Detailed ASETPA procedures are contained in AOCM Vol.2 Section 15.

It is recommended that for non-ASETPA aircraft, an aircraft inspection will be carried out. Circumstances which may influence whether an inspection is required include:

- the size, maturity and capacity of the operator
- the age of the aircraft
- the operator's compliance history
- the operator's current fleet composition
- the operator's performance history.

Before aircraft inspections are carried out the operator must ensure that:

- for aircraft of the same type, model and configuration are to be used; the applicant must provide CASA with a report or list of differences for each aircraft. CASA will use this report to determine the depth of inspection necessary.
- inspections must include any equipment required for specialised operations.

Where aircraft inspection shows deficiencies, the operator must make arrangements for those deficiencies to be addressed, before the aircraft acceptance part of the AOC assessment can be completed.

The proving flight, emergency evacuation and ditching demonstrations if required, must not take place until the particular aircraft inspection process has been satisfactorily completed.

When an aircraft inspection is carried out, the CASA inspector will verify that:

- the aircraft has a valid and appropriate Certificate of Airworthiness.
- a current maintenance release that is appropriate for the proposed operation.
- the aircraft's Approved Flight Manual is at the current amendment status and available with the aircraft.
- all operational equipment required is fitted and maintained including role equipment and cargo restraint systems.

4. Organisational Structure and Lines of Communication – Airworthiness Requirements

The operator's document suite must outline the organisational structure and detail the lines of communication and responsibility within the organisation. The operations manual and Maintenance Control Manual (when applicable) must document the roles and responsibilities of airworthiness personnel and will include the following information:

- the role, responsibility and duties of the Head of Aircraft Airworthiness and Maintenance Control part of the organisation
- the role, responsibility and duties of the Maintenance Controller (when applicable)
- arrangements for continued operations during periods of absence of airworthiness personnel
- the procedure for the appointment of a new HAAMC or MC (when applicable)
- specific airworthiness responsibilities should be included in the responsibilities or job descriptions for all positions in the organisation, including but not limited to:
 - Board
 - Directors
 - CEO
 - Executive managers
 - Chief pilot
 - Operations managers
 - Flight schedulers
 - Line pilots
 - Other flight crew (flight engineers and cabin staff)
 - Ground support staff (Cargo handlers, caterers, refuelers)
 - Maintenance staff directly or indirectly employed
 - Maintenance control staff

The AOC holder is at all times responsible for the continuing airworthiness of the aircraft operated under the AOC, refer section 20AA(4) of the Civil Aviation Act 1988. While the AOC holder may contract certain functions and tasks to other organisations under formal contractual arrangements, the responsibility of the AOC holder cannot be transferred.

The applicant's procedures must define how they assess the suitability of maintenance contractors, the interaction, control and monitoring of their performance.



The assessment form is Form 990, v3 c4

5. Head of Aircraft Airworthiness and Maintenance Control

Section 28(3) of the [Civil Aviation Act 1988 \(the Act\)](#) has the effect of requiring operators to nominate a Head of the Aircraft Airworthiness and Maintenance Control (HAAMC) for the maintenance part of the Organisation.

The HAAMC is one of the four key personnel outlined in the Act. For CASA to issue an AOC they must be satisfied with the nominated person's ability to carry out the responsibilities of a HAAMC.

For operators subject to CASR Part 42, no further application for HAAMC is required because the approval of the management structure within the CAMO will ensure that the duties of the HAAMC are performed by an appropriately qualified person.

Depending on the nature of the application, there may not be a requirement for the formal acceptance of the HAAMC, refer to the Operations Inspectors handbook Annex 1 Section 2.3. Determining Requirement for HAAMC.

5.1 What is HAAMC?

HAAMC is the person within the organisation charged with the responsibility of ensuring the continuing airworthiness and maintenance control for all aircraft operated under the AOC.

The HAAMC is a "key personnel" position within an AOC and as such must remain within the operator's organisation. The responsibilities of the HAAMC cannot be delegated to a person who is outside the AOC holder's organisation.

Section 28 of the Act allows an AOC holder to use any title for their HAAMC provided it is clear which position within their organisation is the head of the Aircraft Airworthiness and Maintenance Control part of their organisation.

5.2 Roles and Responsibilities

The responsibilities and duties of the HAAMC include, but are not limited to ensuring that appropriate arrangements are made for:

- maintenance scheduling
- monitoring and recording of aircraft hours, cycles and other information relevant to maintenance scheduling
- monitoring and scheduling of maintenance due and deferred maintenance actions (including deferred defects)
- the review of Airworthiness Directives for applicability and compliance
- defect rectification and unscheduled maintenance
- investigation and reporting of defects.

5.3 Entry Control Requirements



An applicant who is required to have a HAAMC must apply to the CASA Permissions Issue Team (PIT) using [Form 808](#).

Any time a subsequent HAAMC is nominated the AOC holder must inform CASA of the change and apply to the CASA PIT using [Form 808](#) for the new HAAMC acceptance.

5.4 Assessment

If it has been determined that an assessment is required, CASA will carry out the assessment of the nominated HAAMC in two parts:

- documentation review and verification of the nominee's qualifications, experience, work history and training
- the interview.

5.4.1 Assessment Method

The CASA inspector will assess whether the nominee:

- has management qualifications or experience having regard to the nature of the operations covered by the AOC
- knows and understands the operator's airworthiness and maintenance control systems
- can demonstrate how the operator's airworthiness and maintenance control systems will be applied in practice
- has an understanding of the regulatory requirements in relation to continuing airworthiness
- has an understanding of HAAMC role and responsibilities within the AOC
- if holding a managerial position with any other legal entity, consideration of possible adverse impact on their ability to carry out the function of the HAAMC.

5.4.2 Desktop Assessment

Applications to CASA for the acceptance of a HAAMC nominee must include details of:

- qualifications
- relevant work history
- experience and training specific to the role.

The nominee must have management and organisational skills and experience within an aviation operating environment. The nominee must have a working knowledge of aircraft airworthiness and maintenance control.

The CASA inspector will confirm that the nominee's experience and qualifications are relevant to the operator's aircraft and type of operations.

5.4.3 The Interview

The preferred method of interview is face to face, although conducting the interview via telephone or video conference may be considered.

The interview will include responses to questions based on CASA legislation and the airworthiness content of the operator's Operations Manual and must be of sufficient scope and depth to enable the CASA inspector to be satisfied of the applicant's competence to perform the function of HAAMC.

The Certificate Team Manager will determine the composition of the interview team having regard to the nature of the operations covered by the AOC. The team will determine if the applicant meets the requirements of the HAAMC position and make a recommendation to the Certificate Team Manager.

5.5 Acceptance of HAAMC

5.5.1 Manner of Acceptance

At the completion of the interview, if CASA is satisfied that the operator's HAAMC is acceptable, CASA will provide the operator with a letter accepting their HAAMC nominee.

5.5.2 When nominee does not meet assessment criteria

If the nominee does not meet the assessment criteria, the recommendation prepared by the interview team will form the basis of the statement of reasons that will be provided to the operator. Once notified the operator must reconsider the appointment and may either provide remedial training for the person prior to reassessment, or appoint another person to the position. This person will also be subject to assessment by CASA.



The assessment form is Form 990, v3 c5

6. Maintenance Controller

6.1 What is a Maintenance Controller?

The Maintenance Controller (MC) is the person appointed by the operator of Class A aircraft and approved by CASA as required under regulation [42ZV](#) of the *Civil Aviation Regulations 1988 (CAR)*.

6.2 Can an organisation have multiple MCs?

It is possible, and sometimes desirable, for an operator to appoint several MCs across their fleet. In this case each maintenance controller would be concerned only with the maintenance control of a specific type of aircraft or aircraft in a specific geographic location.

The operator's management and oversight of multiple MCs must be documented in their operational documents and MCM.

6.3 Roles and responsibilities

An MC must perform the following functions for the aircraft listed on their instrument of appointment:

- the control of all maintenance carried out on the aircraft, either scheduled or unscheduled
- the development, organisation and supervision of all activities and procedures specified in the MCM
- the transfer of an aircraft's maintenance records to a new Registered Operator for the aircraft
- the investigation of all defects in the aircraft that come to the attention of the aircraft's maintenance organisation.

6.4 Entry Control Requirements



An operator applying to CASA for an Approval of a Maintenance Controller must use [Form 114](#) and submit the completed form to the Client Services Centre.

Any time a subsequent MC is appointed, the AOC holder must inform CASA of the change and submit a completed [Form 114](#) to the Client Services Centre.

Any time a Class A aircraft is added to or removed from the AOC, the holder must inform CASA of the change and submit a completed Form 114 to the Client Services Centre.



Note: Additional aircraft being added to the AOC may require further assessment of the nominated MC.

6.5 Assessment

CASA will carry out the assessment of the nominated MC in three parts:

- documentation review and verification of the nominee's qualifications, experience, work history and training

- a written exam based on the regulatory requirements
- the interview.

6.5.1 Assessment Criteria

A Maintenance Controller to be approved under [CAR 42ZW](#), must demonstrate that they:

- meet the requirements of [CAR Schedule 9](#) - Part 1
- can properly perform the functions of a maintenance controller as set out in CAR Schedule 9 - Part 2.

6.5.2 Desktop Assessment

Applications to CASA for the acceptance of a MC nominee must include details of:

- qualifications
- relevant work history
- experience and training specific to the role.

The nominee must have recent airworthiness and maintenance control experience with operations and aircraft types similar in complexity to those detailed in the AOC application. The CASA inspector will confirm that the nominee's experience and qualifications are relevant to the operator's aircraft and type of operations.

6.5.3 The Written Exam

CASA inspectors must create a written exam for each MC application. The written exam is based on CASA legislation and the content of the Maintenance Control Manual and must be of sufficient scope and depth to enable the CASA inspector to be satisfied of the competence of the applicant to perform the function of MC.

6.5.4 The Interview

The MC nominee will be interviewed. The preferred method of interview is face to face. Conducting the interview via telephone or video conference may also be considered.

The interview will include responses to questions based on CASA legislation and the content of the Maintenance Control Manual and must be of sufficient scope and depth to enable the CASA inspector to be satisfied of the competence of the applicant to perform the function of MC.

CASA will determine the composition of the interview team having regard to the nature of the operations covered by the AOC. The team will determine if the applicant meets the requirements of the MC position and make a recommendation to the Certificate Team Manager.

6.5.5 Other factors CASA takes into account in the assessment

CASA and the operator must ensure that their specific MC arrangements do not inhibit the MC's ability to carry out [CAR Schedule 9](#) functions.

In carrying out the assessment the inspector must consider the following:

- if the MC has the appropriate authority and capacity to perform functions and the appropriate contractual arrangements are in place to ensure maintenance operations are carried out satisfactorily
- where the MC is MC for multiple organisations, the nominee's workload will not impact on their ability to carry out the functions for the operation
- for remote locations – appropriate communications and contractual arrangements are in place
- the requirements are met for the maintenance of multiple aircraft.

Where the MC is external to the company:

- ensure the nominee has the authority, availability, capability and available resources and systems to satisfactorily control the maintenance of all the aircraft for which he is to be MC.
- there must be appropriate systems and lines of communication in place with the AOC holder to ensure all required maintenance is scheduled and completed.

6.6 Aircraft used by multiple operators

An aircraft used by multiple operators must, at the time it is being operated, be under the control of the operating AOC holder's approved MC. There can only be one MC actively in control of the maintenance of a Class A aircraft at any one time.



Note: It is recommended that multiple operators of an aircraft use the services of the same MC.

6.7 CASA Approval

6.7.1 Manner of Approval

At the completion of the interview, if CASA is satisfied that the operator's Maintenance Controller has met the requirements, the CASA delegate will issue an instrument under [CAR 42ZW \(2\)](#). This approval will be generated by EAP.

6.7.2 Cessation of Approval

The approval stops having effect if the person ceases to be employed by the AOC holder, or ceases to work under an arrangement as the maintenance controller of the AOC holder.

In the instance that CASA is no longer satisfied that the MC should still hold that approval, CASA will ask the operator to show cause why the approval should not be revoked.

6.7.3 When the nominee does not meet the assessment criteria

If the nominated MC does not meet the assessment criteria, the recommendation prepared by the interview team will form the basis of the statement of reasons that will be provided to the operator. Once notified the operator must reconsider the appointment and may either provide remedial training for the person prior to reassessment, or appoint another person to the MC position. This person will also be subject to assessment by CASA.



The assessment form is Form 990, v3 c6

7. Maintenance Personnel Training

7.1 Introduction

CAR 214 requires that:

an operator must ensure that provision is made for the proper and periodic instruction of all maintenance personnel, particularly in connection with the introduction into service of new equipment or equipment with which the maintenance personnel are not familiar, and the training programme shall be subject to the approval of CASA.

A training program can be contained in the operations manual or as a separate document and will require approval under CAR 214.

For a small operation, as a minimum, the program needs to identify who requires training, when training is required, the type of training, who carries out the training and what records are to be kept.



Note: There is limited training that may be provided by a CAR30 organisation with an approved training program, refer CAO 104.0.

7.2 Training Program Management

The training program must be in writing and available to all personnel who are required to have access to the information. The program must contain:

- an acknowledgment of the operator's responsibility to implement, control and manage their airworthiness training program
- the nomination of a person within the organisation who has the responsibility to control and manage the operator's airworthiness training program
- the infrastructure necessary to implement the operator's airworthiness training program
- a process to review the operator's airworthiness training program to ensure that the program satisfactorily meets the airworthiness training requirements of the organisation.

7.3 Need for Training

The applicant's training program should be able to identify when training is required. Examples of when training may be required include:

- before introduction of new aircraft into service, aircraft components or equipment with which the maintenance personnel are not familiar
- incorporating modifications to aircraft or aircraft systems or variations between aircraft models operated
- when new or different materials, technology or procedures are introduced into maintenance practices
- different operational requirements
- engaging new or contract employees

- if persons lack previous exposure to the work they may be called upon to perform
- where skill and knowledge require refreshing or updating due to the length of time since initial or last training delivery.

7.4 Program Content

Topics to be considered for training include, but are not limited to:

- ground handling, servicing and fuelling tasks
- pre-flight and daily inspections
- requirements of the PUS/MEL lists
- maintenance documentation and certifications, including defect recording, reporting and deferral
- Airworthiness Directives and reliability systems
- any unique operational requirements such as EDTO or ASETPA
- use of any specialised maintenance equipment
- role and emergency equipment installation, removal and serviceability
- aircraft model or system variations
- crew and passenger accommodations and cargo loading systems
- handling recurring defects and problem areas
- refresher training due to the length of time since initial or last re-training delivery; and
- OH&S and human factors in aircraft maintenance.

7.5 Record Keeping

Records of training delivery and testing must be maintained by the operator as part of the training program documentation and will be subject to audit by CASA.

7.6 CASA Approval

7.6.1 Manner of Approval

At the completion of the assessment, if CASA is satisfied that the operator has met the requirements, the CASA delegate will issue an instrument under CAR 214. A sample instrument is in [Form 813](#), available on the CASA website.



The assessment form is Form 990, v3 c7

8. Continuing Airworthiness

8.1 Instructions for Continuing Airworthiness

In this section, Instructions for Continued Airworthiness (ICA) means instructions:

- that form part of a certificate of type approval
- issued by the manufacturer of an aircraft, aircraft components or aircraft material
- issued by the holder of a Supplemental Type Certificate
- issued by designer of a modification or repairs of an aircraft or aircraft component
- that specify one or more the following:
 - what maintenance is to be carried out
 - when maintenance is to be carried out
 - how maintenance is to be carried out on the aircraft or aircraft component or material included in the aircraft.

The operator must demonstrate to CASA that they have in place a system to identify, control and manage the Instructions for Continued Airworthiness (ICA) applicable to their aircraft. The system will be in writing and form part of the operator's document suite. At a minimum the system will contain evidence of:

- an acknowledgment of the operator's responsibility to manage the Instructions for Continued Airworthiness applicable to their aircraft
- a person nominated to be responsible for controlling and managing ICA
- The infrastructure, processes and procedures necessary to manage Instructions for Continued Airworthiness applicable to the operator's aircraft
- a process to ensure that operator's Instructions for Continued Airworthiness remain current, applicable and available for their aircraft when and where required
- how the aircraft operator will be notified of any ICA that may impact on the safe operation of their aircraft
- records of actions taken as a result of an ICA.

CASA will verify that the operator's intended and actual practices are in accordance with those documented in the written procedures.

8.2 Airworthiness Directives

The operator has a responsibility to ensure that an aircraft is not operated while a requirement of an Airworthiness Directives (AD) has not been complied with.

The CASA inspector will verify that the operator has a system for controlling airworthiness directives, including:

- a description of the operator's system to control, monitor and comply with applicable AD
- a nominated person to be responsible for AD
- the infrastructure necessary to implement and manage the system

- a process to review the airworthiness directive control system to ensure that the system satisfactorily meets the requirements for AD control and management
- specific procedures for emergency AD management.

8.3 Maintenance Schedule Management

The inspector will verify that the operator has documentation outlining the process for ensuring their maintenance systems, maintenance schedules and maintenance programs remain appropriate, having regard to the nature of the operations covered by the AOC and the type of equipment used.

The documentation must:

- nominate a person to be responsible for reviewing and controlling the operator's aircraft maintenance systems or schedules
- outline contractual arrangements for control or review of the operator's aircraft maintenance systems and schedules
- describe the process to identify defective systems of maintenance or schedules
- describe the process for correcting a defective maintenance systems or schedules
- describe a process for communicating defective systems to the registered operator.

Election of the CASA maintenance schedule (CAR 42B) or the manufacturer's maintenance schedule (CAR 42A) for an aircraft is made by completing a logbook statement and submitting a copy of this statement to CASA (CAR 42E).

For a Class B aircraft, a System of Maintenance (SoM) can also be approved (CAR 42C).

For Class A aircraft, the operator must ensure that each Class A aircraft has an approved SoM (CAR39).

The CASA inspector will verify that an SoM presented to CASA as part of an AOC application is approved and appropriate having regard to the nature of the operations covered by the AOC.

Approving an SoM and any amendments resulting from the applicant's proposed operation is assessed separate to the AOC certification process.

8.4 Reliability Programs

An operator must determine whether their aircraft needs a reliability program. If a reliability program is required it must be approved by CASA. At a minimum, a reliability program must address the following:

- specific organisational structure, duties and responsibilities of those involved in the reliability program
- collecting appropriate reliability data
- analysing the reliability data
- corrective action system (maintenance program amendment)
- scheduling reviews (reliability meetings, the participation of CASA)

Refer to the Reliability Programs for Aircraft Subject to CAR 1988 - Technical Assessor Handbook for specific guidance on reliability programs.

8.5 Contractual Arrangements

The operator must ensure that all contractual arrangements for maintenance and engineering matters are documented and available to all personnel who conduct the maintenance.

Where applicable, processes contained in maintenance contracts must align with the processes outlined in the MCM or other operational documents as applicable.

The operator must demonstrate to CASA that they have documentation and procedures to control and manage contracted maintenance and engineering services including:

- acknowledgment of the operator's responsibility to ensure contracted maintenance and engineering services are adequately controlled and managed
- the nominated person responsible for contracted maintenance and engineering services
- evidence of contractual arrangements for outsourcing services.

8.6 Maintenance Facilities

[CAR 213](#) states that:

An AOC holder must provide an adequate organisation, including trained staff, together with workshop and other equipment and facilities in such quantities and at such places as CASA directs in order to ensure that airframes, engines, propellers, instruments, equipment and accessories are properly maintained at all times when they are in use.

The operator must ensure that their maintenance organisation, or the organisation contracted to perform their maintenance, has the capability to maintain their aircraft both at their main base and any other location approved for maintenance.

The CASA inspector will verify that the operator has written procedures that include:

- acknowledgment of their responsibility to ensure that their maintenance organisation, or contracted maintenance organisations, has the capability and approval to maintain their aircraft
- the nominated person within the organisation responsible to ensure that their maintenance organisation, or contracted maintenance organisations, has the capability and approval to maintain their aircraft
- the infrastructure necessary to manage and control their maintenance organisation or contracted maintenance organisations.



The assessment form is Form 990, v3 c8.

9. Maintenance Control

The CASA inspector will verify that the operator has a system in place to coordinate and manage the maintenance of their aircraft. The system must be described in the operator's Operations Manual and include:

- acknowledgment of the operator's responsibility in relation to controlling aircraft maintenance
- the person nominated to be responsible for the scheduling and monitoring of aircraft maintenance, normally the HAAMC
- documented responsibilities and duties for the nominated person for the scheduling and monitoring of aircraft maintenance
- written procedures that show how the nominated person's responsibilities and duties are carried out
- the infrastructure necessary to control aircraft maintenance.

In addition, the operator of Class A aircraft must have an MC approved and an MCM accepted by CASA.

CAR 42ZY requires the operator of a Class A aircraft to prepare and maintain an MCM for the use and guidance of the operator's maintenance personnel and maintenance controllers. The MCM must be kept current and must be acceptable to CASA.

The CASA inspector will verify that the operator's maintenance control information is consistent across the operator's documentation.

An operator, when developing an MCM will refer to the guidance in [CAAP 42ZV 1 \(0\)](#).

9.1 Aircraft Servicing, Spares Holding and Stores Control

Aircraft Servicing

The procedures for the control and use of materials used in aircraft servicing should be clearly documented, available to those who need to know and included in the Maintenance Control Manual or Operations Manual as applicable

Spares Holding

The applicant should satisfy CASA that arrangements have been made for the availability of sufficient spares and materials for maintenance or servicing to meet the proposed operational requirements. Spares and materials may be provided by either the operator or another organisation. Spares obtained for installation from the manufacturer, overhaul agencies, another operator or maintenance organisation must meet CAR 42W criteria.

Stores Control

Procedures for the storage of materials and components are required to ensure that damaged, deteriorated, contaminated or shelf-life-expired materials and components are not used for aircraft servicing and maintenance.

The AWI must check that arrangements have been made by the operator to ensure that:

- Procedures and conditions of storage are reviewed regularly to ensure that satisfactory standards are being maintained
- The procedures to be used are documented and included in the Maintenance Control Manual or operations manual as applicable.

Refer to [CAR 42W](#), [CAR 42X](#) and [CAO 20.9](#) for more details.

9.2 Maintenance Release

Civil Aviation Order 100.5 directs that:

- The Maintenance Release for a Class A aircraft is as identified in an operator's MCM.
- The maintenance release for a Class B aircraft is the CASA Maintenance Release Form 918 or an approved alternative.

If an operator of a "Class B" aircraft chooses to use an approved alternate maintenance release, the alternate maintenance release must be approved by CASA under [CAR 43](#).

The operator must ensure that their operations documents include the following procedures and that these are available to all applicable staff:

- procedures for use of the Maintenance Release should include: recording of time in service, permissible unserviceabilities, defect control, endorsing and clearing entries
- procedures to ensure all persons who are required to use the Maintenance Release are instructed in its use and have ready access to a copy of the procedures for its use
- procedures to ensure that when issued, the Maintenance Release shall be available to the pilot in command and a copy retained by the person issuing it
- procedures for retention of Maintenance Releases for the periods specified by [CAO 100.5](#).

9.3 Specialist Operations – Airworthiness Assessment

An operator seeking approval of specialist operations must ensure their aircraft are equipped for the operation and equipment use in the operation is adequately maintained.

The CASA inspector must be satisfied that the operator's aircraft have the required equipment installed and that any airworthiness standards required for the equipment and proposed operations have been met.

An aircraft inspection may be required at the inspector's discretion.

9.4 Aircraft used by more than one AOC Holder

In the event that an aircraft is used by more than one AOC holder, each AOC holder must detail the maintenance arrangements between the AOC holders and the aircrafts registered operator stating the specific responsibilities and lines of communication.

The AOC holder operating the aircraft must identify who the registered operator is and ensure that suitable arrangements are made so that the registered operator's responsibilities are not diminished.

9.4.1 Class A Aircraft

The CASA inspector will verify that the MCM reflects that the aircraft is managed by one maintenance controller. The Maintenance Controller of the AOC holder operating the aircraft must take responsibility for the maintenance control of the aircraft.

The MCM of the AOC holder operating the aircraft will:

- be the primary document that details how the maintenance control is preserved for the aircraft while it is being operated by that AOC holder
- contain procedures which detail the information required to be passed between the AOC holders to ensure the continuity and integrity of the maintenance control
- describe the process of how the aircraft is transferred from one AOC holder to the other and have continuity of how the maintenance control function is achieved.

There must be clear lines of communication between all AOC holders and the maintenance controllers. In all circumstances operational procedures will need to detail how aircraft can be safely transferred between operators.

The CASA inspector will verify that contractual arrangements are in place that detail how each AOC holder has accommodated the procedures of the others so as to ensure the continuity and integrity of the maintenance control of the aircraft.

9.4.2 Class B Aircraft

The CASA inspector will verify that the Operations Manual reflects that the aircraft is managed by their HAAMC who must take responsibility for the maintenance control of the aircraft.

The Operations Manual of the AOC holder operating the aircraft will:

- be the primary document that details how the maintenance control is maintained for the aircraft while it is being operated by that AOC holder
- contain procedures which detail the information required to be passed between the AOC holders to ensure the continuity and integrity of the maintenance control
- describe the process used to transfer an aircraft from one AOC holder to another and ensure continuity over the maintenance control function.

There must be clear lines of communication between all AOC holders and their HAAMCs'. Operational procedures will need to detail how, under all circumstances an aircraft can be safely transferred between operators.

The CASA inspector will verify that contractual arrangements are in place that detail how each AOC holder has taken into account the procedures of the others so as to ensure the continuity and integrity of the maintenance control of the aircraft.

9.5 Overseas Maintenance

Operations of Australian aircraft outside Australian territory must be specifically authorised by an AOC.

If this is proposed, the CASA inspector must verify that the operator has procedures in place to ensure:

- that all maintenance performed on the aircraft outside Australian territory will be:
 - carried out in accordance with [CAR 42ZD](#)

- carried out in accordance with the aircraft approved System of Maintenance or maintenance schedule
- certified in accordance with [CAR 42ZN](#).
- the provision for overseas maintenance to be detailed in the operator's document suite.

If a maintenance release is issued overseas, the person issuing the maintenance release must be approved by CASA. The procedures for managing the issue of maintenance releases must be detailed in the operator's document suite



The assessment form is Form 990, v3 c9.

10. Reserved

11. Minimum Equipment List and Configuration Deviation List

There is no legislative requirement for charter or aerial work operators to have an approved MEL. However, an Operator's Minimum Equipment Lists (OMEL) that is approved by CASA under CAR 37, can provide for continued operations with a known defect or multiple defects, subject to certain limitations.

OMELs are developed using the aircraft manufacturer's state of design approved Master Minimum Equipment List (MMEL) in addition to unique Australian regulatory requirements including CAO 20.18, AIP-GEN, and Airworthiness Directives.

For example, [Civil Aviation Order 20.18](#) states that all required instruments and equipment fitted to the aircraft must be serviceable before take-off, unless the unserviceability is listed as a permissible unserviceability in an MEL or CASA has approved the flight with the unserviceability

A Minimum Equipment List (MEL) must be approved under [CAR 37](#) and guidance material for the development and assessment can be found in [CAAP 37-1](#).

If an operator's aircraft has an MEL or Configuration Deviation List (CDL), the operator must have adequate procedures in place to control and manage their use and to ensure proper management of conditions that apply to their use.

A CDL is approved for an aircraft by the manufacturer and published as part of an aircraft's approved Flight Manual.

The operator must demonstrate to CASA that they have in place a system to control and manage all aspects of MEL and CDL approved for their aircraft. This system must be written into the operator's document suite, and MCM if applicable, and at a minimum contain:

- acknowledgment of the operator's responsibility to control and manage all aspects of their MEL and CDL use
- the nomination of a person, within the organisation, responsible to control and manage all aspects of the operator's MEL and CDL use
- the infrastructure necessary to control and manage MEL and CDL use by the organisation
- a process to ensure the operator's MEL and CDL remain current and applicable to the operator's aircraft and equipment, and include the manufacturer's recommendations and MEL requirements for specialist operations
- operational procedures for the use of the Operator's MEL
- separate Operator's MEL's for different aircraft types (However different configurations of the same type can be identified separately within an Operators MEL).



Note: Operators may choose to develop their own Maintenance Release to better manage the use of an MEL.

An approved MEL for an aircraft is a non-transferable document approved for the operator and a particular aircraft.

In situations where one aircraft is used by more than one operator, all operators of that aircraft can have their own MEL approved for that aircraft so long as all items in the MEL for that aircraft are identical in content. Alternatively the MEL can be approved for the aircraft and all operators of that aircraft.

In all circumstances operational procedures will need to detail how aircraft can be safely transferred between operators.

12. Other Airworthiness Considerations

12.1 Weight and Balance Control

The CASA inspector will verify the Operator has a written system for weight and balance control, including:

- a description of their weight and balance control process
- the nominated person to be responsible for weight and balance control
- the infrastructure necessary to ensure weight and balance control.

Refer CAO 100.7 for further information.

12.2 Special Flight Permits, Permissible Unserviceabilities, Exemptions, Variations, Exclusions

The CASA inspector will verify that the operator has a system in the Operations Manual that addresses how they manage and apply for:

- special flight permits
- permissible unserviceabilities
- exemptions
- variations
- exclusions.

The system should be in writing and include an acknowledgment of the Operator's responsibility.

12.3 Fleet Management

The CASA inspector will verify that the operator has a written system for adding or removing an individual aircraft authorised for use by the AOC which ensures:

- the operation of the aircraft is authorised by the Operator's AOC
- the aircraft has a current maintenance release in the appropriate operational category
- the aircraft is appropriately equipped for proposed operation.
- any MEL intended or required to be used is approved for the Operator's aircraft and remains appropriate.
- the Operator's airworthiness and maintenance control system is appropriate for a new aircraft and where applicable, is approved for the new aircraft
- the nominated maintenance schedule is appropriate for the intended operations
- the Operator's Operations Manual is appropriate for a new aircraft
- the weight and balance control systems are updated
- contractual arrangements and contracts have been amended or updated for a new aircraft
- an approved Flight Manual is in place and is current

- the Operator's maintenance personnel training requirements are met for new aircraft
- the arrangements permitting maintenance to be carried out by pilots and other personnel remain valid for new aircraft.

12.4 Time in Service and Maintenance Records

The CASA inspector will verify that the operator has documentation and procedures to ensure accurate time in service recording and complete, up-to-date and accurate maintenance records are retained for the periods specified in CAO 100.5, including:

- acknowledgment of the operator's responsibility to keep and maintain maintenance records
- a nominated person to be responsible for keeping or managing maintenance records
- the infrastructure necessary to implement and manage the system and ensure the accuracy and integrity of time in service and maintenance records
- specific procedures to transfer the maintenance records to a new operator
- any contractual arrangements for outsourcing maintenance record keeping (if applicable).

12.5 Defect Control and Reporting

12.5.1 Defect Control

The CASA inspector will verify the operator has a system to control, manage and rectify defects. The system must include:

- a description of the defect reporting and rectification process
- the nominated person responsible for managing and coordinating defect rectification
- the infrastructure necessary to control and manage defects affecting company aircraft
- the procedures to ensure that defects are investigated and reported in accordance with [CAR Part 4B](#).

12.6 Approved Single Engine Turbine Powered Aeroplane (ASETPA)

For ASETPA Airworthiness assessment please refer to VOL 2 section 15 of the AOC Handbook.