



REPUBLIC OF ALBANIA



ALBANIAN CIVIL AVIATION AUTHORITY

GUIDANCE MATERIAL FOR AIR OPERATOR CERTIFICATION

ACAA- DFS-GM2-AOC
Issue: 01, Revision 00
Date: 20.06.2024

Approved by:

Maksim Et'hemaj
Executive Director of Albanian Civil Aviation Authority





Contents

0.1 Record of Amendments	3
0.2 Approval List	3
0.3 Revision table	3
0.4 Distribution List	4
0.5 Definitions & Acronyms	5
0.6 Abbreviations and Acronyms	5
1. Introduction	6
1.1 Background	6
1.2 Purpose	7
1.3 Related Regulations	7
2. Pre-Application Phase	7
3. Formal Application Phase	13
4. Document Evaluation Phase	14
5. Demonstration and Inspection Phase	15
6. Certification Phase	16
7. List of Appendixes	16
APPENDIX A	17
APPENDIX B	20
APPENDIX C	21
APPENDIX D	22
APPENDIX E	23
APPENDIX H	27
APPENDIX I	30

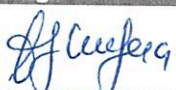



0.1 Record of Amendments

The table below describes the dates and reasons for the different amendments of the current procedure. A vertical black line on the left-hand side of the page identify the changes with the previous version.

Issue No.	Revision No.	Date	Amended by	Reason
01	00			Initial Issue

In case of major amendment, a new issue will be released to replace the existing procedure. In that case, all the page will identify with a new issue and the revision will set back to zero. For a minor amendment to some provisions, when only a few pages are modified a vertical black line on the left-hand margin of the page identifying the change of the existing version. Users can focus their attention to the changes identified.

0.2 Approval List

Action	Name and position	Date	Signature
Prepared by:	Mrs. Xhenifer Muco, Head of SFO	12.06.24	
Accepted by:	Mr. Alket Zani, Director of DFS	12.06.24	
Reviewed by:	Mr. Elton Kacagjeli, Specialist in SQSC Mrs. Krista Garo Head of SQSC, Mrs. Edlira Kraja Director of DLS	18.06.24 18.06.24 18/06/24	
Approved by:	Mr. Maksim Et'hemaj, Executive Director	20.06.24	



0.3 Revision table

Page #	Issue No.	Revision No.	Date	Edited by

0.4 Distribution List

Control #	Responsible Person	Type of Document
Original	SFO SSS	Hard Copy
Original (Electronic)	SFO	Electronic Copy

Note: In case of interested party involved in ACAA activities, access rights shall be given on case-by-case basis by the concerned Directorate/ Sector (s).

0.5 Definitions & Acronyms

Term	Definition
ICAO	International Civil Aviation Organization
ACAA	Albanian Civil Aviation Authority
DFS	Directory of Flights Standards
GM	Guidance Material
POPS	Prospective Operator's Pre-Assessment Statement
AOC	Air Operator Certificate
OPSSPECS	Operation Specifications
PM	Project Manager
FOIM	Flight Operation Inspector Manual
MEL	Minimum Equipment List
CDL	Configuration Deviation List
AMO	Approved Maintenance Organization

0.6 Abbreviations and Acronyms

Abbreviation or Acronym	Meaning
Agent for service	The person upon whom service of all notices and processes and all orders, decisions, and requirements of the Albanian Civil Aviation Authority shall be made.
Commercial air transport	An aircraft operation involving the transport of passengers, cargo, or mail for remuneration or hire.
Scheduled operation	An aircraft operation conducted by a commercial air transport operator for which the certificate holder or its representative offers in advance the departure location, departure time, and arrival location.
Charter operation	An operation for which the departure time, departure location, and arrival locations are specifically negotiated with the operator's customer or the customer's representative
Passenger carrying operation	Any aircraft operation carrying any person other than a crew member, company employee, authorized government representative, or person accompanying a shipment
Principal base of operations	The primary operating location of a certificate holder as designated by the ACAA

1. Introduction

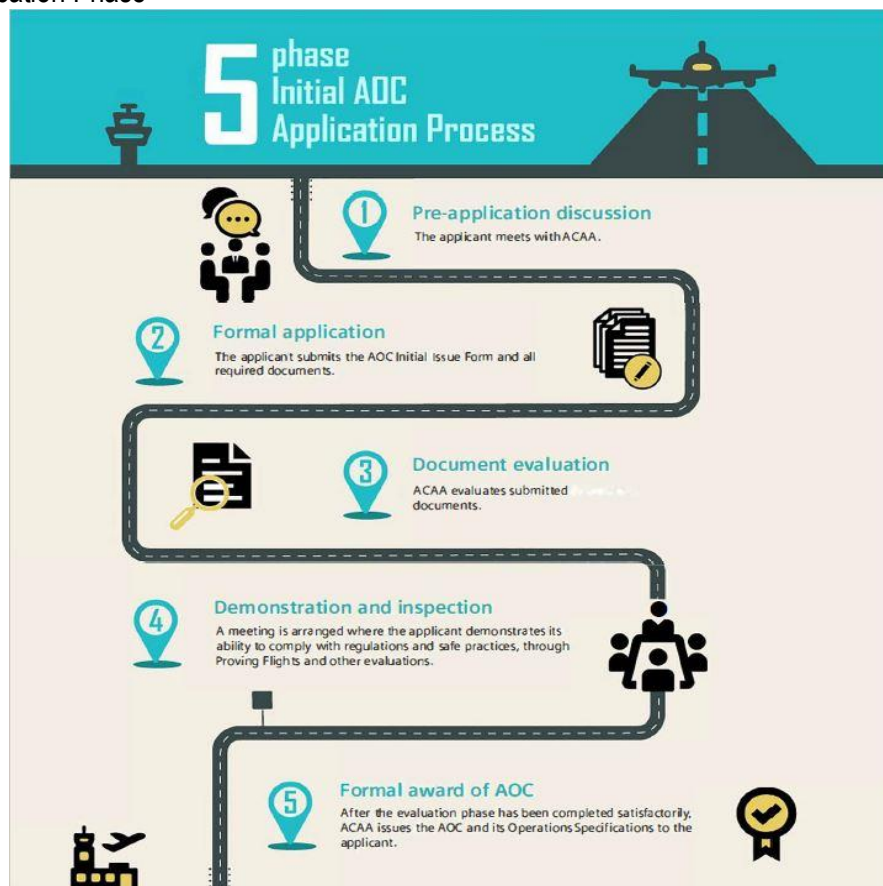
1.1 Background

The ACAA recognizes that commercial air transport operators are responsible for providing air transportation with the highest degree of safety possible in the public interest. The certification process is designed to ensure that prospective AOC holders understand and are capable of fulfilling this duty. When satisfactorily completed, the certification process should ensure that the operator is able to comply with Albanian Air Code 96/2020; Minister Orders; and the International Standards pertaining to the operation of aircraft, as published in relevant ICAO Annexes to the Convention on International Civil Aviation.

Note: The terms “applicant” and “prospective operator” are considered to have the same meaning and refer to an uncertificated entity. The terms “operator” and “AOC holder” are considered to have the same meaning and refer to a certified entity “Operations Specifications” may be used interchangeably with “OpsSpecs.”

There are five phases in the air operator certification process. Each phase is described in sufficient detail to provide a general understanding of the certification process. The five phases are:

1. Pre-Application Phase
2. Formal Application Phase
3. Document Evaluation Phase
4. Demonstration and Inspection Phase
5. Certification Phase



In some cases, the guidance and suggested sequence of events in this Guidance may not be entirely appropriate. In such situations, ACAA and the operator should proceed in a manner that considers existing conditions and circumstances. The operator, however, should not expect to be certificated until the ACAA is assured that the Albanian Air Code and Minister Order requirements will be complied with in an appropriate and continuing manner.

1.2 Purpose

This Guidance Material is intended to assist in the certification of a commercial air transport operator. The certification process is required to be followed by new applicants and by certificated operators who are amending their air operator certificates (AOCs). This GM describes the process of applying for and obtaining an AOC to conduct commercial air transport operations under the requirements of Minister Order 80/2023. The certification process may appear to be a complex undertaking, particularly to a first-time operator.

This GM provides basic information applicable to the certification process. The same certification process is used to amend the AOC of an existing operator, with the exception of not having to complete the Pre-Application Phase.

Because there are a variety of acceptable methods for preparing manuals, including training manuals, a detailed discussion of acceptable methods for preparing these documents is not included in this GM. Operators will be briefed in as much detail as necessary regarding the preparation of manuals and other required documents during meetings with Albanian Civil Aviation Authority (ACAA) personnel. The information and the reading material referenced in this GM will assist the operator in completing the process with minimal delays and complications.

This GM does not provide a detailed description of the process to be followed when the AOC applicant or existing operator proposes to conduct maintenance under the equivalent system of maintenance. When certification as an approved maintenance organization (AMO) is desired, the applicant or operator should refer to the appropriate airworthiness GMs for guidance. While the certification processes for the AMO and air operator will be similar, many of the actions to be taken in each phase will be specific to the certification of the AMO or AOC applicant. However, both the air operator and the AMO certification processes must be coordinated in the Demonstration and Inspection Phase.

1.3 Related Regulations

Applicable legislation for certification of an air operator:

1. Albanian Air Code 96/2023
2. Decision of Council of Minister 1095, 24.12.2020
3. Minister Order 80/2023 "Technical requirements for air operations in Albania"
4. Minister Order 78/2024 "For the safe transport of dangerous goods in Albania"

2. Pre-Application Phase

A. Initial Communication

The Pre-Application Phase consists of the initial inquiry and the pre-application meeting. As far in advance as possible of an anticipated start of operations, a prospective operator (or applicant) should contact the ACAA office and inform the ACAA of its intent to apply for an AOC. The prospective operator will be invited to meet briefly with ACAA personnel. During this initial meeting, only basic

information and general certification requirements will be discussed.

B. Prospective Operator's Pre-Assessment Statement (POPS ACAA-DFS-FOIM-104) (Appendix A)

If the prospective operator intends to proceed with certification, the POPS, ACAA-DFS-FOIM-104 will be furnished. A sample of this form with instructions for completing it is in Appendix A. The POPS should be completed and signed by the prospective operator. It should be accompanied by a Letter of Formal Application. Both documents should provide an overview of the proposed operation and key management personnel. The documents should be returned to the ACAA office for review, or they may be reviewed concurrently with the pre-application meeting.

C. POPS Review

ACAA personnel will review the POPS. If the information is incomplete or erroneous, the POPS will be returned to the prospective operator with the reasons for its return noted in the Remarks block in Section 2 of the statement. If the information is complete and acceptable, the ACAA will determine who will be assigned to the certification project and schedule a pre-application meeting with the prospective operator and the selected ACAA certification team members.

D. The Project Manager (PM)

The ACAA office will designate one certification team member as the PM. The PM is the official ACAA spokesperson throughout the certification project.

E. The Pre-Application Meeting

The purpose of the pre-application meeting is to confirm the information on the POPS and to provide additional certification information to the applicant. It is required that the prospective operator's key management personnel attend the pre-application meeting and be prepared to discuss in general terms the plans and specific aspects of the proposed operation. Many problems can be avoided by discussing all aspects of the proposed operation and the specific requirements which the applicant must meet to be certificated as an air operator.

F. Establishment of Working Relationships

It is important to establish good working relationships and clear understandings between the ACAA and the prospective operator's representatives. The ACAA recognizes that a wide range of capabilities and expertise exists among operators. This background experience will be considered by the ACAA during these initial meetings and the process will be adjusted as necessary.

G. Application Information Package

To help promote understanding throughout the certification process, an application information

package will be provided during the pre-application meeting. The application information package will include the following:

1. ACAA-DFS-GM2 Air Operator Certification,
2. ACAA-DFS-FOIM-102 Initial Variation AOC
3. ACAA-DFS-FOIM-104-Prospective Operator's Pre-Assessment Statement (POPS)
4. ACAA-DFS-FOIM-105 Air Operator Certification Schedule of Events
5. ACAA-DFS-FOIM-106 FORMAL APPLICATION LETTER
6. ACAA-DFS-FOIM-113 Form 4 Management Personnel
7. Compliance checklists and all other application forms applicable to their operation
8. Other publications or documents the PM believes will be useful to the operator

H. Sample Formal Application Letter ACAA-DFS-FOIM-106 (Appendix B)

Minister Order 80/2023, ORO.AOC.100 specifies that an application for an AOC shall be made in a form and manner acceptable to the ACAA and contain any information the ACAA requires the applicant to submit. Prospective operators must know the minimum documentation they must submit during formal application. Formal application must be made on either a form provided by the ACAA or by official letter requesting certification as an air operator. The Accountable Manager must sign the form or letter. If a letter is submitted, it should include a statement that the letter serves as formal application for an AOC. It should also contain the following:

- (1) the official name and business name, address, and mailing address of the applicant;
- (2) a description of the proposed operation, including the type(s), and number of aircraft to be operated;
- (3) a description of the management system, including organizational structure;
- (4) the name of the accountable manager;
- (5) the names of the nominated persons required by ORO.AOC.135(a) together with their qualifications and experience;
- (6) a copy of the operations manual required by ORO.MLR.100;
- (7) a statement that all the documentation sent to the competent authority have been verified by the applicant and found in compliance with the applicable requirements.

Certain documents must be submitted with the formal application. These documents, or attachments, are described in this GM and will be discussed in detail during the pre-application meeting.

I. AOC and Operations Specifications Application ACAA-DFS-FOIM-102 (Appendix G)

This document is used to describe the applicant's official request and intended authorizations, limitations, and privileges specific to the operator's operations.

J. Air Operator Certification and Schedule of Events ACAA-DFS-FOIM-105 (Appendix C)

The Schedule of Events is a key document that lists items, activities, programs, and aircraft and/or facility acquisitions that must be accomplished or made ready for the ACAA's inspection before certification. It should include dates when the crew members will start company indoctrination procedures. In addition, the Schedule of Events should include:

1. Dates when maintenance personnel training will start

2. When maintenance facilities will be ready for the ACAA's inspection
3. When each of the required manuals will be available for evaluation
4. When aircraft will be ready for inspection
5. When terminal facilities will be ready for inspection
6. When emergency evacuation demonstrations, ditching demonstrations, and demonstration flights are planned to be performed
7. When the chief training and checking officer and other approved persons will be assessed

The estimated dates must be logical in terms of sequence. For example, ground training for basic company procedures indoctrination for crew members should be scheduled to begin after the sections of the company manuals pertinent to crew member performance are scheduled to be completed and submitted. A reasonable amount of time should be provided for the ACAA to review, inspect, and approve each item or event when an approval is required before beginning a subsequent event or item. Failure to accomplish an item or event in a satisfactory manner or in accordance with the Schedule of Events could delay the certification. If at any time during the certification process the operator finds it necessary to revise the Schedule of Events, the PM should be notified as soon as practical.

K. Operations Manuals

These manuals, which may be issued in separate parts for specific users, contain information about the prospective operator's organization, general policies, procedures, and operational control policy and the duties and responsibilities of personnel. It is required that these manuals include instructions and information necessary to permit flight, ground, and contract personnel and any other personnel with operational control to perform their duties and responsibilities with a high degree of safety. Minister Order 80/2023, ORO.MLR.100 prescribe the content of these manuals. The entire manual system, as required by ORO.MLR.100, shall be completely developed at the time of formal application.

Minister Order 80/2023 requires that the Operations Manual include the following specific areas as per AMC3 ORO.MLR.100:

1. A GENERAL/BASIC
2. B AIRCRAFT OPERATING MATTERS — TYPE RELATED
3. C ROUTE/ROLE/AREA AND AERODROME/OPERATING SITE INSTRUCTIONS AND INFORMATION
4. D TRAINING

L. Training and Checking Manuals

Aircraft acquisition, facility arrangements, and certain training programme elements may not be fully developed at the time of formal application. The initial training curriculum portion of the applicant's Training Programme Manual (completed to the extent possible) must be attached to the formal application letter or form. Initial training curricula submitted with the formal application must include at least the following segments:

1. Company procedures indoctrination
2. Initial emergency equipment drills training

3. Initial aircraft ground training
4. Initial aircraft flight training

M. Management Structure and Qualification Attachment

1. ORO.GEN.200 establishes the basic management positions and the implementing standards establish minimum qualifications for air operators proposing to conduct scheduled or charter commercial air transportation operations. It may be possible to obtain an exemption from these required basic management positions and qualifications, depending on the complexity of the planned operation. Individuals assigned to the required management positions are expected to have a thorough knowledge of the operator's company manuals and draft OpsSpecs, the Minister Orders, and the planned operations relevant to the position. This attachment must contain resumes of the individuals' qualifications, licenses (including license numbers), ratings, and aviation experience for each of the following positions or their equivalents:

1. Accountable Manager;
2. Compliance Manager
3. Safety Manager
4. Flight Operations Nominated person
5. Crew Training Nominated person
6. Ground Operations Nominated person
7. CAMO Post Holder

If a change from the required management personnel is anticipated, that change should be noted in the formal application letter. The request for a change must be made in a separate letter, requesting an exemption to the regulations and presenting justification for the change. This request for a change should be made to the ACAA as soon as practical to enable the individual who will hold the position to be involved early in the certification process. The applicant must show that it is able to perform operations safely with fewer or different positions than those outlined in the requirements. The applicant's justification must take into account the size and scope of the prospective operation as well as the qualifications of intended personnel. The applicant must also show that the individuals can be reasonably expected to effectively perform the functions associated with their subject positions in accordance with ORO.GEN.200 and the procedures outlined in the proposed manual. The applicant shall complete the Application for Organization Management System (ACAA-DFS-FOIM-118 and ACAA-DFS-FOIM-241) and submit it to ACAA.

N. Documents of Purchase, Leases, Contracts, and/or Letters of Intent Attachments

These attachments should provide evidence that the operator is in the process of actively procuring aircraft, facilities, and services appropriate to the type of operation proposed. If formal contracts are not completed, letters or other documents showing preliminary agreements or intent will suffice until such date as determined by the ACAA. Examples of the types of equipment, facilities, and services that should be addressed in these documents are as follows:

1. Aircraft
2. Station facilities and services
3. Aeronautical weather information–gathering facilities and services
4. Communications facilities and services
5. Maintenance facilities and services
6. Maintenance contractual arrangements
7. Aeronautical charts and related publications
8. Aerodrome analysis and obstruction data
9. Contract training and training facilities

O. Statement of Compliance ACAA-DFS-FOIM-118, 119, 120, 121 (Appendix I)

Preparation of the Statement of Compliance benefits the applicant by systematically ensuring that all pertinent regulatory aspects are appropriately addressed during the certification process. This statement also serves as a master index to the applicant's manual system in order to expedite the ACAA's review and approval of the operation and manual system.

1. **Initial Statement of Compliance.** This attachment to the formal application letter should contain a complete listing of all the requirements pertinent to the proposed operation. Where the compliance information has been developed (e.g., the manual material submitted with the formal application), a manual reference or a description of the method of compliance must be entered next to the applicable regulatory section. For each pertinent part, each section of the regulation should be identified and accompanied by a brief description of, or preferably a specific reference to, a manual or other document. The brief description or reference must describe the method of compliance for each regulation listed. It is not acceptable to enter references such as "will comply," "noted," "understands," or "is aware of."
2. **Completed Statement of Compliance.** The Statement of Compliance shall be in the form of a complete listing of all Minister Order parts pertinent to the operation the applicant is proposing. This list should reference all subparts, sections, subsections, and paragraphs. Next to each paragraph or subparagraph, the applicant must provide a specific reference to a manual or other document and may provide a brief narrative description that describes how the applicant will comply with each regulation.

P. Financial Economic Authority and Legal Matters Assessment

This attachment should consist of written evidence that the applicant has undergone, is undergoing, or is scheduled to undergo a financial, economic, and legal matters assessment.

Q. List of Aircraft

This attachment should consist of a list of aircraft (by make, model, and series) that the applicant intends to operate.

R. List of Designated Destination and Alternate Aerodromes

This attachment is required if the applicant is applying for scheduled domestic or scheduled international operations.

S. Regulations (Appendix D)

A thorough understanding of pertinent regulations and advisory materials is critical to the success of the entire certification process. The operator and key management personnel must understand which regulations apply to the intended operation. A list of Albanian legislation and ICAO Annexes and documents, as applicable to various kinds and types of operations sought, is in Appendix D of this GM.

T. Coordination of Documents

During the Pre-Application Phase and throughout the certification process, the operator will have to prepare documents and manuals for the ACAA's evaluation and approval or acceptance. The operator is encouraged to informally coordinate drafts of these documents with the PM and other inspectors assigned to the certification project. Time spent on informal coordination can significantly reduce the workload for the operator and the inspectors once the formal application is submitted. The inspectors will give advice and guidance; however, the actual development of acceptable documents and manuals is always the responsibility of the operator.

3. Formal Application Phase

- A. The application for the initial issue of an AOC should be submitted at least 90 days before the intended start date of operation. The operations manual may be submitted later, but in any case, not later than 60 days before the intended start date of operation.
Application for an amendment made by an AOC holder must be submitted at least 30 days prior to the intended date of any operation under that amendment. It is recommended that the application should be submitted to the ACAA as far in advance of the proposed start-up or amendment date as possible.
 1. **Requirements of formal application.** It is essential during the pre-application meeting that the applicant has a clear understanding of the form, content, and documents required for the formal application. The applicant shall be informed that the formal application must be submitted to the ACAA office. The applicant should be encouraged to submit the formal application as far in advance as possible of the intended starting date.
 2. **Formal application letter or form.** The inspector shall inform the applicant that the formal application must be on a specific form provided by the ACAA (ACAA-DFS-FOIM-102);
 3. **Formal application package.** The various documents and attachments discussed during the pre-application meeting must be submitted with the formal application package. A proposed Schedule of Events should also be submitted.

The ACAA will review the formal application package to determine that it contains the required

information and attachments. If there are omissions or errors, the formal application and all attachments will be returned with a letter outlining the reasons for its return. If the operator has a good understanding of the requirements, the formal application should be of sufficient quality to allow any omission, deficiency, or open question to be resolved during the formal application meeting.

The operator's key management personnel should attend the formal application meeting. The purpose of the meeting is to discuss the formal application, resolve omissions and deficiencies, and answer questions from the different parties. For example, this meeting may be used to resolve questions concerning the applicant's formal application package or scheduling date conflicts or to ensure that the applicant understands the certification process. This meeting should also be used to reinforce open communication and working relationships.

If the formal application meeting is successful, the operator is provided with a letter acknowledging receipt and acceptance of the package. The ACAA's acceptance of a formal application does not constitute approval or acceptance of individual attachments. These documents will be evaluated thoroughly during subsequent phases of the certification process. If the formal application package is not accepted, it will be returned with a written explanation of the reasons for its return.

4. Document Evaluation Phase

- A. After the formal application package has been accepted, inspectors will begin a thorough evaluation of all the manuals and documents that are required by regulation to be submitted to the ACAA. The ACAA will endeavor to complete these evaluations in accordance with the operator's Schedule of Events. If a manual or document is incomplete or deficient, or if noncompliance with the regulations or safe operating practices is detected, the manual or document will be returned for corrective action. If the manuals and documents are satisfactory, they will be approved or accepted, as required by ORO.MLR.100.
- B. The complexity of the information which must be addressed in the operator's manuals and other documents depends on the complexity of the planned operation. The following list provides examples of information that must be provided by the operator and evaluated by the ACAA during this phase:
 1. Submitted application for AOC and Operations Specification, ACAA-DFS-FOIM-102;
 2. Statement of Compliance ACAA-DFS-FOIM-122, 123, 124, 125, 126
 3. Management Personnel Resumes providing qualifications and aviation experience;
 4. Aircraft Flight Manuals (AFM);
 5. Operations Manual (individual manuals and items listed below form part of the Operations Manual):
 6. Aircraft Operating Manual/Flight Crew Operating Manual;
 7. Minimum Equipment List/ Configuration Deviation List (MEL/CDL);
 8. Aircraft Performance Manual;
 9. Mass and Balance Control Manual;
 10. Aircraft Loading and Handling Manual or Ground Handling and Operations Manual;
 11. Route Guide;
 12. Training Manuals for Flight Crew, Cabin Crew, Flight Dispatchers, Operations Personnel and Ground Personnel;

13. Cabin Crew Manual and/or relevant manuals
14. Dangerous Goods Manual (if applicable, i.e. for applicants not intending to transport dangerous goods, a training programme shall be mentioned for all concerned on the identification and non-acceptance of Dangerous Goods);
15. Passenger Safety Cards;
16. Aircraft Search Procedure Checklist;
17. Operational Control Procedures, Dispatch, Flight Following, etc.
18. Safety Management System Manual;
19. Flight Safety Document System Manual (The applicant may include a document in the Quality Management System or Safety Management System Manual, as applicable);
20. Quality Management System Manual;
21. Security Program Manual;
22. Emergency Response Plan;
23. CAME;
24. AMP including maintenance schedule
25. Training Manual for maintenance personnel;
26. Plan for demonstration flights as applicable;

- C. The fully completed Statement of Compliance is the final evolution of the initial Statement of Compliance that was submitted with the formal application. The completed Statement of Compliance ensures that each pertinent regulatory requirement has been adequately addressed in the appropriate manuals, programmes, and/or procedures.

5. Demonstration and Inspection Phase

- A. The operator is required to demonstrate its ability to comply with regulations and safe operating practices before beginning actual revenue operations. These demonstrations include actual performance of activities and/or operations while being observed by ACAA inspectors. This includes onsite evaluations of aircraft maintenance equipment and support facilities. During these demonstrations and inspections, the ACAA evaluates the effectiveness of the policies, methods, procedures, and instructions as described in the operator's manuals and other documents. Emphasis is placed on the operator's management effectiveness during this phase. Deficiencies will be brought to the attention of the operator and corrective action must be taken before a certificate is issued.
- B. Although the Document Evaluation and the Demonstration and Inspection Phases have been discussed separately in this GM, these phases overlap or are accomplished simultaneously in actual practice. The following list provides examples of the types of items, equipment, facilities, and activities evaluated during the Demonstration and Inspection Phase:
1. Conduct of training programs (classroom, simulators, aircraft, flight, and ground personnel training)
 2. Crew member and Flight Operations Officer testing and certification
 3. Station facilities (equipment, procedures, personnel, fueling/defueling, de-icing/anti-icing, technical data)
 4. Record keeping procedures (documentation of training, flight and duty times, and flight papers)
 5. Flight control (flight supervision and monitoring system or flight following system)

6. Maintenance and inspection programs (procedures and record keeping)
 7. Aircraft (conformity inspections, aircraft maintenance records, etc.)
 8. MELs and CDLs (compliance with operating and maintenance procedures, etc., if applicable)
 9. Mass and balance programme (procedures, accuracy, and document control)
 10. Passenger emergency evacuation demonstration (aborted take-off demonstration and ditching demonstration, if applicable)
 11. Demonstration flights, including full-scale simulation of revenue operations to demonstrate the ability to operate independently, safely, and in compliance with all applicable requirements
- C. The Demonstration and Inspection Phase events discussed in this GM are applicable only to the certification of an air operator. AMO certification is addressed and conducted as a separate certification process.

6. Certification Phase

- A. After the Document Evaluation Phase and the Demonstration and Inspection Phase have been completed satisfactorily, the ACAA will prepare the AOC and approve the OpsSpecs. The OpsSpecs contain authorizations, limitations, and privileges specific to a newly certificated air operator. The air operator must acknowledge receipt of these documents.
- B. The AOC holder is responsible for continued compliance with requirements and the authorizations, limitations, and privileges of its certificate and OpsSpecs. As an AOC holder's operation changes, the OpsSpecs will be amended accordingly. The process for amending OpsSpecs is similar to the certification process. In some cases, it may be a less complex procedure depending on the subject of the amendment. The ACAA is responsible for conducting periodic inspections of the AOC holder's operation to ensure continued compliance with the applicable requirements and safe operating practices.

7. List of Appendixes

- Appendix A. Prospective Operator's Pre-Assessment Statement (POPS)
- Appendix B. Sample Formal Application Letter
- Appendix C. Air Operator Certification and Schedule of Events
- Appendix D. Applicable Regulations
- Appendix E. Certification Process Flow Chart
- Appendix F. Air Operator Certificate and Operations Specifications
- Appendix G. General Operations Manual
- Appendix H. Statement of Compliance Examples

APPENDIX A



Prospective Operator's Pre-Assessment Statement (POPS)

Prospective Operator's Pre-Assessment Statement (POPS)		
Section 1A. To be completed by all applicants		
1. Name and mailing address of the company (include business or trade name if different from the company name)		2. Address of the principal (main) base where operations will be conducted (include address of secondary base of operations, if appropriate)
3. Proposed start-up date (dd/mm/yyyy)	4. Requested company identifier(s) in order of preference	
	1.	2. 3.
5. Management and key staff personnel		
Name (surname, first name)	Title	Telephone, email, and address(include country code)
Section 1B. To be completed by applicant		
6. <input type="checkbox"/>		
<input type="checkbox"/> Air operator intends to arrange for maintenance and inspections of aircraft and associated equipment to be performed by other licensed or certificated maintenance providers (complete Blocks 7, 8, & 11)		
<input type="checkbox"/> Air operator intends to perform maintenance under an equivalent system (complete Blocks 7, 8, & 11) AMO (complete Block 8)		
7. Proposed type of operation (check as many as applicable)	<input type="checkbox"/> Passengers and cargo <input type="checkbox"/> Cargo only <input type="checkbox"/> Scheduled operations <input type="checkbox"/> Charter flight operations	
Section 1C. To be completed by the air operator		
9. Aircraft data		10. Geographic areas of intended operations and proposed route structure
Number and types of aircraft (by make, model, series, and national registration)	Number of passengers seats and/or cargo payload capacity	

Section 1D. To be completed by applicant		
11. Additional information that provides a better understanding of the proposed operation or business (attach additional sheets, if necessary)		
12. Proposed training (aircraft and/or simulators)		
13. Signature of the Accountable Manager denotes intent to apply for a CAA certificate as an air operator or AMO.		
Signature	Date (dd/mm/yyyy)	Name and title
Section 2. To be completed by the ACAA official		
14. Received by (name, title, and office)		Date received (dd/mm/yyyy)
Date forwarded to the head of the ACAA or designee (dd/mm/yyyy)	For: <input type="checkbox"/> Action <input type="checkbox"/> Information only	
Remarks		

Section 1D. To be completed by applicant		
11. Additional information that provides a better understanding of the proposed operation or business (attach additional sheets, if necessary)		
12. Proposed training (aircraft and/or simulators)		
13. Signature of the Accountable Manager denotes intent to apply for a CAA certificate as an air operator or AMO.		
Signature	Date (dd/mm/yyyy)	Name and title
Section 2. To be completed by the ACAA official		
14. Received by (name, title, and office)		Date received (dd/mm/yyyy)
Date forwarded to the head of the ACAA or designee (dd/mm/yyyy)	For: <input type="checkbox"/> Action <input type="checkbox"/> Information only	
Remarks		

APPENDIX B



FORMAL APPLICATION LETTER

[NAME OF APPLICANT]
[APPLICANT ADDRESS]
[DATE]

Albanian Civil Aviation Authority
Attn: [NAME],
Manager [ACAA ADDRESS]
Dear [NAME]:

This letter serves as formal application for a Civil Aviation Authority (CAA) of Albania, Air Operator Certificate. [NAME OF APPLICANT], initially intends to certificate and operate as a [SCHEDULED OR NONSCHEDULED PASSENGER, FREIGHT, OR MIXED PASSENGER AND FREIGHT] commercial air transport operation under _____. We intend to use (Number and Type) aeroplane(s) between (location) and (location). We have enclosed a copy of [(our report of) or (our filing with) (identify the STATE Agency of Transportation)] for a Financial Economic and Legal Matters assessment.

Our company will maintain its principal base of operations and corporate offices located at [APPROPRIATE ADDRESS]. Our maintenance base (if the company intends to conduct maintenance under its AOC) will be located at [APPROPRIATE ADDRESS]. [IF THE COMPANY INTENDS TO APPLY UNDER SEPARATE COVER FOR AN APPROVED MAINTENANCE ORGANISATION, STATE SO HERE.] A copy of our contract with [NAME OF MAINTENANCE ORGANISATION] is enclosed. Key management personnel, as required by 965/2012, Minister Order 80/2023, are as follows:

Accountable Manager – [POSITION TITLE AND NAME]
FONP – [POSITION TITLE AND NAME]
CTNP – [POSITION TITLE AND NAME]
GONP – [POSITION TITLE AND NAME]
SAFETY MANAGER – [POSITION TITLE AND NAME]
CAMO POST HOLDER – [POSITION TITLE AND NAME]
COMPLIANCE MANAGER – [POSITION TITLE AND NAME]

Also enclosed are the Air Operator Certification Schedule of Events and the initial Statement of Compliance which were agreed to at our last meeting with your representatives. We have retained the services of [POSITION TITLE, NAME, AND ADDRESS] as our agent for service.

Sincerely,

[NAME] [POSITION TITLE]

APPENDIX C

Air Operator Certification Schedule of Events							
1. Official name of company				2. Location address			
3. Mailing address (if different from location)				4. Pre-certification number			
ACAA Ref.	I. Pre-Application Phase	Scheduled Date	Revised Date	Inspector Initials	Date Received/ Accomplished	Date Returned for Changes	ACAA Rem.
	A. Initial orientation: Inspector _____ 1. Provide GM Air Operator Certification, to applicant						
	2. Provide other applicable publications and documents to applicant						
	3. Provide overview of certification process and scheduling information for pre-application meeting						
	B. Designate certification team (at least one operations and one maintenance inspector)						
	Name Specialty						
	PM						
Remarks							
	c. Conduct pre-application meeting Verify POPS information						
	2. Provide overview of certification process						
	3. Provide certification package containing:						
	a. Air Operator Certification Schedule of Events						
	b. Model OpSpecs						
	other applicable publications and documents						
	4. Explain formal application submissions						
Remarks							

APPENDIX D

SECTION 1 – Applicable Albanian Legislation

Albanian Air Code 96/2023
Decision of Council of Minister 1095, 24.12.2020
Minister Order 80/2023 “Technical requirements for air operations in Albania”
Minister Order 78/2024 “For the safe transport of dangerous goods in Albania”

SECTION 2 – Applicable ICAO Annexes for international operations (as revised)

Annex 1 to the ICAO Convention Personnel Licensing
Annex 2 to the ICAO Convention Rules of the Air
Annex 6 to the ICAO Convention Operation of Aircraft
Annex 8 to the ICAO Convention Airworthiness of Aircraft
Annex 10 to the ICAO Convention Aeronautical Telecommunications
Annex 11 to the ICAO Convention Air Traffic Services
Annex 12 to the ICAO Convention Search and Rescue
Annex 19 to the ICAO Convention Safety Management

SECTION 3 – Applicable ICAO documents for international operations (as revised)

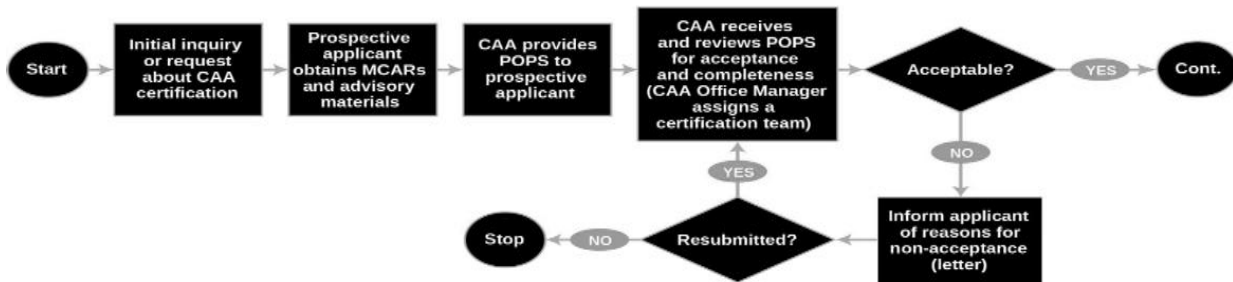
Circular 253-AN/151 Human Factors Digest No. 12 – Human Factors in Aircraft Maintenance and Inspection
Document 4444-AMT/501 Air Traffic Management
Document 7030 Regional Supplementary Procedures
Document 8168-OPS Procedures for Air Navigation – Aircraft Operations
Document 8335-AN/879 Manual of Procedures for Operations, Inspection, Certification and Continued Surveillance
Document 9284-AN/905 Technical Instructions for the Safe Transport of Dangerous Goods by Air
Document 9365-AN/910 Manual of All-Weather Operations
Document 9376-AN/914 Preparation of an Operations Manual
Document 9379-AN/916 Manual and Procedures for Establishment and Management of a State’s Personnel Licensing System
Document 9389-AN/919 Manual of Procedures for an Airworthiness Organization
Document 9642-AN/941 Continuing Airworthiness Manual
Document 9859-AN/474 Safety Management Manual (SMM)

APPENDIX E

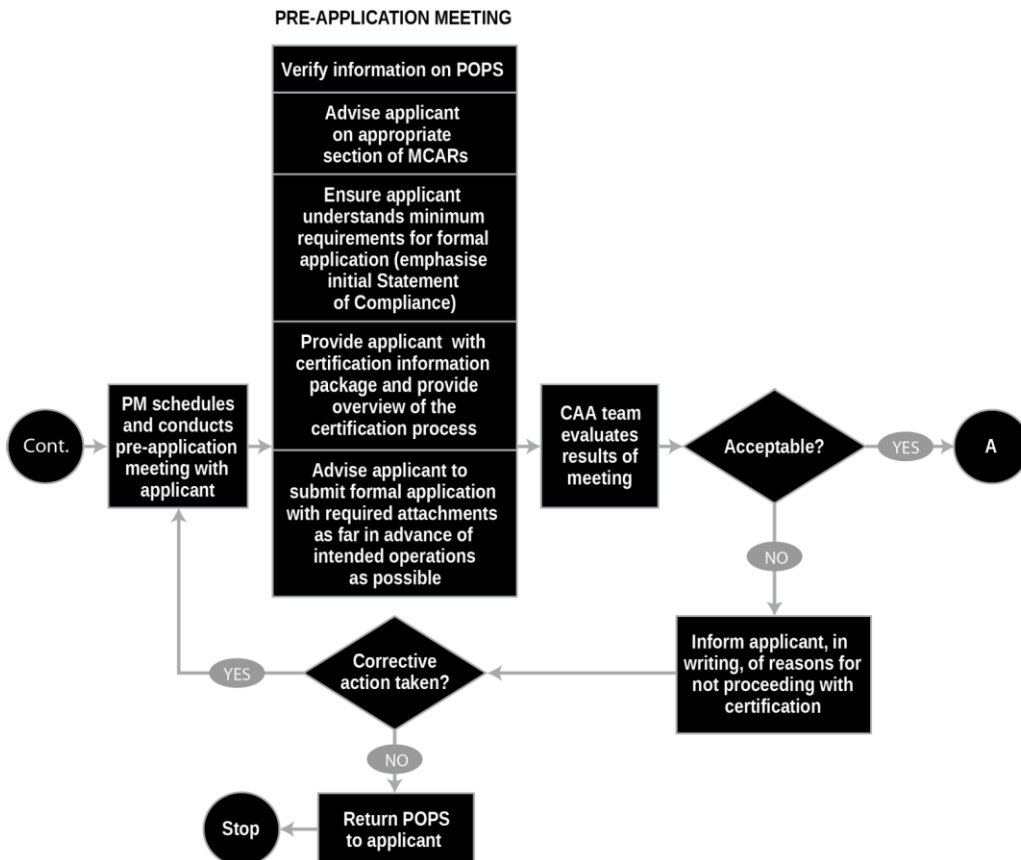
CERTIFICATION PROCESS FLOW CHART

The flow charts on the following pages are representative of the air operator certification process. This chart also represents the process for the certification of an approved maintenance organization.

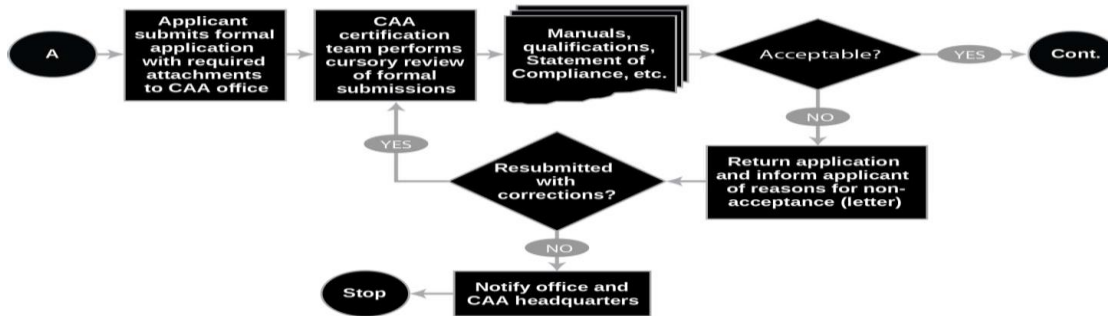
Pre-Application Phase
Air Operator Certification Process



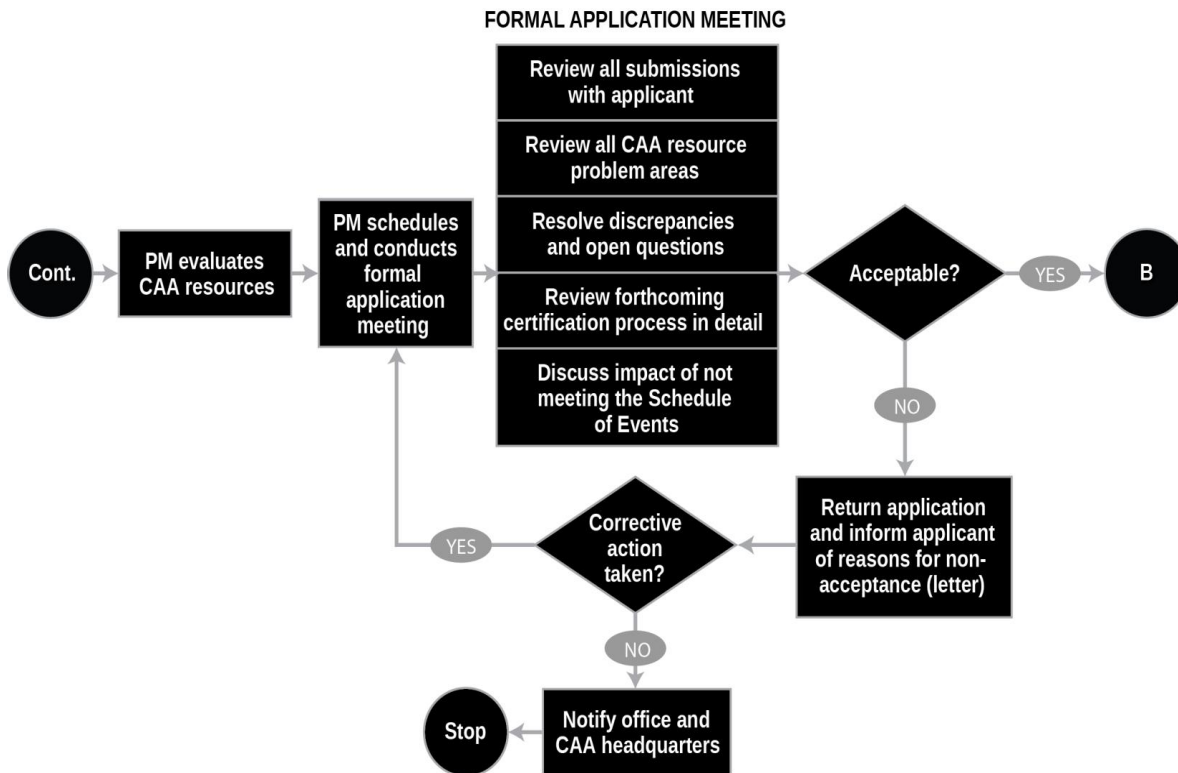
Pre-Application Meeting



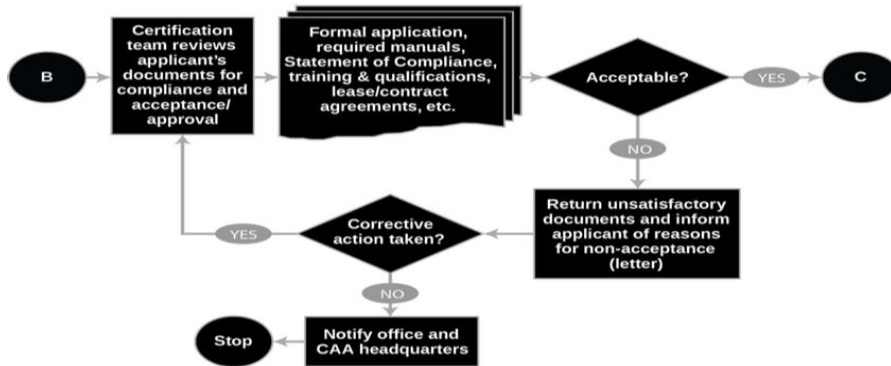
Formal Application Phase Air Operator Certification Process



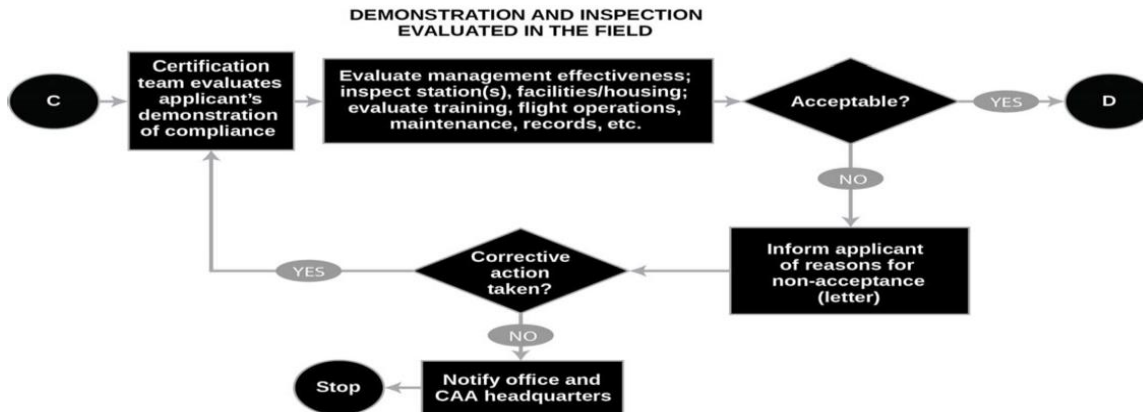
Formal Application Meeting



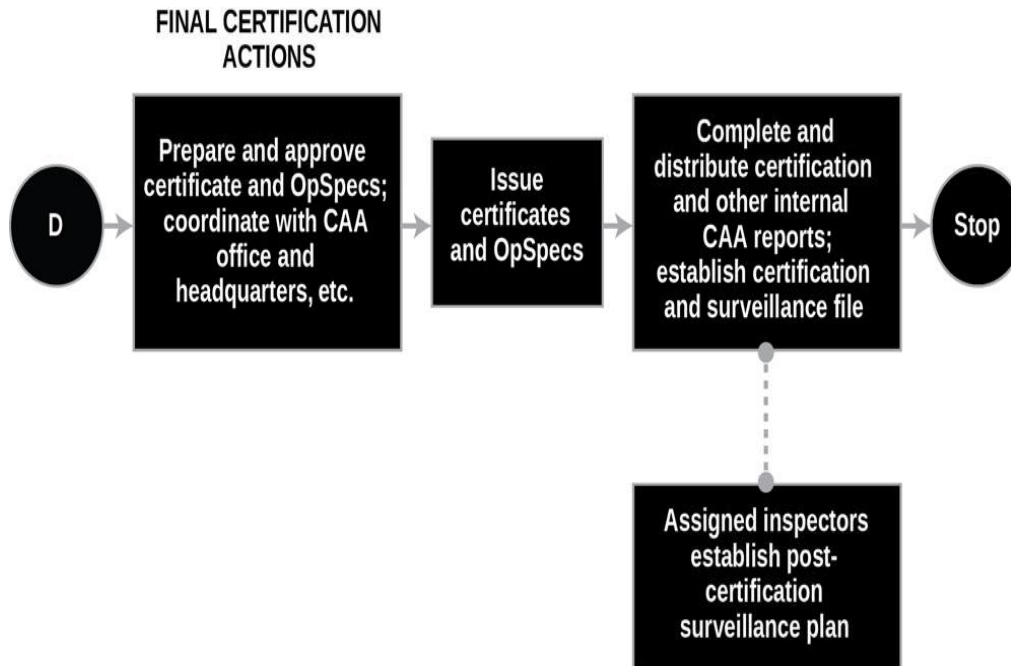
Documentation Evaluation Phase Air Operator Certification Process



Demonstration and Inspection Phase Air Operator Certification Process



Certification Phase Air Operator Certification Process



APPENDIX H

GENERAL OPERATIONS MANUAL – Minister Order 80/2023: Air Operations

The applicant should ensure that the manuals are in compliance with the ORO.MLR.100 and its related AMC-s as applicable to the applicant's operation. The following are examples of references that the manual should contain but not limited to:

- Duties and responsibilities of employees
- Easy to revise
- Revision control, each page dated
- References to appropriate regulations
- Retention of Records
- Records retention system
- Development of SOP-S for each phase of flight, crew briefings for departure and approach, developed checklists as an integral part of its SOPs, and instructed and/or trained its flight and cabin crew on how to use the SOPs.
- Cockpit Voice and Flight Data Recorder Records, instruction on preservation and if necessary, in safe custody pending their disposition, to the extent possible, in the event that the airplane becomes involved in an accident or incident
- Aircraft Technical Log
- Operations Manual and AFM with updated changes made mandatory or approved by the State of Registry
- Company general policies
- Flight dispatching and operational control, organizational and management system for the operational control of all flights in accordance with specific operating regulations applicable to aircraft operations with the related policies, processes, standards and procedures
- Organizational structure which includes the responsibilities and authority for the management of all ground handling functions
- Aircraft ground handling training requirements, subcontracting policies, handling processes, procedures and practices for all ground handling operations
- Maintain of its ground handling responsibility, when all or part of the functions and tasks related to ground handling services have been contracted to a service provider
- Instructions on the clarification and acceptance of air traffic control (ATC) clearances, particularly where terrain clearance is involved
- Instructions and training requirements on the avoidance of CFIT and Policy on the use of GPWS
- Policy, instructions, procedures and training requirements on the avoidance of collisions and the use of the ACAS
- Policy and procedures for flight crew to record and report on Routine meteorological observation during en-route, and climb-out phases of the flight; and special and other non-routine observations during any phase of the flight; and volcanic activity
- Procedures for the pilot-in command to report promptly to air traffic control (ATC) a suspected communicable disease, with transmission of the following information:
 - a) Aircraft identification;

- b) Departure aerodrome;
 - c) Destination aerodrome;
 - d) Estimated time of arrival;
 - e) Number of persons on board;
 - f) Number of suspected case(s) on board; and
 - g) Nature of the public health risk, if known
- Responsibilities of operations personnel regarding conduct of flight operations
 - Flight crew succession of command
 - Procedures for operating in adverse weather
 - Authority to countermand decisions
 - Crew member and operations personnel training
 - Procedures for refuelling
 - Pilot and dispatcher route/airport qualification procedures
 - Accident notification procedures
 - Organization and maintenance arrangements
 - Training Program Manual for all crews and operations personnel (Flight Crew, Cabin Crew, Flight Dispatcher, Instructors, Examiners etc)
 - Aircraft Operating Information Manual
 - Method for determining aerodrome operating minima for aeroplane operators
 - Method for determining heliport operating minima for helicopter operators
 - Aircraft Technical Log Entries – Journey Records Section
 - Designation of PIC for Commercial Air Transport
 - Required Cabin Crew Members
 - Carriage of Special Situation Passengers
 - Crew Member Checking and Standardization Program
 - Cockpit Check Procedure
 - Policy and procedures to enable cabin crew to discreetly communicate to flight crew in the event of suspicious activity or security breaches in the passenger cabin,
 - Procedure for the crew to evaluate a traveller with a suspected communicable disease, based on the presence of a fever and certain other signs or symptoms
 - Policy and procedures with respect to flight crew compartment access
 - Procedures to be followed when searching for a bomb; for inspecting an aircraft for concealed weapons, explosives and other dangerous devices; and appropriate course of action to be taken in case a bomb or suspicious object is found
 - Minimum Equipment List and Configuration Deviation List
 - Performance Planning Manual
 - Performance Data Control System
 - Aircraft Loading and Handling Manual
 - Mass and Balance Data Control System
 - Cabin Crew Member Operating Manual
 - Passenger Briefing Cards
 - Aeronautical Data Control System
 - Route Guide – Areas, Routes, and Aerodromes
 - Weather Reporting Sources
 - De-Icing and Anti-Icing Program
 - Flight Supervision and Monitoring System

- Managing Fatigue-Related Safety Risks
- Communications Facilities
- Documentation, implementation and maintaining a Flight Safety Documentation System
- Procedure of reviewing and implementation of all regulations on a regular basis,
- Lease Agreements
- Update of the AFM when specific changes occur that are made mandatory or approved by State of Registry
- Dangerous Goods procedures such as loading, segregation and inspection for damage or leakage procedures, establishment and implementation of initial and recurrent dangerous goods training program, relation of Dangerous Goods procedures with flight safety documents system of the air operator
- Procedures to convey information to emergency services and to appropriate authorities in the event of an incident or accident of an aircraft carrying dangerous goods

APPENDIX I

STATEMENT OF COMPLIANCE EXAMPLES

Method 1 – Statement of Compliance, Unacceptable Presentation

Method of compliance not developed at time of formal application:

Aeronautical Data Control System. This system is currently under development and will be submitted for approval on (date).

Method 2 –Statement of Compliance, Acceptable Presentation

Method of compliance fully developed – acceptable presentation at time of formal application:

Reporting Mechanical Irregularities

The air operator instructs the Pilot-in-Command (PIC) on the requirements for, and methods of completing, the aircraft technical log. The PIC is required to review the log before each flight and to ascertain the status of each previous entry. The MCM instructs maintenance personnel on the requirement to record irregularities discovered during pre-flight checks and other types of checks.

Method 3 – Statement of Compliance, Preferred Presentation

Reference method of compliance fully developed – preferred presentation at time of formal application:

De-Icing and Anti-Icing Program.
Flight Operations Manual (FOM) p. 129, para. 243;
Maintenance Control Manual (MCM) p. 45, para. 12.5.

OR

Supervised Line Flying – Pilots

- (a) OM p. 217, para. 237
- (b) OM p. 218, para. 238
- (c) OM p. 219, para. 240

Method 4 – Statement of Compliance, Preferred Presentation

Narrative method of compliance fully developed – preferred presentation at time of formal application:

Reporting Mechanical Irregularities

The OM, page 37-5, paragraph 35, instructs the Pilot-in-Command (PIC) on the requirements for, and methods of completing, the aircraft technical log. The PIC is required to review the log before each flight and to ascertain the status of each previous entry. The MCM page 58-33, paragraph 665(1)(A), instructs maintenance personnel on the requirement to record irregularities discovered during pre-flight checks and other types of checks.