CASA Surveillance Manual Annex 23 - Multi-Year Surveillance Planning

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Acknowledgement of Country

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Revision history

Revisions to this annex are recorded below in order of most recent first.

Table 1. **Revision history**

| Version number	Date	Parts and sections	Details
1.0	February 2026	All	Initial issue

1 Overview

The Multi-Year Surveillance Plan (MSP) is a structured, risk-informed framework developed by CASA to guide planned surveillance of aviation authorisation holders. It ensures consistent oversight across certificate groups, supports regulatory objectives, and enables efficient resource allocation and forward planning.

1.1 Positioning within the NOP Framework

The MSP is CASA's structured planning tool for delivering planned surveillance under the National Oversight Plan (NOP).

As a sub-mechanism within the Surveillance element of the NOP, the MSP translates strategic oversight objectives into actionable, risk-informed surveillance schedules. It provides the operational structure that enables CASA to deliver consistent, forward-looking assurance across certificate groups, while supporting integration with other NOP elements such as Entry Control, Compliance Reporting, and Education & Improvement.

This positioning ensures that planned surveillance is not only systematic and scalable but also aligned with CASA's broader regulatory assurance framework.
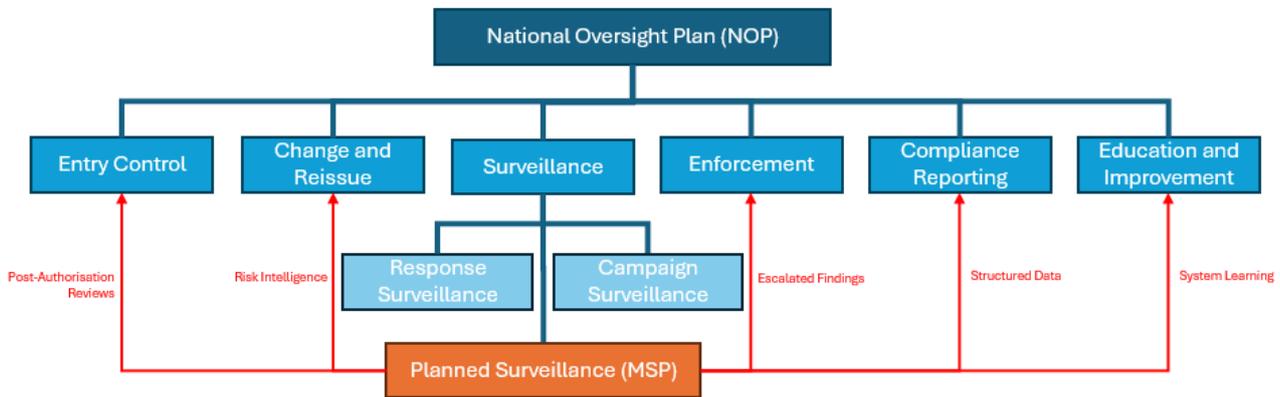
The NOP comprises six elements:

- Entry Control – managing the initial issue of authorisations
- Change and reissue – overseeing modifications to existing authorisations
- Surveillance – delivering oversight through:
    - Planned surveillance (through the MSP)
    - Response surveillance (for individual operators triggered by emerging risks or intelligence)
    - Campaign surveillance (for sections of industry through targeted thematic oversight)

- Enforcement – addressing non-compliance through regulatory action
- Compliance Reporting – capturing and analysing oversight outcomes
- Education and Improvement – promoting safety and driving system-wide improvement.

The MSP is the primary mechanism for planned surveillance within the Surveillance element. It is complemented by response and campaign surveillance to ensure comprehensive coverage and risk responsiveness. MSP also interacts with other NOP elements by:

- Supporting Entry Control and Change and Reissue through Post Authorisation Reviews (PARs) and sharing risk intelligence
- Triggering Enforcement actions when surveillance identifies regulatory breaches.
- Feeding structured data into Compliance Reporting to support oversight analysis and strategic changes to oversight
- Informing Education & Improvement by identifying opportunities for guidance and system enhancement

To illustrate these relationships, the table below maps MSP components to the relevant NOP elements.

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MSP Component	Linked NOP Element(s)	Description of Linkage
Oversight Periods	Surveillance	Defines the timeframe for planned surveillance delivery and scope coverage achievement.
Certificate Grouping & Risk Parameters	Surveillance	Defines risk-informed oversight cycles and enables resource prioritisation across certificate groups.
Post Authorisation Reviews (PARs)	Entry Control / Change & Reissue / Surveillance	Follows initial issue or certain significant changes to support early assurance of new or changed authorisation holders; shares risk intelligence to inform Entry Control and Change & Reissue processes.
Activity Scope Management	Surveillance / Compliance Reporting / Education & Improvement / Enforcement	Ensures scope coverage aligns with regulatory priorities, identifies gaps requiring response activities, may trigger enforcement actions, and informs system learning.
MSP Schedule	Surveillance	Consolidates oversight plans into a national schedule for delivery and resource balancing.
Exception Management	Surveillance / Compliance Reporting	Ensures transparency and risk-based decision-making when activities are delayed or missed; exceptions tracked and reported through compliance reporting.
Reporting	Compliance Reporting / Education & Improvement	Provides structured data on activity completion, scope coverage, and timeliness to support NOP performance monitoring; enables trending and analysis of compliance outcomes to inform system-wide improvement opportunities.

MSP principles apply across CASA's oversight framework.

The following sections describe the detailed structure and processes that enable this integration in practice. These components translate the strategic framework into actionable steps for planning, scheduling, resourcing, and reporting.

This procedure is organised into four major components:

a. Strategic Framework and Oversight Structure – explains the design principles, certificate grouping and oversight parameters

b. Planning and Scheduling – details how oversight plans and MSP schedules are developed and maintained

c. Resourcing – outlines how surveillance activities are resourced and managed

d. Reporting – describes how MSP outcomes are measured and integrated into NOP performance reporting

Together, the NOP and MSP create a unified oversight system that is proactive, risk-based, and capable of adapting to emerging safety issues.

2 MSP framework and planning parameters

2.1 Design principles

As outlined in the Overview, the MSP operates within the NOP's Surveillance element to deliver structured, risk-informed planned surveillance. This section describes how those strategic objectives translate into operational design.

The MSP framework is built on four core design principles:

Risk-informed cycles – Surveillance frequency and scope are determined by certificate complexity and operational risk, ensuring resources are directed where assurance needs are greatest.

Certificate grouping – Certificates are organised into groups with common oversight parameters, enabling consistent and scalable planning across similar operations.

Defined oversight periods – Multi-year cycles provide the planning horizon for achieving scope coverage outcomes, balancing thoroughness with resource efficiency.

Systematic scope coverage – Each certificate group has defined coverage requirements (Core, Extended or All Applicable) that guide what should be assessed across the oversight period.

These design principles operationalise the MSP's role within the NOP Surveillance element, ensuring planned surveillance is both systematic and considers risk.

Together, these principles create a framework that is:

- Consistent across certificate types
- Responsive to risk
- Efficient in resource use
- Transparent in its expectations.

The following subsections detail how these principles are applied through certificate grouping, oversight cycles, and the management of primary and secondary certificates.

2.2 Certificate grouping and oversight parameters

To apply risk-informed oversight consistently, certificates are assigned to groups with common oversight parameters. Groups are defined by certificate type and the activities conducted by authorisation holders within broader categories such as Flight Operations and Airworthiness. These parameters may be adjusted over time based on compliance data, emerging trends, a need to balance resource allocation or system-wide risk assessment.

Each group defines:

- The length of the oversight cycle (e.g. 3, 4, or 5 years)
- The number of surveillance activities required within that cycle
- The resulting frequency of activities within the cycle (calculated from the cycle length and number of activities, e.g. 20-, 30-, or 60-month intervals)
- The scope coverage to be achieved during the cycle.

These parameters guide the planning of surveillance activities for each certificate.

2.2.1 Rationale for oversight cycle settings

Oversight cycles differ between certificate groups to reflect variations in operational complexity, safety risk and assurance needs. Certificate types with higher operational complexity, broader privileges or activities that can present elevated safety consequences are assigned shorter intervals between surveillance activities

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or a greater number of activities within the oversight period. This supports more frequent regulatory engagement and ensures appropriate distribution of scope coverage across the cycle.

Conversely, certificate types associated with lower-risk or narrower operational profiles require fewer activities over the oversight period. This ensures that surveillance effort remains proportionate to risk while maintaining consistency across similar types of operations.

These cycle settings provide a transparent, risk-informed basis for MSP planning and support future refinements as industry characteristics, oversight data or emerging risks evolve.

Table 1 - MSP grouping details

Certificate type	Group	Certificate / Tier	Activities *(highest qualifying tier for each certificate)*	Cycle (Y)	Number of activities	Frequency (M)	Scope coverage
Flight Operations							
Air Transport							
AOC Part 119	FO-A	AOC Part 119 - Tier 1	- Scheduled air transport - Offshore helicopter air transport	5	3	20	All
	FO-B	AOC Part 119 - Tier 2	Others - *119 certificates not included in FO-A*	5	2	30	All
CAMO Part 42							
CAMO Part 42	FO-C	CAMO Part 42		5	2	30	All
Aerial Work							
Part 138	FO-D	Part 138 - Tier 1	- Training & checking system - SMS	5	2	30	All
	FO-E	Part 138 - Tier 2	Others - *138 certificates not included in FO-D*	5	1	60	Core
AOC Part 137	FO-F	AOC Part 137		5	1	60	All
Balloons							
AOC Part 131	FO-G	AOC Part 131		5	2	30	All
Flight Training							
Part 142 (AOC / FTO)	FO-H	Part 142 - Tier 1	AOC In-aircraft training: - Contracted recurrent training - Contracted checking - Multi-crew training 142 FTO - Auth holder holds both a 142 AOC and 142 FTO, and the 142 AOC is assigned to this group	5	2	30	All
	FO-I	Part 142 - Tier 2	AOC - In-aircraft integrated training 142 FTO - Auth holder holds both a 142 AOC and 142 FTO, and the 142 AOC is assigned to this group	5	2	30	Extended
	FO-J	Part 142 - Tier 3	142 FTO certificates where the Auth holder does not also hold a 142 AOC	5	1	60	Core
Part 141	FO-K	Part 141		5	2	30	Extended

Certificate type	Group	Certificate / Tier	Activities *(highest qualifying tier for each certificate)*	Cycle (Y)	Number of activities	Frequency (M)	Scope coverage
Airworthiness							
AMO Part 145							
Part 145	AW-A	AMO Part 145 - Overseas		3	1	36	All
	AW-B	AMO Part 145 - Tier 1	- Maintenance of aircraft - Maintenance of complete engines / propellers	5	2	30	All
	AW-C	AMO Part 145 - Tier 2	Maintenance of Class II or III products	5	1	60	All
COA CAR 30							
COA CAR 30	AW-D	COA CAR 30 - Overseas		3	1	36	All
	AW-E	COA CAR 30 - Tier 1	- Maintenance of aircraft, other than balloons, airships and non-type certificated historical or ex-military aircraft - Maintenance of complete engines / propellers	4	1	48	All
	AW-F	COA CAR 30 - Tier 2	- Maintenance of Class II or III products - Maintenance of balloons / airships - Maintenance of non-type certificated historical or ex-military aircraft	5	1	60	All
	AW-G	COA CAR 30 - Tier 3	Distribution certificate	5	1	60	Core
Delegate							
Delegate	AW-H	Delegate		3	1	36	All

Note: Tables reflect current MSP areas; additional groups will be incorporated as MSP matures.

2.3   Oversight periods

Once a certificate is assigned to a group, an oversight period is established for that certificate. This period aligns with the cycle defined for its certificate group under the NOP Surveillance element, supporting the monitoring and measurement of compliance outcomes.

- For existing certificates, the next oversight period begins in the month following the end of the previous one.
- For initial issue certificates, the oversight period begins at the start of the month in which the certificate was issued.

The oversight periods defines the timeframe within which all required surveillance activities and scope coverage should be completed.

2.4   Primary and secondary certificates

Where an authorisation holder holds multiple certificates within the same category, one certificate is designated as the primary certificate, typically the one with the highest required frequency of surveillance activities.

Surveillance activities for secondary certificates are expected to be conducted concurrently with those for the primary certificate. However, surveillance requirements for secondary certificates are still plotted independently during initial planning.

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3 Planning and scheduling

Planning and scheduling under the MSP are guided by principles that align with the Surveillance element of the NOP and support CASA's assurance objectives:

- **Risk-informed cycles** – Surveillance frequency and scope are determined by certificate complexity and operational risk.
- **Forward planning** – Oversight is scheduled over multi-year cycles to ensure balanced workload distribution and proactive assurance.
- **Scope coverage** – Each oversight period is designed to achieve defined coverage outcomes for the certificate group.

These principles provide a consistent foundation for planning across all certificate groups and link directly to NOP's Surveillance and Compliance Reporting elements.

The following subsections outline how these principles are applied in practice, including the development of oversight plans, scheduling of PARs, management of activity scope, and processes for maintaining responsiveness throughout the oversight period.

3.1 Authorisation holder oversight plans

An oversight plan is developed for each authorisation holder, setting out the surveillance activities to be conducted over the required oversight period(s). Where an authorisation holder holds certificates in multiple categories, the oversight plan will include separate oversight periods for each category, as each category's oversight period is determined by its assigned group cycle.

The plan includes:

- Identification of the primary certificate within each relevant category
- Establishment of a common oversight period for all certificates held by the authorisation holder within that category
- Scheduling of surveillance activities for each certificate, based on the cycle assigned to its group.

Each activity is assigned a target month, with a 7-month completion window defined as ±3 months from the target. Surveillance Managers should adjust the timing of secondary activities to align with primary activities, including shifting activities earlier or later within the oversight period where multiple alignment options exist. In these cases, the 7-month window does not apply, but Surveillance Managers should ensure reasonably consistent intervals between activities.

For authorisation holders who receive a certificate in a category they do not already hold, a new oversight period is created and activities are scheduled accordingly.

Once oversight plans are established, they remain in effect throughout the oversight period but may be reviewed if certain triggers occur.

3.2 Oversight plan review triggers

An authorisation holder's oversight plan may be reviewed during the oversight period if any of the following triggers occur:

- Initial issue of an additional certificate

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- A change to the authorisation holder's activities or privileges that results in a different MSP group assignment
- Resumption of suspended operations
- Other circumstances where the Surveillance Manager determines that delivery of the remaining oversight plan may no longer be appropriate, including cases where timing, scope distribution or planned activity sequencing require adjustment to maintain assurance.

Where any trigger in this list is identified, the Surveillance Manager will review the oversight plan to determine whether changes to the remaining activities, their timing, or their scope are required.

3.3 Post Authorisation Reviews (PARs)

Post Authorisation Reviews (PARs) are a specific type of planned surveillance activity scheduled after Entry Control (NOP element) processes result in the initial issue of certificates. PARs provide early assurance that newly certified operators have successfully transitioned from the approval process to operational reality.

A PAR is scheduled 15 months from the initial issue date of a certificate, allowing the CSM requirement of 12–18 months to be met within the 7-month (±3-month) window. The PAR may be:

- Combined with a scheduled surveillance activity if the timing of the 7-month completion windows overlap
- Standalone, if no overlap occurs.

By default, the MSP Schedule will only combine a PAR with a scheduled activity if the timing of the 7-month completion windows overlap. However, if no overlap occurs, a Surveillance Manager may elect to combine the PAR with another scheduled activity if they determine it is appropriate.

When combined, the standard activity scope is included, along with any additional scope deemed appropriate by the Surveillance Manager. For standalone PARs, all scope is discretionary and set at the discretion of the Surveillance Manager.

3.4 Activity scope management

The scope assessed during surveillance activities is based on the defined coverage requirements for each certificate group. These requirements have been developed using subject matter expertise from experienced inspectors, drawing on operational knowledge and regulatory priorities. As the MSP matures, these scope settings may continue to evolve to reflect emerging risks, system learning, and improvements to CASA's oversight frameworks.

Each surveillance activity is planned to meet the scope coverage requirements defined for the certificate's group. These requirements are based on the scope coverage outcome assigned to the group, which determines the breadth and distribution of scope items across the oversight period.

3.4.1 Scope coverage outcomes

Each certificate group is assigned one of the following scope coverage outcomes that determine what will be assessed across the oversight period. The scope items applicable to each authorisation holder are determined by their certificate type and operator-specific activities.

- **Core –** Only core scope items are assessed. These items are evaluated at every planned surveillance activity within the oversight period.

- **Extended –** Includes:

  - Core scope items (assessed at every activity)

  - Extended scope items (a predefined set distributed across activities).

When all activities are completed, full extended scope coverage is achieved.

- **All Applicable –** Includes:

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- o Core scope items (assessed at every activity)

- o Extended scope items (distributed across activities)

- o Remaining scope items (all other applicable scope distributed across activities).

When all activities are completed, comprehensive regulatory coverage is achieved.

3.4.2 Scope definitions

Each certificate group has predefined sets of scope, determined by the number of surveillance activities required within the oversight period. These scope sets (Scope A, Scope B, and Scope C, as applicable) form the structured distribution of core, extended, and remaining scope items across the oversight period.

- Groups requiring three activities will have Scope A, Scope B, and Scope C
- Groups requiring two activities will have Scope A and Scope B
- Groups requiring one activity will have Scope A only.

Each scope set includes:

- Core scope items (assessed at every planned activity)
- A portion of extended scope items (where the certificate group has an Extended or All Applicable coverage outcome)
- A portion of remaining scope items (where the coverage outcome is All Applicable).

This structure ensures that, when all activities in the oversight period are completed, the required scope coverage for the certificate group is achieved.

3.4.3 Additional scope

Additional scope may be added:

- During planning, if there is a previously identified:

  - o Significant systemic (non-random) regulatory failure

  - o Unreviewed self-reported deficiencies

  - o Missed scope from a prior surveillance activity that requires follow-up.

- During the activity, if a regulatory breach outside the planned scope is identified.

This ensures surveillance remains responsive to emerging risks and maintains regulatory integrity.

3.5 MSP schedule

Once individual oversight plans are developed, they are consolidated into the MSP Schedule. The MSP Schedule:

- Presents a chronological schedule of surveillance activities
- Includes only the primary surveillance activities for each authorisation holder
- Lists only activities that fall within the current oversight period for each authorisation holder
- Supports efficient resource allocation and workload balancing.

Secondary certificate activities are not separately listed in the MSP Schedule. However, where Surveillance Managers have determined that secondary activities will be conducted concurrently with primary activities, these are identified against the primary activity to reflect the planning decision and inform resource allocation.

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Auth Holder	Category	Certificate / Tier	Primacy	Group	Cycle (Y)	Activities	Frequency (M)	Oversight Period Start	Oversight Period End
Example Air Pty Ltd									
	Flight Operations				5	3	20	Nov-22	Oct-27
		AOC Part 119 - Tier 1	Primary	FO-A	5	3	20	Nov-22	Oct-27
		FO-A Scope A							
		FO-A Scope B							
		FO-A Scope C							
		Part 138 - Tier 1	Secondary	FO-D	5	2	30	Nov-22	Oct-27
		FO-D Scope A							
		FO-D Scope B							
	Airworthiness				5	2	30	Jun-22	May-27
		AMO Part 145 - Tier 1	Primary	AW-B	5	2	30	Jun-22	May-27
		AW-B Scope A							
		AW-B Scope B							
		COA CAR 30 - Tier 2	Secondary	AW-F	5	1	60	Jun-22	May-27
		AW-F Scope A (all)							
Random Aviation Pty Ltd									
	Flight Operations				5	2	30	Mar-21	Feb-26
		Part 141	Primary	FO-K	5	2	30	Mar-21	Feb-26
		FO-K Scope A							
		FO-K Scope B							
		Part 138 - Tier 2	Secondary	FO-E	5	1	60	Jan-24	Dec-28
		FO-E Scope A (core)							
	Airworthiness				5	2	30	Feb-22	Jan-27
		COA CAR 30 - Tier 2	Primary	AW-F	5	1	60	Feb-22	Jan-27
		AW-F Scope A (all)							

Timeline columns FY2024-25 through FY2028-29 show Current Oversight Period and Next Oversight Period bars with scheduled activity markers (X, A, B, C).

3.6 Quarterly planning

Surveillance planning operates on a rolling quarterly basis to balance forward visibility with operational flexibility.

By the end of each quarter, all surveillance activities through to the end of the following quarter should be planned. For example, by the end of September, all activities through to the end of March should be planned.

This approach ensures a forward planning horizon of approximately three to six months is maintained throughout the cycle.

Within each quarter, Surveillance Managers assign resources and coordinate activity delivery.

3.7 Implementation and resource assignment

Surveillance Managers assign local resources to conduct scheduled surveillance activities. To support operational flexibility:

- Activities may be conducted within a window of ±3 months from their target date
- Activities planned outside this window require approval from the National Manager.

Surveillance Managers should also consider:

- The timing of secondary certificate activities
- Opportunities to combine secondary activities with primary activities to maximise efficiency.

3.8 Managing exceptions and resource constraints

While the MSP provides a structured, risk-informed plan for surveillance delivery, operational realities may occasionally prevent activities or scope from being completed as planned. These situations are managed through an exception governance process, which ensures transparency, consistent decision-making and appropriate escalation.

Exceptions may arise due to missed scope, missed activities, timing pressures or resourcing constraints. The following subsections describe how these exceptions are identified, assessed, escalated and recorded within the MSP framework.

3.8.1 Missed scope and missed activities

Missed scope and missed activities represent deviations from the planned surveillance schedule. These exceptions require timely assessment to maintain the integrity of the oversight period and ensure assurance objectives continue to be met.

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Missed scope

Missed scope occurs when planned scope items cannot be completed during a scheduled surveillance activity. When this occurs, the Surveillance Manager should determine the appropriate follow-up action, guided by risk, operational context, and remaining opportunities within the oversight period.

The Surveillance Manager should consider:

- **Remaining scheduled activities –** where further planned activities exist within the oversight period, the missed scope may be reassigned to a subsequent activity, where appropriate.
- **Critical or time-sensitive scope –** if the missed scope is considered critical, time-sensitive, or presents elevated risk, a follow-up activity may be initiated sooner as a response activity.
- **No remaining scheduled activities –** where the oversight period contains no remaining planned activities, the Surveillance Manager should assess whether allowing the scope to remain unassessed is acceptable. If not, a response activity should be initiated.

All decisions relating to missed scope – including rationale, timing, and follow-up actions – should be recorded in accordance with the exception management process and reflected in the MSP schedule.

3.8.1.1 Missed activities

A missed activity occurs when an entire planned surveillance activity cannot be completed within the oversight period. Missed activities must be escalated for collective consideration.

- The issue is to be raised at the monthly Surveillance Planning meeting, including analysis of options to achieve the activity within the oversight period (e.g., resource reassignment, combining activities, or scope adjustments).
- Where all reasonable options have been exhausted, the National Manager should approve any decision not to deliver the activity within the defined oversight period.

Approval and justification should be documented in the MSP schedule for transparency and NOP reporting.

3.8.1.2 Recording and Reporting

Recording and reporting requirements for all exceptions – including missed scope and missed activities – are detailed in Section 3.8.6.

3.8.2 Exception management process

This process applies to all exceptions described in Section 3.8.1, as well as any other circumstances where planned surveillance delivery is at risk. It ensures consistent handling of deviations, appropriate escalation, and transparent decision-making across the MSP.

3.8.2.1 Identification and escalation

Surveillance Managers identify activities at risk of delay, non-completion, or deviation during quarterly planning or as issues arise.

Any such risks are raised at the monthly Surveillance Planning meeting, which includes the National Manager, to support coordinated decision-making.

3.8.2.2 Options discussion

The group considers all reasonable options to achieve the planned activity or scope within the oversight period. These may include:

- reassigning resources
- combining related activities
- adjusting planned scope where appropriate.

The aim is to exhaust all viable options before considering non-completion.

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3.8.2.3   Risk-based prioritisation

Prioritisation decisions should be risk-informed and transparent. The group considers:

- the relative risk profile of the certificate or activity
- whether the issue relates to a PAR or high-risk certificate (primary considerations)
- any other indicators of elevated assurance needs.

The rationale for prioritisation decisions is documented in the MSP schedule.

3.8.2.4   National Manager approval

The National Manager approves:

- any activity planned outside the +/- 3-month window
- any activity that will not be achieved within the current oversight period.

Approval and justification are recorded in the MSP schedule for NOP reporting.

3.8.2.5   Recording and reporting

All approved deviations and exceptions – including missed scope, missed activities, timing deviations or resourcing-related issues – are:

- logged in the MSP schedule
- recorded in accordance with exception governance requirements
- reflected in MSP performance metrics for compliance reporting and system learning.

3.9   Oversight period completion and renewal

At the end of each authorisation holder's oversight period:

- All activities and scope are reviewed to confirm that oversight requirements were achieved
- Where oversight requirements were not achieved, this is recorded for future considerations (currently no additional action is required)
- A new oversight period is commenced for each certificate, based on its assigned group cycle
- Surveillance activities are scheduled for the new period using the standard number of activities and scope coverage for the certificate group

Note: In future, it is intended to incorporate a process for reviewing the outcomes of the previous oversight period to inform planning for the next period. At present, planning for the new period is based on standard parameters.

3.10   Response activities

In addition to planned surveillance activities defined under the MSP, CASA may initiate response activities based on intelligence or emerging safety concerns.

Response activities may be triggered by:

- Surveillance outcomes (e.g. findings from planned activities)
- Occurrence investigations
- Reports from industry or the public
- Data analysis or trend monitoring.

These activities are created in accordance with CASA's response procedures and are designed to address specific assurance needs that fall outside the scope or timing of planned surveillance.

All response activities:

- Are recorded as distinct surveillance activities
- Include documented outcomes

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- Are incorporated into oversight reporting alongside planned activities.

This ensures that the surveillance framework remains responsive, risk-informed, and capable of addressing dynamic safety issues as they arise.

3.11 Transition arrangements

To support a structured transition to the MSP, specific arrangements were established for the initial implementation commencing 1 July 2024, covering Flight Operations, Flight Training and Continuing Airworthiness. These arrangements ensured that oversight periods were established on a consistent basis and that surveillance timing was appropriately aligned to the new MSP framework.

3.11.1 Initial cohort transition (July 2024)

Oversight periods were assigned using staggered start dates determined by:

- the date of the last Level 1 surveillance activity,
- certificate issue dates, and
- the need to distribute surveillance activities evenly across the planning horizon.

Historical surveillance requirements (including PARs that would have fallen before 1 July 2024) were not retrospectively applied. This ensured a clean transition into MSP and avoided artificial clustering of activities.

3.11.2 Application to future cohorts

As additional oversight areas transition into the MSP, a similar transitional approach is expected to be applied. This may include:

- setting appropriate oversight period start dates for each new cohort,
- aligning surveillance timing to avoid unmanageable clustering or retrospective obligations, and
- ensuring authorisation holders moving into the MSP begin with a clearly defined and defensible oversight period.

This approach supports consistency and transparency as the MSP framework expands.

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4 Resourcing

Effective resourcing is critical to delivering the MSP and maintaining flexibility across CASA's oversight framework. Resource flexibility supports NOP objectives by enabling CASA to respond to operational priorities, manage demand fluctuations, and maintain assurance across all surveillance activities.

CASA applies resource flexing at multiple levels:

Across teams - resources may be shared between teams within the surveillance function to balance workload and achieve MSP objectives. This includes supporting planned surveillance and other oversight activities as priorities shift.

Across surveillance types - flexing between planned, response, and campaign surveillance streams enables CASA to address emerging risks while maintaining scheduled oversight. This approach ensures responsiveness without compromising core assurance objectives.

Across NOP elements – operational flexibility between Surveillance and other NOP elements (such as Entry Control and Change & Reissue) supports CASA's ability to manage demand surges and maintain system-wide assurance.

Flexing decisions should be risk-based, prioritising high-risk surveillance activities and PARs. Adjustments beyond local arrangements should be documented in planning systems and reflected in MSP and Oversight reporting.

The following operational guidance reflects current MSP implementation for Flight Operations, Flight Training and Airworthiness approvals.

4.1 Surveillance activity resourcing

To deliver the MSP effectively, each planned surveillance activity should be appropriately resourced. Surveillance Managers should ensure that team composition, skills and duration align with the scope and complexity of the planned oversight activity, considering operational priorities.

4.1.1 Team composition

The number of personnel and their roles should be determined based on:

- The scope coverage outcome (Core, Extended, All Applicable)

- The complexity and scale of the authorisation holder's operations

- The number of certificates being assessed concurrently

- Any additional scope or risk factors identified during planning.

4.1.2 Planning considerations

Surveillance Managers should:

- Match team size and skill sets to the planned scope and certificate complexity

- Ensure continuity and consistency across activities within the oversight period

- Consider opportunities to combine resources across aligned activities (e.g. primary and secondary certificates)

- Determine the number of days required to complete the planned scope, based on:

  o The scope coverage outcome

  o The number and type of certificates being assessed

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- o The depth of assessment required

- o Any additional scope or assurance needs.

For guidance on Technical Operations resource planning (Dangerous Goods, Ground Operations and Cabin Safety), refer to Appendix A.

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5 Reporting

Reporting under the MSP provides visibility of oversight delivery and informs continuous improvement, directly supporting the Compliance Reporting and Education & Improvement elements of the NOP. It ensures that surveillance outcomes are captured, analysed and used to strengthen CASA's regulatory assurance framework.

Metrics currently apply to Flight Operations, Flight Training and Airworthiness approvals and will evolve as the MSP matures across CASA's oversight framework. These measures support progress tracking, compliance insights and system-wide learning.

5.1 Current metrics

At this stage of NOP implementation, CASA tracks the following core MSP performance metrics:

Metric	Description	NOP linkage
Activity Completion Rate	Percentage of planned surveillance activities completed within the oversight period	Surveillance – Measures delivery of planned surveillance commitments and identifies areas where support may be needed
Scope Coverage Achieved	Percentage of planned scope items assessed across activities	Compliance Reporting – Provides evidence of regulatory coverage and identifies gaps requiring response activities or adjustments
Change in Future Required Activities	Measures the change in average monthly surveillance activity required over the remaining forecast period compared to the full period baseline	Surveillance (Planning) – Early warning indicator for planning pressure and resource constraints, enabling proactive reallocation
Timely Publication of Surveillance Reports	Tracks the percentage of surveillance reports published within the expected timeframe following activity completion	Compliance Reporting – Ensures surveillance outcomes are documented and available for analysis, trending, and regulatory decision-making

These metrics are reported:

- Monthly to the Regulatory Oversight Managers Meeting (ROMM)

- Bimonthly to the Aviation Safety Committee (ASC)

- Quarterly in the Oversight Report to the ASC and Board

This regular reporting supports oversight visibility and enables timely identification of planning pressures or resource constraints.

Example – Change in Future Required Activities

The "Change in Future Required Activities" metric helps identify planning pressure and potential resource constraints by tracking shifts in average monthly surveillance requirements. For instance:

As at the end of October, an average of 46.0 activities per month is required for the remaining 44 months of the current 5-year forecast period, compared to 42.6 activities per month required for the full period (Jul 2024 to Jun 2029), an increase of 7.4%.

This metric supports proactive adjustments to resource allocation and planning priorities.

5.2 Future enhancements

As the NOP matures and CASA's systems evolve, additional metrics will be introduced, potentially including:

- Resource variance (planned vs. actual)

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- PAR completion rates
- Response activity rates and triggers
- Distribution of regulatory findings
- Identification of improvement opportunities

These enhancements will support deeper analysis, trend identification, and system-wide learning.

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Appendix A
Technical Operations Resource Planning

Resource allocation in this appendix aligns with the scope definitions outlined in Section 3.4.2, ensuring Technical Operations coverage is integrated consistently across planned surveillance activities.

Certain authorisation holders have been identified as requiring Technical Operations inspectors to be included in surveillance activities. To manage resource distribution across activities:

- **Dangerous Goods (DG) resources**, where required, will be assigned to surveillance activities with Scope A.

  - This ensures inclusion for groups with only one activity per oversight period.

  - Scope requiring DG assessment will not be included in core scope or in Scope B or C.

- **Ground Operations (GO) resources**, where required, will be assigned to surveillance activities with Scope B.

  - This assumes at least two activities per period for relevant operators.

  - Scope requiring GO assessment will not be included in core scope or in Scope A or C.

- **Cabin Safety (CS) resources**, where required, will be assigned to all activities within the oversight period.

  - Scope requiring CS assessment on every activity will be included in core scope.

  - Additional CS scope requiring less frequent assessment will be included in Scope B.

Where a scheduled activity identifies that Technical Operations resources are required, the relevant Technical Operations team should be included in planning and resourcing the activity.

Activities outside Scope A, B or C

Some surveillance activities may include scope that does not fall within the predefined Scope A/B/C sets—for example, additional scope, PARs, or response activities. In these cases, the Surveillance Manager should consider whether DG, GO or CS involvement may be required based on the nature of the scope and engage the relevant Technical Operations area as necessary.

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