



Technical Circular

CT 120-003 – PREPARATION OF AN OPERATIONS MANUAL

Effectivity Date: 20 /07/2018

SECTION 1 GENERAL

1.1 OBJECTIVE

This Technical Circular (TC) provides guidance to air operators on the preparation and contents of an Operations Manual (OM) for flight operations in line with the requirements of MOZCAR Parts 121, 127 and 135.

1.2 APPLICABILITY

This TC applies to all commercial air transport operators certified under MOZCAR Parts 121, 127 and 135.

1.3 REFERENCES

- 1) MOZCAR Parts 121, 127 and 135;
- 2) TC 120-001 Certification of an air operator;
- 3) ICAO Doc 9376 – Preparation of an Operations Manual
- 4) CT 100-001 Statement of Compliance with Regulatory Requirements

1.4 CHANGES

- 1) This is a revision issuance of this TC.
- 2) This CT cancels IACM Circular OPS-003 – Contents of an Operations Manual

1.5 BACKGROUND

- 1.5.1 MOZCAR Parts 121, 127 and 135 require an air operator to establish an OM, in accordance with the specified requirements, containing all instructions, information and procedures necessary for the safe operation of all aircraft operated and to guide operational staff in the performance of their duties.
- 1.5.2 In order to obtain IACM approval, the operator must ensure that the manual follows the organisation, structure and include, as a minimum, the contents specified in the governing regulation, as applicable to the operation.
- 1.5.3 Operations manuals normally address a far greater range of topics than is required by the specific rule. This is because many of the other requirements contained throughout the MOZCAR are best satisfied by the inclusion of the relevant material in the OM. The IACM requires operators to prepare a detailed statement of compliance with all regulatory requirements applicable to the operation, as described in IACM Technical Circular CT 100-001.
- 1.5.5 Operators are required to amend or revise the OM, as necessary, to ensure that the information contained therein is kept up to date, by reflecting any changes to the regulatory and IACM requirements or to the operation. All such amendments or revisions must be submitted to the IACM for approval prior to implementation and issued to all personnel that are required to use the OM.

SECTION 2 – OM APPROVAL PROCESS

2.1 Initial approval of the OM

- 2.1.1 During the initial air operator's certification process operators are required to submit the OM to the IACM for approval.
- 2.1.2 The application should contain:
- a) the Application Form/Checklist contained in Appendix 1;
 - b) two originals of the OM (may be presented in one or more volumes);
 - b) a Statement of Compliance with the applicable regulations (Part 121, 127 or 135, as applicable to the operation, and Part 91 for all operators) prepared in accordance with CT 100-001.
- 2.1.3 Upon receipt, the IACM performs a cursory review of the application and informs the applicant, in writing, of its acceptability. Incomplete applications are returned with an explanation of the reason for rejection.
- 2.1.4 A detailed review of the OM is performed by comparison of its contents with the applicable regulatory requirements, considering all aspects of the proposed operations. The operator is notified of any deficiencies for correction;
- 2.1.5 Upon being satisfied that all deficiencies identified during the manual review process and during the demonstration and inspection phase have been corrected and ascertaining that the manual contents properly addresses all applicable regulatory requirements and correctly reflects the operator's organization and operation, in conformity with the approvals and authorisations sought in the operator's operations specifications, the IACM issues the approval of the OM.
- 2.1.6 The IACM approval of the OM is reflected by the stamping and signature on the list of effective pages of the two original manuals and on the approval partition if provided.
- 2.1.7 The IACM keeps one original of the approved OM and returns the other original to the applicant.

2.2 Amendment and revision of the OM

- 2.2.1 The operator is required by regulation to keep the information in the OM up to date. The OM should be amended whenever a change occurs in the requirements, including regulatory changes, or in the operation.
- 2.2.2 All amendments and revisions to the OM, except urgent temporary revisions required in the interest of safety, where a submission must be made with 7 days of adoption, must be approved by the IACM prior to implementation.
- 2.2.3 The application for an amendment or revision should contain:
- a) a cover letter explaining the proposed changes;
 - b) two originals of the proposed amendment or revision, including the amended pages with highlights of the proposed changes, as per the revision procedures, and updated List of Effective Pages and Table of Contents;
 - c) if affected, an updated version of the existing Statement of Compliance with the applicable regulations (Part 121, 127 or 135, as applicable to the operation, and Part 91 for all operators) prepared in accordance with CT 100-001.
- 2.2.4 The approval process follows, with the necessary, adaptations the steps described above for the initial approval.

SECTION 3 – ORGANISATION, STRUCTURE AND CONTENTS OF THE OM

3.1 Organisation of the OM

3.1.1 When preparing an OM the operator should ensure that the policies and procedures contained in the manual attain the following objectives:

- a) implement, and are not contrary to, the Civil Aviation Regulations of Mozambique (MOZCAR/CATS);
- b) do not contravene the terms and conditions in the operator's Air Operator Certificate (AOC) and associated operations specifications;
- c) do not contravene the rules of the countries into or over which its aircraft are operated;
- d) provide clear, complete and detailed operating instructions, policies and procedures so that operational personnel are fully informed of what is required of them. Procedures shall be effective, represent sound safety philosophy and be capable of being accomplished;
- e) make provisions for revision to ensure that the information contained therein is kept up to date;
- f) present the necessary guidance and instructions to personnel in a suitable and convenient easy to read, easy to amend format; and
- g) outline standardized procedures for all crew member functions.

3.1.2 In order to accomplish the above requirements and effectively organize policy and instructions, that portion of an operator's overall manual system which applies specifically to operations personnel is typically divided into several volumes. The size, as well as the number of volumes, of the OM will depend upon the size and complexity of the proposed operations. The overall manual system may be organized in any manner which adequately provides guidance concerning all important aspects of the operation.

3.1.3 In all cases, the following areas must be considered:

- 1) **Organization and readability.** The manual(s) shall be organized so that information specific to various employee positions and types of operations is easy to locate, clear, concise, and unambiguous. Tables of contents shall be detailed enough so that specific subject areas may be easily and expeditiously located. Print quality, illustrations, and graphics shall be clear and readable. Each manual shall be numbered and issued according to a specific distribution list, and each holder made responsible for its prompt and accurate update. The distribution list shall contain all operations personnel and others requiring the information therein for proper performance of their duties. Those parts of the manual required to be carried on board each aircraft shall be designed for convenient use and all parts shall permit ready and accurate reference;
- 2) **Validity and accuracy.** Technical information contained in manuals such as weight and balance charts, performance charts, limitations, etc shall accurately reflect data provided from the manufacturer or shall have been developed through the use of accepted and approved methods;
- 3) **Consistency.** Information presented in the various sections or volumes of the manual shall be consistent with that presented in other sections;
- 4) **Currency and conformity.** Information contained in the manual shall reflect current company organization, equipment, procedures and policies. The manual(s) shall be easy to update and contain a list of effective pages;

- 5) **Distribution and availability.** The operator shall have an effective system for distributing and updating manuals. The individual(s) responsible for entering changes in specific manuals shall be identified. The IACM must be provided with copies of all manuals;
- 6) **Content.** The OM preparation checklist/report form which appears in Appendix 1 shall be used by the operator to ensure that all subject areas are adequately addressed in the operator's manual(s). Certain items may not apply to a particular operator in which case the checklist item shall be annotated - not applicable. More specific information on each checklist item is outlined below. This same checklist is used by IACM inspectors to determine the acceptability of the material contained in the manual(s);

3.2 Structure of the OM

The operator shall ensure that the main structure of the OM is as follows:

- a) **Part A: General/Basic**
This part shall comprise all non-type-related operational policies, instructions and procedures needed for a safe operation.
- b) **Part B: Aircraft operating information**
This part shall comprise all type-related instructions and procedures needed for a safe operation, taking into account any differences between types/classes, variants or individual aircraft used by the operator. It will incorporate the Flight Manual (AFM/RFM), checklists, normal, abnormal and emergency procedures, the MEL/COL. The AFM may be substituted, when such document does exist, by the Aeroplane Operating Manual (AOM) produced by the manufacturer.
- c) **Part C: Areas, routes and aerodromes**
This part shall comprise all instructions and information needed for the area(s) of operation. Material produced by the operator may be supplemented with - or substituted by - applicable route guide material produced by a specialised professional company. When such procedure is applied, the concerned part of the OM must specify the actual publication or manual used as operational document.
- d) **Part D: Training**
This part shall comprise all training instructions for personnel required for a safe operation.

3.3 The contents of the OM

3.3.1 The contents of the OM must cover all Parts, titles, paragraphs and sub-paragraphs as defined in MOZCATS 121.04.2, 135.04.2 and 127.04.2, as applicable to the operation, and must be relevant to the appropriate conditions, area and type of operations as referred in the AOC or operating authorisation issued to the operator. Should one, or more than one, of these items not be applicable to the company operations, the title will be mentioned, followed by the sentence: "not applicable" in capital letters.

3.3.2 The operator should use the checklist provided in Appendix 1 to ensure that all pertinent information is included in each Part of the OM.

Approved

Capt. João Martins de Abreu

Chairman of the Board

APPENDIX 1

APPLICATION FORM/CHECKLIST - OPERATIONS MANUAL (OM) PREPARATION AND REVISION (Part A)						
Name of Air Operator :				AOC N°:		
Name of Representative:						
Function:						
Initial Submission			Revision Nr. _____ Effective Date ____/____/____			
Revision						
I hereby declare that all the following items are included in the form of procedures acceptable to the Authority in the OM mentioned in MOZCAR/CATS Parts 121, 127 and 135 (as applicable to the operations) on pages listed below:						
Signature _____				Date ____/____/____		
Instructions:						
1. Column 1 is to be completed by the operator. Detailed references about the location of the required policy or procedure should be given. (Ex: OM Part A, Ch 1, 1.21, Pag. 47).						
2. Columns 2 to 5 are completed by the IACM. (A – Acceptable; U – Unacceptable; N/A – Not Applicable)						
3. Enter a sequential note number in column 5 when column 3 is checked (item is unacceptable). Describe the finding in Section 3.						
Regulation Refer.	ITEM	1	2	3	4	5
		OM Refer.	IACM			Note Nr
			A	U	N/A	
	The OM may vary in detail according to the complexity of operation and the type and number of aircraft operated.					
	The OM or Parts thereof, may be submitted in any format, including electronic. In any case, the accessibility, usability and reliability must be ensured.					
	Is the OM structured as follows?					
	a) Parte A, General - comprising all non-type-related operational policies, instructions and procedures;					
	b) Parte B, Aircraft operating matters, comprising all type-related instructions and procedures, taking into account differences between types/classes, variants or individual aircraft used by the operator;					
	c) Parte C, Areas, routes and aerodromes, comprising route, area and aerodrome/operating site instructions and information;					
	d) Parte D, Training, comprising all training instructions for personnel required for a safe operation.					
	All Parts of the OM are consistent and compatible in form and content?					
	The OM can be readily amended?					
	The content of the OM and its revision status indicate that it is a controlled document?					
	The contents of the OM may be based on or can refer to codes of practice in the industry. If the operator chooses to use material from another source in the OM:					
	a) Is this material copied and included directly in the relevant part of the OM, or does the OM contain a reference to the appropriate section of that applicable material?					
	b) Does the OM include a statement giving the status of the material received from an external source?					
	c) Does operations manual ensure that has established and maintains a flight safety documents system in compliance with Mozcar/cat 121.04.12?					
	PART A - GENERAL					

	0.1 Introduction					
	a) a statement that the manual complies with all applicable MOZCAR/MOZCATS requirements and with the terms and conditions of the applicable AOC;					
	b) a statement that the manual contains operational instructions that are to be complied with by the relevant personnel;					
	c) a list and brief description of the various manual parts, their contents, applicability and use;					
	d) explanations and definitions of terms and words used in the Manual.					
	0.2 System of Amendment and Revision					
	a) Details of the persons responsible for the issuance and insertion of amendments and revisions.					
	b) A record of amendments and revisions with insertion dates and effective dates.					
	c) a statement that handwritten amendments and revisions are not permitted except in situations requiring immediate amendment or revision in the interest of safety.					
	d) a description of the system for the annotation of pages and their effective dates					
	e) A list of effective pages and their effective dates.					
	f) a means of indicating changes in text pages and as practicable, on charts and diagrams;					
	g) A system of registration of temporary / immediate revisions required in the interest of safety.					
	h) A statement of the conditions that require amendment to the manual, that it will include any material required by the IACM and will be kept upto date.					
	i) A statement that amendments and revisions are subject to prior approval by the Authority at must be submitted at least 30 days before the date of their intended use.					
	j) A description of the distribution system for the manuals, amendments and revisions; and					
	k) A statement of who is responsible for notifying IACM of proposed changes and working with the IACM on changes requiring approval.					
	1. Organization and responsibilities					
	1.1 Organizational structure. a) A description of the organizational structure, including the general company organogram and operations departments' organogram. The organogram should depict the relationship between the operations departments, including ground operations, and the other departments of the operator. In particular, the subordination and reporting lines of all divisions, departments etc, which pertain to the safety of flight operations, should be shown.					
	1.2 Nominated persons. The name of each nominated person responsible for flight operations, the maintenance system, crew training and ground operations. A description of their function and responsibilities shall be included;					
	1.3 Responsibilities and duties of operations management personnel. A description of the duties, responsibilities and authority of operations management personnel pertaining to the safety of flight operations and the compliance with applicable regulations. A description of responsibilities for ground handling functions, including, as applicable, ramp operations, passenger and baggage services, cabin services, weight and balance control, ground support equipment and fuel services, should be included;					

	1.4 Authority, duties and responsibilities of the PIC. A statement defining the authority, duties and responsibilities of the PIC shall be listed;					
	1.5 Duties and responsibilities of crew members other than the PIC.					
	2. Operational control and supervision:					
	2.1 Supervision of the operation by the air operator. A description of the system for supervision of the operation by the operator. This should show how the safety of flight operations and the qualifications of personnel are supervised. In particular, the procedures related to the following items shall be described: a) licence and qualification validity; b) competence of operations personnel; and c) control, analysis and storage of required records.					
	2.2 System and responsibility for promulgation of additional operational instructions and information. A description of any system for promulgating information which may be of an operational nature, but which is supplementary to that in the OM. The applicability of this information and the responsibilities for its promulgation shall be included;					
	2.3 Operational control. A description of the procedures, and responsibilities necessary to exercise operational control with respect to flight safety;					
	2.4 Powers of the Authority. A description of the powers of the Authority and guidance to staff on how to facilitate inspections by Authority personnel.					
	3. Quality System					
	A description of the quality system adopted including at least: 3.1 Quality Policy.					
	3.2 Quality system organisation and responsibilities.					
	3.3 Quality assurance programme					
	4. Crew Composition					
	4.1 Crew composition. An explanation of the method for determining crew compositions taking account of the following: a) the type of aircraft being used; b) the area and type of operation being undertaken; c) the phase of the flight; d) the minimum crew requirement and flight duty period planned; e) experience (total and on type), recency and qualification of the crew members; f) the designation of the PIC and, if necessitated by the duration of the flight, the procedures for the relief of the PIC or other members of the flight crew; and g) the designation of the senior cabin crew member and, if necessitated by the duration of the flight, the procedures for the relief of the senior cabin crew member and any other member of the cabin crew;					
	4.2 Designation of the PIC. The rules applicable to the designation of a PIC;					
	4.3 Flight crew incapacitation. Instructions on the succession of command in the event of flight crew incapacitation.					
	4.4 Operation on more than one type. A statement indicating which aircraft are considered as one type for the purpose of: a) flight crew scheduling; and b) cabin crew scheduling.					

	5. Qualification Requirements					
	5.1 A description of the required licence, rating(s), qualification/competency (e.g., for routes and aerodromes), experience, training, checking and recency for operations personnel to conduct their duties. Consideration shall be given to the aircraft type, kind of operation, and composition of the crew;					
	5.2 Flight crew:					
	a) Pilot-in-command;					
	b) Pilot relieving the pilot-in-command/commander;					
	c) Co-pilot;					
	d) Pilot relieving the co-pilot;					
	e) Pilot under supervision;					
	f) System panel operator;					
	g) Operation on more than one type or variant.					
	5.3 Cabin crew:					
	a) Senior cabin crew member,					
	b) Cabin crew member:					
	i) required cabin crew member,					
	ii) additional cabin crew member and cabin crew member during familiarisation flights,					
	c) Operation on more than one type or variant.					
	5.4 Training, checking and supervision personnel:					
	a) for flight crew; and					
	b) for cabin crew.					
	5.5 Other operations personnel (including technical crew and crew members other than flight, cabin and technical crew).					
	6. Crew health precautions					
	6.1 The relevant regulations and guidance to crew members concerning health, including the following:					
	a) alcohol and other intoxicating liquids,					
	b) narcotics,					
	c) drugs,					
	d) sleeping tablets,					
	e) anti-depressants,					
	f) pharmaceutical preparations,					
	g) immunisation,					
	h) deep-sea diving,					
	i) blood/bone marrow donation,					
	j) meal precautions prior to and during flight,					
	k) sleep and rest,					
	l) surgical operations.					
	7. Flight time limitations					
	7.1 Flight and duty time limitations and rest requirements.					
	7.2 Exceedance of flight and duty time limitations and/or reductions of rest periods. Conditions under which flight and duty time may be exceeded or rest periods may be reduced, and the procedures used to report these modifications					
	8 Operating procedures:					
	8.1 Flight preparation instructions. As applicable to the					

	operation: 8.1.1 Minimum flight altitudes. A description of the method of determination and application of minimum altitudes including: a) a procedure to establish the minimum altitudes/flight levels for VFR flights; and					
	b) a procedure to establish the minimum altitudes/flight levels for IFR flights.					
	8.1.2 Criteria and responsibilities for determining the adequacy of aerodromes to be used.					
	8.1.3 Methods and responsibilities for establishing aerodrome operating minima. a) Reference should be made to procedures for the determination of the visibility and/or runway visual range (RVR) and for the applicability of the actual visibility observed by the pilots, the reported visibility and the reported RVR.					
	b) Instructions and requirements for the use of Head-up-displays (HUD) and Enhanced Vision Systems (EVS), as applicable.					
	8.1.4 En-route operating minima for VFR flights or VFR portions of a flight and, where single-engined aircraft are used, instructions for route selection with respect to the availability of surfaces that permit a safe forced landing.					
	8.1.5 Presentation and application of aerodrome and en-route operating minima.					
	8.1.6 Interpretation of meteorological information. Explanatory material on the decoding of meteorological (MET) forecasts and MET reports relevant to the area of operations, including the interpretation of conditional expressions.					
	8.1.7 Determination of the quantities of fuel, oil and water methanol carried. The methods by which the quantities of fuel, oil and water methanol to be carried are determined and monitored in-flight. This section should also include instructions on the measurement and distribution of the fluid carried on board. Such instructions should take account of all circumstances likely to be encountered on the flight, including the possibility of in-flight re-planning and of failure of one or more of the aircraft's power plants. The system for maintaining fuel and oil records should also be described.					
	8.1.8 Mass and centre of gravity. The general principles of mass and centre of gravity including the following: a) definitions;					
	b) methods, procedures and responsibilities for preparation and acceptance of mass and centre of gravity calculations;					
	c) the policy for using standard and/or actual masses;					
	8.1.9 Air traffic services (ATS) flight plan. Procedures and responsibilities for the preparation and submission of the ATS flight plan. Factors to be considered include the means of submission for both individual and repetitive flight plans.					
	8.1.10 Operational flight plan. Procedures and responsibilities for the preparation and acceptance of the operational flight plan. The use of the operational flight plan should be described including samples of the operational flight plan formats in use.					
	8.1.11 Operator's aircraft technical log. The responsibilities and the use of the operator's aircraft technical log should					

	be described, including samples of the format used.					
	8.1.12 List of documents, forms and additional information to be carried.					
	8.2 Ground handling instructions. As applicable to the operation: 8.2.1 Fuelling procedures. A description of fuelling procedures, including: a) safety precautions during refuelling and defueling including when an auxiliary power unit is in operation or when rotors are running or when an engine is or engines are running and the prop-brakes are on;					
	b) refuelling and defueling when passengers are embarking, on board or disembarking;					
	c) precautions to be taken to avoid mixing fuels; and					
	d) method to ensure that the required amount of fuel is loaded.					
	8.2.2 Aircraft, passengers and cargo handling procedures related to safety. A description of the handling procedures to be used when allocating seats, embarking and disembarking passengers and when loading and unloading the aircraft. Further procedures, aimed at achieving safety whilst the aircraft is on the ramp, should also be given. Handling procedures should include: a) special categories of passengers, including children/infants, persons with reduced mobility, inadmissible passengers, deportees and persons in custody;					
	b) permissible size and weight of hand baggage;					
	c) loading and securing of items in the aircraft;					
	d) positioning of ground equipment;					
	e) operation of aircraft doors;					
	f) safety on the aerodrome/operating site, including fire prevention and safety in blast and suction areas;					
	g) start-up, ramp departure and arrival procedures including, for aeroplanes, push-back and towing operations;					
	h) servicing of aircraft;					
	i) documents and forms for aircraft handling;					
	j) special loads and classification of load compartments;					
	k) multiple occupancy of aircraft seats.					
	8.2.3 Procedures for the refusal of embarkation. Procedures to ensure that persons who appear to be intoxicated, or who demonstrate by manner or physical indications that they are under the influence of drugs, are refused embarkation. This does not apply to medical patients under proper care.					
	8.2.4 De-icing and anti-icing on the ground. A description of the de-icing and anti-icing policy and procedures for aircraft on the ground. These should include descriptions of the types and effects of icing and other contaminants on aircraft whilst stationary, during ground movements and during take-off. In addition, a description of the fluid types used should be given, including the following: a) proprietary or commercial names, b) characteristics, c) effects on aircraft performance, d) hold-over times, e) precautions during usage.					

	8.3 Flight Procedures:					
	8.3.1 VFR/IFR Policy. A description of the policy for allowing flights to be made under VFR, or for requiring flights to be made under IFR, or for changing from one to the other.					
	8.3.2 Navigation Procedures. A description of all navigation procedures, relevant to the type(s) and area(s) of operation. Special consideration should be given to: a) standard navigational procedures, including policy for carrying out independent cross- checks of keyboard entries where these affect the flight path to be followed by the aircraft;					
	b) performance based navigation, covering required navigation performance (RNP) or area navigation specification (RNAV), as specified;					
	c) minimum navigation performance specification (MNPS) and polar navigation and navigation in other designated areas;					
	d) in-flight re-planning;					
	e) procedures in the event of system degradation; and					
	f) reduced vertical separation minima (RVSM), for aeroplanes;					
	8.3.3 Altimeter setting procedures, including, where appropriate, use of: a) metric altimetry and conversion tables; and b) QFE operating procedures.					
	8.3.4 Altitude alerting system procedures. A description of the procedures for maintaining altitude awareness, including the use of flight crew altitude call-out or altitude alerting systems for aeroplanes or audio voice alerting devices for helicopters.					
	8.3.5 Ground proximity warning system (GPWS)/terrain avoidance warning system (TAWS), for aeroplanes. Procedures and instructions required for the avoidance of controlled flight into terrain, including limitations on high rate of descent near the surface (the related training requirements are covered in OM-D 2.1).					
	8.3.6 Policy and procedures for the use of traffic collision avoidance system (TCAS)/airborne collision avoidance system (ACAS) for aeroplanes and, when applicable, for helicopters.					
	8.3.7 Policy and procedures for in-flight fuel management.					
	8.3.8 Adverse and potentially hazardous atmospheric conditions. a) Procedures for operating in, and/or avoiding, adverse and potentially hazardous atmospheric conditions, including the following: i) thunderstorms, ii) icing conditions, iii) turbulence, iv) windshear, v) jet stream, vi) volcanic ash clouds, vii) heavy precipitation, viii) sand storms, ix) mountain waves, x) significant temperature inversions.					
	b) Procedures for the flight crew to record and report on routine meteorological observation during					

	i) en-route, and - climb-out phases of the flight; and ii) Special and other non-routine observations during any phase of the flight;					
	iii) Volcanic activity?					
	8.3.9 Wake turbulence. Wake turbulence separation criteria, taking into account aircraft types, wind conditions and runway/final approach and take-off area (FATO) location. For helicopters, consideration should also be given to rotor downwash.					
	8.3.10 Crew members at their stations. The requirements for crew members to occupy their assigned stations or seats during the different phases of flight or whenever deemed necessary in the interest of safety and, for aeroplane operations, including procedures for controlled rest in the flight crew compartment					
	8.3.11 Use of restraint devices for crew and passengers. The requirements for crew members and passengers to use safety belts and/or restraint systems during the different phases of flight or whenever deemed necessary in the interest of safety.					
	8.3.12 Admission to flight crew compartment. The conditions for the admission to the flight crew compartment of persons other than the flight crew. The policy regarding the admission of inspectors from an authority should also be included.					
	8.3.13 Use of vacant crew seats. The conditions and procedures for the use of vacant crew seats.					
	8.3.14 Incapacitation of crew members. Procedures to be followed in the event of incapacitation of crew members in-flight. Examples of the types of incapacitation and the means for recognising them shall be included.					
	8.3.15 Cabin Safety Requirements. Procedures: a) covering cabin preparation for flight, in-flight requirements and preparation for landing, including procedures for securing the cabin and galleys;					
	b) to ensure that passengers are seated where, in the event that an emergency evacuation is required, they may best assist and not hinder evacuation from the aircraft;					
	c) to be followed during passenger embarkation and disembarkation;					
	d) when refuelling/defuelling with passengers embarking, on board or disembarking;					
	e) covering the carriage of special categories of passengers;					
	f) covering smoking on board;					
	g) covering the handling of suspected infectious diseases;					
	h) use of portable electronic equipment and cellular phones.					
	8.3.16 Passenger briefing procedures. The contents, means and timing of passenger briefing.					
	8.3.17 Procedures for use of cosmic or solar radiation detection equipment, including: a) limit values for exposure to solar cosmic radiation; b) procedures for the use of solar or cosmic radiation detection equipment and for recording its readings, including actions to be taken in the event that limit values specified in the OM are exceeded; c) information which will enable the pilot to determine the best course of action to take in the event of exposure to solar cosmic radiation; and d) Procedures in the event that a decision to descend is					

	<p>i) the necessity of giving the appropriate ATS unit prior warning of the situation and of obtaining a provisional descent clearance; and</p> <p>ii) the action to be taken in the event that communication with ATS unit cannot be established or is interrupted.</p>					
	8.3.18 Policy on the use of autopilot and auto-throttle for aircraft fitted with these systems, in RVSM airspace and when conducting performance-based navigation procedures, as applicable;					
	<p>8.3.19 Information and instructions relating to the interception of civil aircraft, including:</p> <p>a) Procedures, as prescribed in MOZCAR Part 91 for pilots-in-command of intercepted aircraft; and</p> <p>b) Visual signals for use by intercepting and intercepted aircraft, as contained in MOZCAR Part 91.</p>					
	8.4 Low visibility operations (LVO). A description of the operational procedures associated with LVO.					
	8.5 Extended Diversion Time Operations (EDTO). A description of the EDTO (ETOPS) operational procedures.					
	8.6 Use of the minimum equipment (MEL) and configuration deviation lists (CDL).					
	<p>8.7 Non-revenue flights. Procedures and limitations, for example, for the following:</p> <p>a) non-commercial operations by AOC holders, a description of the differences to commercial operations;</p> <p>b) training flights;</p> <p>c) test flights;</p> <p>d) delivery flights;</p> <p>e) ferry flights;</p> <p>f) demonstration flights;</p> <p>g) positioning flights, including the kind of persons who may be carried on such flights.</p>					
	<p>8.8 Oxygen Requirements:</p> <p>8.8.1 An explanation of the conditions under which oxygen should be provided and used.</p>					
	<p>8.8.2 The oxygen requirements specified for the following persons:</p> <p>a) flight crew;</p> <p>b) cabin crew;</p> <p>c) passengers.</p>					
	9 Dangerous goods (DGs) and weapons:					
	<p>9.1 Transport of dangerous goods. Information, instructions and general guidance on the transport of dangerous goods, including:</p> <p>a) operator’s policy on the transport of dangerous goods;</p> <p>b) guidance on the requirements for acceptance, labelling, handling, stowage and segregation of dangerous goods;</p> <p>c) the method to notify the PIC when dangerous goods are loaded in the aircraft;</p> <p>d) special notification requirements in the event of an accident or occurrence when dangerous goods are being carried;</p> <p>e) procedures for responding to emergency situations involving dangerous goods;</p> <p>f) duties of all personnel involved; and</p> <p>g) instructions on the carriage of the operator’s personnel on cargo aircraft when dangerous goods are being carried.</p>					
	9.2 Transport of weapons. The conditions under which weapons, munitions of war and sporting weapons may be					

	carried;					
	10. Security					
	10.1 Security policies and procedures. A description of security policies and procedures for handling and reporting crime on board such as unlawful interference, sabotage, bomb threats, and hijacking, including procedures to enable the cabin crew to discreetly communicate to flight crew in the event of suspicious activity or security breach observed in the cabin;					
	10.2 Security instructions and guidance. Security instructions and guidance of a non-confidential nature which shall include the IACM and responsibilities of operations personnel;					
	10.3 Preventative security measures and training. A description of preventative security measures and training;					
	10.4 Aircraft search procedures and guidance on least-risk bomb locations where practicable. A checklist of the procedures to be followed in searching for a bomb in case of suspected sabotage and for inspecting aeroplanes for concealed weapons, explosives or other dangerous devices. The checklist shall be supported by guidance on the appropriate course of action to be taken should a bomb or suspicious object be found and information on the least-risk bomb location specific to the aeroplane. <i>Note: Parts of the security instructions and guidance may be kept confidential.</i>					
	11. Handling, notifying and reporting accidents, incidents and occurrences.					
	Procedures for handling, notifying and reporting accidents, incidents and occurrences. This section should include the following: a) definition of accident, incident and occurrence and of the relevant responsibilities of all persons involved;					
	b) illustrations of forms to be used for reporting all types of accident, incident and occurrence (or copies of the forms themselves), instructions on how they are to be completed, the addresses to which they should be sent and the time allowed for this to be done;					
	c) in the event of an accident, descriptions of which departments, authorities and other organisations have to be notified, how this will be done and in what sequence;					
	d) procedures for verbal notification to air traffic service units of incidents involving ACAS resolution advisories (RAs), bird hazards, dangerous goods and hazardous conditions;					
	e) procedures for submitting written reports on air traffic incidents, ACAS RAs, bird strikes, dangerous goods incidents or accidents, and unlawful interference;					
	f) reporting procedures. These procedures should include internal safety-related reporting procedures to be followed by crew members, designed to ensure that the pilot-in-command is informed immediately of any incident that has endangered, or may have endangered, safety during the flight, and that the pilot-in-command/commander is provided with all relevant information.					
	g) Procedures for the preservation of recordings following a reportable event.					
	12. Rules Of The Air					
	a) Visual and instrument flight rules;					
	b) Territorial application of the rules of the air;					

	c) Communication procedures, including communication-failure procedures;					
	d) Information and instructions relating to the interception of civil aircraft;					
	e) The circumstances in which a radio listening watch is to be maintained;					
	f) Signals					
	g) Time system used in operation					
	h) ATC clearances, adherence to flight plan and position reports					
	i) Visual signals used to warn an unauthorised aircraft flying in or about to enter a restricted, prohibited or danger area					
	13. Leasing / code-share.					
	A description of the operational arrangements for leasing and code-share, associated procedures and management responsibilities.					
	14 Safety Management System (SMS)					
	a) A description of the main aspects of the safety management system programme including: i) Safety policy; ii) Safety risk management; iii) Safety assurance; and iv) Safety promotion.					
	b) A description of the flight data analysis system (FDAP), if applicable. This programme shall be non-punitive and shall contain adequate safeguards to protect the sources of data (e.g. limitations on use and disclosure of data and identification of persons who report data to the program).					
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APPLICATION FORM/CHECKLIST - OPERATIONS MANUAL (OM) PREPARATION AND REVISION (PART B)						
Name of Air Operator :					AOC N°:	
Name of Representative:						
Function:						
Initial Submission <input type="checkbox"/>			Revision Nr. _____ Effective Date ____/____/____			
Revision <input type="checkbox"/>						
I hereby declare that all the following items are included in the form of procedures acceptable to the Authority in the OM mentioned in MOZCAR/CATS Parts 121, 127 and 135 (as applicable to the operations) on pages listed below: Signature _____ Date ____/____/____						
Instructions: 1. Column 1 is to be completed by the operator. Detailed references about the location of the required policy or procedure should be given. (Ex: OM Part A, Ch 1, 1.21, Pag. 47). 2. Columns 2 to 5 are completed by the IACM. (A – Acceptable; U – Unacceptable; N/A – Not Applicable) 3. Enter a sequential note number in column 5 when column 3 is checked (item is unacceptable). Describe the finding in Section 3.						
Regulati on Refer.	ITEM	1	2	3	4	5
		OM Refer.	IACM			Note Nr
	The OM may vary in detail according to the complexity of operation and the type and number of aircraft operated.					
	The OM or Parts thereof, may be submitted in any format, including electronic. In any case, the accessibility, usability and reliability must be ensured.					
	Is the OM structured as follows?:					
	a) Parte A, General - comprising all non-type-related operational policies, instructions and procedures;					
	b) Parte B, Aircraft operating matters, comprising all type-related instructions and procedures, taking into account differences between types/classes, variants or individual aircraft used by the operator;					
	c) Parte C, Areas, routes and aerodromes, comprising route, area and aerodrome/operating site instructions and information;					
	d) Parte D, Training, comprising all training instructions for personnel required for a safe operation.					
	All Parts of the OM are consistent and compatible in form and content?					
	The OM can be readily amended?					
	The content of the OM and its revision status indicate that it is a controlled document?					
	The contents of the OM may be based on or can refer to codes of practice in the industry. If the operator chooses to use material from another source in the OM:					
	a) Is this material copied and included directly in the relevant part of the OM, or does the OM contain a reference to the appropriate section of that applicable material ?					
	b) Does the OM include a statement giving the status of the material received from an external source?					
Regulat. Refer.	ITEM	1	2	3	4	5
		OM Refer.	IACM			

			A	U	N/A	No te Nr
PART B - AIRCRAFT OPERATING INFORMATION – FOR EACH AIRCRAFT TYPE						
0. General Information And Units Of Measurement.						
	General Information (e.g., aircraft dimensions), including a description of the units of measurement used for the operation of the aircraft type concerned and conversion tables;					
1. Certification and operational limitations						
	1.1 A description of the certified limitations and the applicable operational limitations including:					
	a) certification status;					
	b) passenger seating configuration for each aircraft type including a pictorial presentation;					
	c) types of operation that are approved (e.g. IFR/VFR, CAT II/III, flights in known icing conditions etc.);					
	d) minimum crew composition;					
	e) mass and centre of gravity limitations;					
	f) speed limitations;					
	g) flight envelope(s);					
	h) wind limits including the maximum crosswind and tailwind components for each aeroplane type operated and the reductions to be applied to these values having regard to gusts, low visibility, runway surface conditions, crew experience, use of autopilot, abnormal or emergency circumstances, or any other relevant operational factors.					
	i) performance limitations for applicable configurations;					
	j) runway slope limitations;					
	k) for aeroplanes, limitations on wet or contaminated runways;					
	l) airframe contamination;					
	m) system limitations, as applicable;					
	n) brake temperature limitations; and					
	o) tire speed and tire pressure limitations.					
2. Normal procedures						
	2.1 The normal procedures and duties assigned to the crew, the appropriate checklists, the system for use of the checklists and a statement covering the necessary coordination procedures between flight and cabin crew, as applicable. The following normal procedures and duties shall be included: a) pre-flight; b) pre-departure and loading; c) altimeter setting and checking; d) taxi, take-off and climb; e) noise abatement; f) cruise and descent; g) approach, landing preparation and briefing; h) VFR approach; i) IFR approach; j) visual approach and circling; k) missed approach; l) normal landing; m) post-landing; and n) for aeroplanes, operation on wet and contaminated					

	runways;					
	3) Abnormal and emergency procedures					
	The normal procedures and duties assigned to the crew, the appropriate checklists, the system for their use and a statement covering the necessary coordination procedures between flight and cabin/other crew members. The normal procedures and duties should include the following:					
	a) crew incapacitation;					
	b) fire and smoke drills;					
	c) for aeroplanes, unpressurised and partially pressurized flight, as applicable;					
	d) for aeroplanes, exceeding structural limits such as overweight landing;					
	e) exceeding cosmic radiation limits, as applicable;					
	f) lightning strikes;					
	g) distress communications and alerting ATC to emergencies;					
	h) engine failure;					
	i) system failures;					
	j) guidance for diversion in case of serious technical failure;					
	k) ground proximity warning;					
	l) ACAS advisories;					
	m) windshear;					
	n) emergency landing/ditching;					
	o) fuel jettisoning (as applicable);					
	p) emergency descent;					
	q) low fuel;					
	r) for aeroplanes, departure contingency procedures.					
	4) Performance					
	4.0 Performance data shall be provided in a form in which it can be used without difficulty.					
	4.1 Performance material which provides the necessary data to allow the flight crew to comply with the approved aircraft flight manual performance requirements shall be included to allow the determination of:					
	a) take-off climb limits – mass, altitude, temperature;					
	b) take-off field length limits (dry, wet, contaminated), including the effect of inoperative systems under the MEL which affect the take-off distance (e.g. de-activated brake);					
	c) net flight path data for obstacle clearance calculation or, where applicable, take-off flight path;					
	d) the gradient losses for banked climb outs;					
	e) en-route climb limits;					
	f) approach climb limits;					
	g) landing climb limits;					
	h) landing field length limits (dry, wet, contaminated) including the effects of an in-flight failure of a system or device, if it affects the landing distance;					
	i) brake energy limits; and					
	j) speeds applicable for the various flight stages (also considering wet or contaminated runways);					
	4.1.1 Supplementary data covering flights in icing conditions. Any certified performance related to an allowable configuration, or configuration deviation, such as					

	anti-skid inoperative.					
	4.1.2 Other acceptable performance data. If performance data, as required for the appropriate performance class, is not available in the AFM, then other data should be included. The OM may contain cross-reference to the data contained in the AFM where such data is not likely to be used often or in an emergency.					
	4.2 Additional performance data for aeroplanes. Additional performance data where applicable including:					
	a) all engine climb gradients;					
	b) drift-down data;					
	c) effect of de-icing/anti-icing fluids;					
	d) flight with landing gear down;					
	e) for aircraft with three or more engines, one engine inoperative ferry flights; and					
	f) flights conducted under the provisions of a configuration deviation list (CDL).					
	5. Flight planning					
	5.1 Specific data and instructions necessary for pre-flight and in-flight planning including, for aeroplanes, factors such as speed schedules and power settings. Where applicable, procedures for engine(s) out operations, EDTO (particularly the one-engine-inoperative cruise speed and maximum distance to an adequate aerodrome) and flights to isolated aerodromes shall be included.					
	5.2 Fuel calculations. The method for calculating the fuel needed for the various stages of flight.					
	5.3 When applicable, for aeroplanes, performance data for EDTO critical fuel reserve and area of operation, including sufficient data to support the critical fuel reserve and area of operation calculation based on approved aircraft performance data. The following data should be included:					
	a) detailed engine(s)-inoperative performance data including fuel flow for standard and non-standard atmospheric conditions and as a function of airspeed and power setting, where appropriate, covering:					
	i) drift down (includes net performance), where applicable;					
	ii) cruise altitude coverage including 10 000 ft;					
	iii) holding;					
	iv) altitude capability (includes net performance); and					
	v) missed approach;					
	b) detailed all-engine-operating performance data, including nominal fuel flow data, for standard and non-standard atmospheric conditions and as a function of airspeed and power setting, where appropriate, covering:					
	i) cruise (altitude coverage including 10 000 ft); and					
	ii) holding;					
	c) details of any other conditions relevant to EDTO operations which can cause significant deterioration of performance, such as ice accumulation on the unprotected surfaces of the aircraft, ram air turbine (RAT) deployment, thrust-reverser deployment, etc.; and					
	d) the altitudes, airspeeds, thrust settings, and fuel flow used in establishing the EDTO area of operations for each airframe-engine combination should be used in showing the corresponding terrain and obstruction clearances.					
	6. Mass and balance calculations					
	Instructions and data for the calculation of mass and balance including the following:					

	a) calculation system (e.g. index system);					
	b) information and instructions for completion of mass and balance documentation, including manual and computer generated types;					
	c) limiting mass and centre of gravity of the various versions; and					
	d) dry operating mass and corresponding centre of gravity or index;					
	7. Loading					
	a) Procedures and provisions for loading and unloading and securing the load in the aircraft.					
	b) a method to notify the PIC when dangerous goods are loaded in the aircraft;					
	8. Configuration Deviation List					
	The CDL(s), if provided by the manufacturer, taking account of the aircraft types and variants operated including procedures to be followed when an aircraft is being dispatched under the terms of its CDL.					
	9. Minimum Equipment List (MEL)					
	The MEL for each aircraft type or variant operated and the type(s)/area(s) of operation. The MEL should also include the dispatch conditions associated with operations required for a specific approval (e.g. RNAV, RNP, RVSM, EDTO). The ATA number system should be used when allocating chapters and numbers.					
	10. Survival and emergency equipment including oxygen					
	10.1 A list of the survival equipment to be carried for the routes to be flown and the procedures for checking the serviceability of this equipment prior to take-off. Instructions regarding the location, accessibility and use of survival and emergency equipment and its associated checklist(s) should be included.					
	10.2 The procedure for determining the amount of oxygen required and the quantity that is available. The flight profile, number of occupants and possible cabin decompression should be considered. The information provided shall be in a form in which it can be used without difficulty;					
	11. Emergency evacuation procedures:					
	11.1 Emergency evacuation preparation. Instructions for preparation for emergency evacuation including crew co-ordination and emergency station assignment;					
	11.2 Emergency evacuation procedures. A description of the duties of all members of the crew for the rapid evacuation of an aircraft and the handling of the passengers in the event of a forced landing, ditching or other emergency;					
	12. Aircraft systems.					
	A description of the aircraft systems, related controls and indications and operating instructions. The ATA number system shall be used when allocating chapters and numbers.					
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APPLICATION FORM/CHECKLIST - OPERATIONS MANUAL (OM) PREPARATION AND REVISION (PART C)						
Name of Air Operator :					AOC N°:	
Name of Representative:						
Function:						
Initial Submission			Revision Nr. _____ Effective Date ____/____/____			
Revision						
I hereby declare that all the following items are included in the form of procedures acceptable to the Authority in the O mentioned in MOZCAR/CATS Parts 121, 127 and 135 (as applicable to the operations) on pages listed below:						
Signature _____					Date ____/____/____	
Instructions: 1. Column 1 is to be completed by the operator. Detailed references about the location of the required policy or procedure should be given. (Ex: OM Part A, Ch 1, 1.21, Pag. 47). 2. Columns 2 to 5 are completed by the IACM. (A – Acceptable; U – Unacceptable; N/A – Not Applicable) 3. Enter a sequential note number in column 5 when column 3 is checked (<i>item is unacceptable</i>). Describe the finding in Section 3.						
Regulation Refer.	ITEM	1	2	3	4	5
		OM Refer.	IACM			
		A	U	N/A	Note N	
	The OM may vary in detail according to the complexity of operation and the type and number of aircraft operated.					
	The OM or Parts thereof, may be submitted in any format, including electronic. In any case, the accessibility, usability and reliability must be ensured.					
	Is the OM structured as follows?:					
	a) Parte A, General - comprising all non-type-related operational policies, instructions and procedures;					
	b) Parte B, Aircraft operating matters, comprising all type-related instructions and procedures, taking into account differences between types/classes, variants or individual aircraft used by the operator;					
	c) Parte C, Areas, routes and aerodromes, comprising route, area and aerodrome/operating site instructions and information;					
	d) Parte D, Training, comprising all training instructions for personnel required for a safe operation.					
	All Parts of the OM are consistent and compatible in form and content?					
	The OM can be readily amended?					
	The content of the OM and its revision status indicate that it is a controlled document?					
	The contents of the OM may be based on or can refer to codes of practice in the industry. If the operator chooses to use material from another source in the OM:					
	a) Is this material copied and included directly in the relevant part of the OM, or does the OM contain a reference to the appropriate section of that applicable material ?					
	b) Does the OM include a statement giving the status of the material received from an external source?					

Regulat. Refer.	ITEM	1	2	3	4	5
		OM Refer.	IACM			
		A	U	N/A	Note N	

			A	U	N/A	No te Nr
PART C - ROUTE/AREA AND AERODROME/OPERATING SITE INSTRUCTIONS AND INFORMATION						
	1. Instructions and information, for each flight, relating to communication facilities, navigation aids, aerodromes, instrument approaches, instrument arrivals and instrument departures as applicable for the operation, and such other information as the operator may deem necessary for the proper conduct of flight operations, including the following:					
	a) minimum flight level/altitude;					
	b) operating minima for departure, destination and alternate aerodromes;					
	c) the increase of aerodrome operating minima in case of degradation of approach or aerodrome facilities;					
	d) Instructions for determining aerodrome operating minima for instrument approaches using HUD and EVS;					
	e) communication facilities and navigation aids;					
	f) runway/final approach and take-off area (FATO) data and aerodrome/operating site facilities;					
	g) approach, missed approach and departure procedures including noise abatement procedures;					
	h) communication-failure procedures;					
	i) search and rescue facilities in the area over which the aircraft is to be flown;					
	j) a description of the aeronautical charts that should be carried on board in relation to the type of flight and the route to be flown, including the method to check their validity;					
	k) availability of aeronautical information and MET services;					
	l) en-route communication/navigation procedures;					
	m) aerodrome/operating site categorisation for flight crew competence qualification;					
	n) special aerodrome/operating site limitations (performance limitations and operating procedures etc.).					
Form 120-010C	Rev 01	July 2018	Nr of Pages 2			

APPLICATION FORM/CHECKLIST - OPERATIONS MANUAL (OM) PREPARATION AND REVISION (PART D)						
Name of Air Operator :					AOC N°:	
Name of Representative:						
Function:						
Initial Submission		Revision Nr. _____ Effective Date ____/____/____				
Revision						
I hereby declare that all the following items are included in the form of procedures acceptable to the Authority in the O mentioned in MOZCAR/CATS Parts 121, 127 and 135 (as applicable to the operations) on pages listed below:						
Signature _____				Date ____/____/____		
Instructions:						
1. Column 1 is to be completed by the operator. Detailed references about the location of the required policy or procedure should be given. (Ex: OM Part A, Ch 1, 1.21, Pag. 47).						
2. Columns 2 to 5 are completed by the IACM. (A – Acceptable; U – Unacceptable; N/A – Not Applicable)						
3. Enter a sequential note number in column 5 when column 3 is checked (item is unacceptable). Describe the finding in Section 3.						
Regulation Refer.	ITEM	1	2	3	4	5
		OM Refer.	IACM			
			A	U	N/A	Note N
	The OM may vary in detail according to the complexity of operation and the type and number of aircraft operated.					
	The OM or Parts thereof, may be submitted in any format, including electronic. In any case, the accessibility, usability and reliability must be ensured.					
	Is the OM structured as follows?:					
	a) Parte A, General - comprising all non-type-related operational policies, instructions and procedures;					
	b) Parte B, Aircraft operating matters, comprising all type-related instructions and procedures, taking into account differences between types/classes, variants or individual aircraft used by the operator;					
	c) Parte C, Areas, routes and aerodromes, comprising route, area and aerodrome/operating site instructions and information;					
	d) Parte D, Training, comprising all training instructions for personnel required for a safe operation.					
	All Parts of the OM are consistent and compatible in form and content?					
	The OM can be readily amended?					
	The content of the OM and its revision status indicate that it is a controlled document?					
	The contents of the OM may be based on or can refer to codes of practice in the industry. If the operator chooses to use material from another source in the OM:					
	a) Is this material copied and included directly in the relevant part of the OM, or does the OM contain a reference to the appropriate section of that applicable material ?					
	b) Does the OM include a statement giving the status of the material received from an external source?					

Regulat.	ITEM	1	2	3	4	5
		OM Refer.	IACM			

	PART D - TRAINING	
	1. Operator's Training system	

1.1	General Requirements. A description of the operator's training system, including: a) Training policies;				
	b) the organisation, duties and responsibilities of management personnel, instructors and check personnel in the administration and provision of training and checking; A list of designated instructors and check personnel shall be included.				
	1.2 A description of the ground and flight training facilities and equipment, including all approved training equipment materials and (flight simulation training devices, mockups, computer based training and other required training items) needed to meet the training needs for each type and variant of aircraft. A description of any arrangements for the provision of approved training shall be included.				
2. Training Syllabi and Checking Programmes					
2.1	Training syllabi and checking programmes for all operations personnel assigned to operational duties in connection with the preparation and/or conduct of a flight: 2.1.1 Flight Crew. The training syllabi and checking programmes for flight crew members shall include all the relevant items specified in Parts 61 or 63 and Parts 121, 127 or 135, as applicable, and contain: a) initial aircraft type /conversion training, including both normal and emergency procedures training applicable for each type of aircraft; b) CRM training; c) aircraft differences training; d) upgrade training; e) specialized training (e.g. low visibility operations, EDTO, RVSM); f) qualification to operate in either pilot's seat; g) recurrent training, as appropriate.				
	h) emergency equipment and procedures training appropriate to each make and model of aircraft including: i) instruction in emergency procedures, assignments, and crew co-ordination. ii) on board emergency equipment such as fire extinguishers, emergency breathing equipment, the aircraft's oxygen system, first aid equipment, evacuation slides and rafts and their use; i) instruction in potential emergencies such as rapid decompression, ditching, firefighting, aircraft evacuation, medical emergencies, hijacking, and disruptive passengers;.				
	2.1.2 Cabin Crew. The training syllabi and checking programmes for cabin crew members shall include all the relevant items specified in MOZCAR Parts 64 and Part 121 and contain: a) Basic initial ground training				
	b) Aircraft type specific/operator conversion training (may be combined with initial ground training);				
	c) CRM training;				
	d) Appropriate training in the emergency procedures appropriate to each make and model of aircraft flown in by the crew member, including: i) Instruction in emergency procedures, assignments, and crew co-ordination; ii) individual instruction in the use of on board emergency equipment such as fire extinguishers,				

	breathing equipment, first aid equipment and its proper use, emergency exits and evacuation slides and rafts and the aircraft's oxygen system including the use of portable emergency oxygen bottles; iii) Instruction in potential emergencies such as rapid decompression, ditching, firefighting, aircraft evacuation, medical emergencies, hijacking, and disruptive passengers;					
	e) Aircraft differences training;					
	f) Aircraft familiarisation training;					
	g) senior cabin crew member training;					
	h) Appropriate recurrent training, as required, to maintain currency in both type and any variants, including: i) annual recurrent training; iii) triennial recurrent training.					
	2.1.3 All Operations Personnel. The training syllabi for all operations personnel shall include: a) Company indoctrination training covering assigned duties and responsibilities, a review the applicable regulations, the operator's AOC and associated operations specifications and appropriate portions of the OM;					
	b) Safety management training, as appropriate to the individual's role in the management or performance of safety related duties;					
	c) Training in the safe transportation or recognition of dangerous goods, as applicable.					
	d) The appropriate security training, including, for crew members, the following elements: i) determination of the seriousness of any occurrence; ii) crew communication and coordination; iii) appropriate self-defence responses; iv) understanding of behaviour of terrorists so as to facilitate the ability of crew members to cope with hijacker behaviour and passenger responses; iv) live situational training exercises regarding various threat conditions; v) flight crew compartment procedures to protect the aeroplane; and vi) aeroplane search procedures and guidance on least-risk bomb locations where practicable.					
	e) The appropriate recurrent training, as required.					
	2.1.4 Operations Personnel Other Than Crew Members 2.1.4.1 Flight Operations Officers. The training syllabi and checking programmes for flight operations officers shall include: a) Basic initial ground training; b) Aircraft type specific/operator conversion training; c) Aircraft differences training; d) Dispatch resource management training; e) Specialized operations training; f) recurrent training, as appropriate; 2.1.4.1 Other operations personnel. A written training programme shall be developed that pertains to their respective duties.					
	3.0 Procedures					
	3.1 Procedures for Training and Checking 3.2 Procedures to be applied in the event that personnel do not achieve or maintain the required standards.					

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	3.3 Procedures to ensure that abnormal or emergency situations requiring the application of part or all of abnormal or emergency procedures, and simulation of IMC by artificial means, are not simulated during commercial air transport operations.					
	4.0 Documentation To Be Stored And Storage Periods					
	4.1 A record system acceptable to the Authority to show compliance with all required training and currency requirements.					
	4.2 Description of documentation to be stored and storage periods.					
	5.0 Training and Checking Forms					
	A listing of all training and checking forms used.					
Form 120-010D	Rev 01	July 2018			Nr of Pages 4	