



Department /Division: AVIATION SAFETY OPERATIONS
 Document Owner: EXECUTIVE: AVIATION SAFETY OPERATIONS
 Name of Document:
 Disclaimer:
 Corporate Turn Around Times:

SERVICE CHARTER: AVIATION SAFETY OPERATIONS
1. ALL TURNAROUND TIMES ARE SUBJECT TO ALL DOCUMENTS AND OTHER REQUIREMENTS BEING MET. 2. ALL EFFORT WILL BE MADE TO MEET THE SLA TURNAROUND TIMES. IT IS NOTED THAT THE SLA MAY BE SUBJECT TO OTHER FACTORS EXTERNAL TO THE RELEVANT DIVISION, IN WHICH CASE THE RELEVANT RESPONSIBLE PERSON WILL COMMUNICATE WITH AFFECTED CLIENTS FREQUENTLY.
1. EMAILS ANSWERED WITHIN 3 WORKING DAYS 2. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
1. AIRWORTHINESS - ENGINEERING				
Airworthiness Engineering	1. Modification and Repairs 2. Experimental C of A 3. Noise Certificate 4. Type Certificate 5. Type Acceptance Certificate 6. Supplemental Type Certificate 7. Type Approval Certificates	1. Application form 2. Letter of intent	1. 3 months: Modification and Repairs 2. 10 working days: Experimental C of A 3. 10 working days: Noise Certificate 4. 3 to 5 Years: Type Certificate 5. 6 months on average: Type Acceptance Certificate 6. 8 months on average: Supplemental Type Certificate 7. 12 months on average: Type Approval Certificates	1. 1 st Level: Manager: Airworthiness Engineering - 5 working days 2. 2 nd Level: Senior Manager: Airworthiness - 5 working days 3. 3 rd Level: Executive: ASO - 5 working days 4. 4 th Level: Director of Civil Aviation - 5 working days



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	<ol style="list-style-type: none"> 8. ZA-TSO 9. ZA-PMA-Design org app 10. Export Airworthiness Tag 11. Design organisation approval 12. Design organisation amendment or renewal 13. Manufacturing organisation approval 14. Manufacturing organisation amendment or renewal 15. Proving Flight Authorisation 16. Amateur Aircraft Certification (Build 		<ol style="list-style-type: none"> 8. 6 months on average: ZA-TSO 9. 6 months on average: ZA-PMA 10. 30 working days: Export Airworthiness Tag 11. 12 months: Design organisation approval 12. 45 working days: Design organisation – Amendment 13. 12 months: Manufacturing organisation approval 14. 45 working days: 14. Manufacturing organisation – Amendment 15. 20 working days: Proving Flight Authorisation 16. 2 months days: Amateur Aircraft
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	number) 17. Initial Authority to Fly (New constructed or Rebuild aircraft only) 18. Initial C of A (Newly Manufactured aircraft only)		Certification (Build number) 17. 20 working days: Initial Authority to Fly (New constructed aircraft) 18. 3 months on average: Initial C of A (Newly Manufactured aircraft only)	
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Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
2. AIRWORTHINESS – AIRCRAFT MAINTENANCE ORGANISATIONS				
Aircraft Maintenance Approval	1. Issue of AMO certification	1. Application registration documentation through: <ul style="list-style-type: none"> • Email • Walk- in client • Courier documents 	1. 6 months	1. 1 st Level: Manager: AMO - 5 working days 2. 2 nd Level: Senior Manager: Airworthiness - 5 working days 3. 3 rd Level: Executive: ASO - 5



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				working days 4. 4 th Level: Director Civil Aviation - 5 working days
Aircraft Maintenance Amendment or Renewal	1. Aircraft Maintenance -Amendment, Renewal	1. Application registration documentation through: <ul style="list-style-type: none"> • Email • Walk- in client • Courier documents 	1. 45 working days from date of audit - Aircraft Maintenance – Amendment 2. 30 working days from date of audit - Aircraft Maintenance – Renewal	1. 1st Level: Manager: AMO - 5 working days 2. 2nd Level: Senior Manager: Airworthiness - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director Civil Aviation - 5 working days
Aircraft Maintenance Report Findings	2. Report findings	2. Application registration documentation through: <ul style="list-style-type: none"> • Email • Walk- in client • Courier documents 	3. 5 working days	5. 1st Level: Manager: AMO - 5 working days 6. 2nd Level: Senior Manager: Airworthiness - 5 working days 7. 3rd Level: Executive: ASO - 5 working days



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				8. 4th Level: Director Civil Aviation - 5 working days
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Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
3. AIRWORTHINESS – AIRCRAFT REGISTRATION & INSPECTION				
Registration, Deregistration and Change of Ownership an Aircraft	1. Registration of Aircraft 2. Change of Ownership 3. Duplicate Certificate of Registration 4. Cancellation of Registration,	1. Application registration documentation through: <ul style="list-style-type: none"> Email Walk- in client Courier documents 	1. 10 working days for Registration of New Aircraft 2. 5 working days for Change of Ownership 3. 5 working days for Duplicate Certificate of Registration 4. 5 working days for Cancellation of Registration	1. 1 st Level: Manager: AR&I - 5 working days 2. 2 nd Level: Senior Manager: Airworthiness - 5 working days 3. 3 rd Level: Executive: ASO - 5 working days 4. 4 th Level: Director of Civil Aviation -5 working days



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	<ol style="list-style-type: none"> Certificate of Cancellation: Export, deletion Confirmation of non-registration Application for amendment: Change address, Modification, Co.name, Endorsement 		<ol style="list-style-type: none"> 5 working days for Certificate of Cancellation: Export, deletion 5 working days for Confirmation of non-registration 5 working days for Application for amendment: Change address, Modification, Co.name, Endorsement 	
Mortgaging	<ol style="list-style-type: none"> Registration of New Mortgage Discharging a Mortgage Registering a Cession 	<ol style="list-style-type: none"> Application registration documentation through: <ul style="list-style-type: none"> Email Walk- in client Courier documents 	<ol style="list-style-type: none"> 10 working days for registration of new mortgage 10 working days for discharging a mortgage 10 working days for registering a cession 	<ol style="list-style-type: none"> 1st Level: Manager: AR&I - 5 working days 2nd Level: Senior Manager: Airworthiness - 5 working days 3rd Level: Executive: ASO - 5 working days 4th Level: Director of Civil Aviation - 5 working days
Issue, Reissue or Export of Certificate of Airworthiness	Inspection of Aircraft to issue Certificate of Airworthiness or Authority to Fly	Application registration documentation through:	4. 30 working days	<ol style="list-style-type: none"> 1st Level: Manager: AR&I - 5 working days



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and Authority to Fly		<ul style="list-style-type: none"> • Email • Walk- in client • Courier documents 		<ol style="list-style-type: none"> 2. 2nd Level: Senior Manager: Airworthiness - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Approval Maintenance Programme	<ol style="list-style-type: none"> 1. Maintenance Programme Approvals (AMP) 	<ol style="list-style-type: none"> 1. Application registration documentation through: <ul style="list-style-type: none"> • Email • Walk- in client • Courier documents 	<ol style="list-style-type: none"> 1. 30 working days for issuance of the certificate subject to documentation being compliant 	<ol style="list-style-type: none"> 1. 1st Level: Manager: AR&I - 5 working days 2. 2nd Level: Senior Manager: Airworthiness - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Special Flight Permit	<ol style="list-style-type: none"> 1. Issuing of Special Flight Permit 	<ol style="list-style-type: none"> 1. Application registration documentation through: 	<ol style="list-style-type: none"> 1. 14 working days 	<ol style="list-style-type: none"> 1. 1st Level: Manager: AR&I - 5 working days 2. 2nd Level: Senior Manager:



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		<ul style="list-style-type: none"> • Email • Walk- in client • Courier documents 		Airworthiness - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Annual Renewal of Certificate of Airworthiness and Authority to Fly	1. Document assessment to facilitate renewal of C of A and ATF as per client application made 60 days ahead of expiry	1. Application registration documentation through: <ul style="list-style-type: none"> • Email • Walk- in client • Courier documents 	1. 20 working days	1. 1st Level: Manager: AR&I - 5 working days 2. 2nd Level: Senior Manager: Airworthiness - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Mass and Balance Approval	1. Approval of Mass & Balance based on last weighing report submitted by client	1. Application registration documentation through: <ul style="list-style-type: none"> • Email 	1. 5 working days	1. 1st Level: Manager: AR&I - 5 working days 2. 2nd Level: Senior Manager: Airworthiness - 5 working days



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		<ul style="list-style-type: none"> Walk- in client Courier documents 		3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
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Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
4. AVIATION MEDICINE				
Verification process	1. Quality assurance and oversight of medical documents submitted by DAME by Medical Assessors & P. Nurses on behalf of the Director.	1. Applicant and DAME submission of medical form: <ul style="list-style-type: none"> Online submission Manual submission through post Email submission 	1. 1 to 2 months for Class 1 3 months for other classes	1. 1 st Level: Senior Manager: AVMED - 5 working days 2. 2 nd Level: Executive: ASO - 5 working days 3. 3 rd Level: Director of Civil Aviation - 5 working days



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Initial & Renewal Designation of Medical Examiners	1. Designation and Renewal of Aviation Medical Examiners	1. Submit application for annual renewal	<ol style="list-style-type: none"> 1. 30 working days to complete designation 2. 10 working days for DCA Certificate 	<ol style="list-style-type: none"> 1. 1st Level: Senior Manager: AVMED - 5 working days 2. 2nd Level: Executive: ASO - 5 working days 3. 3rd Level: Director of Civil Aviation - 5 working days
Designation of First Aid Examiners & Instructors	1. Designation of First Aid Examiners & Instructors	1. Submit application for annual renewal	<ol style="list-style-type: none"> 1. 30 working days to complete designation 2. 10 working days for DCA Certificate 	<ol style="list-style-type: none"> 1. 1st Level: Senior Manager: AVMED - 5 working days 2. 2nd Level: Executive: ASO - 5 working days 3. 3rd Level: Director of Civil Aviation - 5 working days
Issue foreign medical	1. Assurance of Foreign Medical Certificates/Validation Assessor &	1. Applicants foreign medical documents submission	1. 2 weeks if case is not complicated	<ol style="list-style-type: none"> 1. 1st Level: Senior Manager: AVMED - 5 working days 2. 2nd Level: Executive: ASO - 5



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	Administer/Coordinator			working days 3. 3rd Level: Director of Civil Aviation - 5 working days
Aero Medical Committee Coordination and Meetings	1. Adjudication of complicated cases by the Aero Medical Panel, cases are presented by the Medical Assessors, Professional Nurses and coordinated by the Admin Support Team	1. Submission of documents by the DAME or the identification by the Medical Assessors or Professional Nurses	1. 7 Working Days	1. 1st Level: Senior Manager: AVMED - 5 working days 2. 2nd Level: Executive: ASO - 5 working days 3. 3rd Level: Director of Civil Aviation - 5 working days
Appointment of the Aeromedical Committee Members	1. Appointment of the Aeromedical Committee Members	1. Admin/SM: AVMED/Contract Manager Procurement/DCA's office	1. 60 Days	1. 1st Level: Senior Manager: AVMED - 5 working days 2. 2nd Level: Executive: ASO - 5 working days 3. 3rd Level: Director of Civil Aviation - 5 working days



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Appointment of the Medical Appeal Panel	1. Appointment of the Medical Appeal Panel	1. Admin/SM: AVMED 2. Contract Manager SCM 3. DCA's office	1. 60 Days	1. 1st Level: Senior Manager: AVMED - 5 working days 2. 2nd Level: Executive: ASO - 5 working days 3. 3rd Level: Director of Civil Aviation - 5 working days
Processing of Medical Appeals	1. Adjudication of appeal cases by the Medical Appeal Panel, applicant appeal lodged require	1. Applicants 2. Admin/ Medical Assessor SM: AVMED	1. 2 Months Medical Appeals Appointment, depending on the complexity and compliance of the applicant to the requirements	1. 1st Level: Senior Manager: AVMED - 5 working days 2. 2nd Level: Executive: ASO - 5 working days 3. 3rd Level: Director of Civil Aviation - 5 working days
DAMEs Practice Audit	1. Medical Assessors conduct audits at practices, report written	1. Admin 2. SM 3. Medic Assessor 4. Availability of the DAME	1. 6 Weeks	1. 1st Level: Senior Manager: AVMED - 5 working days 2. 2nd Level: Executive: ASO - 5 working days



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Queries Register Licensed Aviation Personnel Medical Certificates, Part 138, CAPSCA, others	<ol style="list-style-type: none"> 1. Queries Register/AVMED Team-continuous analysis 2. Commonly/frequently asked questions relating Airline, Applicants, DAMEs, others 	<ol style="list-style-type: none"> 1. Operator/Applicant/AVMED Admin/Medical Assessor 	<ol style="list-style-type: none"> 1. 3-7 Days 	<ol style="list-style-type: none"> 1. 1st Level: Senior Manager: AVMED - 5 working days 2. 2nd Level: Executive: ASO - 5 working days 3. 3rd Level: Director of Civil Aviation - 5 working days
Approval of Training Manuals	<ol style="list-style-type: none"> 1. MOP or Training Manual Approval 	<ol style="list-style-type: none"> 1. Operator/AVMED Admin/Professional Nurse/Medical Assessor 	<ol style="list-style-type: none"> 1. 1 Month 	<ol style="list-style-type: none"> 1. 1st Level: Senior Manager: AVMED - 5 working days 2. 2nd Level: Executive: ASO - 5 working days 3. 3rd Level: Director of Civil Aviation - 5 working days
138Operators Air	<ol style="list-style-type: none"> 1. Endorsement of Part 138 Operators Air Ambulances 	<ol style="list-style-type: none"> 1. Operator/Admin/SM//Purse/Medic Assessor 	<ol style="list-style-type: none"> 1. 1 month 	<ol style="list-style-type: none"> 1. 1st Level: Senior Manager: AVMED - 5 working days



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Ambulance Audit	Operator Audited			<ol style="list-style-type: none"> 2nd Level: Executive: ASO - 5 working days 3rd Level: Director of Civil Aviation - 5 working days
First Aid ATO's Part 141	<ol style="list-style-type: none"> Approval of First Aid Training Organizations 	<ol style="list-style-type: none"> Admin/Nurse/Medic Assessor 	<ol style="list-style-type: none"> 1 month 	<ol style="list-style-type: none"> 1st Level: Senior Manager: AVMED - 5 working days 2nd Level: Executive: ASO - 5 working days 3rd Level: Director of Civil Aviation - 5 working days
International Airports CAPSCA Audit	<ol style="list-style-type: none"> Oversight of International Airports to ensure compliance with the CAPSCA Project SM 	<ol style="list-style-type: none"> Airport /Admin/P. Nurse/Medic Assessor 	<ol style="list-style-type: none"> 1 month 	<ol style="list-style-type: none"> 1st Level: Senior Manager: AVMED - 5 working days 2nd Level: Executive: ASO - 5 working days 3rd Level: Director of Civil Aviation - 5 working days



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CARCOM Proposals	1. Draft proposal for amendment to the regulations and technical standards Draft prop, circulation; Legal Division and Aviation	1. SM/Admin/P Nurse/Medic Assessor/Legal	1. 6 months	1. 1st Level: Senior Manager: AVMED - 5 working days 2. 2nd Level: Executive: ASO - 5 working days 3. 3rd Level: Director of Civil Aviation - 5 working days
Ramp Inspections	1. Conduct Ramp Inspections at Airlines or Charter Operators	1. Charter & Operator landing Times	1. 2 weeks	1. 1st Level: Senior Manager: AVMED - 5 working days 2. 2nd Level: Executive: ASO - 5 working days 3. 3rd Level: Director of Civil Aviation - 5 working days



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5. CONSISTENCY & STANDARDISATION – EXEMPTIONS AND REGULATIONS DEVELOPMENT				
Exemptions, Alternate Means of Compliance and Special approval	<ol style="list-style-type: none"> Exemptions, Alternate Means of Compliance and Special approval 	<ol style="list-style-type: none"> On receipt of proposal 	<ol style="list-style-type: none"> 31 Working day 	<ol style="list-style-type: none"> 1st Level: Senior Manager: CS - 5 Working Days 2nd Level: Executive- ASO - 5 Working Days 3rd Level: Director of Civil Aviation - 5 Working Days
Regulatory Development	<ol style="list-style-type: none"> Receive proposal Assess proposal Workshop Compile report 	<ol style="list-style-type: none"> On receipt of proposal 	<ol style="list-style-type: none"> 5 working days - Receive proposal 14 working days - Assess proposal 14 – 120 working day - Workshop dependent on the complexity of the submission 5 working days - Compile report 	<ol style="list-style-type: none"> 1st Level: SM: CS - 5 Working Days 2nd Level: E: ASO - 5 Working Days 3rd Level: DCA - 5 Working Days



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Corporate Turn Around Times:

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2. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
6. CONSISTENCY & STANDARDISATION – INTERNATIONAL MISSIONS				
International Missions - Letter of No Objection	1. Letter of No Objection	1. On request	1. 14 working days	<ol style="list-style-type: none"> 1. 1st Level: SM: CS - 5 Working Days 2. 2nd Level: E: ASO - 5 Working Days 3. 3rd Level: DCA - 5 Working Days
International Missions - International Lease Agreements	1. Lease Agreement	1. On receipt of application	1. 14 working days	<ol style="list-style-type: none"> 1. 1st Level: SM: CS - 5 Working Days 2. 2nd Level: E: ASO - 5 Working Days 3. 3rd Level: DCA - 5 Working Days
International Missions- First of Type State to State Notification	1. First of Type State to State Notification	1. Notification of first of type registration	1. 7 working days	<ol style="list-style-type: none"> 1. 1st Level: SM: CS - 5 Working Days 2. 2nd Level: E: ASO - 5 Working Days 3. 3rd Level: DCA - 5 Working Days



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International Missions- Assistance Missions	1. International Missions- Assistance Missions	1. On request of assistance	<ol style="list-style-type: none"> 1. 28 working days – Receive, Assess and provide a letter of response where there is an MOU 2. 40 working days - Receive, Assess and provide a letter of response where there is no MOU 3. Duration for mission is mission and state specific 4. 2 – 30 working day – Audit (dependent on mission size) 5. 10 working days - Draft of final report 6. 1 working day – submit report to all relevant parties 	<ol style="list-style-type: none"> 1. 1st Level: SM: CS - 5 Working Days 2. 2nd Level: E: ASO - 5 Working Days 3. 3rd Level: DCA - 5 Working Days
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Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
7. FLIGHT OPERATIONS – AERIAL WORK				
Air Operator Certificates	<ol style="list-style-type: none"> 1. AOC initial issue 2. AOC renewal process 3. AOC addition of new type aircraft 4. AOC addition of existing type aircraft <p>AOC removal of existing type aircraft</p>	<ol style="list-style-type: none"> 1. Application form/website on receipt 	<ol style="list-style-type: none"> 1. 90 working days 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – Aerial Work - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
RPAS Operator Certificates	<ol style="list-style-type: none"> 1. ROC initial issue 2. ROC renewal process 3. ROC addition of new type aircraft 	<ol style="list-style-type: none"> 1. Application form/website on receipt 	<ol style="list-style-type: none"> 1. 120 working days 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – Aerial Work - 5 working days 2. 2nd Level: Senior Manager: – Flight



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	<ol style="list-style-type: none"> 4. ROC addition of existing type aircraft 5. ROC removal of existing type aircraft 			<ol style="list-style-type: none"> Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Miscellaneous Approvals/Authorisation	<ol style="list-style-type: none"> 1. Approvals RVSM 2. RNAV 3. MNPS 4. SOP Approvals 	<ol style="list-style-type: none"> 1. On request 	<ol style="list-style-type: none"> 1. 30 working days 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – Aerial Work - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Manual approval processes	<ol style="list-style-type: none"> 1. New Manuals (OM/SMS/QMS/AMP/MCM) 2. Existing Manuals (revision) 	<ol style="list-style-type: none"> 1. Application form/website 	<ol style="list-style-type: none"> 1. 30 working days 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – Aerial Work - 5 working days 2. 2nd Level: Senior Manager: – Flight



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	to/amendment of) 3. MEL (revision to/amendment of)			Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Foreign Operator Applications Assessments	1. FOP Assessments/FOP Assessments Urgent	1. On Request - Application form/website	1. 15 working days - FOP Assessments 2. 5 working days - FOP Assessments Urgent	1. 1st Level: Manager: – Aerial Work - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
International Air Service Licence	1. IASL application / amendment and assessments	1. On Request -Application form/website	1. 16 working days	1. 1st Level: Manager: – Aerial Work - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days



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				<ol style="list-style-type: none"> 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Domestic Air Service Licence	<ol style="list-style-type: none"> 1. DASL application / amendment and assessments 	<ol style="list-style-type: none"> 1. Application form/website 	<ol style="list-style-type: none"> 1. 17 working days 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – Aerial Work - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days



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<ol style="list-style-type: none"> EMAILS ANSWERED WITHIN 3 WORKING DAYS SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
2. FLIGHT OPERATIONS – HIGH AND LOW CAPACITY				
Air Operator Certificates	<ol style="list-style-type: none"> AOC initial issue -Air Operator Certificate AOC renewal process -Air Operator Certificate AOC addition of new type aircraft - Air Operator Certificate AOC addition of existing type aircraft -Air Operator Certificate AOC removal of existing type aircraft -Air Operator Certificate Other amendments 	<ol style="list-style-type: none"> Application form/website on receipt 	<ol style="list-style-type: none"> 90 Working Days – Initial Issue 60 Working Days – Renewal process 60 Working Days - Addition of new type 10 Working Days - Addition of existing type 5 Working Days - Removal of existing type 30 Working Days – Other Amendments 	<ol style="list-style-type: none"> 1st Level: Manager: – High/Low Capacity - 5 working days 2nd Level: Senior Manager: – Flight Operations - 5 working days 3rd Level: Executive: ASO - 5 working days 4th Level: Director of Civil Aviation - 5 working days



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Miscellaneous Approvals/Authorisation	1. RNAV, MNPS, BRNAV, MNPS 2. Special Approvals (NAV, EDTO, LVO) 3. SOP Approvals 4. Interim Postholder Approvals 5. PPC Extension	1. On request	1. 30 working days - RNAV, MNPS, BRNAV, MNPS 2. 30 working days - Special Approvals (NAV, EDTO, LVO) 3. 30 working days - SOP Approvals 4. 5 working days - Interim Postholder Approvals 5. 5 working days - PPC Extension	1. 1st Level: Manager: – High/Low Capacity - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Manual approval processes	1. OM/SMS/QMS/AMP/MCM) 2. Existing Manuals (revision to/amendment of) 3. MEL (revision to/amendment of)	1. On request	1. 30 working days initial/revision approval	1. 1st Level: Manager: – High/Low Capacity - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days



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Sundry- Documentation/ Certificate duplicate issue	1. Documentation/ Certificate duplicate issue	1. Application form/website	1. 15 working days	<ol style="list-style-type: none"> 1. 1st Level: Manager: – High/Low Capacity - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
FOP Assessments	1. FOP Assessments/FOP Assessments Urgent	1. Submitted by DOT	<ol style="list-style-type: none"> 1. 30 working days- FOP Assessments 2. 5 working days- FOP Assessments Urgent 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – High/Low Capacity - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days



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International Air Service Licence	1. IASL application / amendment and assessments	1. Submitted by DOT	1. 30 Working Days	<ol style="list-style-type: none"> 1. 1st Level: Manager: – High/Low Capacity - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Domestic Air Service Licence	1. DASL application / amendment and assessments	1. Submitted by DOT	1. 30 Working Days	<ol style="list-style-type: none"> 1. 1st Level: Manager: – High/Low Capacity - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days



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Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
3. GENERAL AVIATION				
Corporate Air Operator Certificates	<ol style="list-style-type: none"> CAOC Initial Issue CAOC Renewal Process CAOC Addition of New Type Aircraft CAOC Addition of Existing Type Aircraft CAOC Removal of Existing Type Aircraft 	<ol style="list-style-type: none"> On receipt of Application Form, unless otherwise stated 	<ol style="list-style-type: none"> 90 working days - CAOC Initial Issue 60 working days - CAOC Renewal Process 60 working days - CAOC Addition of New Type Aircraft 30 working days - CAOC Addition of Existing Type Aircraft 15 working days - CAOC Removal of Existing Type Aircraft 	<ol style="list-style-type: none"> 1st Level: Manager: – General Aviation - 5 working days 2nd Level: Senior Manager: – Flight Operations - 5 working days 3rd Level: Executive: ASO - 5 working days 4th Level: Director of Civil Aviation - 5 working days



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Approvals Reduce Vertical Separation Minimum (Corporate)	<ol style="list-style-type: none"> 1. RVSM for CAOC 2. P91 Operations 	<ol style="list-style-type: none"> 1. On receipt of Application Form 	<ol style="list-style-type: none"> 1. 30 working days 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – General Aviation - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Reduced Area Navigation, Basic Area Navigation and Minimum Performance	<ol style="list-style-type: none"> 1. Reduced Area Navigation, Basic Area Navigation and Minimum Performance 	<ol style="list-style-type: none"> 1. On Receipt of Application Form 	<ol style="list-style-type: none"> 1. 30 working days 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – General Aviation - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Review of Manuals	<ol style="list-style-type: none"> 1. New Manuals 	<ol style="list-style-type: none"> 1. On receipt of Application 	<ol style="list-style-type: none"> 1. 30 working days- new manuals 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – General



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(Corporate)	(OM/SMS/QMS/AMP/MCM)- Corporate 2. Existing Manuals (revision to/amendment of)- Corporate	Form,	2. 30 working days- existing manuals	Aviation - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
MEL (Corporate)	1. MEL- Corporate	1. On receipt of Application Form, unless otherwise stated	1. 30 working days - New Issue 2. 30 working days - MEL revision to/or amendment of	1. 1st Level: Manager: – General Aviation - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Sundry- Documentation/ Certificate Duplicate Issue	1. Corporate	1. On receipt of Application Form, unless otherwise	1. 15 working days	1. 1st Level: Manager: – General Aviation - 5 working days



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(Corporate)		stated		<ol style="list-style-type: none"> 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Airspace Infringements (Review)	<ol style="list-style-type: none"> 1. Review of Airspace Infringements 	<ol style="list-style-type: none"> 1. SM's Office 	<ol style="list-style-type: none"> 1. 30 working days 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – General Aviation - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days



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Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
4. PERSONNEL LICENSING				
Licensing for Pilots, Flight Engineers, Air Maintenance Engineers, Air Traffic Control and Cabin Crew	1. Issuing of licenses for Pilots, FE, AME, ATC and CC	1. Walk in Clients to apply 2. Courier and Post of applications	1. 5 working days walk in clients 2. 7 working days for bulk, courier and post	1. 1 st Level: Manager: Licencing - 5 working days 2. 2 nd Level: Senior Manager: PEL- 5 working days 3. 3 rd Level: Executive: ASO - 5 working days 4. 4 th Level: Director of Civil Aviation - 5 working days
License Verification Letter	1. Verification letter	1. Email 2. Walk in Clients	1. 5 working days from date of request/receipt	1. 1 st Level: Manager: Licencing - 5 working days



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				2. 2nd Level: Senior Manager: PEL- 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Issue of authorization to act as examiners on behalf of SACAA	1. Issue authorisation to act as examiners for licenses on behalf of SACAA for Pilots, FE, AME, ATC and CC	1. On request	1. 90 days	1. 1st Level: Manager: Licencing - 5 working days 2. 2nd Level: Senior Manager: PEL- 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Oversight of Designated Flight Examiner, Cabin Designated Examiner and	1. Oversight of DFE, CDE & RDE process	1. Email 2. Walk in	1. 5 working days to confirm requested date on email 2. 1 working day to execute the oversight	1. 1st Level: Manager: Licencing - 5 working days 2. 2nd Level: Senior Manager: PEL- 5



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2. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

Remote Designated Examiner			and report	working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Application for Extension on Licences	1. 30 days extension on licences	1. E-mail 2. Walk-in	1. 5 working days	1. 1st Level: Manager: Licencing - 5 working days 2. 2nd Level: Senior Manager: PEL- 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Application for Foreign Training Approval	1. Approval of foreign training	1. Email 2. Walk in	1. 30 days	1. 1st Level: Manager: Licencing - 5 working days 2. 2nd Level: Senior Manager: PEL- 5 working days



Department /Division: AVIATION SAFETY OPERATIONS
 Document Owner: EXECUTIVE: AVIATION SAFETY OPERATIONS
 Name of Document:
 Disclaimer:
 Corporate Turn Around Times:

SERVICE CHARTER: AVIATION SAFETY OPERATIONS
<ol style="list-style-type: none"> ALL TURNAROUND TIMES ARE SUBJECT TO ALL DOCUMENTS AND OTHER REQUIREMENTS BEING MET. ALL EFFORT WILL BE MADE TO MEET THE SLA TURNAROUND TIMES. IT IS NOTED THAT THE SLA MAY BE SUBJECT TO OTHER FACTORS EXTERNAL TO THE RELEVANT DIVISION, IN WHICH CASE THE RELEVANT RESPONSIBLE PERSON WILL COMMUNICATE WITH AFFECTED CLIENTS FREQUENTLY.
<ol style="list-style-type: none"> EMAILS ANSWERED WITHIN 3 WORKING DAYS SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

				<ol style="list-style-type: none"> 3rd Level: Executive: ASO - 5 working days 4th Level: Director of Civil Aviation - 5 working days
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Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
5. PERSONNEL LICENSING TRAINING				
Approved Training Organisation	<ol style="list-style-type: none"> ATO initial issue process, renewal process, ATO addition of new type aircraft, addition and removal of existing type aircraft. 	<ol style="list-style-type: none"> Website Email on request 	<ol style="list-style-type: none"> ATO initial issue process - 6 to 9 months ATO renewal process- 20 working days (dependant on client) ATO addition of new type of aircraft- 30 to 60 days 	<ol style="list-style-type: none"> 1st Level: Manager: PEL Training - 5 working days 2nd Level: Senior Manager: PEL- 5 working days 3rd Level: Executive: ASO - 5 working days



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Corporate Turn Around Times:

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			<ol style="list-style-type: none"> 4. ATO addition of existing type of aircraft- 7 days 5. ATO removal of existing type of aircraft-1 day 	<ol style="list-style-type: none"> 4. 4th Level: Director of Civil Aviation - 5 working days
Training Procedure Manuals	<ol style="list-style-type: none"> 1. New manuals (TPM/SMS), Existing manuals (revision to/or amendment of) 	<ol style="list-style-type: none"> 1. Website 2. Email on request 	<ol style="list-style-type: none"> 1. New manuals- TPM/SMS: 30 days depended on complexity (DOC)Depended on Complexity 2. Existing manuals- 15 days depended on complexity (revision to/or amendment of) 	<ol style="list-style-type: none"> 1. 1st Level: Manager: PEL Training - 5 working days 2. 2nd Level: Senior Manager: PEL- 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Follow- up Audit	<ol style="list-style-type: none"> 1. Follow up on Audit 	<ol style="list-style-type: none"> 1. On request 	<ol style="list-style-type: none"> 1. 20 working days (dependant on client) 	<ol style="list-style-type: none"> 1. 1st Level: Manager: PEL Training - 5 working days 2. 2nd Level: Senior Manager: PEL- 5



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Corporate Turn Around Times:

1. EMAILS ANSWERED WITHIN 3 WORKING DAYS
2. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

				working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Evaluation Process- Flight Simulator Devices	<ol style="list-style-type: none"> 1. Initial Evaluation - FSTD (FFS) 2. Initial Evaluation - FSTD (BITD/FNPT/FTD) 3. Recurrent Evaluation - FSTD (FFS) 4. Recurrent Evaluation - FSTD (BITD/FNPT/FTD) 	<ol style="list-style-type: none"> 1. On request 	<ol style="list-style-type: none"> 1. Initial Evaluation - FSTD (FFS)- 25 working days (dependant on client) 2. Initial Evaluation - FSTD (BITD/FNPT/FTD)- 20 working days (DOC) 3. Recurrent Evaluation - FSTD (FFS)- 25 working days (dependant on client) 4. Recurrent Evaluation - FSTD (BITD/FNPT/FTD)- 20 working days 	<ol style="list-style-type: none"> 1. 1st Level: Manager: PEL Training - 5 working days 2. 2nd Level: Senior Manager: PEL- 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Flight Simulator Device Manuals	<ol style="list-style-type: none"> 1. New FSDT Quality manuals, Existing FSTD Quality manuals (revision to/or amendment of) 	<ol style="list-style-type: none"> 1. On Request 	<ol style="list-style-type: none"> 1. New FSDT Quality manuals:30 days(DOC) 2. Existing FSTD Quality manuals 	<ol style="list-style-type: none"> 1. 1st Level: Manager: PEL Training - 5 working days 2. 2nd Level: Senior Manager: PEL- 5



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	<ol style="list-style-type: none"> 1. EMAILS ANSWERED WITHIN 3 WORKING DAYS 2. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

			(revision to/or amendment of): 15 days (DOC)	working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
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