REPUBLIKA E SHQIPËRISË
MINISTRIA E PUNËVE PUBLIKE DHE TRANSPORTIT
AUTORITETI I AVIACIONIT CIVIL
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Në mbështetje të Ligjit Nr. 10233, datë 11.02.2010 "Për Autoritetin e Aviacionit Civil" ndryshuar me Ligjin Nr. 10479 datë 10.11. 2011 Për disa ndryshime dhe shtesa në ligjin nr.10 233, datë 11.2.2010 "Për Autoritetin e Aviacionit Civil", neni 13/g

MIRATOJ:

1- Procedurën e jashtme IP-OPS-01, lëshimi 1, rev.3 "Procedurë për Harmonizimin e punës me Operatorët Ajrorë"

Bashkengjitur: IP-OPS-01, lëshimi 1, rev.3

ERVIN MINAROLLI

DREJTOR EKZEKUTIV

IP-OPS-01

AAC

PROCEDURE E BRENDSHME

IP-OPS-01

Procedure per harmonizimin e punes me Operatoret Ajrore

PERMBLEDHJE

Procedura e brendshme ne kuadrin autonomise dhe pergjegjesise se AAC, pershkruan metodologjine dhe menyren e perputhshmerise te perdorur nga stafi i AAC per vleresimin e operatoreve ajrore.
Manuali i stafit te inspektimeve te AAC i zhvilluar ne perputhje me UM 92/2011 (EU-OPS) eshte gati.

FORMULAR INSPEKTIMI

Numri	Rishikimi	Data e Aprovimit	Faqet e Rishikuara	Shkaqet e Rishikimit
1	0	1 Shkurt 2012		
1	1	30 Mars 2012	1,3,Appendix1	Amendimi i Manualit te Stafit te Inspektimeve (Botimi Mars 2012)
1	2	27 Qershor 2012	1,3,Appendix1	Amendimi i Manualit te Stafit te Inspektimeve (Botimi Qershor 2012)
1	3	08 Tetor 2012	1,3,Appendix1	Amendimi i Manualit te Stafit te Inspektimeve (Botimi Shtator 2012)

APROVUAR NGA
Roli:
Drejtor Ekzekutiv
Nënshkrimi:
Ervin Minarolli

ACAA

INTERNAL PROCEDURE

IP-OPS-01

Procedure for Assessment of Air Operators

ABSTRACT

This internal procedure, in the frame of ACAA autonomy and responsibility, prescribes the methodology and the acceptable means of compliance to be used by the ACAA staff for the assessment of air operators. The *ACAA Inspecting Staff Manual*, developed in accordance to MO 92/11 (EU-OPS), is enclosed.

REVISION SHEET

Issue	Revision	Approval Date	Revised Pages	Reasons for Revision
1	0	February 1st, 2012		
1	1	March 30th, 2012	1,3,Appendix1	Updated of Inspecting Staff Manual (Edition March 2012)
1	2	June 27th, 2012	1,3,Appendix1	Updated of Inspecting Staff Manual (Edition June 2012)
1	3	October 08th, 2012	1,3,Appendix1	Updated of Inspecting Staff Manual (Edition September 2012)

APPROVED BY
Role: Executive Director
Signature: Ervin Minarolli

PERMBAJTJA

TABLE OF CONTENTS

1. HYRJE

Perputhshmeria e Operatorit Ajrore kryhet ne baze te referencave ligjore te specifikuara nga Urdhri i Ministrit Nr. 92/2011 (*BE-OPS*).
Qarkoret dhe procedurat me karakter tekniko-operacional, për zbatimin praktik të kërkesave të mësipërme, janë të përcaktuara nga AAC në përputhje me standardet ndërkombëtare.

2. APLIKUESHMERIA DHE REFERENCAT E RREGULLORES

Kjo procedure e brendshme ofron metodologji, menyra te perputhshmerise dhe detaje implementimi ne linje me procedurat nderkombetare, ne menyre qe:
- Te siguroje nje trajtim konstant dhe transparent
- Te permiresoje mirekuptimin
- Te standartizoje teknikat

ne vleresimin e Operatoreve Ajrore te kryer nga stafi i AAC perkundrejt kerkesave rregullative te pershkruara ne UM 92/2011.

3. VLERESIMI I OPERATOREVE AJRORE

Aktivitetet e çertifikimit dhe mbikqyrjes së Operatorëve Ajrorë te finalizuara për të verifikuar përputhshmërinë me kërkesat e UM 92/2011, do të kryhen nga Personeli i AAC në përputhje me procedurat dhe mjetet e pranueshme të përshtatshmerise në *Manualin i Stafit per Inspektimet (Sektori Operacional i Fluturimeve)* Botimi Tetor 2012 shiko bashkangjitur Shtojcen 1.

4. HYRJA NE FUQI

Keto dispozita duhet te hyjne ne fuqi ne daten e aprovimit te kesaj procedure te brendshme.
IP-OPS-01 rev. 2 dhe Shtojca 1 jane te tejkaluara nga kjo procedure e brendshme IP-OPS-01 rev. 3.

1. INTRODUCTION

The assessment of air operators is carried out with reference to the requirements specified by the Ministry Order n. 92/2011 (adoption of *EU-OPS*).
The acceptable means of compliance and the methodology used by the ACAA staff for the practical implementation of the above requirements need to be standardized in accordance to the international practice.

2. SCOPE AND REFERENCE REGULATION

This Internal Procedure provides methodologies, acceptable means of compliance and implementing details in line with international practice, in order to:
- ensure a consistent and transparent approach
- improve the understanding
- standardize the techniques

in the assessment of the Air Operators accomplished by ACAA staff against the regulatory requirements prescribed by the MO 92/2011.

3. ASSESSMENT OF AIR OPERATORS

The activities of certification and surveillance of Air Operators finalized to verify the compliance to the requirements of MO 92/2011, will be conducted by the ACAA staff according to the procedures and acceptable means of compliance contained in the *ACAA Inspecting Staff Manual (Flight Operations Section)* Edition October 2012 here attached under Appendix 1.

4. ENTRY INTO FORCE

These provisions shall enter into force on the date of approval of this Internal Procedure.
IP-OPS-01 rev. 2 and its Appendix 1 are superseded by this IP-OPS-01 rev. 3.

SHTOJCA 1
IP-OPS-01

Manuali i stafit per inspektimet (Sektori Operacional i Fluturimeve)

APPENDIX 1
to IP-OPS-01

Inspecting Staff Manual (Flight Operations Section)

REPUBLIC OF ALBANIA

Ministry of Public Works and Transport

CIVIL AVIATION AUTHORITY

INSPECTING STAFF MANUAL

FLIGHT OPERATIONS SECTION

Edition September 2012

CONTENTS

1 MANUAL ADMINISTRATION

This manual is under the administration of Flight Safety Department. Every change promoted has to be verified and approved by the Flight Safety Director.

Each revision of the content of the manual is highlighted by a black vertical line on the left or right side of the amended text. The new revision must update the month of edition in the left side of the footer.

The master copy of the manual is archived in the Flight Safety Department in paper copy. PDF files are distributed to any interested person upon request to same department.

Log of revisions

May 2012	• Updated forms n. OPS-01a, 01b, 10, 11, 14 • Trimming of text in Ch.4 – Initial Issue of an AOC (4.2.2, 4.3, 4.4.2) • Added requirements for instructors in paragraph 9.13
June 2012	• Correction of clerical errors and improvement of text throughout the document and clarified reference to appendixes and forms • Added communications according to article 8.2 Reg. 3922/91 in paragraph 8.2 • Inserted link to airworthiness inspectors in MEL and wet leasing approval procedures (9.9 and 9.15) • Introduced national standards for some EU-OPS Subpart Q requirements that allow NAA decisions (new table in 9.6) • Amended checklist in 10.1.6 OPS-05 • New checklist in 10.1.18 OPS-17
September 2012	• Correction of clerical errors and improvement of text throughout the document and clarified reference to appendixes and forms • Detailed in 2.4 the technical training needed for FOI • Deleted no more necessary Appendixes A and C in chapter 2 • Defined the standard format of Operational Directive (OPS-18) • Improved text in 4.4.11 • Assigned 2 years of validity to the AOC without flexibility • Added provision in chapter 6 for suspension of AOC in case of lack of operations • Added form OPS-15a and 15b for User Approval of FSTD and relevant application and text adapted in 9.7 • Added clear reference to JAA TGL26 in 9.9.1 and 9.9.2 • Clarified details for the application for wet leasing approval in 9.15.2 and 9.15.3 • Substantial revision of text in 9.15.4 • Revised text in paragraph 9.24.2 • OPS-01a application for initial issue of AOC: added in section C4 the reference to CAMO and AMO • OPS-12 checklist item F.1 – revised

1.1 ACRONYMS AND ABBREVIATIONS

ACARS	- Air Ground Passive Communications Systems
AD	- Airworthiness Directive
ADF	- Automatic Direction Finder
ADL	- Allowable Deficiency List
ADR	- Advisory Route
AE	- Authorised Examiners
AFM	- Aeroplane Flight Manual
AOM	- Aeroplane Operating Manual
AFSS	- Automated Flight Service Station
AFTN	- Aeronautical Fixed Telecommunications Network (Société internationale de télécommunications aéronautiques (SITA))
AGL	- Above Ground Level
AH	- Alert Height for Category III Operations
AIP	- Aeronautical Information Publication
AIS	- Aeronautical Information Service
MET	- Airman's Meteorological Information
AOCM	- AOC Maintenance
APS	- Aircraft Prepared for Service
APU	- Auxiliary Power Unit
AR	- Airborne Radar
ARA	- Airborne Radar Approach
ARFF	- Aircraft Rescue And Fire-fighting
ASAS	- Aviation Safety Analysis System (Data Automation)
ASDE	- Aerodrome Surface Detection Equipment
ASI	- Aviation Safety Inspector
ASR	- Aerodrome Surveillance Radar
ATC	- Air Traffic Control
ATD	- Advanced Training Device
ATIS	- Automatic Terminal Information Service
ATP	- Airline Transport Pilot
ATS	- Air Traffic Service
AWOS	- Automate Weather Observing System
AWTA	- All-weather Terminal Area Operation
CATS	- Civil Aviation Technical Standards
CBI	- Computer-based Instruction
CC	- Cabin Crew (Flight Attendant)
CDL	- Configuration Deviation List
CG	- Centre of Gravity
CMR	- Certificate of Maintenance review
CRM	- Crew Resource Management
CRS	- Certificate of Release to Service
CS	- Cabin Safety
DA	- Density Altitude
DDM	- Dispatch Deviation Manual
DH	- Decision Height (Precision Instrument Approach)
DME	- Distance Measuring Equipment
DNS	- Doppler Navigation System
DR	- Dead Reckoning
EPR	- Exhaust Pressure Ratio
EROPS	- Extended-Range Operations

ETA	- Estimated Time of Arrival
ETE	- Estimated Time En Route
ETP	- Equal Time Point
ETOPS	- Extended-Range Operations with Two-Engine Aeroplane
EWINS	- Enhanced Weather Information Systems
F&D	- Fault & Deficiencies
F/A	- Flight Attendant
FAF	- Final Approach Fix
FBO	- Fixed Base Operation
FD	- Flight Director
FE	- Flight Engineer
FIR	- Flight Information Region
FL	- Flight Level
FMS	- Flight Management System
FOD	- Foreign Object Damage
FO(D)	- Flight Operations Department
FOI	- Flight Operations Inspector
FTL	- Flight Time Limitations
GNSS	- Global Navigation Satellite System
GPS	- Global Positioning System
GS	- Ground speed
HAA	- Height Above Aerodrome (Non-precision approach)
HAT	- Height Above Touchdown (Precision approach)
HF	- High Frequency
HFO(D)	- Head FO(D)
HIRL	- High Intensity Runway Light
IA	- Instrument Approach
IAP	- Instrument Approach Procedure
IAS	- Indicated Airspeed
IATA	- International Air Transport Association
IAW	- In Accordance With
ICAO	- International Civil Aviation Organisation
IDA	- In Depth Audit
IF	- Intermediate Approach Fix
IFR	- Instrument Flight Rules
ILS	- Instrument Landing System
IM	- Inner Marker
IMC	- Instrument Meteorological Conditions
IMLS	- Instrument Microwave Landing System
INS	- Inertial Navigation System
IRR	- Instrument Rating Renewal
IRS	- Inertial Reference System
ISG	- Inspecting Staff Guide
ISIS	- Integrated Safety Information System
KM	- Kilometre
LAN	- Local Area Network
LDA	- Localizer Type Directional Aid
LF	- Low Frequency
LIRL	- Low Intensity Runway Light
LLWS	- Low-level Windshear
LM	- Landing Mass
LOFT	- Line-oriented Flight Training
LOP	- Line of Position
LORAN	- Long-range Navigation

LPM	- Local Procedures Manual
LRA	- Lowest Radar Altitude
LVO	- Low Visibility Operations
MAP	- Missed Approach Point
MCT	- Maximum Continuous Thrust
MCTOW	- Maximum Certified Takeoff Weight
MDA	- Minimum Descent Altitude (Non-precision approach)
MEL	- Minimum Equipment List
MF	- Medium Frequency
MHz	- Megahertz
MIRL	- Medium Intensity Runway Light
MLS	- Microwave Landing System
MMEL	- Master Minimum Equipment List
MNPS	- Minimum Navigation Performance Specification
MOU	- Memorandum of Understanding
MSL	- Mean Sea Level
NAS	- National Airspace System
NAT	- North Atlantic Track
NAVAID	- Navigational Aid
NDB	- Non-directional Beacon
NM	- Nautical Mile
NOPAC	- North Pacific
NOTAM	- Notice to Airmen
OAT	- Outside Air Temperature
OC	- Obstruction Chart
OCA	- Obstacle Clearance Altitude
OCH	- Obstacle Clearance Height
OCL	- Obstacle Clearance Limit
OI	- Operations Inspector
OM	- Operations Manual
ONS	- Omega Navigation System
PANS-OPS	- Procedures for Air Navigation Services Aircraft Operations
PAR	- Precision Approach Radar
PF	- Pilot-Flying
PIC	- Pilot-in-Command
PIREP	- Pilot Weather Report
PNF	- Pilot-Not-Flying
POI	- Principal Operations Inspector
PSI	- Principal Security Inspector
RMA	- Radar Minimum Altitude
RNAV	- Area Navigation
RVO	- Runway Visibility by Observer
RVR	- Runway Visual Range
RVSM	- Reduce Vertical Separation Minima
RVV	- Runway Visibility Value
SARP	- International Standard and Recommended Practice
ACAA	- Albanian Civil Aviation Authority
SIAP	- Standard Instrument Approach Procedure
SID	- Standard Instrument Departure
SIGMET	- Significant Meteorological Information
SIM	- Flight Simulator
SM	- Statute Mile
STAR	- Standard Terminal Arrival Route
STOL	- Short Takeoff and Landing

TACAN	- Tactical Air Navigation
TAS	- True Airspeed
TBD	- To Be Developed
TCAS	- Traffic Alert and Collision Avoidance System
TCH	- Threshold Crossing Height
TDZ	- Touchdown Zone
TERPS	- Terminal Instrument Procedures
TI	- Training Inspector
TOM	- TO Mass
TSO	- Technical Standard Order
TWEB	- Transcribed Weather Broadcast
UHF	- Ultra High Frequency
UN	- United Nations
UNICOM	- Aeronautical Advisory Station
UTC	- Co-ordinated Universal Time
VASI	- Visual Approach Slope Indicator
VERTOL	- Vertical Takeoff and Landing
VFR	- Visual Flight Rules
VHF	- Very High Frequency
VIS	- Vital Information system
VLF	- Very Low Frequency
VMC	- Visual Meteorological Conditions
VOR	- Very High Frequency Omni-directional Range Station
VOR/DME	- VOR/Distance Measuring Equipment
VSI	- Vertical Speed Indicator

2 ACAA OPERATION DIVISION MANAGEMENT

2.1 INTRODUCTION

The Standards of the International Civil Aviation Organisation (ICAO) are implemented by State legislation, which is based on the principle that the operator is responsible for compliance with all statutory requirements and for the safety of flight operations. The grant of a Certificate or other formal Approval, and the work of the staff of the Albanian Civil Aviation Authority (ACAA) in that connection, will not be at variance with this general principle. However the ACAA must be satisfied that an operator is, and remains, competent to secure a safe operation. The assessment of an operator's competence is based on inspections and audits carried out by the ACAA. The functions and organisation of the ACAA's Flight Operations Department are laid down in this chapter.

2.2 FUNCTIONS OF A FLIGHT OPERATIONS DEPARTMENT

To oversee commercial air transport operations in accordance with the state legislation, and this Inspecting Staff Manual.

To examine the organization, staffing, equipment, maintenance, operations manuals and other arrangements of operators who apply for the grant or variation of an Air Operator Certificate (AOC) and to grant or vary such a certificate, or to make appropriate recommendations, if the operator is considered competent to secure a safe operation.

To inspect and report upon all aspects of the operations of AOC holders and to complete such other tasks in respect of foreign-registered aircraft as determined by the ACAA.

To report any irregularity (including contravention of the terms and conditions of an AOC) that might be held to affect an operator's competence and the safety of operations.

To consider applications for and, if satisfied and appropriately authorized, to grant Permissions, Approvals, Variations, Exemptions and other documents to AOC holders in respect of their operations.

To sanction appropriately qualified flight crew to be authorized examiners and/or instructors and to issue appropriate authorizations.

To evaluate flight simulators and to grant Approvals for their use.

To evaluate flight crew and cabin crew conversion and differences training and other courses and recommend their Approval to the Flight Crew Licensing Department of the ACAA.

To control the safe carriage of dangerous goods and munitions of war in aircraft.

To process new regulations and implement policy in relation to commercial air transport operations.

2.3 ORGANISATION OF THE FLIGHT OPERATIONS DEPARTMENT (FO(D)

In order to carry out the above functions, the FO(D) has in charge a Director that has the overall responsibility over the functions described in the paragraph above. To accomplish his/her duties the Director relies on Flight Operations Inspectors FO(I) as well as on Airworthiness Surveyors.

2.3.1 DUTIES OF FLIGHT OPERATIONS INSPECTORS AND AIRWORTHINESS SURVEYORS

Flight Operations Inspectors

The primary function of any FOI is to assess the probable level of operational safety that an operator should achieve or is currently achieving.

FOIs are required to carry out the following duties in respect of operators to whom they have been assigned:

(a) make routine and special inspections and audits (checks) in accordance with this manual and any instructions issued by the ACAA;

(b) submit to the Director of Flight Safety a report on each check together with a letter to the operator, recording significant faults and deficiencies brought to light by the inspection or audits, where appropriate;

(c) keep the Director of Flight Safety fully informed on all aspects of current operations and projected developments within their assigned companies;

(d) provide the Director of Flight Safety when necessary with comprehensive up-to-date information on the operator's general organisation, its managerial and executive personnel and their responsibilities;

(e) examine and keep under continuous review all operations and training manuals and all other written instructions to operating staff to ensure that they are generally adequate and appropriate to the company's operations and in compliance with the state legislation;

(f) ensure that all amendments to manuals are adequate and properly incorporated in the manuals held by the ACAA, as soon as possible after receipt;

(g) make the necessary investigation followings events of non-compliances with requirements or operational procedures that had an impact on flight safety.

The findings must be based on observed facts, fully and accurately documented. Each finding observed by inspectors should be immediately notified to the operator's responsible personnel. Inspectors should maintain frequent contacts with the operators assigned to them in order to assess the functioning of the organization, the conduct of operations and training. Within these contacts, the inspectors will promote the development of programs and actions aimed at improving safety conditions for the operator. It is important for an inspector to have a good judgment, integrity and balance, all necessary qualities needed to maintain the necessary authority in dealing with representatives of the operator.

Airworthiness Surveyors

Airworthiness Surveyors investigate the maintenance support arrangements provided by AOC applicants and thereafter monitor their continuing acceptability. Surveyors are allocated to operators and are required to:

(a) make routine and special inspections or audits in accordance with this manual and any instructions issued by the inspecting organization;

(b) complete the appropriate report forms and follow up any discrepancies with the operator, the maintenance organization and the airworthiness staff as appropriate;

(c) keep the Director of Flight Safety fully informed on all aspects of current maintenance arrangements, changes and known future developments;

(d) ensure that the Department's records of each operator's arrangements are kept up-to-date;

(e) programme surveillance of operators, overseas line maintenance stations and aircraft so that all aspects of AOC maintenance, which are the responsibility of the surveyors, are kept under continued surveillance;

(f) examine and keep under review any engineering documentation provided by operators to meet the requirements and to monitor the engineering contents of operations manuals, as requested by the FOI.

The ACAA has a duty to be satisfied that an operator is competent, and it depends very heavily on the routine reports and recommendations submitted by inspecting staff. Although inspecting and survey staff should be reasonably helpful in pointing out deficiencies and suggesting remedies, they should bear in mind that it is for the operator to demonstrate his competence. It is only in this way that the ACAA can be seen to discharge its responsibilities properly. If an inspector or surveyor has any reasonable doubt as to an operator's competence to hold an AOC, the reasons must be brought to the attention of the Director of Flight Safety.

2.4 QUALIFICATIONS AND TRAINING OF INSPECTING STAFF

All inspectors will be qualified and trained in order to be suitably qualified with respect to the personnel and activities that they inspect. Specific background and experience are preferred to limit the time needed for qualification, but in alternative they can be developed during the on the job training.

To be eligible for flight inspection duties the candidate must either have a background as a commercial pilot or have a degree in technical subject, to be integrated by theoretical training having reference to the theoretical knowledge for the commercial pilot license. In this latter case the duties that require specific experience as a pilot cannot be assumed by the inspector and this has to be taken into account by the Flight Safety Director in assigning task to the inspectors.

The initial training program for Inspectors includes, as appropriate to their role, at least instruction in the following:

- Aviation legislation organizations and structure (detailed);
- The Chicago Convention, relevant ICAO annexes and documents (awareness);
- OPS rule and related rules, including the applicable Guidance Material (detailed);
- Applicable national requirements (detailed);
- Auditing and reporting techniques (detailed);
- Safety and Quality Management systems (awareness);
- Human Factors principles (detailed);
- The procedures described in this manual (detailed);
- "On the job" training and practical experience of at least one year in AOC surveillance teams as a trainee;
- Technical training appropriate to the role and tasks of the inspector for those areas requiring specific approvals as follows:
    - For Dangerous Goods IATA level 6 training course

- For Low Visibility Operations the classroom training for initial LVO pilot qualification performed by an Albanian AOC Holder.
- For Special Operations the JAA-TO "*Special Operating Rules: ETOPS, RSVM, AWOPS, PBN, MNPS*" Training Course or equivalent available on the market.
- For EFB the JAA-TO "*Electronic Flight Bag (EFB) - The Paperless Cockpit Training Course*" or equivalent available on the market.

All Inspectors must, before appointment, successfully complete the required initial training program.

The recurrent training program for each inspector reflects changes in aviation legislation and industry, updating in current procedures and other specific needs of the Inspectors and Authority.

The Authority must retain a record of all training undertaken by Inspectors together with a record of an Inspector's previous experience which qualifies him for appointment.

The Flight Operations Department establishes and keeps under review an initial and recurrent training program for Inspectors. The Human Resources Department retains a record of all training undertaken by Inspectors together with a record of an Inspector's previous experience which qualifies him for appointment.

The Airworthiness Surveyors involved in processes under the responsibility of Flight Operations Department are qualified in accordance with criteria established by Airworthiness Department.

2.5 FORMS OF AUTHORITY ISSUED TO INSPECTING AND SURVEY STAFF

All inspecting staff are "authorised persons" as defined in the relevant state legislation. On completion of initial training, staff are issued with an authorisation from the Executive Director which includes legal authority and evidence of identity. They should be prepared to produce this document for examination at any time when on duty.

In carrying out their duties, inspecting staff must take care not to exceed the powers conferred upon them as authorised persons under the appropriate state legislation and under the general conditions attached to AOCs granted in compliance with EU OPS. Inspecting staff do not have authority to impose their own requirements on operators, nor are they permitted to give anything in the nature of an official interpretation of statutory requirements without authority from ACAA. Particular care must be taken, both in conversation and in the drafting of letters, not to anticipate the ACAA's decisions and rulings.

The powers conferred on inspecting staff by virtue of their certificate of appointment are extensive, and the consequences that could result from the document falling into the hands of an unauthorised person could be grave. Staff should therefore keep the document on their persons while on duty and at other times ensure that it is kept in a secure place. Should an authority document be lost, the loss must be reported immediately by telephone to the issuing ACAA, to the local police and, if the loss occurs at an aerodrome, to the aerodrome authority.

2.6 CONDUCT OF INSPECTING AND SURVEY STAFF

It is inevitable that in the course of their work, inspecting and survey staff will come to be regarded by some operators as advisers rather than purely as inspectors or regulatory staff. This may sometimes result in an inspector or surveyor learning about an operator's future plans and intentions. Such information must be regarded as strictly confidential and must not be divulged to anyone outside the inspecting organisation unless authorised by the Director of Flight Safety.

Similarly, operators' operations, training and maintenance manuals are to be regarded as confidential documents. Inspecting staff should avoid becoming involved in industrial matters or aspects of management that are not operational; they should always be aware of their official status.

Care should be taken in accepting hospitality from operators or their representatives. While acceptance of an occasional business meal is unavoidable and often helpful, it should be remembered that etiquette requires that there be some form of reciprocity. Other invitations should be discussed with Director of Flight Safety before acceptance. Inspecting staff and their families are strictly forbidden from accepting free or 'concession' travel and free hotel accommodation, either at home or abroad, unless specifically authorised by the ACAA.

2.7 CORRESPONDENCE

It is a fundamental requirement that all significant faults and deficiencies noted in the course of inspections should be brought to the operator's attention in writing. Unless the circumstances are exceptional, the matter should first be discussed with the operator and any remedial action agreed upon, so that the letter may be in the nature of a note for the record. This procedure is important; it will help to eliminate the risk of misunderstanding, keep correspondence to a minimum and facilitate smooth relations with operational management. Minor matters, such as occasional errors or omissions that have no immediate effect on the safety of flight operations, should not normally call for a letter to the operator but should be noted in the inspector's report.

The status and effectiveness of ACAA will depend in large measure on the quality of its correspondence; it is, therefore, important that letters are drafted with care. The aim should be to express the point tactfully and clearly and to suggest a suitable remedy where possible. The style should not be too formal; jargon, especially of the official variety, should be avoided.

In order to ensure that the ACAA is consistent in its dealings with all operators, draft letters on contentious matters should be agreed with the Director of Flight Safety.

Any request from solicitors or lawyers for copies of correspondence, documents or information should be passed through the Executive Director ACAA. The same precautions should be taken when the request comes from persons other than solicitors, and where the recipient suspects that the information may be used in legal proceedings. In general legal advice must be obtained on receipt of a subpoena or a request of any kind to attend a court or tribunal.

2.8 INTERNAL AND EXTERNAL COMMUNICATION

The advent of the electronic office can exacerbate the problems of communication for those inspecting and survey staff working in the field. E-mail may be the preferred method of communication internally, but, as mentioned earlier, it is crucial that all paper files reflect a complete and up-to-date position on all AOC holders. Accordingly, hard copy prints should be retained.

Staff should be aware that there may exist a number of ways of disseminating information both within the ACAA and externally to industry. The ACAA holds regular meetings with its own staff and with the AOC holders. It is essential that inspecting staff meet regularly to ensure up-to-date information and standardisation is achieved.

2.9 OPERATORS UNDER INVESTIGATION FOR ALLEGED BREACHES OF LEGISLATION

The following guidance is given as to the extent to which inspecting staff should avoid contact with operators who are under investigation for alleged breaches of legislation.

Any investigation takes time and the inspecting organisation must carry out its normal duties in relation to a company against which an allegation has been made in the meanwhile. Discussion of the subject matter of the investigation should be avoided if possible. If it cannot be avoided nothing should be said or done which could be construed as an invitation to the company, its officers or its staff to incriminate themselves. If anyone in the company volunteers information, that information should be noted without comment and the inspecting officer undertaking any investigation should be told about it. Similarly, if documentation inspected by an FOI appears to have a bearing on the allegation, the facts should be noted without comment and the investigating officer should be informed. Nothing should be said or done that could be construed as condoning the offence.

Whether an AOC should be provisionally suspended or an application for an AOC or a variation of an AOC refused pending the outcome of an investigation, is a difficult question. The answer must depend on the seriousness of the allegation and on how firmly the initial evidence points to the fact that the AOC holder or applicant was involved. Each case needs to be considered individually. Obviously the ACAA needs to be very careful about putting someone out of business on the basis of facts which have not yet been fully established.

If an application is granted during an investigation the AOC may subsequently be revoked, varied or suspended if the investigation leads to the conviction of an AOC holder. He should be put on notice of this possibility when his application is granted.

2.10 BREACHES OF LEGISLATION

In the course of their duties inspecting staff may discover matters which appear to be breaches of the regulations by companies or by individuals. Staff should make comprehensive notes of the circumstances of the suspected breach and avoid any discussion on the matter with company employees. Detailed notes of anything said by the company together with copies of any documentation, will assist any later investigation, but no attempt should be made to solicit an explanation from the company or an individual, as this may inhibit any later action. The company and/or the individual should be informed that the matter is being reported and may result in further investigation. The Director of Flight Safety must be informed in detail without delay.

If, after discussion with the manager, the matter is deemed to be sufficiently serious to merit further investigation the Director of Flight Safety will discuss the matter with other Directors and the Executive Director. Should it be decided to proceed with further investigation then a report should be completed by the FOI concerned.

Where the matter concerned involves a breach of the flight crew licensing requirements or authorised examiners (AEs) it is more normal for a formal interview to be conducted at which all interested parties will be represented.

Where an authorised person discovers an apparent fundamental breach of the Regulations, which effect on safety, immediate remedial action, other than that described above, may be necessary. In these circumstances the matter should be discussed immediately with the Director of Flight Safety. It is up to him to decide for suspension or revocation of the licence or authorisation and the need for further prosecution according to the Albanian law.

2.11 SIGNATURE AUTHORISATION

Certain staff of the inspecting organisation may have been authorised to perform functions on behalf of the ACAA. The ACAA Executive Director publishes instructions on who is authorised to sign each type of document, and what action is to be taken if a person of the right seniority, rank or grade is not available at the time.

Managers are responsible for authorising newly qualified FOIs to process applications for Permissions or Exemptions without reference to themselves or their deputies. As a general rule, full powers of authorisation should not be given until six months after an Inspector's initial assignment.

3 SAFETY MANAGEMENT PROGRAM FOR OPERATIONS

3.1 Introduction

According to ICAO Doc. 9859 every Member State should develop a State Safety Program that describes hazard identification and risk mitigation procedures based on safety data gathered from several sources, mainly from surveillance activities.
The history of Albanian CAA, has shown so far difficulties in ensure a stable safety oversight activity able to return reliable data on regulatory compliance by Albanian Avaition industry. Therefore the evolution of safety thinking that leads to consider safety as *"The state in which the possibility of harm to persons or of property damage is reduced to, and maintained at or below, an acceptable level through a continuing process of hazard identification and safety risk management"* cannot be applicable yet due to the still not mature achievement of safety as regulatory compliance.

In addition the complexity of aviation industry in the Republic of Albania is not such that gathered data are in an amount that allows statistical analysis. As a consequence, the analysis of each single occurrence remain possible and the only viable procedure to identify adverse trends with regards to flight safety.

For the time being, the organization for collection of safety data coming either from occurrences or the surveillance activity over a three year period is considered to be needed to provide a basis for the future development of a State Safety Program and in particular of a safety management program for the Operations sector. Moreover the oversight of the implementation of a Safety Management Program by the Operators is an achievable target.

3.2 Mandatory Occurrence Report (MOR)

Operators and commanders of Republic of Albania registered commercial air transport aircraft are requested to report, in accordance with OPS 1.420, potential occurrences which endanger or unless corrected would endanger an aircraft flight. Types of occurrence which must be reported are prescribed in the Appendix B (AMC 20-8 or Directive 2003/43/EC dated 13/6/2003).
All occurrence reports are sent by Operators to FOD responsible for the handling of the Mandatory Occurrence Reporting (MOR). Each MOR will be allocated to the operator assigned FOIs who is responsible for ensure that involved Operator takes appropriate action to prevent re-occurrence.

Notwithstanding other required reporting means as promulgated in national requirements (e.g. AIRPROX reporting), reports are transmitted including the amount of information commensurate with the severity of the occurrence. Each report should at least contain the following elements, as applicable to each organisation:

(i) Organisation name
(ii) Approval reference (if relevant)
(iii) Information necessary to identify the aircraft or part affected.
(iv) Date and time if relevant
(v) A written summary of the occurrence
(vi) Any other specific information required

For any occurrence involving a system or component, which is monitored or protected by a warning and/or protection system (for example: fire detection/extinguishing) the occurrence report should always state whether such system(s) functioned properly.

3.3 Classification of occurrences

The Director of Flight Safety normally has two levels of discrimination of occurrence reports received.

a Open Occurrences
b Occurrences "Closed" on Receipt

Open Occurrences

"Open" indicates that ACAA investigation is necessary. When in receipt of an Open Occurrence report the FOI should contact the operator to obtain appropriate report/information with urgency. When the FOI is satisfied with the operator's response and appropriate remedial action (and any ACAA action required has been taken), a "Closure" Recommendation should be submitted by the FOI to the Director of Flight Safety. If significant supplementary information comes to light during investigations this should be forwarded to the Director of Flight Safety as soon as possible. This is particularly important if the information indicates that a possible investigation by an inspector of different background could be required.

Closed Occurrences

These are occurrences where the Director of Flight Safety consider that no further investigation is required. The FOI will be informed about these incidents to be reviewed by monitoring Operator's activity. The Director of Flight Safety bases its decisions on known information; there can be occasions when inspectorate staff may have access to information that would indicate that an occurrence should be "Opened". This should be forwarded to Director of Flight Safety so that occurrences can be classified again, opened etc. in a reasonable time span.

3.4 Investigation of occurrences

Upon receipt by the section of the initial notice and classification, when it is considered necessary, the FOI, with the support of other experts in the Flight Safety Department, conducts an investigation that aims to:

(a) Assess the hazard or potential hazard involved in the occurrence, as related to the specific area of responsibility;
(b) Advise the Director of Flight Safety quickly of the results of this assessment and any action proposed or prepares a statement of closure if no action is required;
(c) Initiate follow-up action when required, advising and maintaining close liaison with the Director of Flight Safety;
(d) Provide any support in the specific area of responsibility, which the Director of Flight Safety may request, as part of the overall follow-up activity on the occurrence.

The Flight Safety Director keeps an Occurrence control list in order to arrange for print-outs to be produced at regular intervals that will give details of all open occurrences relating to AOC holders. These can be sorted by operator and aircraft type and will ensure that FOI's are aware of the number of occurrences that remain open against their assigned operators/fleets.

3.5 Actions from the Flight Safety Department

3.5.1 Operational Directives

If the investigation of the occurrence reveals that an hazard is identified and that the associated flight safety risk could be effectively mitigated by prescribing amendments of either normal or non-normal flight procedure, the Director of Flight Safety arranges the issuance of an Operational Directive.

The Operational Directives are intended to dictate mandatory provisions related to training and operations of holders of licenses if it becomes necessary to:

- take corrective action in response to the detection of unsafe conditions in the context of enhanced cooperation activities between Albania, the European Agency for Aviation Safety Agency (EASA) and the EU Member States, under whereas (15) to EC regulation 216/2008
- proceed, on the recommendation of EASA, a harmonization of rules (whereas 23 EC Reg 216/2008)
- implement rules of a general nature made by the Agency (whereas 25 EC Reg 216/2008)
- react immediately to a safety problem which involves a person or organization subject to the provisions of the Albanian aviation law.

For these purposes, the Operational Requirements identify:

- the unsafe conditions, the rules require harmonization or developed by the Agency in need of implementation, or, again, the rules required to react immediately to a safety issue
- people and / or organizations concerned
- necessary corrective actions
- the time frame within which such corrective actions must be implemented
- the date of entry into force of the prescription

If additional evidence gathered during subsequent investigation shows that the hazard has been modified or it is not present anymore, the Director of Flight Safety has the power to modify or revoke the directive using the same format of the initial issue.
The Flight Safety Department maintains a list of all the Operational Directives issued, with the indication if the directive is valid, superseded or revoked.

The standard format of Operational Directive is OPS-18 included in paragraph 10.1.19

3.5.2 Annual safety meeting

At the end of a calendar year, the Director of Flight Safety hold a meeting with all the inspectors of the Directorate to summarize the events investigated during the year to identify possible adverse trends with regard to flight safety.

The outcome of the meeting is included in a report that have to be taken into account in the planning of oversight activity for the following year. The report is sent to the Executive Director for information.

3.6 Operator's system of accidents prevention and safety of flight

Under OPS 1.037 provisions the operator must establish an accident prevention and flight safety program that can be integrated with the Quality Management System, including the management of the Flight Data Monitoring and Occurrence Reporting System of the company.
In addition to regulatory requirements that impose any mandatory reporting of accidents and incidents, the operator shall establish a system of investigation of significant events and potential problems identifying the organizational failures in safety management by:
• activities to acquire and maintain the risk awareness by all persons involved in operations;
• methods to collect and evaluate the events identified in order to identify adverse trends and / or remedy to any deficiencies found. These programs will protect the identity of who makes the communication;
• internal procedures for the dissemination of the results of the analysis and assessments, without attribution of blame and responsibility;
• the adoption of appropriate indicators of measurement;
• the appointment of a Program Manager who has the responsibility to propose corrective actions deemed necessary.

It is a Quality Manager responsibility to monitor the effectiveness of the changes and corrective actions proposed by the program manager.
The mitigation measures identified will be subject to a monitoring plan, verified by the authority, which may also include the use of the experiences of other similar organizations. The monitoring plan shall identify the areas requiring priority action and associated intervention in order to prevent potential accidents. The proposed response actions, required for the minimization of a potential hazard or condition which resulted in the occurrence of an accident, requires a safety management strategy shared by the Accountable Manager and implemented through a safety program.
The operator must identify a person responsible for managing the program to prevent accidents with adequate features and tasks defined, even when the program is integrated into the Quality System.

3.6.1 Program for the prevention of accidents and the safety of the flight - Safety Management System

A. Premise

This chapter aims to provide inspectors with flight guidance and tools to:
- Verification of the implementation of accident Prevention and Flight Safety program;
- A gap analysis between the state of implementation of this program and Safety Management Systems (SMS) of the organization for operators conducting commercial air transport (CAT) on the basis of Regulation (EC) No 216/2008.

B. Accident Prevention and Safety Program

To verify the correct implementation of this program and its successful implementation the FOI must use the Check Audit Guide for Product O / 1.11 (b) Accident Prevention & Flight Safety program, shown in form OPS-16

C. Architecture of the Safety Management System

The main components and their elements are shown in Table 1 comply with the "Framework for Safety Management System" in Appendix 6 to the Annex 6 of ICAO. The architecture of the organization should match the size, nature and complexity of operations and the hazard and the risks to safety associated with the activities necessary for the provision of services. The table lists the four phases for the implementation of an SMS that will be described in detail in the next section.

Table 1 Architecture of SMS

Component	Element	Phase
Safety Management System	*Compliance document, Gap analysis, SMS implementation plan*	*1*
1. Safety policy and objectives	1.1 Management commitment and responsibility 1.2 Safety accountabilities of managers 1.3 Appointment of key safety personnel 1.4 SMS implementation plan 1.5 Coordination of emergency response planning 1.6 Documentation	*1* *1* *1* *1,2,3* *1,2,3* *1,2,3*
2. Safety risk management	2.1 Hazard identification process 2.2 Risk assessment and mitigation process	*2,3* *2,3*
3. Safety assurance	3.1 Safety performance monitoring and	*2*

	Measurement 3.2 The management of change 3.3 Continues improvement of change	 *3* *2*
4. Safety promotion	4.1 Training and education 4.2 Safety communication	*2,3* *1*

D. Implementation of SMS

To implement an effective SMS requires organizational and cultural changes that require time, resources and experience. Therefore, it is suggested that operators use a gradual process divided into phases.

The first step for the proper development of an SMS is the identification of the elements of accident prevention and flight safety program that currently exist within an organization, this can be achieved through the implementation of a thorough gap analysis of current activities, from which can be developed and approved an implementation plan.

This chapter provides information about the SMS assessment process, using a special form and checklist can be used for conducting the gap analysis.

The following is a typical implementation plan divided into three phases:

Phase 1. During this phase, the Operator identifies the person or group of persons responsible for the implementation of SMS. This phase will include:

a) creation of a thorough gap analysis of current activities with those of the SMS;

b) developing an SMS implementation plan which clearly demonstrates how the Operator will develop its SMS following the results of the gap analysis;

c) development of the documentation relating to the safety policy and objectives;

d) development and implementation of methods for safety communications.

Phase 2. During this phase the Operator shall put into practice those elements of the SMS implementation plan that include:

a) Components of the Safety Risk Management:

- Reactive Processes;
- Analysis and Investigation;
- Hazard identification and risk management.

b) Training related to:

- Components of the SMS implementation plan;
- Components of the Safety Risk Management (reactive processes).

c) Documentation for:

- Components of the SMS implementation plan;
- Components of the Safety Risk Management (reactive processes).

Phase 3. During this phase, in addition to satisfying the requirements for phase 2, the operator must demonstrate to ACAA that the following parts of the system have been implemented:

a) Safety Assurance:

- Development of acceptable levels of safety;
- Development of safety indicators and targets;
- Ongoing improvements to the SMS.

b) Emergency Plan (emergency response);

c) Training of personnel for the SMS;

d) Policy and Procedures relating to SMS.

E. Verification of the differences and plan implementation of SMS

As already indicated in the previous paragraph, during Phase 1 the operator shall conduct a gap analysis. A thorough gap analysis form is shown in OPS-17 and must be distributed to the Operator for the compilation.

Each question in the form implies a yes or no answer. A positive response indicates that the organization already meets the criteria related to that particular component or element. In this case the last column of the form can be used to indicate where in the documentation of the company,

the requirement is satisfied. A negative response indicates that there is a difference between SMS and the criteria of policies, procedures and processes in place at the Operator. In this case the last column of the form can be used to indicate how and where the policy, procedure or process will be further developed so that the organization is in compliance with the requirements.
Once the gap analysis has been completed and properly documented, the elements missing will form the basis of the SMS implementation plan. Each element must be evaluated to determine how the Operator will create or modify policies, procedures or processes so that they meet the established criteria. The components and elements can be grouped into projects and assigned to "Project Managers" that will monitor their development and implementation. Once again it will be important to establish the dates for completion of the project to be met.
When complete, the Gap Analysis Form and the SMS implementation plan will be presented to the ACAA.

F. Accountable Manager

It is important to emphasize that the SMS is a top-down process, which means that the Accountable Manager of the organization is responsible for the implementation and ongoing compliance of the program. Without the unconditional support and control by Accountable Manager, the SMS will not be effective.

3.6.2 Appendix A – Operational Directive Form

ACAA operational directive
Form to be developed

3.6.3 Appendix B - Type of occurrences to be reported

The list of examples of reportable occurrences offered below under is established from the perspective of primary sources of occurrence information in the operational area (operators and maintenance organisations) to provide guidance for those persons developing criteria for individual organisations on what they need to report to the ACAA and others interested parties.
The list is neither definitive nor exhaustive and judgment by the reporter of the degree of hazard or potential hazard involved is essential. Each Operator should develop a customised list adapted to its aircraft, operation or product.
The list of reportable occurrences applicable to an organisation has to be included within the organisation's expositions/handbooks/manuals. In establishing that customised list, the organisation should take into account the following considerations:

Reportable occurrences are those where the safety of operation was or could have been endangered or which could have led to an unsafe condition. If in the view of the reporter an occurrence did not hazard the safety of the operation but if repeated in different but likely circumstances would create a hazard, then a report should be made. What is judged to be reportable on one class of product, part or appliance may not be so on another and the absence or presence of a single factor, human or technical, can transform an occurrence into a serious incident or accident.
Specific operational approvals, e.g. RVSM, ETOPS, RNAV, or a design or maintenance programme, may have specific reporting requirements for failures or malfunctions associated with that approval or programme.

I AIRCRAFT FLIGHT OPERATIONS
A. Operation of the Aircraft
(1) (a) Risk of collision with an aircraft, terrain or other object or an unsafe situation when avoidance action would have been appropriate.
(b) An avoidance manoeuvre required to avoid a collision with an aircraft,terrain or other object.
(c) An avoidance manoeuvre to avoid other unsafe situations.
(2) Take-off or landing incidents, including precautionary or forced landings. Incidents such as under-shooting, overrunning or running off the side of runways. Take-offs, rejected take-offs, landings or attempted landings on a closed, occupied or incorrect runway. Runway incursions.
(3) Inability to achieve predicted performance during take-off or initial climb.
(4) Critically low fuel quantity or inability to transfer fuel or use total quantity of usable fuel.
(5) Loss of control (including partial or temporary loss of control) from any cause.
(6) Occurrences close to or above V_1 resulting from or producing a hazardous or potentially hazardous situation (e.g. rejected take-off, tail strike, engine power loss etc.).
(7) Go-around producing a hazardous or potentially hazardous situation.
(8) Unintentional significant deviation from airspeed, intended track or altitude (more than 91 m (300 ft)) from any cause.
(9) Descent below decision height/altitude or minimum descent height/altitude without the required visual reference.
(10) Loss of position awareness relative to actual position or to other aircraft.
(11) Breakdown in communication between flight crew (CRM) or between Flight crew and other parties (cabin crew, ATC, engineering).
(12) Heavy landing - a landing deemed to require a 'heavy landing check'.
(13) Exceedance of fuel imbalance limits.
(14) Incorrect setting of an SSR code or of an altimeter subscale.
(15) Incorrect programming of, or erroneous entries into, equipment used for navigation or performance calculations, or use of incorrect data.
(16) Incorrect receipt or interpretation of radiotelephony messages.
(17) Fuel system malfunctions or defects, which had an effect on fuel supply and/or distribution.
(18) Aircraft unintentionally departing a paved surface.
(19) Collision between an aircraft and any other aircraft, vehicle or other ground object.
(20) Inadvertent and/or incorrect operation of any controls.

(21) Inability to achieve the intended aircraft configuration for any flight phase (e.g. landing gear and doors, flaps, stabilisers, slats etc).
(22) A hazard or potential hazard which arises as a consequence of any deliberate simulation of failure conditions for training, system checks or training purposes.
(23) Abnormal vibration.
(24) Operation of any primary warning system associated with maneuvering of the aircraft e.g. configuration warning, stall warning (stick shake), over speed warning etc. unless:
(a) the crew conclusively established that the indication was false, provided that the false warning did not result in difficulty or hazard arising from the crew response to the warning; or
(b) operated for training or test purposes.
(25) GPWS/TAWS 'warning' when:
(a) the aircraft comes into closer proximity to the ground than had been planned or anticipated; or
(b) the warning is experienced in IMC or at night and is established as having been triggered by a high rate of descent (Mode 1); or
(c) the warning results from failure to select landing gear or land flap by the appropriate point on the approach (Mode 4); or
(d) any difficulty or hazard arises or might have arisen as a result of crew response to the 'warning' e.g. possible reduced separation from other traffic. This could include warning of any Mode or Type i.e. genuine, nuisance or false.
(26) GPWS/TAWS 'alert' when any difficulty or hazard arises or might have arisen as a result of crew response to the 'alert'.
(27) ACAS RAs.
(28) Jet or prop blast incidents resulting in significant damage or serious injury.

B. Emergencies
(1) Fire, explosion , smoke or toxic or noxious fumes, even though fires were extinguished.
(2) The use of any non-standard procedure by the flight or cabin crew to deal with an emergency when:
(a) the procedure exists but is not used; or
(b) a procedure does not exist; or
(c) the procedure exists but is incomplete or inappropriate; or
(d) the procedure is incorrect; or
(e) the incorrect procedure is used.
(3) Inadequacy of any procedures designed to be used in an emergency, including when being used for maintenance, training or test purposes.
(4) An event leading to an emergency evacuation.
(5) Depressurisation.
(6) The use of any emergency equipment or prescribed emergency procedures in order to deal with a situation.
(7) An event leading to the declaration of an emergency ('Mayday' or 'Pan').
(8) Failure of any emergency system or equipment, including all exit doors and lighting, to perform satisfactorily, including when being used for maintenance, training or test purposes.
(9) Events requiring any emergency use of oxygen by any crew member.

C. Crew Incapacitation
(1) Incapacitation of any member of the flight crew, including that which occurs prior to departure if it is considered that it could have resulted in incapacitation after take-off.
(2) Incapacitation of any member of the cabin crew which renders them unable to perform essential emergency duties.

D. Injury
(1) Occurrences, which have or could have led to significant injury to passengers or crew but which are not considered reportable as an accident.

E. Meteorology

(1) A lightning strike which resulted in damage to the aircraft or loss or malfunction of any essential service.
(2) A hail strike which resulted in damage to the aircraft or loss or malfunction of any essential service.
(3) Severe turbulence encounter – an encounter resulting in injury to occupants or deemed to require a 'turbulence check' of the aircraft.
(4) A windshear encounter.
(5) Icing encounter resulting in handling difficulties, damage to the aircraft or loss or malfunction of any essential service.

F. Security
(1) Unlawful interference with the aircraft including a bomb threat or hijack.
(2) Difficulty in controlling intoxicated, violent or unruly passengers.
(3) Discovery of a stowaway.

G. Other Occurrences
(1) Repetitive instances of a specific type of occurrence which in isolation would not be considered 'reportable' but which due to the frequency at which they arise, form a potential hazard.
(2) A bird strike which resulted in damage to the aircraft or loss or malfunction of any essential service.
(3) Wake turbulence encounters.
(4) Volcanic ashes encounters.
(5) Any other occurrence of any type considered to have endangered or which might have endangered the aircraft or its occupants on board the aircraft or on the ground.

II. AIRCRAFT TECHNICAL

A. Structural
Not all structural failures need to be reported. Engineering judgement is required to decide whether a failure is serious enough to be reported. The following examples can be taken into consideration:
(1) Damage to a Principal Structural Element that has not been qualified as damage tolerant (life limited element). Principal Structural Elements are those which contribute significantly to carrying flight, ground, and pressurisation loads, and whose failure could result in a catastrophic failure of the aircraft (Typical examples of such elements are listed for large aeroplanes in AC/AMC 25.571(a) "damage tolerance and fatigue evaluation of structure", and in the equivalent AMC material for rotorcraft).
(2) Defect or damage exceeding admissible damages to a Principal Structural Element that has been qualified as damage tolerant.
(3) Damage to or defect exceeding allowed tolerances of a structural element which failure could reduce the structural stiffness to such an extent that the required flutter, divergence or control reversal margins are no longer achieved.
(4) Damage to or defect of a structural element, which could result in the liberation of items of mass that may injure occupants of the aircraft.
(5) Damage to or defect of a structural element, which could jeopardise proper operation of systems. See paragraph II.B. below.
(6) Loss of any part of the aircraft structure in flight.

B. Systems
The following generic criteria applicable to all systems are proposed:
(1) Loss, significant malfunction or defect of any system, subsystem or set of equipment when standard operating procedures, drills etc. could not be satisfactorily accomplished.
(2) Inability of the crew to control the system, e.g.:
(a) uncommanded actions;
(b) incorrect and or incomplete response, including limitation of movement or stiffness;
(c) runaway;
(d) mechanical disconnection or failure.

(3) Failure or malfunction of the exclusive function(s) of the system (one system could integrate several functions).
(4) Interference within or between systems.
(5) Failure or malfunction of the protection device or emergency system associated with the system.
(6) Loss of redundancy of the system.
(7) Any occurrence resulting from unforeseen behaviour of a system.
(8) For aircraft types with single main systems, subsystems or sets of equipment: Loss, significant malfunction or defect in any main system, subsystem or set of equipment.
(9) For aircraft types with multiple independent main systems, subsystems or sets of equipment: The loss, significant malfunction or defect of more than one main system, subsystem or set of equipment
(10) Operation of any primary warning system associated with aircraft systems or equipment unless the crew conclusively established that the indication was false provided that the false warning did not result in difficulty or hazard arising from the crew response to the warning.
(11) Leakage of hydraulic fluids, fuel, oil or other fluids which resulted in a fire hazard or possible hazardous contamination of aircraft structure, systems or equipment, or risk to occupants.
(12) Malfunction or defect of any indication system when this results in the possibility of misleading indications to the crew.
(13) Any failure, malfunction or defect if it occurs at a critical phase of flight and relevant to the operation of that system.
(14) Occurrences of significant shortfall of the actual performances compared to the approved performance which resulted in a hazardous situation (taking into account the accuracy of the performance calculation method) including braking action, fuel consumption etc.
(15) Asymmetry of flight controls; e.g. flaps, slats, spoilers etc.

C. Propulsion (including Engines, Propellers and Rotor Systems) and APUs
(1) Flameout, shutdown or malfunction of any engine.
(2) Overspeed or inability to control the speed of any high speed rotating component (for example: Auxiliary power unit, air starter, air cycle machine, air turbine motor, propeller or rotor).
(3) Failure or malfunction of any part of an engine or powerplant resulting in any one or more of the following:
(a) non containment of components/debris;
(b) uncontrolled internal or external fire, or hot gas breakout;
(c) thrust in a different direction from that demanded by the pilot;
(d) thrust reversing system failing to operate or operating inadvertently;
(e) inability to control power, thrust or rpm;
(f) failure of the engine mount structure;
(g) partial or complete loss of a major part of the powerplant;
(h) Dense visible fumes or concentrations of toxic products sufficient to incapacitate crew or passengers;
(i) inability, by use of normal procedures, to shutdown an engine;
(j) inability to restart a serviceable engine.
(4) An uncommanded thrust/power loss , change or oscillation which is classified as a loss of thrust or power control (LOTC) as defined in AMC 20-1:
(a) for a single engine aircraft; or
(b) where it is considered excessive for the application, or
(c) where this could affect more than one engine in a multi-engine aircraft, particularly in the case of a twin engine aircraft; or
(d) for a multi engine aircraft where the same, or similar, engine type is used in an application where the event would be considered hazardous or critical.
(5) Any defect in a life controlled part causing retirement before completion of its full life.
(6) Defects of common origin which could cause an in flight shut down rate so high that there is the possibility of more than one engine being shut down on the same flight.
(7) An engine limiter or control device failing to operate when required or operating inadvertently.
(8) exceedance of engine parameters.

(9) FOD resulting in damage.

Propellers and -transmission

(10) Failure or malfunction of any part of a propeller or powerplant resulting in any one or more of the following:
(a) an overspeed of the propeller;
(b) the development of excessive drag;
(c) a thrust in the opposite direction to that commanded by the pilot;
(d) a release of the propeller or any major portion of the propeller;
(e) a failure that results in excessive unbalance;
(f) the unintended movement of the propeller blades below the established minimum in-flight low-pitch position;
(g) an inability to feather the propeller;
(h) an inability to command a change in propeller pitch;
(i) an uncommanded change in pitch;
(j) an uncontrollable torque or speed fluctuation;
(k) The release of low energy parts.

Rotors and -transmission

(11) Damage or defect of main rotor gearbox / attachment which could lead to in flight separation of the rotor assembly, and /or malfunctions of the rotor control.
(12) Damage to tail rotor, transmission and equivalent systems.

APUs

(13) Shut down or failure when the APU is required to be available by operational requirements, e.g. ETOPS, MEL.
(14) Inability to shut down the APU.
(15) Overspeed.
(16) Inability to start the APU when needed for operational reasons.

D. Human Factors
(1) Any incident where any feature or inadequacy of the aircraft design could have led to an error of use that could contribute to a hazardous or catastrophic effect.

E. Other Occurrences
(1) Any incident where any feature or inadequacy of the aircraft design could have led to an error of use that could contribute to a hazardous or catastrophic effect.
(2) An occurrence not normally considered as reportable (for example, furnishing and cabin equipment, water systems), where the circumstances resulted in endangering of the aircraft or its occupants.
(3) A fire, explosion, smoke or toxic or noxious fumes.
(4) Any other event which could hazard the aircraft, or affect the safety of the occupants of the aircraft, or people or property in the vicinity of the aircraft or on the ground.
(5) Failure or defect of passenger address system resulting in loss or inaudible passenger address system.
(6) Loss of pilots seat control during flight.

III. AIRCRAFT MAINTENANCE AND REPAIR

A. Incorrect assembly of parts or components of the aircraft found during an inspection or test procedure not intended for that specific purpose.

B. Hot bleed air leak resulting in structural damage.

C. Any defect in a life controlled part causing retirement before completion of its full life.

D. Any damage or deterioration (i.e. fractures, cracks, corrosion, delamination, disbonding etc) resulting from any cause (such as flutter, loss of stiffness or structural failure) to:

(1) primary structure or a principal structural element (as defined in the manufacturers' Repair Manual) where such damage or deterioration exceeds allowable limits specified in the Repair Manual and requires a repair or complete or partial replacement of the element;
(2) secondary structure which consequently has or may have endangered the aircraft;
(3) the engine, propeller or rotorcraft rotor system.

E. Any failure, malfunction or defect of any system or equipment, or damage or deterioration found as a result of compliance with an Airworthiness Directive or other mandatory instruction issued by a Regulatory Authority, when:
(1) it is detected for the first time by the reporting organisation implementing compliance;
(2) on any subsequent compliance where it exceeds the permissible limits quoted in the instruction and/or published repair/rectification procedures are not available.

F. Failure of any emergency system or equipment, including all exit doors and lighting, to perform satisfactorily, including when being used for maintenance or test purposes.

G. Non compliance or significant errors in compliance with required maintenance procedures.

H. Products, parts, appliances and materials of unknown or suspect origin.

I. Misleading, incorrect or insufficient maintenance data or procedures that could lead to maintenance errors.

J. Failure, malfunction or defect of ground equipment used for test or checking of aircraft systems and equipment when the required routine inspection and test procedures did not clearly identify the problem when this results in a hazardous situation.

Reportable occurrences to specific systems
The following subparagraphs give examples of reportable occurrences resulting from the application of the generic criteria to specific systems listed in paragraph 10.g. II.B of this AMC.
1. Air conditioning/ventilation
(a) complete loss of avionics cooling
(b) depressurisation
2. Autoflight system
(a) failure of the autoflight system to achieve the intended operation while engaged
(b) significant reported crew difficulty to control the aircraft linked to autoflight system functioning
(c) failure of any autoflight system disconnect device
(d) Uncommanded autoflight mode change
3. Communications
(a) failure or defect of passenger address system resulting in loss or inaudible passenger address
(b) total loss of communication in flight
4. Electrical system
(a) loss of one electrical system distribution system (AC or DC)
(b) total loss or loss or more than one electrical generation system
(c) failure of the back up (emergency) electrical generating system
5. Cockpit/Cabin/Cargo
(a) pilot seat control loss during flight
(b) failure of any emergency system or equipment, including emergency evacuation signalling system , all exit doors , emergency lighting, etc
(c) loss of retention capability of the cargo loading system
6. Fire protection system
(a) fire warnings, except those immediately confirmed as false
(b) undetected failure or defect of fire/smoke detection/protection system, which could lead to loss or reduced fire detection/protection
(c) absence of warning in case of actual fire or smoke

7. Flight controls
(a) Asymmetry of flaps, slats, spoilers etc.
(b) limitation of movement, stiffness or poor or delayed response in the operation of primary flight control systems or their associated tab and lock systems
(c) flight control surface run away
(d) flight control surface vibration felt by the crew
(e) mechanical flight control disconnection or failure
(f) significant interference with normal control of the aircraft or degradation of flying qualities
8. Fuel system
(a) fuel quantity indicating system malfunction resulting in total loss or erroneous indicated fuel quantity on board
(b) leakage of fuel which resulted in major loss, fire hazard , significant contamination
(c) malfunction or defects of the fuel jettisoning system which resulted in inadvertent loss of significant quantity, fire hazard, hazardous contamination of aircraft equipment or inability to jettison fuel
(d) fuel system malfunctions or defects which had a significant effect on fuel supply and/or distribution
(e) inability to transfer or use total quantity of usable fuel
9. Hydraulics
(a) loss of one hydraulic system (ETOPS only)
(b) failure of the isolation system to operate
(c) loss of more than one hydraulic circuits
(d) failure of the back up hydraulic system
(e) inadvertent Ram Air Turbine extension
10. Ice detection/protection system
(a) undetected loss or reduced performance of the anti-ice/de-ice system
(b) loss of more than one of the probe heating systems
(c) inability to obtain symmetrical wing de icing
(d) abnormal ice accumulation leading to significant effects on performance or handling qualities
(e) crew vision significantly affected
11. Indicating/warning/recording systems
(a) malfunction or defect of any indicating system when the possibility of significant misleading indications to the crew could result in an inappropriate crew action on an essential system
(b) loss of a red warning function on a system
(c) for glass cockpits: loss or malfunction of more than one display unit or computer involved in the display/warning function
12. Landing gear system /brakes/tyres
(a) brake fire
(b) significant loss of braking action
(c) unsymmetrical braking leading to significant path deviation
(d) failure of the L/G free fall extension system (including during scheduled tests)
(e) unwanted gear or gear doors extension/retraction
(f) multiple tyres burst
13. Navigation systems (including precision approaches system) and air data systems
(a) total loss or multiple navigation equipment failures
(b) total failure or multiple air data system equipment failures
(c) significant misleading indication
(d) Significant navigation errors attributed to incorrect data or a database coding error
(e) Unexpected deviations in lateral or vertical path not caused by pilot input.
(f) Problems with ground navigational facilities leading to significant navigation errors not associated with transitions from inertial navigation mode to radio navigation mode.
14. Oxygen
(a) for pressurised aircraft: loss of oxygen supply in the cockpit
(b) loss of oxygen supply to a significant number of passengers (more than 10%), including when found during maintenance or training or test purposes
15. Bleed air system

(a) hot bleed air leak resulting in fire warning or structural damage
(b) loss of all bleed air systems
(c) failure of bleed air leak detection system

4 INITIAL ISSUE OF AN AOC

4.1 Introduction

Approval is accomplished in two distinct steps. Firstly, a check is made to determine whether or not the service or organisation or person complies with the AOC requirements. This is the "technical finding".
When making this check, the ACAA ensures that accountability for the issue of an AOC is clearly defined. This accountability may be delegated or shared, in whole or in part. In all cases, and particularly where more than one department within the ACAA is involved in the issue of an AOC, an individual ACAA Project Manager will be appointed by the Director of Safety, under whose personal responsibility the issue of an AOC is to be considered.
The second step is the "legal finding" which is the grant (or refusal) of an AOC or other approval or document. The legal finding confers, or denies, the ACAA recognition.

4.2 The Assessment Process Leading to the Issue of an AOC

4.2.1 Technical findings

In making the technical findings of compliance with the requirements of the applicable Albanian regulations, the ACAA ensures that the following steps are taken:

a. An operator's written application for an AOC must be submitted, in ACAA Model Form OPS-01 according to the guideline in paragraph 4.3, at least 90 days before the start of intended operations. The application form will be printed in English.
b. A FOI within the ACAA will be nominated by the Director as Project Manager to oversee, and become the focal point for all aspects of the operator certification process, and to coordinate all necessary activity. The nominated person is responsible to the Director for confirming that all appropriate inspections are made.
c. Of particular importance on initial application is a careful review of the qualifications of the nominated post-holders. Guidance on this topic is given in procedure 9.24.
d. Specific Approvals should be dealt with in accordance with procedure 9.5
e. The ability of the applicant to secure, in compliance with the regulations, the safe operation and proper maintenance of aircraft, all necessary training and, where required, licensing of personnel will be assessed. So also will the areas of responsibility and the numbers of those allocated by the applicant to key management tasks.
f. The applicant's proposed Quality System must be scrutinised with particular regard to the allocated resources. Care will be taken to verify that the system is comprehensive and likely to be effective.
g. The applicant's proposed Accident Prevention and Flight Safety Programme will be scrutinised with particular regard to the allocated resources. Care will be taken to verify that the system is comprehensive and likely to be effective.

4.2.2 Process Phases

The technical findings process consists of five phases:

i. Phase I: Pre-application

This phase starts with an individual or an organisation filing a formal request to Albanian CAA showing interest to be approved as an Operator. This will give the basis for an informal meeting at the ACAA with the applicant for an AOC. In that meeting the applicant presents its business plan and the planned organisation. The applicant will be informed about the following subjects:

- privileges, conditions and limitations pertaining to the AOC, in reference to the regulations mentioned above;
- type of operation, such as scheduled / non-scheduled, passenger / freight, day / night and VFR / IFR – VFR;
- inspection procedures of the ACAA for determining operator's qualifications and experience, managerial ability and adequacy of staff, facilities, equipment and finances;
- examination of proposed route structure and traffic potential;
- determination of the need for proposed service in light of the international agreement to which Albania is a party;
- rights of the ACAA inspectors and the ACAA inspection and surveillance policy;
- requirements for the development of an operations manual and continuing airworthiness manual;
- period of time that will be required, subsequent to the receipt of a complete and properly executed application, for the ACAA to make the preliminary assessment of the application.

In the meeting the applicable documents will be requested to be prepared, including the CVs of managerial positions. After review and approval of Form OPS-01, the applicant qualifies to proceed to Phase II.

ii. Phase II: Formal Application

In this phase the applicant will prepare the formal application package as well as the manuals. After review of the submitted documentation, the Formal Application Meeting will be conducted to highlight the acceptance of the submitted documentation or any deficiencies found during the review. If (part) of the submitted documentation is not acceptable, the Formal Application Meeting will be delayed until receiving correction of the submitted documentation, where after the Formal Application Meeting will be rescheduled. At the Formal Application Meeting are invited the Director of Flight Safety, the team of ACAA inspectors, the Accountable Manager and the nominated Postholders from the Company. After acceptance of the Formal Application, Phase III and the 90 days period can start .

iii. Phase III: Document Evaluation

In this phase the required manuals will be reviewed.

If manuals have to be amended, the applicant will be informed to correct the applicable manuals within a limited period to ensure on-time issue of the AOC. Should the applicant not be able to correct on-time, Phase III will be stopped until receiving the corrected manuals.

After acceptance of the manuals, Phase IV can start.

iv. Phase IV: Demonstration and Inspection Phase

The applicant shall fix a specific date to be ready for the physical inspection phase of his facilities. This inspection will be done according to the standards and checklists set in this manual. A discrepancy meeting will be conducted if applicable and then the applicant is obliged to submit the corrective actions within a limited period to ensure on-time issue of the AOC. Should the applicant not be able to correct on-time, Phase IV will be stopped until receiving the corrective actions.

When the inspection and corrective actions are satisfactory, the applicant is eligible to move to phase V.

v. Phase V: Certification Phase

At this stage, the review team will prepare a final certification report which will be submitted to the Director for review of the report and its certification attachments. When the Director approves the certification the Technical Findings are closed and the AOC and Operations Specifications will be submitted following the Legal Findings.

4.2.3 Legal Findings

In making the legal findings with respect to the requirements of regulations, the Executive Director will only issue an AOC and Operations Specifications, following the guidance in paragraph 4.5, if she/he is completely satisfied that all requirements have been met. If she/he is not satisfied, the applicant must be informed in writing of the improvements which are required in order to satisfy the ACAA.

Should an application for an AOC be subsequently refused, the applicant will be informed of such rights of appeal as exist under Albania regulations.

4.3 Application for an AOC

An organization based in Albania that wants to perform commercial air transport has to apply to the ACAA for the issuance of an AOC using the form OPS-01.
On receipt of the initial application the Administration staff will ensure that any application fee required is correct before opening the file, acknowledging receipt to the Operator and passing it to the Flight Operations Department (FO(D)) for allocation to a particular FOI.
The initial application and its attachments must include at least the following information:

- aircraft types and configurations;
- organization for management of the aircraft continuing airworthiness (CAMO);
- state of registration of the aircraft with copies of the dry lease contract, if any;
- data on the crew that also contain information on licenses with related type ratings, and medical certificates;
- training programs for flight and ground crews and the means used (simulator, aircraft, etc..) for training;
- routes provided with the data needed to perform them in accordance with the prescribed requirements;
- a detailed description of the operational control center;
- Nature of operations. (Passenger, mail, or regular freight demand), type of operation (day, night. VFR. IFR) and special authorizations required (MNPS, CAT II / III, ETOPS, RNAV, Offshore, HEMS, etc..)
- date of commencement of operations, which must not be earlier than 90 days after the date of acceptance of formal application.

Upon receiving the complete application of the information listed, before the Formal Application Meeting, the FOI examines it in a preliminary way to evaluate:

- the organizational structure and experience of proposed senior managers;
- the type of aircraft in relation to planned routes;
- the proposed allocation of human and technical resources;
- any obvious element that could impair the applicant's capacity to fulfill the requirements and obligations imposed by applicable legislation.

The preliminary analysis should give an opinion on the acceptability of the application so that, subject to any finding to be made on the investigation phase, the ACAA has reasonable assurance

that the performance of the certification process will not be affected by evident deficiencies that prevent the successful conclusion of the process, leading to waste of human and economic resources.

4.4 TECHNICAL INVESTIGATION

4.4.1 General

As soon as possible after the receipt of the application, the company should be contacted to confirm what preparatory action has already been taken (e.g. submission of operations and training manuals, acquisition of aircraft) and to discuss future priorities. The following actions are required:

(a) Inspecting staff will carry out a detailed and comprehensive examination of the operations and training manuals.

(b) The applicant must be advised in writing of deficiencies in these documents. If a manual or other document appears to require extensive amendment, it should be returned and the operator must be aware that the 90 days process is stopped until the amended copy is received.

(c) At the earliest possible stage the suitability of an operator's organisation, staffing, management, facilities, aircraft and associated equipment should be assessed.

(d) Forms and procedures used in meeting such technical requirements as aircraft loading, performance, aircraft maintenance, Minimum Equipment Lists (MEL's) etc, should be evaluated in co-operation with other areas within the ACAA.

(e) When crew training has reached the "supervised line training" stage, crew records should be examined to ensure that a satisfactory level of competency has been achieved.

(f) A dedicated inspector will be responsible for co-ordinating all actions and investigations required to verify the adequacy of the operator's proposed maintenance arrangements (in accordance with Part M Subpart G).

(g) When all the above checks have revealed a satisfactory compliance with the OPS rule, a flight inspection normally in the form of a non-revenue proving flight is required. The flight should be representative of the type of operation conducted by the company. The aim is to ensure that the operating procedures are satisfactory. The assigned FOI should bear in mind that whilst the flight must be representative it need not be unduly extended.

4.4.2 Organisation and Infrastructure

No application for the grant of an AOC can be successful unless the ACAA is satisfied that the proposed operation is based upon a sound and adequate organisation.

An assessment of the fitness of the organisation of an applicant will include examination, to the ACAA's satisfaction, of the following:

- The applicant's management structure and the competence of all the principal post-holders;

- The numbers and qualification of support personnel (including sub-contracted staff, if applicable) and the existence of satisfactory reporting lines;

- Office accommodation - size, comfort, light and heat, etc., office machinery and communications;

- An adequately staffed operations centre and flight planning department;

- Crew briefing facilities;

- Outstations and/or overseas support facilities.

4.4.3 Quality System

An assessment of the operator's proposed Quality System will be made to determine its likely effectiveness. This assessment includes:

- Quality Policy;

- Quality management and audit personnel competency; and

- The Quality Manual.

Details for the content of Quality Manual review are mentioned in AMC OPS 1.035.

4.4.4 Operations Manual

Details for the acceptance and approval of the Operations Manual are included into procedure 9.8.

4.4.5 Crew Training

The inspector must verify that the operator has in place procedures and programs for adequate training to ensure that the flight and cabin crews possess the qualifications required and are trained for the type of operations envisaged.

The training programs must be reported in detail in the OM Part D - Training Manual.

In relation to the programs and their complexity, training can be conducted directly at the structures of operator or in independent suitably qualified and authorized organizations in accordance with the requirements of OPS 1, as regards the typical operator courses (Conversion Course, Command course etc..), or according to JAR-FCL 1 or 2 (eg achievement of the Type Rating courses).

The inspector will verify, through a thorough analysis, the compliance of all requirements of the syllabus mentioned in the preceding paragraph and validity of training programs conducted both on land and in flight. It includes training methods, programs, media, reference quality standards, the functionality of the system for recording and storing data. In judging the training programs the FOI considers the factors listed below:

a) the validity of the training program and the ability to put it in place in relation to the instructional skills and the tools available to the operator. Therefore particular attention should be paid to ensure that flight simulators are certified within the European Community and in accordance with the requirements CS-FSTD and that the operator has obtained, for each device, the User Approval. The criteria for the evaluation of flight simulators and the proposed methodology for the release of the User Approval are described in procedure 9.7 in this manual.

b) the suitability of training systems (like audio-visual slides and animations, interactive methods, etc.). to cover both facilities, services, procedures, aircraft, and the salient features of airports and routes details;

c) the competence, knowledge, skills and instructional ability of instructors and assessors, on the ground and in flight, necessary to achieve good results.

In order to verify the effectiveness and suitability of a program, the inspector should attend training sessions in order to judge if:

a) the established programs are followed;

b) the instructors and examiners are also equipped with appropriate skills to recognize any moments of uncertainty or inability of the candidate and to take remedial action related;

c) if the planned facilities are eligible to acquire new training systems and staff to prepare the arrival of new aircraft or new technologies.

It must also be examined by the inspector training programs for the release of a new Type Rating and those provided by regular semiannual inspections OPC (operator 's proficiency checks) and annual (Line checks) and the maintenance of qualifications (CAT II / III related) by verifying that:

a) training programs and qualifications of control when the type is performed by properly qualified and authorized persons and thoroughly conducted.

b) the OPC is conducted in a systematic way according to scenarios and programs and does not refer to individual requirements and preferences of the examiner.

c) flight maneuver, simulating abnormal conditions or emergency, must not be made with passengers or unauthorized persons on board.

All training programs must be inserted into specific sections and dedicated as, for example, recurrent training, initial, transition, extension and further divided into training in the classroom, in the simulator and in flight so that the inspector can determine the validity of each section.

Once approved all programs of the Operations Manual Part D, any subsequent amendment of a training course approved by the Civil Aviation Authority requires an evaluation and approval in accordance with regulatory requirements from OPS or FCL.

4.4.6 Maintenance

The proper maintenance of aircraft, whether or not contracted to a separate organisation, remains the responsibility of the operator. Before an AOC is granted, it is important to ensure that provision has been made for an effective liaison between the applicant's operations and maintenance departments and that the relevant duties of the appropriate post-holders are adequately described in the Manuals.

4.4.7 Records

The ACAA will ensure that a system for maintaining up-to-date records in an easily accessible form will be available for training, crewing and rostering sections for the expiry of licences, checks and other limitations and that there will be an effective system for alerting the effect (currency/expiry/non-compliance). This includes the monitoring of:

- Licensing - currency/expiry of validity, reminder system;

- Training records - routine and special training (e.g. AWOPS, ETOPS).

- FTL, up to date accuracy.

4.4.8 Equipment

Prior to the grant of an AOC, the equipment of the applicant's aircraft will be checked to ensure that the aircraft conforms to the requirements of the regulations and that the equipment is in compliance with the needs of the operation to be conducted, including the navigational requirements. The ACAA will need to satisfy itself that emergency equipment is serviceable, approved where required and stowed or mounted aboard the aircraft in such a way that the equipment is readily available.

The content of the MEL will be checked against the provisions of the MMEL and must be approved. Detailed guidance is included into procedure 9.9.

4.4.9 Pre-flight preparation (Crew)

A check will be made to ensure that the crew is provided with adequate facilities for flight preparation. The observation of convenient training flights may provide the only opportunity for the check and it will include the preparations of both flight and cabin crew. The ACAA will ensure that, as far as is foreseeable, the applicant has made adequate arrangements appropriate to the type of operation. Adequate arrangements include:

- Suitable accommodation available, flight and cabin crew;

- Briefing material, flight and cabin crew;

- Documents immediately accessible (including necessary Operations Manual extracts);

- Sufficient time available for thorough flight briefing/preparation;

- Flight planning support;

- Adequate communications with, for example, the flight planning department, line maintenance, dispatch, ATC, etc;

- Suitable transport, where necessary.

4.4.10 Operational Control

The evaluation of the Operation Control Center (OCC), carried out through in flight or ramp checks, cannot be separated from the analysis of the following factors.

A. Organization structure dedicated to the OCC

Given the nature and extent of the duties and responsibilities implicit in operational control, the operator must adopt a specific organizational model, according to local regulations. The ICAO Annex 6, Part I provides an organizational model based on the professional figure of the "Flight Dispatcher / Flight Operations Officer, even if they do not mandate this role.

This figure is identified in the scope of European legislation OPS 1 with the ground staff directly involved with both flight and ground operations. Such staff must be adequately trained and must demonstrate their competence and skills in performing particular tasks assigned and must be aware of their responsibilities because of the relationship between these tasks and the flight operations as a whole.

The part of the operator's organization dedicated to the operational control of flights, procedures and training of personnel involved must be approved by Civil Aviation Authority. Subchapter B in this chapter refers for convenience to Flight Dispatcher / Flight Operations Officer, with the warning that such a function in the various operating companies, with their duties and responsibilities, may

otherwise be exercised by the figures identified in the organizational model chosen that in any case will be dependant from the Flight Operations Post Holder.

B. Duties and responsibilities of the Flight Dispatcher

The Operations Manual Part A must specify the duties and responsibilities of the Flight Dispatcher, that should include the assistance to the Commander in preparing the flight in:

a) the compilation of the flight plan;

b) the forwarding to ATC of the authorization request;

c) links with the meteorological service for relevant information;

d) links with the maintenance for the airworthiness of the aircraft and with the ramp to refuel, load, balance, and anything else required for the dispatch of the flight;

e) the function of monitoring flights in the geographical area of expertise to provide the commander-in-flight information on specific requests of the Operator, on new planning, new routes, diversion airports in case it is not possible to follow the route as planned originally.

C. What to check

In an evaluation of the structure and procedures implemented by the Operator to make an effective Operational Control Center and the tasks and procedures applicable to the Flight Dispatcher activity, the inspector must consider the opportunities offered by rapid technological improvements in the telecommunications sector, such as the possibility of highly accurate weather information, the use of computerized flight plans, the ease of global air-ground communications in digital form; these features have greatly facilitated the tasks of the function of Operational Control and have produced a tendency to centralize more and more control of flights.

In contrast, faster aircraft and with long range, make timely and accurate information for monitoring and operational control of flights more problematic. Often it is noted that the pilot, having the modern information technology system faster and more accurate than the distance Operational Control is in the best position to make good and safe decisions. The following guidelines are provided to give to the inspector means to properly assess the adequacy of the Operational Control of flights.

a) Check if operational control is provided with sufficient staff and if this is well qualified and trained to perform assigned duties according to law;

b) verify that the staff carries out the flight-control tasks assigned and not others that could distract from the primary function, and that they are conducted in a coordinated shifts with the planned operation;

c) verify if the structure, equipment and facilities are adequate to the tasks and responsibilities assigned.

More in detail, the inspector must:

1. Communications:

a) check whether the radio-telephone equipment are appropriate for the operations, if you can communicate quickly and hands free with the crews on the ground and in flight when needed in the area of jurisdiction for possible operational and safety messages. They should also allow rapid contact with air traffic control centers (ATC);

b) whether there is a possibility to receive information about conditions of inefficiency of airports, radio aids, hazardous weather conditions and unforeseen emergency alerts issued by the Authority

(NOTAM) and then communicate them to the crews on land and in flight . The procedures in these cases should emphasize the importance of timely communications with the crews;

c) whether there is a pattern of communication is established from inside the company and towards the outside (ATC Authority etc..) in case of alarm, emergency and accident situations.

2. Meteorology:

a) check if the Control Center and the Meteorological Office has access to all other possible sources of information as required by the type of operations in order to supply complete and accurate weather information related to current and planned route to crews . Particular emphasis must be drawn to conditions dangerous to the navigation such as clear air turbulence (CAT), storms (TS), ice (ICE), volcanic ash (Volcanic Ash Clouds, etc.). in-flight control should also provide the best routes and altitudes to avoid them;

b) see if there are established procedures necessary to provide adequate weather information, along with their flight plans and ATC authorizations to crews during transits where it is expected for them to remain on board the aircraft;

c) whether there are procedures for the use of meteorological information detected by the crew in flight when required by law.

3. Procedures:

a) whether existing procedures are correct in outlining the respective responsibilities of Flight Dispatchers and the Commander during the flight preparation and in terms of operational decision-making. Particular importance is given to the fact that the ultimate responsibility for planning and dispatch remains with the Commander of the flight;

b) whether the Flight Dispatcher is competent in areas such as meteorology, air traffic, airport characteristics and limitations, management of NOTAM, aids to navigation, flight planning, aircraft performance and all information useful to the flights;

c) whether the existing procedures are corrected for the dispatch of the flight under the aspect of maintenance, loading and balancing of the aircraft, the manifest of the crew, passengers and goods and anything else required by law;

d) verify that the procedures used for the continuous monitoring of flight operations are adequate.

4. Planning of flight:

a) verify whether the data and information included in the operational flight plan are adequate and correct;

b) check a number of operational flight plans and traffic permits to verify the correct updating at the time of dispatch of the flight.

4.4.11 Flight Inspection

In order to be entirely satisfied about the competence of an applicant to conduct a safe commercial flight, a demonstration flight will be required with an inspector on board. This demonstration flight is part of the inspection program prior to the Issue of an AOC. In these cases, a situation which approximates as closely as possible to the intended commercial operation should be arranged. This might include, for example, the carriage of a number of company employees to represent passengers and the flight should be conducted by a full crew.

More detailed reference to the conduct of a flight inspection is made in procedure 9.4

4.4.12 Navigation

The navigational equipment of the applicant's aircraft will be checked in accordance with paragraph 4.4.8 above. It is also essential that the ACAA is satisfied that navigational procedures, the training syllabus and the experience of the flight crew is adequate and relevant to the proposed route structure.

4.4.13 Flight Documentation

This is a part of the certification process to ensure that all documentation to be used in both the preparation and the conduct of a flight has been accurately prepared by the applicant and is available when operations are commenced.

4.5 Issue of the certificate

When the evaluation has been completed and no level 2 findings remain open, arrangements must be made for the appropriate AOC document to be raised. The FOI prepares the final report according to form OPS-02 including the proposal to the Director of Flight Safety for the Operations Specifications to be issued, in the terms requested by the company or such other terms as have been agreed since the original application was lodged and confirmed in writing by the operator.

The Executive Director of Civil Aviation Authority will sign the AOC, and the Director of Flight Safety will sign the Specification to the Air Operator Certificate (form used are OPS-10 and OPS-11) for a validity period of 2 years from the date of issue.

The certificates are signed in blue ink in order to avoid forgery by use of a copier, have the ACAA stamp marked on each page in confirmation of the accuracy of the typed contents, and are numbered according to the numbering scheme:

AL – XXX

XX being a number associated with the applicant.

The Certificate has an **Edition number** at the bottom, the Operations Specifications have a **Revision number**. When an amendment is required, the AOC should be re-issued, with the number of edition amended at the bottom of the certificates. If only the Operations Specifications are amended, then the edition remains the same and the revision index is increased.

5 AMENDMENTS OF AN AOC APPROVAL ON REQUEST OF THE OPERATOR

5.1 APPLICATION BY THE HOLDER FOR A VARIATION OF AN AOC

Applications for a variation are required to be lodged, together with a compliance check list to EU-OPS and amendments of relevant manuals etc, at least 30 days before the operator wishes the variation to become effective. The form used for the application is the same of that in force for initial application.

Once the application has been received, the procedures should follow those already outlined for the initial issue, except that the responsible section and inspector are already known, limited to the terms of approval interested by the application.

If the Director of Flight Safety refuses to grant an AOC or any of its variation, he has to notify the applicant in writing the reasons for the decision.

5.2 ROUTE PROVING FLIGHTS ASSOCIATED WITH APPLICATIONS TO VARY AN AOC

There can be occasions when, in the process of assessing the acceptability of an application to vary an AOC, a route-proving flight may be deemed necessary. However, Inspectors can satisfy themselves on the operating standard by witnessing training flights prior to the AOC issue (which may be in the aircraft or the simulator) or by undertaking a flight inspection on a revenue flight soon after its issue.

FOIs who consider that a route proving flight is necessary must obtain Director of Flight Safety prior agreement. This agreement should be obtained in sufficient time to allow a route-proving flight to be requested and undertaken without needlessly delaying progress of the application.

The following examples are illustrations of variations that would result in significant change and which may therefore justify a route proving flight.

(a) An application to vary the aircraft type on an AOC where:

(i) Operating techniques associated with the new aircraft type are significantly different, e.g. a power plant change from piston to turbo-prop or turbo-jet.

(ii) For aeroplanes – where the scale of operations is changed significantly, e.g. where the new type is one that requires carriage of cabin attendants when previously none were needed, where the change is between pressurised and unpressurised cabins, where twin-engine operations are in prospect when previously only single-engine types were used, or where scheduled operations with the new type are planned to supplement or replace ad hoc activities.

(iii) For helicopters – where the new type will involve IFR operations when previously public transport flights took place only in VFR, or where twin-engine types with the potential to operate in congested areas and from roof-tops are to supplement or replace single-engine types.

(b) An application to vary a region where the operating environment is significantly different, e.g. where operations will involve flight in airspace for which special rules apply, such as in MNPS, or where the ATC system is markedly different from that in use already.

5.3 Dry Leased aircraft

When the amendment of the AOC is requested to include a new dry-leased aircraft, the Director of Flight Safety must contact the Civil Aviation Authority of the State of Registry to be informed if that CAA intends to delegate any oversight task to the ACAA under the provision of Article 83bis of the Chicago Convention.
When agreement is reached about transfer of responsibility (full, partial or no transfer) the FOI must get evidence of the continuing airworthiness management of the aircraft by including a copy of the contract with the relevant CAMO in the Operator file. Even when no transfer of responsibility is in place, as a minimum, regular checks of the validity of the contract shall be included into the oversight activities.

A FOI will also be involved with:

(a) ensuring that any differences between the AOC holder's existing fleet and a foreign registered aircraft are acceptable and are covered by crew training and operating procedures;
(b) ensuring that the operator has taken into account the aircraft modification state, its equipment and the content of the MEL;
(c) processing an application to vary the AOC, where the operator proposes to use an aircraft of the type which is not already on its certificate or operate outside its current AOC region;
(d) covering all operational and legal aspects of any ferry flight which may be undertaken by the AOC holder.
(e) Ensuring appropriate maintenance procedures are agreed by AOCM and in place for the duration of the lease.

At the end of the investigation process, the FOI issues a report on the form OPS-02.

6 SUSPENSION OR REVOCATION OF AN AOC

The ACAA has power under the Albanian Air Code to suspend or revoke a certificate when it believes the holder is unable to meet the relevant requirements.

The FOI that detects a level 1 non-compliance shall as soon as possible fill in the audit report and notify the Operator about the consequences of the open item. In doing so, he/she has to establish an acceptable time frame for immediate action that could mitigate the risk associated with the non-compliance. If, by the nature of the finding, it is not acceptable to let the operations to be continued, the FOI submits immediately the audit report to the Director of Flight Safety together with the proposal to suspend, or limit the AOC.

The Director of Flight Safety communicates in writing to the Operator the decision within 3 days, stating the maximum period of time the suspension or limitation will be effective. The AOC Holder is also requested to submit an action plan to remove the non compliance within the time frame. The Executive Director of ACAA is also immediately informed about the decision.

When the holder of a suspended AOC returns to a state of compliance within a relatively short period, it is possible that only minimal investigations will be required before the suspension can be lifted. However, the longer the period of suspension, the further removed from a state of compliance the operation becomes, and the more detailed the investigations required by the ACAA.

If, after the initial period granted to correct the non-compliance that originated the suspension or limitation, there is no evidence of progress towards a resumption of operations, the Director of Flight Safety will commence action to revoke the AOC. If there is such evidence, the holder will be asked for a project plan showing how and when he expects to resume operations. This should be no later than additional six months from the date of suspension. Progress will be assessed against this plan.

If the operator is not in a position to close the non-compliance and resume the operations, the Director of Flight Safety submits the proposal to the Executive Director to revoke the AOC. The Executive Director signs the letter to revoke the approval or send it back to the Director of Flight Safety for additional investigation. In this case the Executive Director shall make clear the reasons why he/she has rejected the proposal. Once revoked, should an operator wish to resume operations, he will need to make a fresh application for an AOC and any associated approvals – automatically including an application for a Part-M Subpart G approval (hereinafter referred to as a 'Subpart G approval').

Should an operator wish to dispute the suspension of his AOC, he must be informed of such rights of appeal as exist under Albanian national law. If an appeal is lodged, the AOC may remain suspended until the appeal process is complete. Suspension of an AOC may be lifted on appeal or if the operator satisfies the Authority as to his competence. In neither case operations are permitted to restart until necessary inspections have been made. In particular, checks on crew recency and on the maintenance state of the aircraft are carried out in reasonably short time. The Director of Flight Safety issues a formal notice of the lifting of suspension before operations are permitted to resume.

If an AOC is suspended, for whatever reason, the associated Subpart G approval is automatically invalidated. Conversely, if any approval is suspended that is required to be in place before the grant of the AOC, for example the Subpart G approval, the AOC must then be suspended. If the holder achieves compliance within the specified timescale, the suspension of the AOC and other approvals will be lifted and the associated Subpart G approval revalidated.
If the holder fails to achieve compliance within the specified timescale, the AOC, and any other associated approvals, including the Subpart G approval, will be revoked.

In exceptional cases the Director of Flight Safety may suspend or limit an AOC based on third party information, when it is clear that the information received is such that a non-compliance with the OPS rule exists with immediate impact on flight safety. The procedure above applies except for the initial report from the FOI.

The Director of Flight Safety may also suspend or limit an AOC based from a confirmation received by ATC Service Provider that the operations as a whole or for a single type of aircraft have ceased over a period in excess of 6 months. The procedure above applies except for the initial report from the FOI.

7 CONTINUED SURVEILLANCE OF AOC HOLDERS

7.1 Introduction

Once an AOC is granted, the terms of approval will, periodically, have to be reviewed as the nature or the scale of an operator's business grows or changes by means of an oversight activity based on audits and inspections. Inspections may be made according to the plan which is known to the operator, or they may be made on a random and unannounced basis if that is thought appropriate.

7.2 Oversight plan

For each period of validity of AOC, an oversight plan has to be established and maintained proportionate to the complexity of the activities concerned and based upon the assessment of associated risks, to monitor operators' activities.

Each company or organization to which an AOC has been issued, has an Inspector specifically assigned to it. If more than one Inspector is assigned to an operator, one of them is nominated as Team Leader, having overall responsibility for supervision of, and liaison with the company's management and is responsible for reporting on compliance with the requirements for its operations as a whole. The Team Leader is tasked to develop the oversight plan according to guidelines included in this Manual, taking into account the audit program of the other inspector(s) assigned to the Operator.

The oversight plan contains the number and the type of audits and inspections, together with a time schedule to ensure that activities are evenly spread all over the validity period of the AOC. The applicable format of the oversight plan is included in the Chapter 10.1.4 form OPS-03.

The plan is drafted at the beginning of the validity period by the inspector assigned, is approved by the ACAA Director of Flight Safety and is notified to the Operator . During the oversight activity it is maintained updated with the audit and inspections already performed and the findings raised, to continuously monitor the progress of the activity and the closure of corrective actions in due time by the Operator.

7.3 Oversight Audits

Audits to be included into the oversight plan concern several checks detailed below, in order to review the compliance with all the EU-OPS requirements not specifically related to a particular aircraft in a 12 months period.

When reporting the result of the audit the template in OPS-14 must be used

7.3.1 Organisation and Infrastructure (Checklist OPS-04)

Due to the day by day oversight activity, the inspector is normally familiar with the accommodation, the facilities provided, the adequacy of the staff management structure and its effectiveness. A special inspection or review of these things, to ensure that a check is performed on a corresponding and adequate development of the operator's management infrastructure and facilities will only be needed:

- on opening a new location where crews will be based;

- following any major change in the operator's organisation;

- if the operator moves to new premises.

7.3.2 Operator's Quality System (Checklist OPS-05)

Periodic inspections of the Operator's Quality System should be performed to verify its continued effectiveness. This inspection should include:

- Quality System management evaluation;

- Audit schedule and reports;

- Corrective actions/follow-up system;

- Quality System training;

- Quality System records.

Deficiencies identified during the course of any of the Authority's inspections should be compared with the results of the operator's quality auditing and monitoring. Where a deficiency identified by the Authority has also been detected by the Quality System, and appropriate remedial action is in hand, no further action is required. Where the Operator's Quality System has not identified the deficiency, remedial action is required to:

a. correct the deficiency (by the appropriate postholder); and

b. revise the Quality System to prevent a recurrence (by the Accountable Manager).

7.3.3 Operations Manual (Checklist OPS-06)

Responsibility for the Operations Manual rests firmly with the operator but the Authority has the power to require that an Operations Manual be amended. It is vital that inspections are made to ensure that the Manual remains up-to-date and relevant to any changes in the nature or the scale of an operation. The thorough and regular examination of the Operations Manual is the core of the inspector's task.

Inspection of the Operations Manual may, depending on the size of the operation, be done on the whole Manual or on different parts at different times. If the latter is the preferred method, it is important that the inspector(s) should work systematically through the sections of the manual and should check that the content of the manual is up-to-date and remains relevant to the whole operation as it develops.

Inspectors should not accept the inclusion, as the Manual is amended, of information or data which is superfluous or is not relevant to the particular type or area of operation which the Manual is intended to cover. As the regulations are themselves amended, or as the operation develops, it would not be sufficient for the operator to include among his proposed amendments, any new data or other information which is not of specific importance to his own personnel. The inclusion of too much data can be a definite disadvantage because it tends to obscure the information which the operator's personnel do need, must understand and must comply with.

Inspector(s) should make sure that:

- sufficient copies of the manual, or extracts of the necessary parts, are readily available at their place of work, to all those who need the information, especially for those parts pertaining to flight operations that need to be on board of the aircrafts;

- the manuals remain in good repair and are properly amended;

- the manuals remain written in a language understandable by all personnel recruited after initial approval;

- the system for the amendment of manuals is working properly, is efficient and that amendments are made expeditiously;

- that the Authority is kept informed of all amendments proposed. The Operator has to be informed that the copy of the Operations Manual that is available in the ACAA main office is considered the official approved copy.

7.3.4 Maintenance

Maintenance inspections should be performed to assess the continued validity of the operator's maintenance system. To this aim the operations inspector, in conjunction with the inspector assigned to the contracted CAMO has to verify any possible failure in the joint implementation procedures of the continuing airworthiness management contract.

These inspections should include:

- the effective working of the liaison between the Operator and the CAMO;

- the correct use and completion by flight crew of the aircrafts' Technical Log;

- referral and action on reported defects and relevant Occurrence Reports;

- the compliance of the operator's crews and the Maintenance Organisation with the terms of the approved MEL.

7.3.5 Records (Checklist OPS-07)

The Inspector must verify that up-to-date crew records are kept in an easily accessible form and that there is an effective system for alerting the training, crewing and rostering sections as the expiry of licences, checks and other limitations take effect. Inspections include the monitoring of the following to verify compliance with the relevant requirements:

- licensing - currency/expiry of validity, reminder system;

- training records - routine and special training (e.g. AWOPS, ETOPS);

- Flight and Duty Time Limitations and Rest Requirements.

7.3.6 Training and Checking (Checklists OPS-08 and OPS-09)

Training inspections must include assessment of both ground and air training and checking activity. 'Air training', in this context, includes any training conducted in any synthetic flight trainer or mock-up training device. The development of common standards and effective liaison between the flight crew and the cabin crew is also an essential part of an acceptable training program.

If the operator has contracted a part or even the whole of training to another operator or to an agency which holds the necessary approval from the Authority with training facilities (or staff), which are not directly under the control of the operator, the assigned inspector must satisfy himself that the relevant Approvals are current and that the given training remains appropriate to the operator's needs.

Inspections must satisfy the Authority that:

- the syllabus of all training is developed and remains relevant to the operator's needs and changing requirements;

- the establishment and qualifications of the training staff remain sufficient;

- the training facilities, including the provision of adequate space and teaching aids, are adequate to the changing scale of the operation and are kept in good repair;

- the training establishment is efficiently run and that there is an effective liaison with other departments such as the commercial and crew rostering departments;

- adherence to the requirements of the Operations Manual and standard operating procedures for crew qualification and proficiency are maintained;

- crew resource management training is effective.

7.3.7 Ramp Inspections (Checklist OPS-13)

Ramp inspections are conducted according to the oversight plan. This does not preclude inspectors from carrying out ramp inspections on assigned operators on an opportunity basis or for an inspection to be done by another inspector who is at the right location for the purpose.

The number of ramp inspections to be included into the oversight program has to be established taking into account the actual safety concerns derived by past oversight activities, but should not be less than 1 ramp inspection per aircraft, per year.

Ramp inspections are conducted in accordance to the details described in Procedure 9.3 – Ramp Inspections.

7.3.8 Flight Inspections (Checklist OPS-12)

The oversight program aims to make sufficient flight inspections to cover a representative sample of an operator's network in the course of a year, and should assess the work of both the cabin and flight crew and the performance of security checks. Flight inspections are also necessary to confirm that the operation is conducted in accordance with the terms of a special navigational approval.

Flight inspections are divided in Route inspection cockpit and Route inspection cabin. In the oversight activity is considered suitable to plan 1 Flight inspection per aircraft in fleet, per year. Where there are several aircraft of the same type, the number of cockpit and cabin route inspections could be adapted to the actual safety concern, maintaining a minimum of 1 cockpit and 1 cabin route inspection per type or model of aircraft in fleet.

Details of the essential elements of a flight inspection is included in Procedure 9.4- Flight Inspections.

7.4 Classification of findings

The operator's Accountable Manager and the relevant postholder responsible for correcting deficiencies must be promptly informed of findings and observations made by the Inspector and required, in writing, to take appropriate action. A record of remedial action which is taken by the operator must be kept by the Inspector together with comments about whether or not the action is considered satisfactory.

Findings are classified in three levels.

A **level 1 finding** is a non conformity with the requirement of EU-OPS that lowers the safety standards of the flight operations. When an inspector raises a level 1 finding he/she has to take immediate action to limit or suspend the approval or the flight inspected until the compliance with the EU-OPS is restored. When this implies the grounding of an aircraft, the provisions of PRX – Grounding of an aircraft must be applied.

A **level 2 finding** is a non conformity with the requirement of EU-OPS that could lower the safety standards of the flight operations. When an inspector raises a level 2 finding he/she has to notify the finding to the Operator and give 3 months time to complete the necessary corrective action.

A **level 3 finding** is not related to non compliance to a specific requirement, but nevertheless is notified to the Operator because could be a potential source of a non compliance.

7.5 Final report for the renewal of AOC validity

The Operator has to apply for the renewal of the AOC filling in the form OPS-01 and sending it to ACAA office at least one month before the expiry date. Since the form is unique for initial issue, variation and renewal, only information relevant to renewal process has to be provided. If a variation of the approval is also requested, that can be accomplished in the same application form. A request from an operator to change the names or the listed duties of the Accountable Manager, Nominated AOC Postholder or Quality Manager is not considered as a request for variation of the AOC.

The inspector assigned to the operator reviews all the oversight plan to assess if audits and inspections have been completed. The renewal is possible only if there are no open level 1 findings and for all open level 2 findings a remedial action plan has been forwarded to ACAA by the Operator and accepted by the inspector.

When all the above is verified, the inspector fills in the report (form OPS-02) attaching the updated oversight plan. The AOC with the updated expiry date is then sent to the Operator by the ACAA Director of Flight Safety.

8 PERMISSIONS AND EXEMPTIONS

8.1 General

In exceptional cases, when an operator is not able temporarily to maintain compliance with the OPS rule, but still it is possible to perform safe flights, it has to apply to ACAA for the granting of an Exemption.
Also in exceptional cases, when an operator is temporarily able to comply with the OPS rule for scopes outside its current approval, but ACAA considers not appropriate to issue a permanent approval for that kind of operations, the Operator has to apply for the granting of a Permission.

FO(D) must be able to exercise firm control over the granting of Exemptions. Prior to granting an Exemption it is an important matter of judgement for the assigned FOI to assess the adequacy of measures that are intended to provide a level of safety, equivalent to that required by the statutory regulations. Such measures will usually take the form of conditions or provisos. In some situations there may be a requirement for urgent action but no possibility of providing equivalent safety. An Exemption may then be granted to resolve the dilemma. However, such Exemptions should be made to lapse as soon as the immediate problem is over.

An Exemption should never be regarded as a means of circumventing the law for commercial expediency. When an operator requests an Exemption the assigned inspector should check that it is really necessary. It may be that better organisation by the operator is needed rather than an Exemption being automatically granted. If convinced that some alleviation from the legislation is required, the inspector submit a report to the Director of Flight Safety explaining the reason for the request. When signing an Exemption, the Director of Flight Safety should be satisfied that no other course of action is possible, or would be more appropriate; additionally signatories should appreciate the responsibilities that they have taken upon themselves.

During the technical investigation of the conditions to grant a Permission, the FOI, if agrees with the need of a Permission, should concentrate on items that assure compliance with the OPS rule for the intended flight or series of flight and not on items that assure continued compliance with OPS for that kind of operations. Nevertheless the Director of Flight Safety, before signing a Permission, has to evaluate if the request is better addressed with an extension of the AOC. In such a case he/she informs the Operator about the need to proceed to an amendment of the AOC.

8.2 ADMINISTRATION OF EXEMPTIONS, PERMISSIONS AND APPROVALS

To identify the subject easily, each type of Exemption/Permission will be given a succinct title. This will usually reflect the title of the particular item of state legislation from which the Exemption/Permission is being made. However, if an Exemption/Permission covers a number of such items an appropriate title must be chosen.

All Exemptions must make reference to the relevant article of the current amendment of OPS rule and must state an expiry date within which the Operator is required to be compliant again, in any case, it should not last beyond one year.

All documents must give their effective dates in the following manner:

Exemptions are to use the sentence:

'This Exemption shall have effect from ( ) until ( ), both dates inclusive, unless previously revoked.'

Permissions are to state:

'This Permission shall have effect from ( ) until ( ), both dates inclusive, unless previously revoked or surpassed by an approval.'

One or more "Conditions" associated to the validity of the document have to be listed below the effectivity dates.
If a time schedule form part of the document, it should be placed between the 'Conditions' and the signature block. When a change to the Schedule or the Conditions becomes necessary, the whole document will have to be re-issued. Where conditions or a schedule is lengthy, it can be attached as a separate page, in which case it must be dated and signed as per the document itself.

The appropriate ACAA stamp must be applied immediately below that paragraph which gives the document its effective date, or immediately below the Schedule if one has been used.

Once the Exemption or Permission has been granted, the Flight Safety Department must prepare a letter for the signature of the Executive Director, for the communication of the case to the European Commission in compliance with Article 8.2 of EC Regulation 3922/91 as amended.

At the moment ACAA does not plan to use the provision of Article 8.3 of the same regulation.

9 APPROVAL AND ACCEPTANCE PROCEDURES/TECHNICAL SAFETY EVALUATION

9.1 Grounding of an aircraft

With the term "grounding" it is intended the action aimed to prevent an aircraft to take off due to a major safety risk, until it is removed the source of that risk.
The procedure is different if the source of the risk is identified either during a ramp or flight inspection of an individual aircraft or during an audit to the Operator's home or secondary base.
Due to the impact of a grounding for an Operator with consequences also to the airport management following delay or cancellation of the flight, the FOI has to accurately assess the impact on flight safety of the non-compliance observed and strictly follow the procedure below.

9.1.1 Grounding during a ramp inspection

The FOI has to fill in the ramp inspection report to notify to the Operator immediately about the condition that prevents the aircraft to take off. If the Operator concurs with the FOI finding and takes the necessary actions to remove the non compliance before flight, this is not a condition for ground the aircraft.
If on the other side, the Operator refuse to take action before flight than the FOI has the power to ground the aircraft by immediately informing the ATC services that the aircraft is not authorized to leave the stand due to safety reason. The Director of Flight Safety should be informed with the quickest possible means.
When the condition that grounds the aircraft is removed by the Operator and the information is conveyed in writing to the FOI with the evidence necessary to proper assessment of the aircraft condition, the FOI has to notify the ATC services that the aircraft is released and can resume the flights. Communications with the ATC should be done by recorded phone call for the traceability of the process.

9.1.2 Grounding following a flight inspection

Since a report form is normally not available at the end of the flight, the FOI must ask the Captain to make an entry into the techlog if a technical condition is the source of the flight safety risk.
If the risk is related to the ability of the crew to conduct operations in accordance with safety standards, the FOI shall immediately inform the Flight Operations Post Holder to prevent that crew continue their duty period.
The same procedure of the previous paragraph applies if the condition occurs in Tirana airport. If the occurrence happens in a foreign airport, the FOI has to liaise with the local Airport and/or Civil Aviation Authority to enforce the grounding of the aircraft. The Director of Flight Safety should be informed with the quickest possible means.

9.1.3 Grounding following an audit

In this case an audit report with at least a level 1 finding has to be immediately issued. As usual the time limit for the corrective action has to be stated in the report together with an action acceptable to mitigate the immediate safety risk.
The report must be signed by an appropriate senior person in the organization (namely the Flight Operations Post Holder) to acknowledge receipt and take responsibility to prevent the aircraft involved to continue flying until the prescribed action is completed.

9.2 Record keeping

9.2.1 Records Management

The Flight Operations Department is responsible for archiving the relevant documents for each operator. For each file there is a FOI responsible.
The records are sorted into bins specific to each operator. If necessary for an operator to be more bins, the records are divided by type of approval and, if necessary, in chronological order. Copies of the updated operations manual are collected on special shelves while copies of the manuals in digital form (CD, DVD) will be held in a properly protected and clearly identified space.
The outdated copies of the manuals are maintained for a period of four years, so as to guarantee a consultation if necessary.
The records are usually stored by the inspector in charge of monitoring the operator within one month after the procedure closure. In case of continued absence / unavailability of the inspector, it will be the responsibility of the Directorate, appoint a substitute.

9.2.2 Types of records archived

The records to be archived on the processes of approval are:
- Applications for organizations to issue, variation, renewal of approvals;
- Audit reports, audit records and correspondence with organizations that have requested the approval;
- The surveillance audit programs planned with the dates when the audits were planned and those in which they were performed;
- Air Operator Certificates and any revisions;
- The EASA form 4 for each PostHolder in charge of organizations;
- Details of exemptions and documentation of actions to limit / suspension / revocation of approvals;
- A copy of reports of other authorities sent to ACAA, regarding organizations approved by ACAA;
- Copy all the remaining formal correspondence relating to approvals granted;
- A copy of OM and QM and their approved revisions.

9.2.3 Accessibility of data

The extraction of records from the archive for personal consultation by the ACAA can be made by the FOI who will be responsible for the proper rearrangement of the records after their consultation. Any requests for consultation or copying of records by other stakeholders external to ACAA should be directed to the manager.
It is ACAA policy not to allow access to the archive to external staff, except in cases of inspection staff within their powers (EASA inspectors, police officers, etc). Such personnel is authorized on a case by case basis, by the manager so as to ensure safety of records in the most appropriate way.

9.2.4 Data protection

The records are kept in a secure manner from theft and damage. To protect against theft or vandalism, the premises of archives are staffed during normal working hours by personnel of the ACAA. Outside of normal working hours, or in case of temporary absence of ACAA staff, it will be the last employee to leave the premises to provide for the closure of archives which will be therefore accessible only to management staff and security staff and / or cleaning staff specifically authorized.
To protect against accidental damage, the premises provide protection from water and fire flow in accordance with safety standards for the offices; it is also guaranteed protection from the elements.
The cabinets and shelves for the storage of the recordings are strong enough to withstand the weight of the records themselves, and sufficiently stable. In the case of records maintained in electronic form only the FOI maintains a back-up copy for the current use. This copy must be updated no later than 24 hours of recordings and the change is kept in a different room than that

where are located records of current usage. This environment provides protection from theft and damage according to the same standards listed above for paper records.

9.2.5 Minimum data storage period

Every record of oversight activities has to be kept in file for ten years from the date of issue, according to Albanian law

Every certificate and approved manual has to be kept for 25 years. Video and audio documents has to be kept for 15 years.

9.3 Ramp Inspections

9.3.1 INTRODUCTION

Ramp inspections may be carried out abroad or in the home state by teams of inspectors and surveyors organized under section arrangements, provided they have been properly co-ordinated. In addition to such planned exercises every opportunity should be taken by inspectors to carry out ramp inspections on the operators assigned to them.

9.3.2 LIAISON WITH OPERATORS AND AUTHORITIES

A certain amount of inconvenience to crews, handling agents and operators may arise but inspectors must do everything possible to reduce it to the minimum. Nothing should be done in the course of a ramp inspection that could be equally well attended to on another occasion. In particular, it should be ensured that the inspection does not delay a departing aircraft unless there is good reason. Where such a delay is incurred and it is significant, the Head of FO(D) should be informed as soon as possible.

Inspectors, both Flight Operations and Airworthiness, must advise the aerodrome manager or other official in charge, of their presence and the nature of their activities, notwithstanding the powers normally granted by state legislation in their Certificate of Appointment. Permission should be obtained to enter the customs area ('airside') from the appropriate customs, security and immigration officers. When it is proposed to conduct inspections abroad, the assistance of the foreign local authority should be sought in contacting local airport management and obtain the necessary permission.

It is vital that before undertaking a ramp check inspectors are quite clear of their powers to detain aircraft (see paragraph 9.1).

9.3.3 PROCEDURES

The scope of the check will be dictated by circumstances (e.g. the length of time the aircraft is on the ground between flights) and is generally at the discretion of the inspector. The check should be as comprehensive as possible within the time available. Experience has shown that the essential "tools" for the task include mobile phone and torch (for night use) in addition to the equipment needed for the apron (high visibility jacket and ear protection)..

The points covered should be selected from the following:

(a) The adequacy of fuel on board and accuracy of load sheet fuel figures can be cross-checked by examination of other documents which may be available, such as the fuel plan, fuel logs, technical logs or by reference to fuel gauges and flow-meters. Check that appropriate consumption records have been maintained. Where applicable, check compliance with the in-flight

re-clearance procedure. If in the course of a post-flight check the inspector has serious doubts or suspicions about the fuel state, the tanks should be dipped in the inspector's presence.

(b) Check that loading is in accordance with the load sheet and trim calculation. Special attention should be given to the handling and weighing of baggage, both hold and carry-on, but note that many operators are permitted to use notional baggage weights. Check that the load sheet takes account of flight spares, tools, weight spreaders and lashings, ballast, containers and stands for cargo and catering equipment and supplies, and that these are correctly stowed.

(c) Aircraft documents. Check that the Certificate of Airworthiness and Certificates of Maintenance Review are valid. Ensure that the aircraft library, in particular flight guides and checklists, is complete, amended to date and in a serviceable condition. Check that the technical log and load sheet have been completed and signed and that copies are left on the ground.

(d) Check that instruments, radio and navigation equipment, in accordance with current requirements, are carried; that emergency and life saving equipment compatible with the number of crew and passengers is carried, correctly stowed and placarded. All exits should be unobstructed and, appropriately marked inside and outside and break-in areas properly indicated.

(e) Aircraft serviceability. Note that the pre-flight or between-flight inspection of the aircraft is properly carried out by reference to checklists. Check technical log entries against Minimum Equipment List (MEL).

(f) Note altimeter settings after flight and verify they are correct against checklists and that indicated readings are within limits.

(g) Meteorological conditions. Verify that weather minima and other operating limitations were observed in the course of the approach and landing, taking account, when necessary, of runway surface conditions.

(h) Observe the fuelling and loading, including distribution and stowage. Check that handling staff have received adequate instructions on fuelling (including water and specific gravity checks where appropriate).

(j) Special attention should be paid to cargo carried in what is normally a passenger compartment, whether or not the seats have been removed. The cargo must be distributed according to the load sheet, secured in accordance with the operations manual and an escape path left for the pilot to reach an exit, allowing for some cargo shift in an accident. The flight manual should reflect the modification approved for that aircraft.

(k) Flight planning, fuel and performance calculations should be checked, if possible. It should also be noted whether crews take full advantage of facilities provided for meteorological and route information. Adequacy of crew complement and rest facilities in relation to the schedule and flight time limitations should be verified.

(l) A check should be made of pre-start precautions and refuelling fire precautions, especially when passengers remain on board during transit stops.

(m) Where applicable, see that locks, covers, chocks and pickets were used correctly.

(n) A check should be made of the validity of crew licences, including medical certificates, certificates of test and instrument ratings.

A special check should be made of cabin baggage, taking note of how much passengers carry off and on. Ensure that nothing is taken into the cabin which cannot be stowed in an approved stowage. Make a point of checking before departure that all baggage is properly stowed and will

not impede passenger movement in an emergency. Most commonly approved stowage's are either under the seat in front of the passenger or in the overhead bins. Check the Operations Manual for approved maximum dimensions for carry-on baggage.

Any apparent deficiency should be brought to the attention of the commander or the operator with the minimum of delay. Wherever possible, the commander should be advised of matters, which are to be reported so that there is a chance of correcting any misunderstanding.

A visit should be paid to the traffic office and check-in desk and the staff questioned in order to ensure that:

(a) APS forms in use are current;

(b) there are satisfactory arrangements for advising staff of the RTOW and fuel load for each flight;

(c) where traffic staff calculate RTOW, they have sufficient knowledge and information, including essential meteorological information such as surface wind and ambient temperature and a list of airfields where distances or obstacles limit that operator's operations;

(d) slide rules, trim computers and trim sheets are clearly related to the aircraft in use;

(e) there are adequate facilities for weighing hold and carry-on baggage if necessary;

(f) the traffic staff have knowledge and understanding of the loading instructions;

(g) check-in areas have sufficient notices regarding cabin baggage and dangerous goods.

9.3.4 RAMP SAFETY

The ACAA is committed to ensuring a high standard of health and safety for its employees, any members of the public and others who are affected by its undertaking. All FO(D) staff is adequately briefed on the hazards and what actions can be taken to minimise the risk of injury to themselves or others.

Hazards include those specific to aircraft maneuvering areas such as turning propellers, jet ingestion, jet blast, prop wash, rotor down wash and tail rotors. In addition, aircraft servicing equipment, vehicles and the acts or omissions of other persons engaged in handling aircraft may also be potentially dangerous.
Personal protective equipment is required to be worn by inspectors. This equipment include reflective foul weather clothing, ear defenders or earplugs, hard hats and for hot weather, reflective tabards. Inspectors provided with this equipment are to ensure that it is maintained in a serviceable condition.

Inspectors who are required to drive vehicles airside need to obtain an airside driving permit and must comply with the airport's motor transport standing orders. All vehicles must carry a flashing amber beacon and display means for easy identification.

Ground-running engines are potentially dangerous to people working in the vicinity of the aircraft because of:

(a) jet blast – from the rear of the engine;

(b) intake ingestion – air being sucked into the air intakes at the front of the engine;

(c) propellers;

(d) poisonous and irritating exhaust gases;

(e) noise.

Inspectors should always be alert to these dangers, and must observe any instructions given to them by the delegated ramp supervisor or other similarly authorised staff.

The aircraft's anti-collision beacon should always be switched on by the crew before the engines are started, and should remain switched on whenever engines are running.

Within the area subject to jet blasts, as a precaution, no staff or equipment should be any closer than the following distances:

Aircraft type	Distance
BAe 146, A320, B737, MD-80 series	250 ft
A300, 310, 330, B757, DC10, and MD-11	300 ft
A340, B747, B767, B777	600 ft

Surface wind conditions can have the following effects on jet blast:

(a) Crosswinds can appreciably deflect the jet blast sideways from its normal course; therefore, extra care must be taken by staff working in adjacent areas, e.g. adjoining stands.
(b) The effects of jet blast can be doubled by the presence of a head wind and therefore extra vigilance should be taken.
(c) Tail winds may reduce the distance over which jet blast is dangerous, however the distances quoted above should not be reduced as a result.

Those who work where mostly jet aircraft are operated should not forget the inherent dangers of working close to propeller driven aircraft. Propellers are always a potential hazard. Inspectors should only approach an aircraft that has its engines running, under supervision of the person in charge of start-up or shutdown operations.

NEVER WALK THROUGH OR CLOSE TO A PROPELLER EVEN WHEN IT IS STATIONARY

As with propeller driven aircraft, personnel occasionally forget the dangers of helicopter rotor blades. When main rotors are turning at normal operating speed the disc is usually above head height but the tail rotor may well remain within striking distance. The following rules should be observed:

(a) Do not approach a helicopter from any direction aft of the quarter to three datum.

(b) Do not walk around a helicopter, via the tail boom, when the rotors are turning.

(c) Always approach a helicopter that has landed on sloping ground from the downhill side.

(d) Do not board a helicopter until you are told to do so by the operating crew. With their agreement a thumbs up sign could signify this.

(e) Remove hats and other items that could be blown away; similarly do not use umbrellas.

No one should be within 6 metres of the air intakes of an engine that is about to be started or is running. If it is necessary for an inspector to approach the nose of an aircraft with its engines running then this should only be done under the guidance of the ramp supervisor or, in his absence, in sight of the operating crew.

Other hazards on the ramp include open fuel hydrant covers, trailing hoses, ice (both on the ground and on the airframe) and the spillage of other slippery substances such as oil.

The risk of fire is always present on an airport ramp and it is recommended that inspectors should not wear footwear with steel studs (studs may cause sparking); they should observe no-smoking signs and acquaint themselves with the location of emergency telephones and fire extinguishers.

Inspectors do, on occasion, have to enter aircraft hangars and warehouses where engineering work may be in progress. Inspectors must take notice of any 'Health and Safety' signs that have a direct bearing on their activities, e.g. wearing hard hats, ear defenders, protective clothing etc.

9.3.5 REPORTING

The report of the inspection is assembled as the other audits performed in the oversight activities, using forms OPS-14 and OPS-13. The list of the findings shall be sent to the Operator not more than 5 days after the date of the inspection.

If at least one of the finding poses an immediate safety hazard to the subsequent flight, the FOI must require an action before further flight. In this case the report shall be filled in draft copy on the ramp to inform the operator about the situation.

Further guidance in procedure 9.1

9.4 Flight inspections

9.4.1 PROCEDURES

It is not practicable to inspect thoroughly both the flight deck and cabin on the same sector. These instructions give guidance separately on conducting an inspection aimed primarily at the flight deck and on one aimed primarily at the cabin. Nevertheless, in the course of conducting any flight inspection, the inspector must remain alert to all aspects of the operation that may be noticed, therefore the checklist used is integrated in only one form (OPS-12).

On a flight inspection the inspector should, whenever possible, meet the commander and flight deck crew in order to accompany them through all their pre-flight duties. Similarly on a Cabin inspection the inspector should meet and accompany the senior cabin attendant and cabin attendants, making an introduction to the commander at the earliest opportunity. It is important to brief all concerned on the reasons for and conduct of the inspection. The inspector should remain in the cabin for the whole of flight, occupying a seat therein from which he can observe the attendants. Similarly, an inspector can only conduct an inspection of the flight crew if he has a seat from which he can observe all the flight crew actions and hear all radio and intercom transmissions. In this latter case the aircraft commander must brief the inspector on appropriate safety procedures prior to flight. It should be noted that the aircraft commander retains the right to deny access to the flight deck if, in his opinion, the inspector's presence would jeopardize the safety of the aircraft. If a commander exercises this right, the circumstances must be reported to the Director of Flight Safety immediately on return.

The aim should be to obtain a detailed picture of the standard of operation of the operator's aircraft. Inspectors should take account of the efficiency of handling agents, including their knowledge of the operator's instructions on loading and performance, adequacy of refueling arrangements and the provision of AIS and Meteo briefing information. The effect on the crew of the operating schedule and the suitability of aircraft and ground rest facilities should be observed. Any deficiencies in maintenance or engineering facilities that come to light should be reported to AOCM. Finally, an assessment should be made as to the effectiveness of crew resource management and the integration of the operations of the flight deck and the cabin.

Throughout the check, inspecting staff should take particular care that they do not distract the crew from their work nor in any way undermine the authority of the commander or of the senior cabin attendant. Any questions that the inspector may wish to ask should be deferred, if necessary, until the flight has been completed. Questions must never be raised or discussed in the presence of passengers or other third parties. Ideally the flight inspection should be carried out unobtrusively without the passengers becoming aware it is taking place.

During the debrief, the attention of the commander and (where applicable) the senior cabin attendant must be drawn to any shortcoming or failing on the part of the crew that came to light in the course of a flight inspection. These individuals then have the opportunity to correct any misunderstanding and must be made aware of any matters that are to be reported. Criticism of crew members should be made to them in the presence of the commander or senior cabin attendant, as appropriate, but other crew members should not be present if either of these individuals is to be criticized.

Significant items should be brought to the attention of the operator in writing. If a succession of reports indicate a trend that needs attention, such as a fundamental deficiency in training and testing, lack of clarity or detail in written instructions or any form of weakness in the arrangements of the management or supervision of flight operations, the matter should be taken up with the operator without delay. If reports indicate factors or trends that appear to warrant discussion or correspondence with operators generally, the matter should be referred to HFO(D).

If, in the course of a flight inspection, the competence of a member of the flight crew appears so poor as to constitute a potential hazard, a detailed report should be made to Director of Flight Safety immediately (by telephone if necessary). Consideration will be given to the 'grounding' of the individual concerned, pending further training and/or testing.

9.4.2 BREACHES AND OTHER MATTERS AFFECTING SAFETY

If at any time during the flight inspection it is apparent that a breach of legislation is about to be committed, the FOI should advise the commander accordingly and warn him that it will be necessary to report the matter. Similarly, if the FOI becomes aware that an apparent breach has already taken place, the commander should be told that the matter will have to be reported. FOI's should use discretion in respect of purely technical offences which have no effect on the safety of the operation and of offences that could have repercussions in foreign countries.

Where such an incident arises en route, it will not be necessary for the FOI to leave the aircraft at the next stop solely because the apparent breach is continuing. Provided the commander is clearly told that the matter will be reported, the breach will not be considered to have been condoned by the continued presence of the FOI.

If a really serious breach was observed prior to take-off, it might, in exceptional circumstances, be necessary for the FOI to use his power to detain the aircraft. He must, however, have regard to the extent of his powers in foreign countries.

In the course of flight inspections, FOI's may from time to time notice deficiencies in the ATC, AIS or telecommunications service or airport facilities both in the home state and abroad. Although they have no responsibility for the inspection of these services and facilities and must take care to avoid giving any impression that they are investigating them, FOI's are required to report in writing any faults or deficiencies that come to their notice which might be considered to adversely affect the safety of flight operations. Reports should be submitted to Director of Flight Safety, who will take any necessary action.

Very occasionally an FOI may have reason to suspect that the behavior of a crew member is deviating from the accepted norm. There are many reasons for irrational behavior. In some instances alcohol or drugs may be a contributory factor.

If an FOI encounters such a situation, the matter must be drawn to the attention of the aircraft commander in the first instance, unless the individual concerned is the captain. If the latter is the case, the FOI must alert the ACAA Director of Flight Safety and the Operator's Flight Operations Post Holder of his concerns.

9.4.3 Checklist Flight Inspection (Cockpit)

Types of aircraft and operations vary so widely that some flexibility is essential in the items to be inspected and the order in which they are covered. See form OPS-12 for detailed guidance.

Pre-flight

The following paragraphs give detailed guidance:

(a) *Flight Preparation* – The adequacy of facilities for crew briefing, meteorological forecast, NOTAMs, route information, pilots' orders, flight briefs etc should be checked and the inspector should note whether the crew avail themselves of these facilities. Flight planning, fuel

and performance calculations should be checked, though this may well be deferred to a convenient time during the flight. Crew reporting times should be checked against Scheduled Time of Departure (STD) and scheduled duty periods. This may be the most convenient time to check crew licences. The aircraft library should be checked by the crew. Instrument approach and radio facility charts should be up-to-date. Navigation logs forms and computer flight plans should be comprehensive and satisfactory.

(b) *Completion of Documents* – Flight plan, technical logs, load sheets. A check should be made that copies are left behind.

In-flight

(a) *Use of Checklists* – Checklists should be used at all times for all checks. The emergencies section should be readily available during cruise. 'Prompt and Response' should be clear, crisp and unambiguous. The state of repair of checklists and their legibility should be noted. Checks should be carried out unhurriedly and in good time; this is particularly important in the case of pre-take off and landing (or final) checks; the aim should be to complete landing checks before reaching the outer marker.

(b) *Crew Briefing, Take Off and Landing* – Crew should be briefed by the commander or the handling pilot, if the operator's procedures so require, on:

(i) action required in the event of an emergency during take off;
(ii) crosswind techniques;
(iii) use of igniters;
(iv) engine and airframe de-icing;
(v) noise abatement;
(vi) departure clearance;
(vii) radio aid selection;
(viii) descent, approach and landing procedures; and
(ix) action in the event of a go-around.

If a term such as "Standard Briefing" is used, in compliance with the operations manual, the FOI should try to ascertain that the crew members know what it is.

(c) *Altimeter Drills* – Whatever combination of settings and procedures is laid down in the operations manual, it must be complied with. Standardisation of this drill within the company is vital. Cross checks must be carried out by at least two crew members on every occasion that the datum setting is changed, plus a positive check on airfield elevation between QFE and QNH. FOI's should verify that checklists in use are compatible with the instructions and checklists in the operations manual.

(d) *Crew Co-ordination and Flight Deck Efficiency* – The FOI should expect to observe:

(i) smooth teamwork;
(ii) clear read back of all orders or instructions ('thumbs up' is unacceptable);
(iii) commander fully informed on flight progress;
(iv) crew monitoring efficient;
(v) professional approach to the job;
(vi) no distracting backchat; and
(vii) that not all meal trays are on the flight deck at the same time.

(e) *Communication Procedures* – The following should be observed:

(i) knowledge and use of flight guide;
(ii) clear, economical and correct use of R/T;
(iii) prompt and accurate position reports;
(iv) in-flight meteorological reports;
(v) read back of all clearances, instructions and pressure settings.

English language should be used; any exception should be reported.

(f) *Double Check on Radio Aid Selection* – It is desirable that all selections are double checked but this is not always possible during cruise. However, this must be done for all terminal aids used for fixing position for the descent as well as those used for approach. Both pilots must be aware that the other has identified the aid and the confirmation should be a clear check between the two pilots. The common excuse – 'I did check but you didn't notice' is rarely acceptable. The chances are that, if the FOI did not notice, neither did the other pilot.

(g) *Adherence to ATC Instructions* – The following should be observed:

(i) holding speeds;
(ii) track and height keeping;
(iii) noise abatement procedures and SIDs;
(iv) prompt and accurate calls when arriving at or vacating assigned altitudes, positions and holds.

(h) *Fuel Management* – Check that the operator has a procedure for in-flight fuel checking and that the crew use it. A number of methods may be acceptable for different types of operation, providing the crew monitor the fuel situation and are alert to any potential difficulty with sufficient time to correct. Any abnormal handling of tanks, pumps, cross feed etc. must be adequately monitored by the crew.

(j) *Navigation* – The navigation equipment used must be appropriate to, and comply with, all requirements for the route being flown. FOI's should ensure that crews use and monitor long range navigation equipment in accordance with the operator's procedures and that their knowledge and understanding of the equipment appears to be satisfactory.

(k) *Descent, Approach and Landing Procedures* – The following should be observed:

(i) awareness of and compliance with MSAs;
(ii) positive position fixing;
(iii) cross checks and use of altimeters in accordance with the operator's procedures;
(iv) accurate compliance with the let-down pattern;
(v) that Instrument Approach charts are available for each pilot;
(vi) there is a warning call on approaching Decision Height and Landing, turn-off, parking and all drills/checks completed satisfactorily;
(vii) and a go-around is properly carried out if needed.

(l) *Aircraft Handling Technique* – FOI's should look for smooth and co-ordinated use of all aircraft controls and systems, with attention paid to configuration speeds, rates of descent, engine handling and limitations.

Post Flight

(a) *Completion of Documents* – Checks should be made that flight and duty times are properly recorded, the technical log completed and all aircraft defects recorded.

(b) *Security of Aircraft* – Parked correctly, brakes on, locks in, covers, chocks and picketing all checked.

General

The items under this section cannot be confined to any particular phase of the inspection but should be checked at a convenient time.

(a) Aircraft Equipment

(b) Aircraft Documentation

(c) Co-operation with Ground Staff – Loading, refuelling and defect rectification.

(d) Crew Knowledge of Emergency Equipment and Drills – Whenever time and circumstances permit, at least one of the flight crew should be checked for knowledge of location of the emergency equipment, its proper use and the emergency evacuation procedures. It is necessary to be tactful and discreet and never ask such questions when a passenger can hear. Avoid acting as an 'examiner', as far as possible.

(e) Crew Route Knowledge – This will normally be self evident but a pertinent question or two on such things as ATC facilities and procedures, Volmet and Terminal Area routings may be helpful. It is important for the FOI not to distract the crew from their work or give the impression that he is conducting an 'examination'. The FOI should satisfy himself that the crew know what they are doing and would be likely to be able to cope in the event of an urgent and unexpected need to re-route. Questions or discussions may be necessary but it is usually possible to ask the question in such a way that embarrassment and resentment are avoided.

(f) Crew Knowledge of and Compliance with Manuals – This will usually be self-evident but the FOI may need, if flight deck workload permits, to ask one or two tactful and carefully phrased questions in order to be satisfied. The aim should be to approach the matter casually and informally.

(g) Performance Data Available on Flight Deck – The operations manual and/or checklists should provide readily available information on RTOW, 'V' speeds, RLW, approach, threshold and buffet boundary speeds etc.

(h) Suitability of Transit Checklist

(j) Use of Full Flight Crew for Essential Monitoring – FOI's should consider whether full use is made of all crew for monitoring during take-off, climb out, descent and approach. This is important in busy terminal areas where a noise abatement procedure and/or standard instrument departure is flown. Monitoring of the flight path by the non-handling pilot and other crew members is vital under these circumstances and the FOI should query any apparently non-essential tasks or actions performed before the end of the minimum noise route and/or SID. Ideally, the after take-off checklist should commence with 3 or 4 properly annotated 'memory items' to delay the need to read the checklist until

the aircraft has settled in the climb. It will be necessary for the 'memory' actions to be re-checked when the 'after take-off' checklist is consulted.

(k) Diversion Data – Essential information should be readily available to the crew in case of last minute diversions.

(l) Adequacy of Weather Minima – The manual and/or flight brief should be examined during flight. Figures for destination and alternates should be presented clearly, without ambiguity and be adequate for the circumstances.

(m) Crew Rest Facilities – The following points should be considered:

(i) adequacy of facilities on aircraft: bunks, rest seats, compartments and whether the crew use these facilities when necessary.
(ii) suitability of hotels: rest rooms, noise levels, comfort, distance from airport and whether the crew make proper use of rest periods and facilities.

(n) Co-Pilot Flying

(o) Cancellation of IFR Plan – This information is important and should be checked on every inspection. If an FOI did not know whether there was a cancellation, he should explain why he was unable to check. If it was a temporary cancellation to expedite climb or descent, he should report accordingly.

(p) Licence Check – The aim should be to check crew licences on every flight. If this is not possible, at least one licence must be checked. If a member of the flight crew is not carrying his licence, it will not in itself be a reason to detain the aircraft but it should be noted on the report form. The check should be completed prior to the first sector (e.g. during flight planning). If this is not practical it should be made during the last sector, or after the flight.

(q) CRM Assessment - This matter should be assessed on every sector, although it is accepted that it cannot be addressed when conducting a flight inspection in the Cabin.

9.4.4 Checklist Flight Inspection (Cabin)

It is crucial that the inspecting staff member concerned arrives in sufficient time prior to the brief so that the normal courtesies have been completed. The briefing must cover allocation of duties, questions on safety drills and procedures and updates on any relevant safety notices or recent changes to the manuals/procedures. Where more than one aircraft type or variant is flown by cabin crew the differences should be emphasized for the aircraft about to be flown. As the inspecting staff member will be occupying a cabin seat and thus be treated for safety purposes as a passenger, no extra briefing is required. See form OPS-12 for detailed guidance.

9.5 Special approvals (PRNAV, RVSM, ETOPS, LVO, Dangerous goods, weapons etc.)

9.5.1 General

A special Approval is required when the Operator intends to fly into airspace regions that require minimum navigation performance, in low visibility condition, or along routes far from airports suitable for landing more than 60 minutes of flight time with one engine inoperative with a twin engine powered aircraft.

The approval for special operations may be granted in some cases at initial issue of the AOC when it is possible to give credit to previous operational experience of the organisation (e.g. in case of merging of two operators, change of top management and brand name, etc.). Usually the Operator has to demonstrate operational capability before being granted a special operations approval, so this procedure apply to well established Operators.

9.5.2 Procedure

The Operator has to submit an application for the approvals required with the details of the limitations. The package should also include a compliance check list with the applicable paragraph of OPS Subparts involved, the draft amendments to the Operations Manual and the MEL.

The FOI liaises with the Inspector assigned to the relevant CAMO to get formal evidence that the aircrafts have the technical capability to perform the special operations and that the approved maintenance program is able to support the operations.
When satisfied that the Operator has submitted all the necessary documentation and has completed its internal quality review for compliance to EU-OPS, the FOI performs an audit to the organisation for the compliance of the applicable requirements under scrutiny. The object of this check is to verify that the operator has the resources and facilities to support the navigation standards, and the adequacy of adherence to the laid down procedures for the crew in flight.

Typical elements to be verified are:

(a) Organisation

- (i) Responsibilities
- (ii) Control and supervision of navigation staff
- (iii) Dispatch facilities
- (iv) Flight Planning and database arrangements
- (v) Record Keeping

(b) Operations Manual

(c) Operating Area

- (i) Limitations imposed by equipment characteristics and approval status

(d) Qualifications

- (i) Ground and flight training arrangements
- (ii) Availability of training rigs or simulators
- (iii) Experience level and competence
- (iv) Certification and Revalidation
- (v) Operational demonstration records

When considered suitable, the FOI may include a dedicated flight inspection (cockpit) in the survey program to grant the special approval.

9.5.3 Amendment of the approval

At the end of the verification process the FOI records all the activity in a final report having reference to the AOC issue process described in Chapter 4.3. The final report has to be submitted with the draft of the amendment of the Operations Specification taking into account the following codes:

Code	Description	Note
E1	CAT II Operations	Types of aircraft must be specified in each case with the appropriate RVR/DH minima.
E2	CAT IIIA Operations	Types of aircraft must be specified in each case with the appropriate RVR/DH minima.
E3	CAT IIIB Operations	Types of aircraft must be specified in each case with the appropriate RVR/DH minima.
E4	CAT IIIC Operations	Types of aircraft must be specified in each case with the appropriate RVR/DH minima.
E5	Take-off Operations below specified minima	(See Appendix 1 to JAR-OPS 1.430, Table 1) specify type(s) of aircraft with the associated RVR minima in each case
E6	MNPS Operations	specify ICAO region and types of aircraft
E7	ETOPS Operations	specify aeroplane/engine type, threshold distance and maximum diversion time
E8	RNAV Operations	specify type of aircraft and Area Navigation
E9	RVSM	
E10	RNP	specify RNP values as appropriate
E11	Dangerous Goods	
E12	Helicopter offshore operations	
E13	Sea Pilot transfers	
E14	Operations in areas of Metric Altimetry	

The FOI has to amend the Oversight plan described in Chapter 7.2 to include audit and inspections as required to cover the new scope of the approval.

9.5.4 Dangerous Goods and munitions of war

The amendment of an AOC to include the E11 code requires showing of compliance with the current edition of the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air Doc. 9284 (ICAO TI). An Exemption would be required to carry dangerous goods other than in accordance with the ICAO TI.

FOI have to verify that all operators, even those who have no intention of carrying dangerous goods as cargo, must include in their Operations Manual procedures to:

- train to ground handling staff, flight crew and any others involved; about identification and general handling of dangerous goods and information about the guidance given in the operations manual or other document to prevent accidental transportation of dangerous goods;
- notify passengers of those articles which may not be taken on board an aircraft in passengers' baggage.

An application for a Permission to carry munitions of war or sporting weapons according to Article 41 or 42 of the Air Code should include full details of the munitions and the proposed date of the flight. A Permission is issued for a particular flight or series of flights according to procedure described in Chapter 8, also to those Operators that are not already approved for transport of

dangerous goods. The FOI has to verify that a procedure is included in the Operations Manual that assures compliance with the provisions of the Air Code.
Additional guidance for the storage of munitions can be obtained from the current standards set out in the ICAO TI.

9.6 Flight Time Limitations

Rules applicable in Albania for flight times limit are that of EU-OPS subpart Q. The rule allow either for adaptation of a number of requirements to apply more restrictive or missing standards or for variations in accordance with OPS 1.1090 par. 5.1.1. To ensure an harmonized implementation of the EU-OPS the list of paragraphs subject to national implementation follows, together with the current assumptions.

OPS 1.1105 par. 6.1	**FLIGHT DUTY PERIOD BREAK DURATION FLIGHT DUTY PERIOD EXTENTION SCHEME (hh:mm)** 0 - 2:59 Nil 3 - 6:59 ½ of the break duration 7 - 10:59 2/3 of the break duration, or ½ of the break duration if at least 7 hours of this extension lasts between 20:00 and 08:00 (local time of the place of the break)
OPS 1.1110 par. 1.3	Not in use since that no operator has crews resting in time zone differences
OPS 1.1110 par. 1.4.1	ACAA does not grant reduced rest arrangements
OPS 1.1110 par. 2.1	ACAA does not approve exceptions to OPS 1.095 point 1.9
OPS 1.1115 par. 1.1 and 1.2	Albanian Operators do not have crew that rest in flight
OPS 1.1125 par. 1.3	Airport stand-by time is added to the duty time
OPS 1.1125 par. 1.4	Airport standby that does not lead to assignment on a flight duty, has to be followed by a rest period of 12 hours
OPS 1.1125 par. 2.1	**Other forms of standby (including standby at hotel)** Stand by period is the time during which a crew member is ready to perform flight duties, according to the Operator's request. Stand by period can last for maximum 14 hours shown on the crew individual schedule. Standby periods are included in maximum daily and weekly FDP with 50 % unless: - If there has been a rest period just before the start of the standby, first four hours of the standby will be included in daily and weekly FDP with 0% - If the standby in the period between 2200 and 0600 has not been changed to a flight duty time, this period will be included in daily and weekly FDP with 0 % - If the standby is changed to a flight duty time, the time from the notification to start of flight duty time will be included with 50

	% in daily and weekly FDP. – If notification in the period between 0600 -2200 can be given with at least 5 hours notice before the beginning of the flight duty time, this period will be included in the daily and weekly FDP with 0 %.

FOI are therefore requested to check the FTL scheme proposed by the Operators with the OPS requirements, seeking compliance with requirements of EU-OPS Subpart Q and national implementation when the paragraphs listed are involved. .

9.6.1 FTL Variations

It is common experience that some of the provisions of Subpart Q may be temporarily inappropriate in certain circumstances. Therefore, operators should be allowed, in exceptional circumstances, to apply to have a variation from the standard provisions included in their scheme. The operator should provide supporting medical opinion with any such application. Consent of the crews involved is also a prerequisite.

Upon receipt of a request for a Variation the assigned FOI should complete a report of recommendation or negative opinion, and submit it to the Director of Flight Safety. In making any recommendation for a variation, the FOI will be guided by his knowledge of the operator and the nature and circumstances of the operation. The acceptance of deviation must be dealt according to the provision of chapter 8 in this manual.

A clear distinction must be drawn between issue of a new Approval and the use of the Variation by an operator. The assigned inspector will contact the operator to ensure that an amendment is generated to the operations manual before use of the revised FTL scheme. This amendment may be either in the form of a change to the main manual or by use of a Flight Crew Notice

9.7 User approval of Synthetic Training Devices

9.7.1 Simulator Approval

Albanian operators, training organizations and flight training centers use flight simulators, known as Flight Simulation Training Devices (FSTDs), as a highly effective and economical method of training, testing and checking aircrew.
In regulatory terms, there are four types of FSTD:

- Full Flight Simulator (FFS)
- Flight Training Device (FTD)
- Flight Navigation Procedures Trainer (FNPT)
- Basic Instrument Training Device (BITD)

FSTD Qualification is based upon an investigation to establish that a device complies with the technical standards and quality system requirements of the current regulatory standards in CS-FSTD(A) (Aeroplane Flight Simulation Training Devices) or CS-FSTD(H) (Helicopter Flight Simulation Training Devices). After initial approval, the issuing Authority provides ongoing oversight of the device and the simulator operator by way of recurrent technical evaluation of the device, quality system assessment and periodic audits as defined within the regulatory requirements.

Up to now ACAA has no technical capability to perform a direct Flight Simulator approval. To overcome this temporary limitation, ACAA recognises approvals performed by foreign Civil Aviation Authorities provided these conditions are met:

— the Authority issuing the approval is either the CAA of one EU Member State, or a JAA full member, or FAA, or Transport Canada;
— the approval is issued in accordance with CS-FSTD(A), CS-FSTD(H) or equivalent standards valid in USA and Canada;
— the approval is current.

Recognizing that the former JAA mutual recognition Member States have declared that they will continue to apply the same standards and processes, then the qualification standards remain acceptable in principle, and the ACAA is able to accept the qualification and issue any requested User Approval without further evaluation.
The ACAA, however, reserves the right to carry out an inspection of the device for training, testing and checking purposes prior to the issue of a User Approval if deemed appropriate. This discretion may be exercised for the first simulator to be issued a User Approval from a given State.
The above that applies to simulator qualifications issued by the EU Member States is also valid for TRTO operating outside the territory of the EU but approved in accordance with European Standards.

9.7.2 User Approval

The requirement to obtain a User Approval is set out in JAR-FSTD A and JAR-FSTD H and the operational requirements of EU-OPS as applicable. User requirements are contained in JAR-FCL (all aircraft), EU-OPS (for aeroplanes) or JAR-OPS 3 (for helicopters).
The ACAA may grant a User Approval to an organisation wishing to use a particular qualified Flight Simulation Training Device (FSTD), which is either a Full Flight Simulator (FFS) or Flight Training Device (FTD) for the purpose of training, testing and checking its flight crew (including Flight Engineers as appropriate).
The User has the responsibility to verify that the characteristics of the FSTD intended to be used are compatible with the training program.

Applying for User Approval

Organizations applying for User Approval (User) have to be registered in Albania and hold a valid Air Operator Certificate (AOC) or a valid Type Rating Training Organisation (TRTO) Approval for the relevant aircraft type.
Prior to start the training activities the User must apply for User Approval with the form OPS- 15b to be sent to Directorate of Flight Safety. The application includes:

- the details of the training device,
- the summary of the training program to be performed at the FSTD with reference to the relevant chapters of the Operations Manual part D;
- the analysis of the differences between the training device and the configuration of the aircrafts available to the User;
- a copy of the current qualification certificate of the FSTD and its annexes, issued by an Authority accepted according to 9.7.1, as attachments to the application form.

Application for an initial User Approval should be submitted as early as possible. For renewal of a User Approval, application must be at the ACAA no later than 15 working days prior to expiry of the current Approval.

The Issue of a User Approval

The FOI tasked with the investigation must verify if the features of the FSTD are such that the training or checking program can be effectively carried on in relationship with the actual configuration of the aircraft available to the User. This can be accomplished by documental check or on site visit depending on the previous experience for similar approval processes of the same FSTD. As a general rule on site visits could be required only during initial approval process for a specific FSTD and not necessary for the subsequent approval for different Users or for renewal of existing approvals.

At the end of the evaluation process, the FOI fills in the relevant part of the form OPS-15b reserved to the ACAA and prepares the draft of the approval letter (form OPS-15a) to be signed by the Director of Flight Safety.

A User Approval or renewal thereof is valid for a period of 12 months. User Approvals remain valid only if the FSTD maintains its specified qualification level and if all related conditions and limitations listed on the qualification certificate for the FSTD and User Approval are complied with.

FSTD Changes

An FSTD, during its working life, may be purchased by another operator, relocated or modified, updated or upgraded. Such changes may affect the User Approval. It is the responsibility of the User to ensure that the device being used remains qualified to the appropriate level that supports his training needs.

A report on the changes occurred during the previous validity period of the user approval has to be submitted with the application for the renewal of the approval. FOI could consider necessary an on-site visit to properly evaluate the impact on the training or checking program.

Zero Flight Time Training and Testing Approval

Zero Flight Time Training and Testing (ZFTT) is not allowed for the moment to Albanian Operators, using Albanian registered airplanes.

9.8 Approval of the Operations Manual

9.8.1 Purpose and Scope of an Operations Manual

It is a statutory requirement that an Operations Manual shall contain 'all instructions and information necessary for operations personnel to perform their duties'. Operating staff means people employed by the operator, whether or not as members of the crew of the aircraft, to ensure that the flights of the aircraft are conducted in compliance with EU-OPS.

The form and scope of manuals will vary considerably with the nature and complexity of the operator's organisation and types of aircraft in use. A 'manual' may comprise a number of separate volumes and may well include individual forms, such as prepared navigation flight plans, supplied by the operator to his crew. Instructions and information to particular groups of operating staff - e.g. traffic manuals, cabin crew manuals, crew rostering instructions and information on weight and balance supplied to handling agents - can all be regarded as part of the Operations Manual.

Applicants are required to lodge copies of their manuals and associated documents with the ACAA, together with copies of all amendments and temporary instructions. The Operations Manual will be regarded by the CAA as a primary indication of the standards likely to be achieved by an operator.

9.8.2 Operations Manual Amendments

An operator shall supply the CAA with intended amendments and revisions to any part of the Operations Manual in advance of the effective date. The amendment process must be a controlled sequence of events with close co-ordination between the operator and the assigned Flight Operations Inspector (FOI).
ACAA considers that "in advance of the effective date" should normally be a period of not less than 28 days. This will allow a proper review of the amended material to take place and any Approvals to be issued or amended.
The use of the provision for immediate amendments or revisions should be limited to those occasions where they are the only means available of securing the interests of safety. In the case of such an immediate revision or amendment being required, it should be published in the form of a temporary revision to the Operations Manual, or by means of a Notice to Crew or similar, and be incorporated in the Operations Manual, if appropriate, at the next formal revision.

In order to facilitate the provisions of EU-OPS and to ensure the shortest possible time between an operator submitting an Operations Manual amendment, its acceptance and any associated Approval being issued, each Operations Manual amendment submitted to the assigned FOI is to be accompanied by the following information:

a) details of the amendment (the section/paragraphs of the Operations Manual being amended);
b) the reason for the amendment;
c) the effective date; and
d) the request for any Approval required as a consequence of the amendment, or for any change required to an existing Approval.

9.8.3 INSPECTING AN OPERATIONS MANUAL

All text which is written by or on behalf of the operator must be checked. FOI will not accept amendments of a manual in manuscript. Changes or additions, however slight they may be, must

be incorporated by the issue of a fresh or additional page on which the amendment material is clearly indicated.

Guidance is available in a number of publications:

(a) EU-OPS Subpart P does provide the requirements of what must be covered, in particular in Appendix 1 to OPS1.1045. The manual must be written such that compliance with its content will not cause the user to be in breach of other legislation applicable in Albania. FOI's will need to use their general knowledge of the legislation as well as referring to the more detailed publications.

(b) If an operator insists on retaining a procedure which are at variance with Subpart P, the assigned FOI should consult the Director of Flight Safety.

(c) Aircraft Flight Manual (AFM) – Subject to obtaining a Permission in accordance with paragraph 9.23 of this Manual, the AFM need not be carried on the aircraft. Nevertheless nothing prescribed by the operator should conflict with the limitations and restrictions or the performance data contained in the Flight Manual. Within this proviso, normal checklists may depart from those recommended in the AFM but emergency procedures must follow AFM procedures meticulously.

Advice is available from other experts in ACAA on FTL, AOM, ETOPS, Dangerous Goods and Munitions of War etc. to whom the relevant section of an operations manual should be sent for specialist advice.

Amended text should also be highlighted on the relevant Operations Manual page(s) by a vertical line in the margin or by a similar means adopted.

9.8.4 REPORTING

Errors in and omissions from operations manuals must be notified to the operator in writing. In some cases, especially with an initial issue of an AOC, there is merit in a verbal discussion between the FOI and the operator's representative but this should be based on a written list of deficient items. If a manual submitted by an applicant for an AOC is considered unsatisfactory in respect of layout, binding, indexing etc. or requires extensive amendment, it should be rejected and returned to the applicant with a suitable cover letter.

On completion of his review of the amendment, and after agreeing with the operator any further changes required, the assigned FOI will indicate to the operator, in writing, that the material is acceptable and process the issue of any Approval required as a consequence, or the amendment of any existing Approval held.

When inspection is completed, the FOI fills in the form OPS-06 for proper traceability of the performed audit.

Once published by the Operator, the FOI assures the maintenance of the Authority's copy in accordance with paragraph 9.2 of this manual.

9.9 Approval of the Minimum Equipment List

An aircraft registered in Republic of Albania shall not commence a flight if any of the equipment, required under the relevant legislation, is either missing or in an unfit condition for use except under the terms of a Permission. Such Permissions are granted on the basis of procedures given in a Minimum Equipment List (MEL) that is included in the operations manual.

NOTE: MELs are in regular use by many operators and are often referred to by a variety of names such as; Allowable Deficiency Lists (ADLs), Dispatch Deviation Manuals (DDMs) etc. For the purpose of the HB all such lists (including Configuration Deviation List will be referred to as MELs.

9.9.1 Master Minimum Equipment List

Each aircraft manufacturer that produces a type with a MTOM exceeding 5.730 kg, publishes a MMEL, approved by its regulatory authority, that lists the equipment that could be unserviceable for a limited time during normal operations.
Any aircraft of a type which does not have an approved MMEL, (or an equivalent document) cannot be dispatched with unserviceable equipment unless such unserviceabilities are expressly permitted by special limitations and procedures in the state Approved Flight Manual or by agreement with the ACAA according to Chapter 8.

The MMEL is the basis upon which the Operator drafts the MEL for the aircrafts in its fleet; in no case the MEL can be less restrictive than the associated MMEL. In the European system the Operator has also to comply with the provision of former JAA Temporary Guidance Leaflet n. 26 to account for the compliance with operations requirement.

9.9.2 Technical evaluation of a MEL

During the evaluation phase of the MEL, the FOI and the Airworthiness inspector check, according with their competence, that the document contains:

(1) a preamble, including guidance and definitions for flight crews and maintenance personnel using the MEL;
(2) the revision status of the MMEL upon which the MEL is based and the revision status of the MEL;
(3) the scope, extent and purpose of the MEL.
(4) established rectification intervals for each instrument, item of equipment or function inoperative listed in the MEL. The rectification interval in the MEL shall not be less restrictive than the corresponding rectification interval in the MMEL.
(5) for those items for which an European standard has set by means of TGL 26, the MEL is compliant with the minima set by the TGL.
(6) the operational and maintenance procedures referenced in the MEL taking into account the operational and maintenance procedures referenced in the MMEL.

9.9.3 MEL AMENDMENTS

When an operator wishes to change an entry in the MEL the matter may be discussed and agreed with the assigned FOI or Airworthiness Inspector as applicable, prior to publication. The inspector should then ensure that the proposed amendment is compliant with the provisions of the MMEL and conforms with the policies of the Flight Safety Department. The Inspector assures checks also

that the relevant operational or maintenance procedure have been developed for the amended entry, if it is necessary.

The approval of the amendment is sent to the Operator by means of a letter signed by the Director of Flight Safety.

On receipt of the printed amendment the only action required is to incorporate it into the operations manual, annotate the listing of amendments contained therein and place a brief note of action on the operator's file.

MEL amendments shall be looked at and assessed soon after they arrive in FOD, ideally within seven working days. Under no circumstances should an amendment be left for long periods without proper assessment.

9.9.4 PERMISSION TO OPERATE OUTSIDE AN APPROVED MEL

Subject to approval of the competent authority, the operator may use a procedure for the one time extension of the categories B, C and D rectification intervals, provided that requirements of ORO.MLR.105 f) are complied with.
Permission to operate outside normal conditions of an MEL may be given to certain well established operators who can demonstrate the necessary managerial and technical competence to the ACAA. The following procedures should be carried out, by those assigned Inspectors who receive applications from any of their companies to operate Special Procedures (SP) or who already have operators who have the required permission.
This procedure is responsibility of the operator holding the MEL Permission. That responsibility cannot be devolved to other parties such as maintenance organisations.

The FO(D) retains the right at all times to suspend or restrict the use of the Procedures where it is believed that safety could be compromised or the volume of use is such that the necessary control cannot be maintained.

Acceptance of Operators
As a general rule SP Permissions should only be granted to those operators who can clearly demonstrate the necessary competencies and highest standards of operational efficiency, maintenance arrangements and technical knowledge of engineering staff. Where any doubts exist Permissions should not be granted.

If it is thought that the application does have merit it should be immediately forwarded to FO(D) who will arrange for checks on the operator's maintenance procedures to be made. The Permission should not be issued in any case to those Operators that have received level 1 findings during ramp and/or flight inspections during a 24 months period before the application.

The Permission is granted by the approval of relevant amendment of the Operations Manual in the section that deals with MEL management.

9.10 Minimum flight altitudes determination system approval

According to OPS 1.250(b) the Authority must approve the system adopted by the Operator to determine the minimum flight altitude for all the flight phases. This system has to be described into the Operations Manual part A in the chapter 8 – Operating Procedures, if the scheme of Appendix 1 to OPS 1.1045 is followed.

In performing evaluation of the system adopted, the FOI has to take into account the IEM OPS 1.250(b) referred to in JAA TGL n.44. In particular he/she has to verify that:

- The Operator has chosen one of the formulas included into the IEM in accordance with its provider of navigation charts;
- The policy is stated for normal flight within airway or ATS routes and possible deviations;
- Corrections have been included for variation of atmosphere conditions due to fluctuations of temperature, pressure and wind intensity in the direction of flight;
- Proper updating of data is ensured to the dispatch department to allow for issuance of flight plans in compliance with the minima established by the State overflown;
- the system chosen by the Operator is able to provide flight crews with the necessary data to assure obstacle clearance according to EU-OPS requirements in every phase of the flight;
- the data are available in a manner that it is easy to use and on a support reliable (either paper or software application) taking into account the possibility to have access to the data during flight following a diversion or a change in the expected runway.

The compliance with performance data can be demonstrated by charts and or tables in the O.M. Part B and in the Airport runway analysis document, developed for the airports included into the Operator network of destinations. The airport runway analysis may be performed in-house by the Ops department of the operator or can be contracted to specialized organizations performing the calculations.

The FOI must also take into account that if the data are received by a service provider, the contract has to cover all the points listed above and regular checks on the validity of the contract must be included into the annual oversight program.

The acceptance of the Operator system is achieved with the approval of Operations Manual (see chapter 9.8).

9.11 Aerodrome operating minima

9.11.1 Aerodrome operating minima for take-off

Operators wishing to use take-off minima of less than 150 metres RVR require formal ACAA approval prior to commencing such operations, provided that the conditions described in Appendix 1 (new) to OPS 1.430 (a) 4 are met.

9.11.2 Aerodrome operating minima for landing

A - Operators with no Previous Category II or III Experience

An operator without previous, or access to previous, Category II or III Operational experience may submit an application report according to the scheme in Appendix A. Once that application has been agreed by the appropriate departments within the ACAA and the operator has conducted a minimum of 6 months Category I operations on the aeroplane type, the operator may receive Approval to operate to the minima detailed below, as appropriate to the mode of operation on the application.

(a) Category II Manual Landing, 100 ft DH/400 metres RVR reducing to base minima, 100 ft DH/300 meters RVR, over a 6 month period at the discretion of the assigned FOI.

NOTE: Category D aircraft should be restricted to a minimum of 350 meters RVR for a manual landing.

(b) Category II Autoland, base minima of 100 ft DH/300 meters RVR.

(c) Category IIIA, base minima of DH less than 100 ft/200 meters RVR.

NOTE:For operations with a DH of less than 50 ft the system must be fail operational, or approved equivalent.

Once 6 months of Category II or IIIA operations have been completed on the airplane type the operator may be approved for Category IIIB operations. Minima higher than the lowest applicable may be imposed for an additional period at the discretion of the assigned FOI. Such higher minima will normally only refer to RVR and/or restriction against operations with no DH. Higher minima, if imposed, must not require a change of operational procedures, and should only be applied after consultation with the Director of Flight Safety.

B - Operators with Previous Category II or III Experience

An operator with previous, or access to previous, Category II or III experience commencing, or introducing an additional type of aircraft to, Category II and III Operations may, on application, be approved for a reduced transition period at the discretion of the assigned FOI, again after consultation with Director of Flight Safety. The minima approved for an experienced operator may be the base minima described in Appendix 1 (New) to OPS 1.430.

Radio altimeter decision heights may only be used when RAD/ALT OCHs or State Minima RAD/ALT DHs are published. However, because RAD/ALT OCHs are calculated and published as heights above the runway threshold, adjustments may be necessary to take account of the terrain in the approach area when determining a RAD/ALT DH. It is, therefore, necessary for operators to address this issue before publishing RAD/ALT DHs in their operations manuals. FOI's should be aware of the existence of Precision Approach Terrain Charts, published by ICAO States for all CAT II/III runways; these should be listed in the AIC (Green) – 'Catalogue of Aeronautical Charts for Civil Aviation' and the MAP section of the state AIP. SID's and STAR's charts are also normally listed in the MAP section, while the charts themselves can usually be found in the RAC part.

C - Category II/III approval procedure

Operators seeking the ACAA's agreement to conduct Category II/III operations are required to make a General application in accordance with the scheme in Appendix A to this Chapter. The assigned FOI should proceed in accordance with the check list at Appendix B to this Chapter.

The assigned FOI should also check that appropriate amendments have been made to the operations manual to cover Category II/III operations and that training and testing requirements have been taken into consideration. Appendix C to this Chapter gives guidance on the material required to satisfy this paragraph.

When the FOI is satisfied that the compliance with applicable regulation of OPS is complete, and, the previous experience criteria are met, he/she has to complete the necessary report required for the amendment of the Operations Specifications in compliance with chapter 5.

When an operator, currently authorized for Category II or III operations, wishes to apply for a change of minima, details of any additional operational procedures or training will have to be supplied if these were not reflected in the original submission.

D - Checks of compliance with aerodrome minima

FOI must be aware that checks for possible breaches of the Operating procedures are made only by examination of RVR records and ATC movement logs. When a breach is detected, a certified transcript of the R/T recording must be obtained should enforcement action be considered appropriate. Under no circumstances should a certified transcript be released or referred to anyone outside the ACAA. Certified transcripts may only be released with the permission of the Executive Director.

9.11.3 Appendix A - General Category II/III application (Including Low Visibility Take-Off).

G0 Introduction, covering Safety levels, Criteria and Applicability.

G1 Definitions, Glossary and Abbreviations.

G2 Low Visibility, causes and effects.

G3 Aerodrome requirements.

- G3.0 General
- G3.1 Visual aids.
- G3.2 Non Visual aids and sensitive areas.
- G3.3 Runways and Taxiways.
- G3.4 RVR measurement and controlling features.
- G3.5 ATC Low Visibility Procedures and Approach Ban.
- G3.6 Approach terrain and Obstacle surfaces.

G4 The Aeroplane.

- G4.0 General
- G4.1 Certification aspects and aeroplane limitations.
- G4.2 In-service Proving and data collection.
- G4.3 Equipment requirements and Cat II/III MEL.
- G4.4 Performance Monitoring.
- G4.5 Maintenance requirements and procedures related to Low Visibility Operations.

G5 Low Visibility Take-Off, Approach and Landing operations.

- G5.0 General
- G5.1 Aerodrome operating minima (Include DH/RVR/Decision relationship).
- G5.2 Flight crew training and qualifications.
- G5.3 Low Visibility procedures - General.
- G5.4 Low Visibility Take-Off (below 150m RVR).
- G5.5 Category II operating procedures.
- G5.6 Category III operating procedures.
- G5.7 Effect on Landing minima of Temporarily Failed or Downgraded Equipment

G6 Proforma and Pre-approach Checklist.

- G6.0 General
- G6.1 AWOPs/Autoland performance report.
- G6.2 AWOPs Flight Crew Validation/Re-Validation card.
- G6.3 Pre-Approach Checklist and Aide Memoire.

f. monitoring and cross-checking of instruments;
g. cockpit calls.

- Verify eventual limitations as a consequence of:
  - Effect, if any, of the use of low visibility aeroplane systems or handling procedures on aeroplane performance calculations, particularly landing distance required;
  - maximum/minimum acceptable glidepath angles;
  - maximum allowable tail and crosswind components in Category II and III weather conditions;
  - the autopilot/automatic flight control system, including auto-throttle and auto go-around capability, when applicable;
  - the effect of terrain profile in the approach area on radio altimeter readings and on the automatic flight control system;
  - the aeroplane MEL for Category II and III operations covering:
    - the start of a Category II or III approach;
    - the final approach for an automatic landing;
    - the automatic landing, with or without automatic roll-out control.
- Verify flight crew qualification and training, in particular:
  - Syllabus for a structured course of ground training including all the subjects mentioned in OPS;
  - syllabus for flight simulator and flight training, including the practical aspects of all subjects mentioned in OPS;
  - recency requirements. Number of Category II and III approaches to be made by each pilot, regardless of weather conditions, in a stated calendar period;
  - syllabus for recurrent/revalidation training and testing including a statement of the period of validity of Category II/III check;
  - crew qualifications and complement;
  - description and example of the method to be used for the recording of pilot training and testing, initial and recurrent, and of recency.
- Verify the adoption of a method to be used to monitor the quality of Category II and III operations to ensure that operating standards are maintained.

9.11.4 Appendix B - Category II/III Operations verification checklist

- Application review to include the aim, category of operation intended, interim minima during familiarisation.
- Clear definitions of applicable terms like categories of operation; fail operational; fail passive; alert height; decision height; state approach ban, etc.
- Criteria for classifying airports in accordance with ICAO criteria, for Category II and III operations, e.g. approach lighting, runway and taxiway marking and lighting, holding positions and indicators, RVR assessment systems, types/categories of ILS installations, with a statement of the minimum facilities acceptable for Category II and III operations.
- Checking by the Operator of air traffic control and ground movement control procedures and, in particular, aerodrome low visibility procedures intended to protect the ILS signal in space from interference and the runway in use from inadvertent intrusions for the airports selected.
- Check of the instruments and equipment available in the aircraft in accordance with airworthiness certification requirements and the permitted Decision Heights contained in the AFM.
- Check for a clear description in the OM of those modes of operation to be used, eg manual approach and landing, coupled approach to decision height, fail-passive and fail operational automatic landing, automatic roll-out, automatic go-around.
- The detailed operating procedures and instructions specified in the operations manual will vary depending on the aeroplane equipment and the operator's procedures. The instructions must be compatible with the limitations and mandatory procedures in the flight manual and cover the following items in particular:

1. checks for the satisfactory functioning of the aeroplane equipment, both before departure and in flight;
2. a statement of the minimum visual references at and below decision height;
3. action in the event of deterioration of the visual reference for landing;
4. action to be taken in relation to wind velocity, wind shear and turbulence information;
5. fuel policy – especially requirements to allow for ATC delays associated with low visibility operations;
6. procedure for an approach to land on a runway at which aerodrome low visibility procedures are not fully in force;
7. autoland – a description of the sequence of events from 500 feet radio height to touchdown and roll-out or go-around;
8. the land or go-around decision to be made by the pilot-in-command;
9. action in the event of:
    a. failures above and below alert height;
    b. ILS deviation warnings;
    c. autopilot disconnect;
    d. auto-throttle disconnect;
    e. autoland status change;
    f. electrical failures;
    g. engine failure;
    h. failures at and below decision height;
    i. incapacitation of the pilot-in-command;
10. all descriptions of procedures will need to include such aspects of crew co-ordination and distribution of flight deck duties as:
    a. handling the aeroplane, including designation of handling and non-handling pilots;
    b. tuning and checking of navigation receivers;
    c. use of autopilot/automatic flight control system;
    d. use of checklists;
    e. handling radio communications;

9.11.5 Appendix C – Operations Manual amendments

Weather Minima – Check weather minima and promote a clear prohibition on crews calculating their own Category II or III weather minima.

Procedures – Ensure that the operations manual contains clear instructions on procedures to be followed following failure or notified non-availability of items of ground equipment e.g. lighting.

Placarding – Determine that procedures are stated in the operations manual on the placarding and recording of serviceability state of aircraft equipment. The all weather capability of the aircraft must be clear at all times.

Minimum Equipment List (MEL) – Confirm with MMEL Section and Airworthiness sector what revisions are required to the MEL. It is especially important to ensure that an 'allowable deficiency' is compatible with the operating procedure ie if it is allowable to operate to Category II with only one radio altimeter it follows that the MEL should be specific as to which one must be serviceable.

Training – Check that the planned training is in compliance with provisions of Appendix 1 to OPS 1.450

9.12 Alternative procedures approval for door area monitoring

The experience gained on the implementation of this requirement by other CAAs has shown that the most effective system to monitor the cockpit door area is the installation of a CCTV system. To do this installation and to overcome all the difficulties to find a suitable and approved installation on the market for the old fleets, time could be necessary to fulfill this requirement.

However, ACAA will be able to consider temporary alternatives proposed by the air carriers aimed to ensure an equivalent level of security in cockpit door (as an example use of door access code or additional crewmember in cockpit). In any case the procedure must fulfill the requirement of the monitoring of cockpit area outside the cockpit door with pilots sitting at their stations in the critical phases of the flight, when the minimum crew required for that phase is two pilots.

The request for approval of alternative procedures proposed by the operator has to be accompanied by the installation program of the CCTV system together with all the correspondence with the installation company, to confirm the real intention to use the alternative procedure as a temporary measure.

The alternative solutions proposed by the Operator, considered acceptable under the criteria stated above are approved by the Director of Flight Safety in accordance with the procedures for temporary exemption (see Chapter 8) for no more than 6 months.

The ACAA will notify the European commission for any further need of approval. In this case, to speed up the process of preparing and sending notifications to the Commission, the alternative procedures and the reasons supporting them in terms reaching an equivalent level of safety must be proposed by operators in English language directly to the Directorate of Flight Safety.

9.13 Approval of recurrent training and checking of flight crew

Establishment of procedures in OM-D, planning, checking of records to assure real implementation of the procedure, inspection during training sessions.

As requested by OPS 1.965 (a) 2, ACAA has to approve the recurrent training and checking program of the Operator. As per provisions of OPS 1.1045 a dedicated section of the Operations Manual – Part D shall be developed by the operator in accordance with the content of Appendix 1 to OPS 1.965. The approval of this section in accordance with the procedure in chapter 9.8 by the FOI is the method by which ACAA formalizes the approval.

In performing evaluation of the initial issue or any revision of the OM-D, the FOI verifies:

- The presence of the procedures to establish which training is needed;
- The minimum frequency of the single items of training matches that required by OPS;
- Qualification criteria are established for the trainers expected to deliver ground and refresher training and emergency and safety equipment training that must include:
    - operational experience from the field they are going to teach about;
    - have received training in instructional techniques and briefed by the Training Postholder about administrative requirements and procedures in use;
    - performing of at least one training session under supervision of a qualified Instructor
- The CRM trainers are meeting the following criteria:
    - have been trained in CRM techniques by means of a course for trainers;
    - have experience in delivering CRM training in support to other qualified trainers
    - have a broad knowledge of the operating procedures of the Operator
    - have the necessary individual attitudes to be considered suitable as a trainer

An additional check may be required to verify the system in place that ensures that no pilot or cabin attendant, that has exceeded minimum time frame for the recurrent training, is included into the duty scheme of the crews.

Audits to check effective implementation of recurrent training program must be inserted into the annual audit plan. As a minimum these audits shall include the participation of a FOI to at least:

- one recurrent training ground session to check the extent of dealing with the subjects included into the schedule;
- one recurrent flight simulator training;
- one inspection of flight and cabin crew training records to assess completeness and all the pilots and cabin attendants continuously matching the recurrent training requirement over a selected time period.

9.14 Approval of Safety Training for Cabin Crew

9.14.1 Introduction

An operator shall ensure that each cabin crew member, before undertaking type training, has successfully completed initial safety training covering at least the subjects listed in EU OPS subpart O, Appendix 1, 2 and 3 to OPS 1.1005. Pending full implementation of Part CC, CAA-AL considers suitable to conform initial safety and type training programmes for cabin crews to the new implementation rules; to this aim the content of them has been transposed in the Appendix to this paragraph.

Training course shall be approved by the Flight Safety Director under recommendation from the FOI. The approval is always issued to the Albanian Operator notwithstanding if the training is delivered by the operator directly or indirectly through a training organisation acting on behalf of the operator. The FOI will verify that the Quality Department of the Operator has performed a documented audit to the organisation or department delivering the training for compliance to the EU-OPS requirements.

Training organisations approved by any CAA of EU Member States are considered to meet the requirements of this paragraph. In this case the Quality Department of the Albanian Operator need only to verify that the approval held by the organisation meets the training needs of the Operator and that the approval is valid.

9.14.2 Initial Safety Training

The FOI verifies before the start of the training that the program of the initial training course covers at least the elements specified in Appendix 1 to this paragraph, including theoretical and practical training sessions. It is mandatory for the FOI to attend at least one of the final examination covering all elements of the training program, so he/she assures proper coordination with the Operator to be present during such exams.

The operator holder of approval for the training course, shall deliver an attestation of safety training to a cabin crew member after he/she has completed the initial safety training and successfully passed the check, that contains a reference to the approval of the course from CAA-AL.

The FOI checks also the appropriate covering of the procedures for cabin crew training in the Operations Manual part D. In particular the Operator has to establish:

- the minimum requirement for cabin crew candidates,
- the location of the training theoretical and practical,
- the syllabi of each training with the duration of the course,
- the checking and evaluation procedures including the conditions for the continuation of training in case of failure to pass an exam,

- the qualification of cabin crew instructors delivering the training.

When the training is contracted to a training organisation not approved by an EU Member State, the Quality Manager has to give evidence that similar standards have been complied with by the contracted organisation. The FOI can verify by means of a dedicated audit to the foreign organisation if some additional investigation is considered needed.

The approval is formalized by an amendment of the Operations Specifications, in accordance with the procedures of Chapter 5, when the Operator itself is delivering training or has a contract for the continuous training of its cabin crew with a training organisation. The approval of spot training is formalized by a letter signed by the Director of Flight Safety to the Operator

9.14.3 Conversion and differences training

According to EU-OPS 1.1010, each cabin crew member has to complete approved appropriate conversions and differences training as applicable rules before being:

- First assigned by the operator to operate as a cabin crew member, or
- Assigned to operate another aeroplane type
- Assigned to operate on a variant of an aeroplane type currently operated, or
- with different safety equipment, safety equipment location, or normal and emergency procedures on currently operated aeroplane types or variants.

Approval of these types of courses follows the same procedure of the previous paragraph. In addition the FOI verifies that in the course program is included the CRM training in accordance to Appendix 2 to OPS 1.1005/1.1010/1.1015. The FOI does not check again related elements in initial training and conversions and differences training if evidence is available that they are combined.

Regarding the content of the course, the FOI verifies that the following subjects are included into the course program:

- aircraft description as relevant to cabin crew duties;
- all safety equipment and systems installed relevant to cabin crew duties;
- operation and actual opening, by each cabin crew member, of each type or variant of normal and emergency doors and exits in the normal and emergency modes;
- demonstration of the operation of the other exits including flight crew
- compartment windows;
- fire and smoke protection equipment where installed;
- evacuation slide training, where fitted; and
- operation of the seat, restraint system and oxygen system equipment relevant to
- pilot incapacitation.

Operators may use either an aircraft or a 'mock-up' for emergency training and testing. The FOI must satisfy himself as to the adequacy of the equipment to be used considering:

- The similarity of mock-up with the actual configuration of the operator's aircrafts;
- The absence of features that could result in a partial or misleading training;
- The availability of the mock-up for future trainings in order to preserve the standard of the training.

The FOI verifies that, following completion of conversion training, each cabin crew member completes familiarisation flights and not less than 6 months of on the job training prior to operating as one of the minimum number of crew required as described in EU-OPS.

9.14.4 Maintaining currency of the training

An operator shall ensure that each cabin crew member remains current according to OPS 1.1015, undergoing a recurrent training course within 12 calendar months of the previous training. The FOI checks that the recurrent training program is performed and that the content is suitable to maintain currency on the qualification received.

The FOI assures that in the O.M. part D is included a procedure compliant with the Appendix 1 to OPS1.1020 for Refresher training of cabin crew not meeting the requirement of OPS1.1020(a) anymore.

Each of the courses described in the previous paragraphs, except for CRM course, need to contain a final check for the covering the training received in order to verify the proficiency of cabin crew member in carrying out normal and emergency safety duties.

9.14.5 Appendix 1 - Initial training course and examination content

TRAINING PROGRAMME

The training programme of the initial training course shall include at least the following:

1. *General theoretical knowledge of aviation and aviation regulations covering all elements relevant to the duties and responsibilities required from cabin crew:*

   1.1. general knowledge of relevant aviation terminology, theory of flight, passenger distribution, areas of operation, meteorology and effects of surface contamination;

   1.2 aviation regulations relevant to cabin crew and the role of the competent authority;

   1.3 duties and responsibilities of cabin crew during operations and the need to respond promptly and effectively to emergency situations;

   1.4 continuing competence and fitness to operate as a cabin crew member, including as regards flight and duty time limitations and rest requirements;

   1.5 the importance of ensuring that relevant documents and manuals are kept up-to-date, with amendments provided by the operator as applicable;

   1.6 the importance of cabin crew performing their duties in accordance with the operations manual of the operator;

   1.7 the importance of the cabin crew's pre-flight briefing and the provision of necessary safety information with regards to their specific duties; and

   1.8 the importance of identifying when cabin crew members have the authority and responsibility to initiate an evacuation and other emergency procedures.

2. *Communication:*

   During training, emphasis shall be placed on the importance of effective communication between cabin crew and flight crew, including communication techniques, common language and terminology.

3. *Introductory course on human factors (HF) in aviation and crew resource management (CRM)*

   This course shall be conducted by at least one cabin crew CRM instructor. The training elements shall be covered in depth and shall include at least the following:

   3.1. *General:* human factors in aviation, general instructions on CRM principles and objectives, human performance and limitations;

   3.2. *Relevant to the individual cabin crew member*: personality awareness, human error and reliability, attitudes and behaviours, self-assessment; stress and stress management;

fatigue and vigilance; assertiveness; situation awareness, information acquisition and processing.

4. *Passenger handling and cabin surveillance:*

4.1 the importance of correct seat allocation with reference to aeroplane mass and balance, special categories of passengers and the necessity of seating able-bodied passengers adjacent to unsupervised exits;

4.2 rules covering the safe stowage of cabin baggage and cabin service items and the risk of it becoming a hazard to occupants of the passenger compartment or otherwise obstruction or damaging emergency equipment or exits;

4.3 advice on the recognition and management of passengers who are, or become, intoxicated with alcohol or are under the influence of drugs or are aggressive;

4.4 precautions to be taken when live animals are carried in the passenger compartment;

4.5 duties to be undertaken in the event of turbulence, including securing the passenger compartment; and

4.6 methods used to motivate passengers and the crowd control necessary to expedite an emergency evacuation.

5. *Aero-medical aspects and first-aid:*

5.1 general instruction on aero-medical aspects and survival;

5.2 the physiological effects of flying with particular emphasis on hypoxia and oxygen requirements;

5.3 basic first-aid, including care of:

a. air sickness;

b. hyperventilation;

c. burns;

d. wounds;

e. the unconscious; and

f. fractures and soft tissue injuries;

5.4 in-flight medical emergencies and associated first-aid covering at least:

a. asthma;

b. stress and allergic reactions;

c. shock;

d. diabetes;

e. choking;

f. epilepsy;

g. childbirth;

h. stroke; and

i. heart attack;

5.5 the use of appropriate equipment including first-aid oxygen, first-aid kits and emergency medical kits and their contents;

5.6 practical cardio-pulmonary resuscitation training by each cabin crew member using a specifically designed dummy and taking account of the characteristics of an aircraft environment; and

5.7 travel health and hygiene, including:

a. hygiene on board;

b. risk of contact with infectious diseases and means to reduce such risks;

c. handling of clinical waste;

d. aircraft disinfection;

e. handling of death on board; and

f. alertness management, physiological effects of fatigue, sleep physiology, circadian rhythm and time zone changes.

6. *Dangerous goods:*

6.1 general principles,

6.2 importance of procedures and reporting; and

6.3 applicable packaging and limitations.

7. *General security aspects in aviation, including awareness of the provisions laid down in Regulation (EC) No 300/2008.*

8. *Fire and smoke training:*

8.1 emphasis on the responsibility of cabin crew to deal promptly with emergencies involving fire and smoke and, in particular, emphasis on the importance of identifying the actual source of the fire;

8.2 the importance of informing the flight crew immediately, as well as the specific actions necessary for coordination and assistance, when fire or smoke is discovered;

8.3 the necessity for frequent checking of potential fire-risk areas including toilets, and the associated smoke detectors;

8.4 the classification of fires and the appropriate type of extinguishing agents and procedures for particular fire situations, the techniques of application of extinguishing agents, the consequences of misapplication, and of use in a confined space; and

8.5 the general procedures of ground-based emergency services at aerodromes.

9. *Survival training:*

9.1 survival training on the ground, including hostile environments (e.g. polar, desert or jungle);

9.2 water survival training, including the actual donning and use of personal flotation equipment in water and the use of life-rafts or similar equipment, as well as actual practice in water.

9.15 Wet leasing approval

This procedure deals with the approvals of wet lease in or out contracts for Albanian registered aircrafts or foreign registered aircraft to be used by foreign operators under a wet lease agreement.

9.15.1 Definitions

Dry leased aircraft – an aircraft that is transferred under a leasing contract from an owner/operator to another operator that manages both operations and continuing airworthiness of the aircraft.

Wet leased aircraft – an aircraft that is transferred under a leasing contract from an owner/operator to another operator where both operations and continuing airworthiness of the aircraft is still retained by owner/operator.

Operator Lessor – Operator who grants a lease (hereinafter called Lessor)

Operator Lessee – Operator to whom a lease is granted (hereinafter called Lessee).

EASA State – A State being part of the European Union or having received full membership of the ECAA.

9.15.2 Wet lease from operators approved by a non-EASA State

If an Albanian Operator wants to lease an aircraft from an operator holding a valid AOC issued by an Authority not being part of an EASA State it must comply with all the following provisions:

a) the lessee must verify that in respect of the lessor, are not in place restrictive measures by the European Commission that affect the operations in the European airspace;
b) The lessor holds an AOC, issued by a State which is signatory of the Convention on International Civil Aviation Organisation (ICAO) for the type of aircraft covered by the rental and the aircraft type is EASA approved (directly or by transfer from an European CAA) and each aircraft contracted holds a valid standard airworthiness certificate, or an equivalent document;
c) The rent does not change the scope of the lessee for both aspects operational and financial;
d) the type of operation being conducted with the aircraft leased does not exceed that recognized in the AOC of either the lessee or the lessor;
e) the routes covered by the lease agreement are included within the area of operations under the COA held by the lessor;
f) the operator lessor undertakes to notify ACAA through the Albanian lessee about incidents occurred during the flights operated on behalf of the Albanian charterer, in accordance with current Albanian legislation on mandatory occurrence reporting.
g) except the operators lessor holding an AOC issued by the FAA and Transport Canada, the lessee shall perform an audit at the lessor main base to confirm that it meets operational standards and training of the crew equivalent to those of EU-OPS, and standards for performing maintenance and release to service equivalent to the Part 145 and standards for the management of continuing airworthiness of the aircraft used in the AOC equivalent to Part M.
h) for the duration of the rental agreement the flight time limitations, service requirements and rest of the crew set by lessor for their crews are equivalent to those set by the lessee;

The lessee shall apply for the approval of rental agreement by a letter sent to the Flight Safety Department, with the following attachments:

- The draft leasing contract with the duration and routes planned;
- The Air Operator Certificate (AOC) and/or an Operating License issued by the aeronautical authorities of the State of the Lessor
- For the aircraft(s) included into the contract:
    - Certificate of airworthiness (CoA) issued by the aeronautical authorities of the country of origin.
    - Certificate of Insurance.
    - Certificate of approval of aircraft Radio Installation.

- Noise certificate.
- The audit report with the checks carried out on the standards adopted by the Lessor

The lessee should also search for a preventive approval or no technical objection from the lessor's competent Authority before submitting the package to the ACAA. If this is not achieved, it should be noted in the application.

The lease agreement shall contain an obligation for the lessor of inform the lessee of any event that have or could have a negative impact on the approval or documentation of lessor on which was based the assessment and subsequent approval of wet lease agreement.

The FOI performs a desktop audit on the documentation provided together with an Airworthiness inspector and, In case the Lessor comes from one of the States exempted in previous point g), they arrange with the Albanian lessee a ramp check of the leased aircraft before the commencement of the operations.

At the end of the evaluation process, if the evaluation is satisfactory, the FOI sends to the Flight Safety Director a report with his/her positive judgment for the approval of the contract. In cases of failure to comply with conditions mentioned, the FOI proposes limitation or refusal for the approval. The Director of Flight Safety approves the leasing by means of a formal letter to the Albanian lessee.

9.15.3 Wet lease from operators holding operating license granted by ACAA or an EASA State

The wet lease agreement for any period of an aircraft registered in Albania or in a EASA State belonging to the fleet of an air carrier's licensed to operate air services and with a valid AOC issued by any EASA CAA is approved by ACAA, according paragraphs OPS 1.165 (b) (2) of EUOPS under the following conditions:

a. The rent does not change the scope of the lessee for both aspects operational and financial;
b. the type of operation being conducted with the aircraft leased does not exceed that recognized in the AOC of the lessee and the lessor;
c. the routes covered by the lease agreement are included within the area of operations under the COA held by the lessor;
d. the operator lessor undertakes to notify ACAA through the Albanian lessee about incidents occurred during the flights operated on behalf of the Albanian charterer, in accordance with current mandatory occurrence reporting;
e. the lessee has to perform a desktop audit on the Operations Manual of the lessor to assess every possible procedure that could conflict with the flight requested by the lessee;
f. a ramp check of the aircraft leased is performed before the commencement of the operations.

The lessee shall apply for the approval of rental agreement by a letter sent to the Flight Safety Department, with the same attachments detailed in paragraph 9.15.2.

The lease agreement shall contain an obligation for the lessor of inform the lessee of any event that have or could have a negative impact on the approval or documentation of lessor on which was based the assessment and subsequent approval of on wet lease agreement.

The FOI verifies the existence of the above mentioned condition by means of a desktop audit. If necessary, the FOI could ask for the support of an airworthiness inspector. At the end of the

evaluation process, the FOI sends to the Flight Safety Director a report with his/her positive judgment for the approval of the contract. In cases of failure to comply with conditions mentioned, the FOI proposes limitation or refusal for the approval. The Director of Flight Safety approves the leasing by means of a formal letter to the Albanian lessee.

9.15.4 Lessee's procedures in cases of wet leasing needs immediate, urgent and unforeseen

Operators holding licenses to operate air services wishing to enter into an AOC contracts for the lease of aircraft for immediate needs, unforeseen and urgent need have to establish an appropriate procedure in their manuals. The FOI must verify that procedure includes in particular the conditions and arrangements adopted for:

- the investigation on the lessor and on the aircrafts under lease contract;
- verification of compliance with ongoing conditions set out in paragraphs above;
- information to be sent to ACAA before the rental,
- the retention of data and documentation relating to the rental for at least twelve month, unless otherwise required by ACAA for purposes of the investigation;
- Limiting or terminating the rental agreement in case of any events or changes that have a negative impact on the approval of the lessor or on the documentation on which was based the assessment and subsequent approval of the contract for wet lease.

Lessors and their aircrafts that have been favorably evaluated according to previous paragraph, and whose lease agreements have been approved by ACAA, are included in a special list approved by the Operations Department within the Operator's organization and contained in the lessee's operation manual.
Subject to the continued fulfillment of the conditions mentioned above, the national charter operator can use aircraft (identified in the contract) of each operator lessor included in the list, and, limited to the operators from an EASA State for each event which constitutes an immediate need, and unexpected emergency measure, for short periods not exceeding 5 consecutive days. In this case no involvement of the FOI is needed and the leasing contract is considered tacitly approved when notified to the ACAA Flight Operations Department in advance of the flight operations.
The permanence of the operators of third countries on the list remain valid for a period of twelve months. The revalidation of each operator listed on that list at the end of the period will follow a procedure similar to that of the initial issuance of approval for inclusion in the list.

The charterer national operator (lessee) notifies ACAA without delay the signing of the agreement and the start of the rental of the aircraft to the Flight Safety Department, providing evidence of compliance with the above procedure and providing details of the circumstances that led to the signing of the contract, the name of the lessor, the length of the contract and the routes involved.

If the operator intends to extend the rental of an EASA Operator beyond the five-day, it must search for a different Operator. In case an aircraft from an EASA operator is not available, the flight(s) must be flown under the callsign of the leased operator.

9.16 Approval of customized standard masses

At the moment ACAA does not approve any customized standard masses to national operators. Therefore standard values from OPS 1.615 and 1.620 apply.

9.17 Short landing and steep approach operations

9.17.1 Introduction

A few aerodromes in the world require a steep angle approach capability. This chapter is written to provide information and guidance for inspecting staff. It is not specific to one aerodrome, and the principles applied could be transferred to any circumstance where steep approaches are required.

9.17.2 Definition of steep approaches

The majority of approaches are flown at glide slope angles of 3°. Angles up to 3½° are considered to be routine and within the capability of any certificated airplane. Approach angles greater than 3½°, but less than 4½° are unlikely to produce significant problems in normal operations, and accordingly there are no special rules. Operators using these approach angles should consult the aircraft manufacturer and satisfy themselves that the performance and handling characteristics of the aircraft are acceptable. Approach angles of 4½° or greater are defined as steep by the ACAA, although it should be noted that ICAO applies this definition to any approach angle greater than 3½°. Any approach angle greater than 4½° requires specific ACAA approval - the maximum so approved being 7½°.

9.17.3 Airworthiness approval

Airworthiness approval to make steep angle approaches will appear in the AFM. This will specify a maximum approach angle. If no such entry is contained the aircraft is assumed not to be certified for steep approaches.

Following modification by STC the aircraft may become capable of steep approaches. Operators may send the aircraft for modification in a suitable aircraft Part 145 approved maintenance organization for installation of EASA approved STC accepted by ACAA.

9.17.4 Considerations and concerns for operational clearance

Speed and flight path control becomes more demanding with increasing approach angle. The ability to track a steep approach path, especially to regain the glide slope from above, depends upon an aircraft having adequate residual throttle movement to make the necessary corrections.

Applications will specify whether approval is being sought for all engines operating or one engine inoperative. Consideration must be given to the procedures to be adopted in the event of an engine failure after commencement of the approach. This will include the go around in the landing configuration. Screen height is normally 50 ft. If reduced landing distance is being sought the data must be in the AFM. There is a common misunderstanding that steep approach clearance automatically allows reduced scheduled landing performance, but this has never been the case, and short field landing is a separate certification item, regardless of the approach path. Touchdown vertical velocity should not be greater than 6 ft/sec. Tailwind limit should be a maximum of 5 kts, unless test evidence has shown a higher figure is acceptable.

The following is a list of matters that must be addressed in the operations manual:

- Weather minima must be stated for operational and training flights, including acceptable headwind and crosswind limits;
- Performance data (including RTOM) is pre-calculated;
- Path guidance - internal, external, visual or instrument - is mandatory;
- MEL must reflect mandatory systems serviceability of items for steep approaches, including equipment limitations (GPWS, flight directors etc);

- The terms under which single pilot operation if appropriate to the aircraft type is permitted;
- Training may be partially conducted in an approved simulator, but some aircraft training is still required on steep approaches and go-arounds, both all engines operating and engine out. Each pilot should make a minimum of 3 approaches. Annual recurrent training may be addressed in an approved simulator or on the aeroplane, with emphasis on the go-around drill allied to an engine failure at this point.

For each airport, the aeroplane type must be acceptable to the Airport Director. Training approaches should be practised on PAPIS set to, at least 5½°. An initial visit to that airport would involve an ILS approach, go-around and landing in weather conditions not less than 3 kms visibility and 1.500 ft cloud base. This would enable the pilot to become familiar with the local terrain. An operator's first flight into the airport with that aircraft should have the assigned FOI on board to validate the training and hence clear the company for subsequent flights. The airport should be categorised as "C" (or equivalent) in the operations manual.

9.18 Approval of Alternative Training and Qualification Program

At the moment ACAA does not approve training programs that take advantage from the provisions of OPS 1.978.

9.19 Operation on more than one type or variant

At the moment Albanian CAA does not grant any approval for this provision.

9.20 Operations of performance class B airplanes

At the moment there are not Operators that require approvals under Appendix 1 to OPS 1.005(a).

9.21 Approval to carry manuals in electronic format (Electronic Flight Bag – EFB)

Although ICAO and EU legislation require the carriage of certain documents on board an aircraft in flight, the recent technology has shown that the information required could be stored and made available to the flight crew by means of a digital format.
The approval of EFBs is intended to cover the different methods of storing, retrieving and use of this information, so the operator remains responsible for ensuring the accuracy of the information used and that it is derived from verifiable sources.

The operator has to submit an application for the approval, attaching a compliance checklist with the provisions of JAA Leaflet n. 36.
The FOI evaluates the compliance checklist to establish if all the information is complete and to familiarize with the features of the software to be used. When satisfied that the basic elements of the Leaflet 36 are met, he/she requests an operational demonstration of the system by means of a cockpit flight inspection where:

- The EFB system is used as primary source of information;
- The flight crew has been previously instructed on the use of the new system;
- A paper backup is available in the cockpit;
- The flight sector is chosen among those of the Operator's network which allow for the maximum turnaround time and minimum complexity of ground operations in the departure or destination airports, as far as possible.

When satisfied of the operational demonstration and all the provisions of Leaflet 36 are met, the FOI prepares a report of the activity performed. The approval is formalized by the approval of amendments to the company Operations Manual according to the procedure in 9.8.

9.21.1 Permission not to carry only AFM

When an Operator requires only to be allowed not to carry the AFM due to Operations Manual believed to include all the necessary information, the FOI verifies at least the following conditions:

(a) The operations manual (OM) carried in the aircraft shall include the information shown in the limitations and emergency procedures section of the AFM.

(b) The performance instructions used for the operation of the aircraft shall be derived from the approved material contained in the performance section of the AFM.

(c) The normal and abnormal procedures shown in the AFM, or alternatives acceptable to the ACAA, shall be included in the operations manual (OM).

(d) The operator shall ensure that the operations manual (OM) carried on the aircraft is amended without delay and in any case within 28 days to reflect any changes to the limitations, emergency procedures and performance sections of the AFM.

(e) AFMs are to be kept in a place such that they are readily accessible for reference by engineering and operations staff, flight crew and the ACAA inspecting staff.

The permission is formalized by inserting relevant information in the Operations Manual part B, including the provision for availability of the AFM for consultation by any staff entitled to do so.

9.22 Operations with computerized mass and balance only

The Albanian CAA does not approve at the moment operations with computerized mass and balance as unique system to establish center of gravity position and compliance with weight limitations for a flight. For all commercial flights a printout of the loadsheet is requested to be available either in the main base or in the outstation.

9.23 Approval of non-commercial operations with complex aircraft

To be developed either when published EASA Part NCO or if a need for such approval is requested on a regular basis.

9.24 Criteria for acceptance of PostHolders

9.24.1 Accountable Manager

The operator applicant must appoint a manager (called "Accountable Manager") that has the authority to ensure that the activities subject to approval are financed and carried out in accordance with the standards required by applicable law. In particular, the Accountable Manager must:

- Understand and accept the applicable regulations;

- Ensure the availability of resources necessary to the activity subject to approval;

- Define and promote the safety and quality policy.

In the event that the proposed Accountable Manager is not the legal owner of the operator, it must demonstrate to ACAA that he has direct access to this person and that the financial resources which are made available, are appropriate to the needs of the operator.

The Accountable Manager can perform that function even if it is not mandatory that he is an expert on the technical aspects related to the continuing airworthiness of aircraft maintenance, flight operations and / or training (as appropriate) in the field of civil aviation. Anyway he has to demonstrate to ACAA a basic understanding of the rules relevant to the approval, and awareness of responsibilities and the role he took in ensuring that the organization operates in compliance with applicable regulatory standards.

ACAA may reject the proposal of appointment of an Accountable Manager when it has evidence that the person proposed, when he worked at another operator occupying a position of manager, has abused his role to not meeting the requirements of the applicable rules.

To the Accountable Manager should not be presented Mod.4 EASA. The "acceptance dell'Accountable Manager is done in conjunction to the presentation of the operations manual that contains the declaration of accountability from the Accountable Manager. Therefore it is not necessary to fill in and sign an EASA Form 4.

9.24.2 Post holders - Quality Manager - Safety Manager

The operator shall propose to the ACAA for acceptance the individuals identified to fill managerial roles provided by OPS 1, these roles are listed below:

- Flight Operations Post Holder;

- Crew Training Post Holder;

- Ground Operations Post Holder;

- Quality Manager.

- Safety Officer / Safety Manager

The ability to play the role is established jointly by the team of ACAA involved inspectors by examining experience and qualifications included in the documentation, and by an interview with the candidate in which they test the knowledge of applicable regulations and operational documentation of the operator .

Acceptance is formalized by the FOI by signing the EASA Form 4 that is delivered to the applicant and a copy is retained for ACAA records.

The positions listed above, based on the size of the organization, can be further divided into positions and / or combined as appropriate; the Operator must submit EASA Form 4 for each of the positions proposed. The operator's procedures should also determine who is the deputy of each manager in the event of prolonged absence and which are the task allowed to the deputy.

In the event that one or more candidates are not accepted, the operator must proceed as quickly as possible to a new proposal, to avoid the interruption of the approval process.

The proposal must be sent 90 days before the date of commencement of operations, together with all documentation intended for initial approval. For the amendment of the AOC, the proposal must be submitted at least 30 days before the scheduled takeover. These time limits are intended to allow the FOI planning and to make a prior evaluation of the documentation. Moreover, they are necessary to facilitate a reasonable period of familiarization and setting of the candidate on the organization and on the operation procedures. Only in exceptional cases, due to reasons of force majeure to be assessed, this period may be reduced to a minimum of 10 days.

The EASA Form 4 must contain a curriculum vitae and other relevant data deemed relevant to the qualifications for acceptance by ACAA. It is also a prerequisite to acceptance of the position of Post Holder organizational verification of the existence of a relationship of direct link to the Accountable Manager.

Flight Operations Post Holder

The person responsible for the management and supervision of all activities related to flight operations must demonstrate an adequate level of knowledge of the technical and operational rules and of the subjects specific to the sector in which he/she operates. He/She must also have a cultural level that could include aspects of operational-management within the sphere of its competence.

The standard requirements applied by ACAA are as follows.

Operators with aircraft certified with multiple flight crew:
- Airline Transport Pilot License (ATPL-A) or equivalent, not necessarily valid;
- Minimum 5 years documented experience as commander in air transport operators;
- At least 2 years experience in the field of coordination and management of flight operations, acquired in the same operator or in another operator with similar characteristics;
- Familiarity of processes and procedures of the Quality System;
- Knowledge of the language used by the operator and the languages in which documents are written;
- Knowledge of JAR-OPS and JAR-FCL documented through participation in courses;
- Knowledge of the contents of the Operations Manual and the specific permissions / approvals issued by ACAA to the operator;
- Knowledge of the rules and regulations in force relating to the function through documented participation in courses.

Operators with aircraft certified with a single flight crew:
- Commercial Pilot Licence (CPL-A) or equivalent, not necessarily valid;
- Documented experience of at least three years as commander in air transport operators;
- At least 1 year experience in the field of coordination and management of flight operations, acquired by the same operator or another operator with similar characteristics;
- Familiarity of processes and procedures of the Quality System;
- Knowledge of the language used by the operator and the languages in which documents are written;
- Knowledge of JAR-OPS and JAR-FCL documented through participation in courses;
- Knowledge of the contents of the Operations Manual and the specific permissions / approvals issued by ACAA to the operator;
- Knowledge of the rules and regulations in force relating to the function through documented participation in courses.

In the case relevant license of the candidate is not valid on a type / class of aircraft operated under the AOC, this requirement must be satisfied by his deputy. The Post Holder Flight Operations deputy is a role for which the OPS rule does not require a formal acceptance by the Authority, however, the professional profile and experience necessary to fill this position must be adequately related to the requirements of the Post Holder and stated in the Operations Manual.

Ground Operations Post Holder

The person in charge of ground operations of aircraft engaged in air transport, has the task to prepare and maintain, in accordance with regulations applicable, the procedures relating to the provision of ground handling services which should take into account:

- The type of aircraft operated;
- The procedures and limitations contained in the Operations Manual;

- Area of the operations approved by the Authority;
- Maintenance of programs approved for the operator;
- The characteristics, limitations, and approvals of the airports used.

Here it is guidance on the acceptance criteria:

- At least 4 years documented experience in air transport operators;
- Experience in coordination and management of field operations of land, acquired by the same operator or another operator with similar characteristics;
- Knowledge of principles governing the calculation of the mass and balance of aircraft;
- Knowledge of the national security program;
- Familiarity of processes and procedures of the Quality System;
- Knowledge of the language used by the operator and the languages in which documents are written by the manufacturer;
- Knowledge of OPS rule documented through participation in courses;
- Knowledge of the contents of the Operations Manual and the specific permissions / approvals issued by ENAC to the operator;
- Knowledge of the rules and regulations in force relating to the function through documented participation in courses.

Post Holder Crew Training

Below are listed the requirements that must be met by the head of the training of flight personnel:

- Type Rating Instructor (TRI) or Class Rating Instructor (CRI) of a type / class of aircraft operated under the 'AOC;
- Documented experience as commander of aircraft or helicopters (as applicable) from operators of air transport services;
- At least three years experience as TRI / CRI and TRE / CRE in actual operations or in simulator training on similar types of aircraft or helicopter (as applicable);
- Knowledge of procedures and methods of training of the crew, and operator training programs with respect to both the flight crew that the cabin crew;
- Familiarity of processes and procedures of the Quality System;
- Knowledge of the language used by the operator and the languages in which documents are written;
- Knowledge of OPS rule and JAR-FCL documented through participation in courses;
- Knowledge of the contents of the Operations Manual and the specific permissions / approvals issued by ENAC to the operator;
- Knowledge of the rules and regulations in force relating to the function through documented participation in courses.

In the case of candidate with qualifications of TRI or CRI is not valid on a type / class of aircraft operated under the AOC, this requirement must be satisfied by his deputy. The Post Holder Crew Training deputy is a role for which the OPS rule does not require a formal acceptance by the Authority, however, the professional profile and experience necessary to fill this position must be adequately related to the requirements of the Post Holder and stated in the Operations Manual.

Quality Manager

- At least 4 years documented experience in air transport operators with at least 1 year in the Quality Department;
- Knowledge of quality systems and auditing techniques through documented participation in courses;
- Knowledge of OPS rule documented through participation in courses;
- Experience in coordination and management acquired in the same operator or another operator with similar characteristics;
- Knowledge of the language used by the operator and the languages in which documents are written by the aircraft manufacturer;

- Knowledge of the contents of the Operations Manual and the specific permissions / approvals issued by ACAA to the operator.

Safety Manager

- At least 5 years documented experience in air transport operators with at least 2 year in management or coordination position;
- Knowledge of the contents of the Operations Manual and the specific permissions / approvals issued by ACAA to the operator;
- broad experience of operations and maintenance for the class of aircraft operated by the company;
- Knowledge of quality systems and auditing techniques through documented participation in courses;
- Knowledge of OPS rule documented through participation in courses;
- detailed knowledge of the Flight Data Monitoring Program, Air Safety Reports (ASRs), Maintenance Safety Reports (MSRs) and Ground Safety Reports (GSRs);of the Operator
- specific training on Human Factors, Risk Assessment, Safety Management System Operations/Maintenance Management Error documented through participation in courses
- Knowledge of the language used by the operator and the languages in which documents are written by the aircraft manufacturer

10 FORMS

10.1.1 OPS-01a – Application for initial issue of an AOC

Initial Application Form attached as separate file, see page 122

10.1.2 OPS-01b – Application for variation or renewal of an AOC

Renewal/Variation Application Form attached as separate file, see page 128

10.1.3 OPS-02 – Report for initial issue, variation, renewal of an AOC

Report initial/variation/renewal Form attached as separate file, see page 131

10.1.4 OPS-03 – Oversight Plan for AOC Holders

ALBANIAN CIVIL AVIATION AUTHORITY Oversight annual plan for AOC holders

Operator:	Year of reference:	AOC expiry date:	CAMO Approval:	Inspectors

Key to symbols: X: performed; Y: planned		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
AS	**Overall audit**												
VC	**Variations of AOC**												
O/1.1	*Organisation and infrastructure*												
O/1.2	*Quality System*												
O/1.3	*Operations manual*												
O/1.4	*Maintenance*												
O/1.5	*Records*												
O/1.6	*Training and Checking*												
O/1.7	*Ramp Inspections*												
O/1.8	*Flight Inspections*												
O/1.9	*Special approvals audit*												
O/1.10	*Outstations inspection*												
O/1.11	*Other*												

Edition n. _____

Prepared by Inspector _____ Data _____

Approved by (Director of Flight Safety) _____ Data _____

Attachment 1 – oversight plan instruction

The oversight plan must be annually drafted and kept updated with the progress of oversight activity. At the beginning of the year the symbol Y has to be inserted in the box corresponding to the week planned for the audit. When the audit is actually performed, insert the symbol "X" in the relevant box.

First edition for the year must be approved by the Director of Flight Safety. Minor amendments do not need the director's approval until the original edition is kept on the file. Final report of activities before renewal of AOC validity must contain the plan with the audit performed.

10.1.5 OPS-04 – Organisation and infrastructure audit

	Subject	Reference	Remark	OK/ NCR	Level
	A. Organisation and infrastructure				
1	Management structure	OPS 1.175, IEM OPS 175, ACJ OPS 1.175 (i), (j), and (k)			
2	Support personnel	OPS 1.175 (g)			
3	Office accommodation	Appendix 2 to OPS 1.175(c)(3)			
4	Operations centre, flight planning department	OPS 1.205, ACJ OPS 1.205, OPS 1.195, ACJ OPS 1.195, OPS 1.290			
5	Publishing facilities				
6	Outstations and/or overseas support facilities				
7	Secondary base				

10.1.6 OPS-05 – Quality system audit

	Subject	Reference	Remark	OK/ NCR	Level
	B. Operator's Quality System				
1	Quality Policy	AMC OPS 1.035 - 2.2, IEM 1.035			
2	Quality Management	OPS 1.035 (c and e), AMC OPS 1.035 - 4			
3	Quality Manual	OPS 1.035 (d), AMC OPS 1.035 - 4			
4	Quality assurance programme	OPS 1.035 (b), AMC OPS 1.035 -4.1			
5	Audit check-list	AMC OPS 1.035 -4.3.1			
6	Auditors	AMC OPS 1.035- 4.4.1			
7	Audit schedule and reports	AMC OPS 1.035- 4.7			
8	Corrective actions/follow-up system	AMC OPS 1.035- 4.8			

9	Quality System management evaluation	AMC OPS 1.035- 4.9			
10	Quality System records	AMC OPS 1.035- 4.10.2			
11	Quality System training	AMC OPS 1.035- 6.1.2			
12	Feedback to the Accountable Manager	OPS 1.035 (a)			
	C. Accident Prevention and Flight Safety Programme				
1	Accountable person	OPS 1.037) (a) (5)			
2	Policy not punitive	ACJ OPS 1.037 (a) (2)			
3	Risk Awareness	OPS 1.037) (a) (1)			
4	Evaluation of information	OPS 1.037) (a) (3)			
5	Flight Data Monitoring	OPS 1.037 (a) 4			
6	Corrective actions	OPS 1.037) (b)			
7	Monitoring of corrective actions	OPS 1.037) (c)			
8	Occurrence Reports	Appendix 1 OPS 1.1045 point 11			
9	Unlawful interference	OPS 1.1245			
10	Dangerous Good	OPS 1.1225, AMC OPS 1.1225			
11	Mandatory Occurrence Reports	Directive 2003/42/CE			

10.1.7 OPS-06 – Operations Manual audit

	Subject	Reference	Remark	OK/ NCR	Level
	D. Operations Manual				
1	Relevancy / Content	Appendix 1 OPS 1.1045			
2	Compliance with regulations	OPS 1.130, 1.192, 1.210, Appendix 1 OPS 1.1045			
3	Sufficient copies	OPS 1.1040 (f)			

4	Amendment procedure	Appendix 1 OPS 1.1045 A. 0.2			
5	Elements of the Operations Manual subject to approval	IEM OPS 1.1040(b)			

10.1.8 OPS-07 – Crew records audit

	Subject	Reference	Remark	OK/ NCR	Level
	H. Records cockpit/cabin/other personnel				
1	Crew records	Appendix 1 OPS 1/3.1065			
2	Licensing	OPS 1.965 (b) (2)+ (c)+ (d)+ (f)+ (g), Appendix 1			
3	Routine and special training	OPS 1.965, 1015, 1220, 1240, 1241, 1246, 1450			
4	Flight / Duty time limitations	OPS Q			

10.1.9 OPS-08 – Training and checking cockpit crew audit

	Subject	Reference	Remark	OK/ NCR	Level
	E. Training and Checking - Cockpit crew				
1	Training syllabi	Appendix 1 OPS 1.1045 D			
2	Training staff	JAR-FCL, OPS 1.943 (c)			
3	Facilities	JAR-FSTD			
4	Training organization	JAR-FCL, JAR-FSTD			
5	Recurrent training and checking	OPS 1.943			
6	Conversion training and checking	OPS 1.945			
7	Differences training and familiarization training	OPS 1.950			

8	Appointment as Commander	OPS 1.955			
9	CRM	OPS 1.965 a) 3. IV (A) and (B), 1.965 e) 1) and 2)			
10	Route and aerodrome qualification	OPS 1.975			
11	More than one type	OPS 1.980, Appendix 1 OPS 1.980, AMC OPS 1.980			
12	Training Records	OPS 1.985, IEM OPS 1.985			
13	User Approval FSTD	OPS 1.005 (d)			
14	LVTO Training and checking	OPS 1.450, Appendix 1 OPS 1.450			

10.1.10 OPS-09 – Training and checking cabin crew audit

	Subject	Reference	Remark	OK/ NCR	Level
	F. Training and Checking - Cabin				
1	Training syllabi	Appendix 1 OPS 1.1045 D			
2	Training staff	Appendix 1 OPS 1.1005 (a), 1.1010 (a) (1)			
3	Facilities				
4	Training organization				
5	Cabin Crew	OPS 1.988, 1.995			
6	SCCM	OPS 1.1000			
7	Initial training	OPS 1.1005, Appendix 1 OPS 1.1005			
8	CRM	Appendix 2 OPS 1.1005,1.1010, 1.1015.			
9	Recurrent training and checking	Appendix 1 OPS 1.1005 (i) Appendix 1 OPS 1.1015, OPS 1.1020 and Appendix 1 OPS 1.1020, Appendix 3 OPS 1.1005,1.1010,1.1015			
10	Conversion training and checking	OPS 1.1010, Appendix 1 OPS 1.1010, 1.1025,			
11	Familiarization	OPS 1.1012			

12	More than one type	OPS 1.1030			
13	Records	OPS 1.1035			

10.1.11 OPS-10 – Air Operator Certificate

REPUBLIKA E SHQIPERISE
REPUBLIC OF ALBANIA
MINISTRIA E PUNEVE PUBLIKE DHE TRANSPORTIT
MINISTRY OF PUBLIC WORKS & TRANSPORT
AUTORITETI I AVIACIONIT CIVIL
CIVIL AVIATION AUTHORITY

CERTIFIKATA E OPERATORIT AJROR
AIR OPERATOR CERTIFICATE (AOC)

No AL -XXX-

Autoriteti i Aviacionit Civil leshon kete Certifikate qe:
Civil Aviation Authority hereby certifies that

Shoqeria Ajrore "_____"
Airlines Company "_____"

Adresa/Address: _____

Ka plotesuar kerkesat e Certifikimit te Operatorit te pershkruara ne EU-OPS 1, Ligjin e Aviacionit Civil Shqiptar Nr 10040, date 22.12.2008 "Kodi Ajror" dhe amendimet e tij, Udhezimin e Ministrit te Puneve Publike dhe Transportit Nr. 92, date 28.09.2011 "Per miratimin e Rregullores mbi harmonizimin e kerkesave teknike dhe procedurave administrative ne fushen e aviacionit civil" Gjithashtu ky operator ka treguar kompetence ne plotesimin e OPERIMEVE TE TRANSPORTIT AJROR TREGTAR, sipas kushteve te Specifikimit te Operimeve bashkelidhur.

Has satisfied the Operator Certification requirements prescribed in EU-OPS 1, Albanian Civil Aviation Law No 10040, dated 22.12.2008 "Air Code", and subsequent amendments, Order of Minister of Public Works & Transport and No 92 dated 28.09.2011 "Approval of regulation on harmonization of technical requirements and administrative procedures in the area of civil aviation". The Company has been found competent to conduct COMMERCIAL AIR TRANSPORT OPERATIONS in accordance with the conditions of the attached Operations Specification.

Kjo Certifikate nuk eshte e transferueshme dhe, nese nuk ndryshohet, pezullohet ose anullohet, do te vazhdoje te jete e vlefshme deri ne daten e perfundimit te percaktuar me poshte.

The Certificate is not transferable and shall remain in force until specified date of expire, unless varied, suspended or revoked.

Data e Leshimit:
Date of issue _____

DREJTORI EKZEKUTIV I AVIACIONIT CIVIL
EXECUTIVE DIRECTOR OF CIVIL AVIATION
Ervin MINAROLLI
.....

Botimi nr :
Edition no.: _____

Firma.....**Vula**
Signature Stamp

10.1.12 OPS-11 – Specification to the Air Operator Certificate

REPUBLIKA E SHQIPERISE
REPUBLIC OF ALBANIA
MINISTRIA E PUNEVE PUBLIKE DHE TRANSPORTIT
MINISTRY OF PUBLIC WORKS & TRANSPORT
AUTORITETI I AVIACIONIT CIVIL
CIVIL AVIATION AUTHORITY

SPECIFIKIME TE CERTIFIKATES SE OPERATORIT AJROR No AL ____
Te Shoqerise Ajrore "_____"
SPECIFICATION TO THE AIR OPERATOR CERTIFICATE No AL ___
Of Airline Company "_____"

A) Tipat e operimit Types of Operations	*State the type of operations according to the JIP codes A1, A2 etc.*
B) Tipat e Avioneve Type(s) of Aircraft	*Enter the manufacturers and type-model of aircrafts in fleet*
C) Zona(t) e Operimit Area(s) of Operation(s)	*Enter the area according to ICAO regions or FIRs*
E) Autorizime te Veçanta/Miratime Special Authorizations/Approvals	*Enter the special authorisations according to the JIP codes E1, E2 etc., specifying the limitations In terms of RVR, DH, range when necessary*
F) Shenjat e Regjistrimit te Avionit Aircraft Registration Marks	*Enter the registration marks grouped by type of aircraft*
G) Emerimi i menaxhereve operacionale Nominated Postholders	*Enter the listo f nominated postholders or make Reference to the Ops Manual Part A page*

Drejtor Sigurise Ajrore
Director Flight Safety

.....

Firma **Vula**
Signature **Stamp**

Data e perfundimit: _____
Date of Expiry:

Data e Revizionimit: _____
Date of Revision:
Revizioni nr: _____
Revision no.:

10.1.13 OPS-12 – Checklist for Flight Inspections

Airline	Aircraft/ reg.	Date	Inspector	Route

Commander		First Officer		Senior CCM	
Name	License	Name	License	Name	License

	A. General	Reference	Remarks	OK/ NCR	Level
1	General flying				
2	PNF duties				
3	. CRM				
4	. SOP				
5	. Briefings				
6	. Pax briefing				
7	. Situation awareness				
	B. Flight preparation				
1	OFP, NOTAM, WX – contents and evaluation of Briefing package				
2	Crew Briefing				
3	Loadsheet				
4	Performance evaluation				
5	Airworthiness status check (ATL, HIL, DIL)				
6	Walk Around				
7	Pre-flight duties				
8	Cabin preparation				
9	Ground Handling				
10	Documents retaining on the ground				
	C. Flight execution				
1	Start-up and push back				

2	Briefing				
3	Use of headset				
4	T/O				
5	Climb				
7	Cruise				
8	Descent				
9	Approach				
10	Landing				
11	Charts utilisation				
12	Usage of the check lists				
	D. Utilization of systems				
1	FMS				
2	Auto Flight				
3	Anti Ice				
	E. Publication				
1	OM – revision, responsible persons, aircraft data.				
2	Jeppessen (availability, last revision, conditions)				
3	AFM (availability, last revision, conditions)				
	F. Personal appearance				
1	Personal hygiene				
2	Appearance-uniform				
3	Attitude				
4	ID				
5	Licenses and validations				
	G. Relations				
1	Cabin crew				
2	Other personnel				
3	Passengers				
	H. Cabin Crew				
1	Appearance				

2	Safety Demonstration				
3	Announcements				
	I. Security				
1	Flight crew security performance				
2	Cabin Crew security performance				
3	Maintenance security performance				
4	Security check reports				
5	Aircraft sealing				
	J. Post Flight				
1	Administrative duties				
2	Cockpit cleaning				
3	Maintenance liaison				

10.1.14 OPS-13 – Checklist for Ramp inspections

	Subject	Reference	Remark	OK/ NCR	Level
	I. Ramp				
1	Aircraft inspection	OPS 1.290 (b) (1-4)			
2	Loading	OPS 1.607, 1.620, 1.605, Ramp regulations			
3	Fuelling	OPS 1.305-3.07, Ramp regulations			
4	DG goods	OPS 1.1165			
5	De- and anti icing	OPS 1.345, Ramp procedures			
	J. Dangerous Goods Inspection				
1	Awareness' of the operator's employees	OPS 1.1165- OPS 1.1220			
2	Compliance with ICAO Technical Instructions	Compliance list			

	K. Flight Documentation				
1	Documentation to be used in both flight prep. and conduct of flight	OPS 1.625			
2	Recording	OPS 1.1065			
3	Where safety reports concerned follow-up action has been taken	Directive 2003/42/CE Appendix 1 OPS 1.1045 point 11			
	L. Navigational (Ground) Inspection				
1	Navigational documentation	OPS 1.125			
2	Conformity with Approvals	OPS 1.241			
3	Adequacy of information available to crew				
4	Minimum equipment levels	OPS 1.850			
	M. Equipment				
1	Navigation equipment	OPS K & L			
2	Emergency equipment	OPS K & L			
	N. Pre-flight preparation (Crew)				
1	Suitable accommodation				
2	Briefing material, flight and cabin crew	OPS 1.290, 1.135			
3	Sufficient time available				
4	Flight planning support				
5	Adequate communications				
6	Suitable transport, where necessary				
7	Compliance with procedures	OPS 1.085			
	O - Release of Flight/Dispatch				
1	Crew inspection of aircraft	OPS 1.890 (a) (1), AMC OPS 1.890 (a)			
2	Flight and Cabin Crew duties	Appendix 2 OPS 1.175 c) 1), 1.205, 1.210			

3	Management of defects	OPS 1.290			
4	Fuelling and de-icing procedures etc	OPS 1.305, 1.307, 1.345, 1.346			
5	Passenger boarding or cargo loading	OPS 1.346, 1.265, 1.285, 1.065			
6	Load sheet preparation	OPS 1.625, 1.610, 1.615, 1.620			
7	Aircraft security	OPS S, National Security program) EU. 185/2010 Commission Regulation			
8	External and internal securing	OPS 1/3.075, EU. 185/2010 Commission Regulation			

10.1.15 OPS-14 – Audit report template

Airline	Date	Inspectors
Operator's Personnel met		

Checklist used	√	Remark reference
OPS-04 Organisation and infrastructure		
OPS-05 Quality system/Safety Management system		
OPS-06 Operations Manual		
OPS-07 Crew records		
OPS-08 Training and checking cockpit crew		
OPS-09 Training and checking cabin crew		
OPS-12 Flight Inspections		
OPS-13 Ramp inspections		

NOTES	
Attachments	

Non Conformities / Findings				
Nr	Reference	Lev.	Discrepancy	Due date

Report Transmitted to:	

ACAA Inspectors	Signature

Quality Clearance		
Closing Date	Notes	Team Leader sign.

10.1.16 OPS-15a – User Approval Letter for FSTD

REPUBLIC OF ALBANIA
MINISTRY OF PUBLIC WORKS and TRANSPORT
CIVIL AVIATION AUTHORITY
Directorate of Flight Safety

Tirana on <*date*>

Company: <*Aircraft Operator*>

Subject: Flight Simulation Training Device

Civil Aviation Authority, in accordance with the Law No. 10040 date 22/12/2008 on "Albanian Air Code" amended by law No 10484 date 24.11.2011; Transport Minister`s Order No 92 date 28.09.2011 and the requirements of EU OPS 1.005 (d), based on the documentation submitted by the Company

A P P R O V E S

Flight Simulation Training Device

Type:	***<aircraft type>***
Engine:	***<engine type>***
Type of FSTD	***<FFS, FTD, FNPT, BITD which applicable>***
Approval level	**<enter the qualification level>**
Operator:	***<training organization>***
Certificate number:	***<JAR FSTD Approval certificate number>***

It can be used until ***<expiry date>*** by ***<Aircraft Operator>*** for the training and checking mentioned in the Company Operations Manual Part D. Limitations, if mentioned in the FSDT certificate or in this letter, must be adhered to.This letter is to be considered as the "simulator user approval" as mentioned in EU-OPS and JAR-FCL1.

_____<signature>_____

<name SURNAME>

DIRECTOR, Flight Safety

Form OPS 15a

10.1.17 OPS-15b – Application for User Approval of FSTD

Application Form attached as separate file, see page 132

10.1.18 OPS-16 - Check Audit Guide for Accident Prevention & Flight Safety program

TBD

10.1.19 OPS-17 - Gap Analysis Cheklist between Accident Prevention & FSP and SMS

SMS Requirements	Response (Yes/ No)	If yes, state where the requirement isaddressed, If no, record SMS processes that need further development
Component 1 - Safety Policy and Objectives		
Is a SMS with defined components/elements established, maintained and adhered to?		
Is the SMS appropriate to the size, nature and complexity of the organization?		
Is there a safety policy in place?		
Is the safety policy approved by the Accountable Manager?		
Is the safety policy approved by the Accountable Manager?		
Is the safety policy promoted by the Accountable Manager?		
Is the safety policy reviewed periodically?		
Does the safety policy clearly indicate which types of operational behaviors are acceptable or unacceptable?		
Is there a safety reporting policy that clearly includes the conditions under which reporter immunity from disciplinary action would be considered?		
Have safety objectives been established?		
Is there a formal process to develop safety objectives?		
Are safety objectives publicized and distributed?		
Is there a formal process to develop and maintain a set of safety performance indicators and safety performance targets?		
Has an Accountable Manager been identified?		
Does the Accountable Manager have responsibility for ensuring that the SMS is properly implemented and performing to requirements in all relevant areas of the organization?		
Does the Accountable Manager have control of the financial and human resources required to		

ensure the proper performance of the SMS?		
Have the safety accountabilities of all members of senior management been identified, documented and communicated throughout the organization?		
Has a qualified person been appointed to be the focal point for the daily operation of the SMS?		
Does the person appointed as focal point for the daily operation of the SMS fulfill the required job functions and responsibilities?		
Are the safety responsibilities and accountabilities of personnel at all levels of the organization defined and documented?		
Is there consolidated documentation that describes the SMS and the interrelationships between all its components?		
Has a documented procedure been established and maintained for identifying applicable regulatory requirements?		
Are regulations, standards and exemptions periodically reviewed to ensure that the most current information is available?		
Does the organization have an emergency response/contingency procedure appropriate to the size, nature and complexity of the organization?		
Have the emergency response/contingency procedures been documented, implemented and assigned to a responsible manager?		
Are the emergency response/contingency procedures been periodically reviewed?		
Does the organization have a process to distribute the emergency response/contingency procedures and to communicate the content to all personnel?		
Does the organization conduct drills and exercises with all key personnel at specified intervals, as applicable?		
Does this information reside or is it incorporated into approved documentation, such as the Operations Manual, Corporative Manual, Operator's Continuing Airworthiness Management Exposition, or the organization includes the information in a separate, controlled document?		
Does the organization have a records system that ensures the generation and retention of all records necessary to document and support operational requirements, and is in accordance with applicable regulatory requirements and industry best practices?		
Does the system provide the control processes necessary to ensure appropriate identification, legibility, storage, protection, archiving, retrieval, retention time, and disposition of records?		

Component 2 - Safety risk management		
Does the organization have areactive method that provides for the capture of internal safety information including hazard identification, occurrences and other data relevant to safety risk management?		
Is the reactive reporting process simple, accessible and commensurate with the size of the organization?		
Are reactive reports reviewed at the appropriate level of mgmt?		
Does the organization have a proactive method that provides for the capture of internal information including hazard identification, occurrences and other data relevant to safety risk management?		
Is the proactive reporting process simple, accessible and commensurate with the size of the organization?		
Are proactive reports reviewed at the appropriate level of management?		
Does the organization have a predictive method that provides for the capture of internal information including hazard identification, occurrences and other data relevant to safety risk management?		
Is predictive safety information reviewed at the appropriate level of management?		
Is there a feed back process to notify contributors that their reports have been received and to share the results of the analysis?		
Are corrective and preventive actions generated in response to safety data analysis?		
Is there a structured process for the analysis of risk associated with identified hazards, expressed in terms of severity, and probability of occurrence?		
Are there criteria for assessing risk in terms of tolerability (i.e., the acceptable level of risk the organization is willing to accept)?		
Does the organization have risk management control strategies that include corrective/preventive mitigation action of risks to an acceptable level?		
Are there procedures in place for the conduct of internal safety investigations?		
Component 3 - Safety assurance Is there a process in place to monitor and analyze safety trends?		
Do measures exist that ensure all reported occurrences and deficiencies are investigated?		
Is there a process to ensure that occurrences and deficiencies reported are analyzed to identify all associated hazards?		

Are corrective and preventative actions generated in response to event investigation and risk analysis?		
Does the organization have a process for evaluating the effectiveness of the corrective/preventive measures that have been developed?		
Are corrective/ preventive actions, including timelines, documented?		
Is there a process to evaluate the effectiveness of corrective actions?		
Does the organization have a system to monitor the internal reporting process and the associated corrective actions?		
Are regular and periodic reviews conducted regarding the organization safety performance, internal audit results, hazard and occurrence investigations, hazard and occurrence analysis results, internal/external feedback analysis results, status of corrective actions, follow-up actions from management reviews, changes that could affect safety, recommendations for improvement and sharing of best practices across the organization?		
Has the organization implemented self-evaluation processes, such as regularly scheduled safety audits, safety surveys, safety reviews, and safety studies?		
Is there an operationally independent audit function with the authority required to carry out an effective internal evaluation program?		
Does the audit system cover all functions, activities and organizations within the company?		
Are there defined audit scope, criteria, frequency and methods?		
Are there selection/training process to ensure the objectivity and competence of auditors as well as the impartiality of the audit process?		
Is there a procedure for reporting audit results and maintaining records?		
Is there a procedure outlining requirements for timely corrective and preventive action in response to audit results?		
Is there a procedure to record verification of action(s) taken and the reporting of verification results?		
Is a process in place for analyzing changes to operations or key personnel for risks?		
Does the organization perform periodic management reviews of safety critical functions and relevant safety issues that arise from the internal evaluation program?		
Component 4 - Safety promotion		
Is there a documented process to identify training requirements so that personnel are		

competent to perform their duties?		
Is there a process that measures the effectiveness of training?		
Is the organization's safety training incorporated into indoctrination training upon employment?		
Is there emergency response and response training for affected personnel?		
Does the safety training ensure that all personnel understand their responsibilities and accountabilities in regards to all safety management processes, decisions and actions?		
Are there communication processes in place within the organization that permit the safety management system to function effectively?		
Are communication processes (written, meetings, electronic, etc.) commensurate with the size and scope of the organization?		
Is information established and maintained in a suitable medium that provides direction in related documents?		
Is there a process for the dissemination of safety information throughout the organization and a means of monitoring the effectiveness of this process?		

10.1.20 OPS-18 – Operational Directive Form

	OPERATIONAL DIRECTIVE	
	P.O. N° number/year	**Issue date:** date of issuance
Subject:	Write here the title of the Directive.	
Applicability:	Describe in detail the applicability in terms of persons, activities, type of flights concerned	
Implementation	State the date of entry into force and accepted transitional measures, if any, before expiry date.	
Reference documentation:	List al the documents taken as a reference for the Directive	
Description:	Describe the unsafe conditions, the rules that require harmonization or developed by the Agency in need of implementation, or, again, the rules required to react immediately to a safety issue	
Required action:	Describe the technical content of the directive in terms of action to be done	
Contact:	Insert here the contact details of the person from ACAA who can provide additional information on the matter	

AIR OPERATOR'S CERTIFICATE
INITIAL APPLICATION FORM

Part A Submission of Application Form

This Form should be completed and submitted together with the appropriate application fee to:

Albanian Civil Aviation Authority
Flight Safety Directorate
Rruga Sulejman Delvina
P.O. box 205
Tirana

The completed application form and the application fee should reach the CAA at least 90 days before the date on which the Air Operator's Certificate is required to be effective.

A1. DETAILS OF APPLICANT

The particulars given should be those of the person/company who will be the Operator of the aircraft. If a business name is used it should be given. All "trading names" used should be specified. Any "trading name" adopted subsequent to the completion of the application form or the issue of the certificate should be notified to the CAA at the address above. The name(s) provided will be reflected on the Certificate when issued. The name(s) provided is (are):

a) an individual:
b) a company:

A1 a)

Surname: .....

Given Name: .....

A1 b)

Name of company: .....

Registration No: .....

Place of Registration: .....

Any other ACAA Approval held (quote Approval No.) .....

A1 c)

Trading Name (if applicable): .....

A1 d)

Address of Principal Place of Business: .....

.....

A1 e)

Address of Main Operating Base: .....

.....

A1 f)

Postal Address: (where all correspondence will be sent, if different from the other addresses) .....

.....

.....

A1 g)

Contact details of proposed certificate holder(s)

Phone No..... E-mail address: .....

Fax No: ..... Website address:.....

Please note: The ACAA may publish the above details of the AOC holder on public registry

Please complete the form in BLOCK CAPITALS using black or dark blue ink.

Part B Description of Management Organisation

An operator must have a management organisation capable of exercising operational control and supervision over any flight operated under the terms of the AOC. The information provided under this heading should give a clear picture of the chain of responsibility, appropriate to the size of the company, for all major aspects of management and of the arrangements for suitably qualified deputies to assume the functions of senior executives temporarily absent from duty. In addition, details of the accountable manager and nominated post holders are required. Complete sections B1, B2 and B3.

B1. THE ACCOUNTABLE MANAGER

The operator must have nominated an accountable manager who has corporate authority for ensuring that all operations and maintenance activities can be financed and carried out to an acceptable standard. Please complete.

Name: .....

Address: Principal place of business ☐ Main Operating Base ☐ Postal ☐.

Contact details of Accountable Manager

Phone No:..... Mobile No.: .....

E-mail address: .....Fax No: .....

Company title: .....

B2. POST HOLDERS

The operator must have nominated post holders, acceptable to the CAA, who are responsible for the management and supervision of the operation. Please complete and attach a Form 4 for each nominated post holder.

B2 a) FLIGHT OPERATIONS

Name: .....

Contact details

Phone No:..... Mobile No.: .....

E-mail address: .....Fax No: .....

Company title: ..... Form 4 attached ☐

B2 b) CONTINUED AIRWORTHINESS/MAINTENANCE SYSTEM

Name: .....

Contact details

Phone No:..... Mobile No.: .....

E-mail address: .....Fax No: .....

Company title: ..... Form 4 attached ☐

Please complete the form in BLOCK CAPITALS using black or dark blue ink.

B2 c) CREW TRAINING
Name: .....

Contact details

Phone No:..... Mobile No.: .....

E-mail address: .....Fax No: .....

Company title: ..... Form 4 attached ☐

B2 d) GROUND OPERATIONS
Name: .....

Contact details

Phone No:..... Mobile No.: .....

E-mail address: .....Fax No: .....

Company title: ..... Form 4 attached ☐

B3 a) QUALITY MANAGER
Name: .....

Contact details

Phone No:..... Mobile No.: .....

E-mail address: .....Fax No: .....

Company title: ..... Form 4 attached ☐

B3 b) ACCIDENT PREVENTION AND FLIGHT SAFETY PROGRAMME

Name: .....

Contact details

Phone No:..... Mobile No.: .....

E-mail address: .....Fax No: .....

Company title: ..... Form 4 attached ☐

B4. SUBMISSION OF OPERATIONS MANUAL
State when the Operations and Training Manuals will be available for presentation to the CAA. The minimum period required for initial review of these documents is 60 days. If manuals require amendment following initial review, then further time may be required before CAA final acceptance of the amended manual.

Operations Manual will be submitted:
.....

B5. PROPOSED DATE FOR COMMENCEMENT OF OPERATIONS
The completed application form and the application fee should reach the CAA at least 90 days before the date on which theAir Operator's Certificate is required to be effective. The interval between applications and grant or variation of a certificate will depend primarily upon matters within the control of the operator and no undertaking can be given that the CAA will be able to reach a decision within a particular period. Nevertheless, if after a period of 12 months the application process has not been substantially progressed,

the ACAA may refuse the application. The fee cannot be refunded in the event that an application is refused or withdrawn. References to periods during which an Air Operator's Certificate remains in force and the associated charges are raised shall be deemed to include periods during which the Certificate is suspended.

Proposed date for commencement of Operations: .....

Part C Description of Operation

This part of the form requires information on the type of operation the applicant plans to conduct. It could be operating from A to A or A to B and could be carrying passengers only, cargo only or both passengers and cargo. If the operation includes specialized activities (e.g. carriage of vehicles, live animals etc.) details are required. Details of the region where the applicant plans to operate are required for each aircraft type; only a brief description of the area of operation and/or routes is required at this stage. Finally, details of the aircraft to be operated, including type and registrations along with the proposed operating base(s), should be provided.

C1. TYPE OF OPERATION

State whether the aircraft will be used for commercial air transport of passengers and/or cargo. If the proposed operations include specialised activities (e.g. carriage of vehicles, live animals etc.) please give details.

	√/X	Details (if applicable)
A to A Operations	☐	
A to B Operations	☐	
And		
Passenger	☐	
Cargo	☐	
Passenger and Cargo	☐	

Details of specific Approvals required

Approval	√/X	Details (if applicable)
LVO	☐	
ETOPS	☐	
RVSM	☐	
MNPS	☐	
RNP-10	☐	
B-RNAV (RNAV-5)	☐	
P-RNAV (RNAV-1)	☐	
GNSS Approach	☐	
Dangerous Goods	☐	
HEMS	☐	
Others	☐	Please use the box below
Details of specialised activities		

C2. PROPOSED AREAS OF OPERATION

Give a brief description of the area of operation/routes for each aircraft type.

a) Aircraft Type: .....

Proposed area/routes of operation:.....

b) Aircraft Type: .....

Proposed area/routes of operation:.....

c) Aircraft Type: .....

Proposed area/routes of operation:.....

C3. AIRCRAFT AND OPERATING BASE DETAILS

In C3 a) give details of the aircraft types and registration marks of each aircraft owned or immediately available to the applicant for operation and the total number of each. If the aircraft are not currently available for inspection, give the date on which they will be available for such inspections. In addition, in C3 b) indicate the proposed operating base(s). The types defined in this section of the application form will, in addition, form the basis for investigations into the applicant's Part-M, Subpart G approval.

C3 a) AIRCRAFT DETAILS

Aircraft Manufacturer	Type	Registration	Date Available for Inspection	Airworthiness Review and ARC Issue? Yes/No

C3 b) OPERATING BASE DETAILS

List of Proposed Operating Bases

.....

.....

.....

Please complete the form in BLOCK CAPITALS using black or dark blue ink.

C4. AIRCRAFT MAINTENANCE

Please list the Continuinig Airwothiness Management and Aircraft Maintenance Organizations, being part of the Company or contracted, with their approval number. In case the approval is still ongoing, state this in the approval number column, state also if Application has been formally accepted (Yes or No).

Insert in the privileges what is applicable of:
AMO: Base and/or Line Maintenance
CAMO: Airworthiness Review and/or Permit to Fly authorized.

Name of CAMO and AMO	Privileges	Approval No.	Application (Y/N)

D. SIGNATURE BLOCK

I apply for the grant of an Air Operator's Certificate.

Signature:.....

.

Name (BLOCK LETTERS).....

Position: .....

Date: .....

Please complete the form in BLOCK CAPITALS using black or dark blue ink.

AIR OPERATOR'S CERTIFICATE RENEWAL/VARIATION APPLICATION FORM

Part A Submission of Application Form

This Form should be completed and submitted together with the appropriate application fee to:

Albanian Civil Aviation Authority
Flight Safety Directorate
Rruga Sulejman Delvina
P.O. box 205
Tirana

The completed application form and the application fee should reach the CAA at least 30 days before the date on which the Air Operator's Certificate renewal/variation is required to be effective. **Please use reference to documents attached if the space to describe variation is insufficient.**

Applicant name (company or individual)	Approval No.	Reason
		VARIATION ☐ RENEWAL ☐

Please state in the following boxes the required changes to the existing approval.

A1. DETAILS OF APPLICANT

Part B Description of Management Organisation

B1. CHANGE IN ACCOUNTABLE MANAGER/POST HOLDERS

Previous name.....Position.....

Name: .....

Address: Principal place of business ☐ Main Operating Base ☐ Postal ☐.

Contact details of the new nominated person

Phone No:..... Mobile No.: .....

E-mail address: .....Fax No: .....

Company title: ..... Form 4 attached ☐

Part C Description of Operation

C1. TYPE OF OPERATION

State whether the aircraft will be used for commercial air transport of passengers and/or cargo. If the proposed operations include specialised activities (e.g. carriage of vehicles, live animals etc.) please give details.

	√/X	**Details (if applicable)**
A to A Operations	☐	
A to B Operations	☐	
And		
Passenger	☐	
Cargo	☐	
Passenger and Cargo	☐	

Please complete the form in BLOCK CAPITALS using black or dark blue ink.

Details of specific Approvals required

Approval	√/X	Details (if applicable)
LVO	☐	
ETOPS	☐	
RVSM	☐	
MNPS	☐	
RNP-10	☐	
B-RNAV (RNAV-5)	☐	
P-RNAV (RNAV-1)	☐	
GNSS Approach	☐	
Dangerous Goods	☐	
HEMS	☐	
Others	☐	Please use the box below
Details of specialised activities		

C2. PROPOSED AREAS OF OPERATION

Give a brief description of the area of operation/routes for each aircraft type.

a) Aircraft Type: .....

Proposed area/routes of operation:.....

b) Aircraft Type: .....

Proposed area/routes of operation:.....

c) Aircraft Type: .....

Proposed area/routes of operation:.....

C3. AIRCRAFT AND OPERATING BASE DETAILS

C3 a) AIRCRAFT DETAILS

Aircraft Manufacturer	Type	Registration	Date Available for Inspection	Airworthiness Review and ARC Issue? Yes/No

C3 b) OPERATING BASE DETAILS

List of Proposed Operating Bases

.....

D. SIGNATURE BLOCK

I apply for the grant of an Air Operator's Certificate.

Signature:.....

.

Name (BLOCK LETTERS).....

Position: .....

Please complete the form in BLOCK CAPITALS using black or dark blue ink.

Date: .....

AIR OPERATOR'S CERTIFICATE
INITIAL/RENEWAL/VARIATION REPORT

Applicant name (company or individual)	Approval No.	Reason
		INITIAL ☐ VARIATION ☐ RENEWAL ☐

List of attachments

Attachment	√/X	Details or Remarks reference – Audit dates
Company Application	☐	
AOC draft	☐	
Operations Specifications draft	☐	
Audit reports	☐	
Oversight plan	☐	

Details of changes with respect to Application:

Remarks:

SIGNATURE BLOCK

I/we confirm that the applicant has been verified compliant for all the applicable requirements and all the actions required by the audit reports have been completed.

Inspector Signature:.....

Name (BLOCK LETTERS).....

Inspector Signature:.....

Name (BLOCK LETTERS).....

Date: .....

FSTD USER APPROVAL
APPLICATION / EVALUATION FORM

This Form should be completed and submitted together with the appropriate application fee to:

Albanian Civil Aviation Authority
Flight Safety Directorate
Rruga Sulejman Delvina
P.O. box 205
Tirana

Part A Training device details

Current/Previous User Approval expiry date: (For initial application state "INITIAL")	
JAR FSTD Approval / Certification No.	
Location :	
Aircraft type represented:	
Engine type(s):	
Approval Level	
Qualification Valid until: (Attach current Qualification Certificate)	
Restrictions:	

Part B Description of Training program

In this part reference should be made to the relevant part of OM-D for the training and checking intended to be done in the FSTD to be approved for use.

Training element	Operator already approved (Y/N)

Please complete the form in BLOCK CAPITALS using black or dark blue ink.

Part C Configuration Difference list

This part must list all the differences between the FSTD and the aircraft configuration with the following codes: S = FSTD configuration, A = aircraft configuration. Use as reference the ODR tables in AMC OPS 1.980(b)

			Compliance Level (See Part D)			
ATA Chapter	**Difference**	**Any effect on Flight?**	**Any effect on Procedures**	**Training**	**Checking Testing**	***See Part D**
Example:						
34 Navigation	S: PVD Installed A: PVD Not Installed	No	No	A	A	1
34 Navigation	S: TCAS on ND / MAP A: TCAS on IVSI	No	No	B	B	2

Part D Compliance method / remarks

Enter in this part the evaluation of the differences having regard to the training or checking to be performed

Note	Evaluation
	Example
1	PVD used by BA for LVTO
2	TCAS training shall be conducted by CBT (Module x)

ESIGNATURE BLOCK

I apply for the grant of the User Approval of the FSTD.

Signature:..... Date:.....

Name (BLOCK LETTERS).....

Position: .....CREW TRAINING POSTHOLDER.....

Please complete the form in BLOCK CAPITALS using black or dark blue ink.

Part F RESERVED TO ACAA

Flight Operations Inspector evaluation section

Enter the acceptance /rejection and conditions based on the Operator's evaluation of differences. Use the same numbers as stated in part D.

Note	Acceptance / Rejection explanation
	Example
1	Acceptable
2	Acceptable for Conversion training. Unacceptable for PC if TCAS in scenario

G. ACAA FOI SIGNATURE BLOCK

In accordance with current procedures in the ACAA Inspecting Staff Manual, I recommend the user approval of FSTD.

Signature:..... Date:.....

Name (BLOCK LETTERS).....

Position: .....FLIGHT OPERATIONS INSPECTOR.....

Please complete the form in BLOCK CAPITALS using black or dark blue ink.