



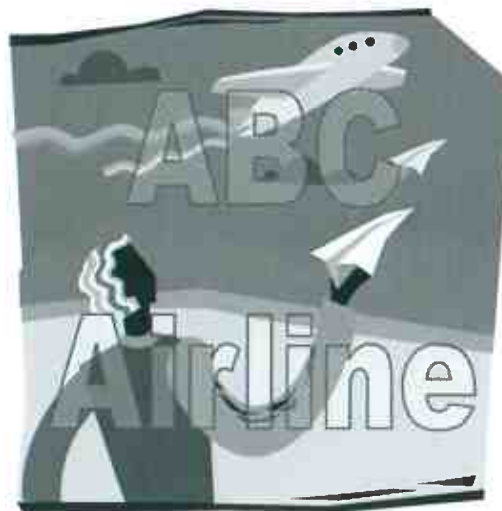
OPERATIONS MANUAL

Part 4

APPENDIX A

ABC AIRLINE

INDOCTRINATION TRAINING COURSE



Note:

EXAMPLE / TEMPLATE FOR INDOCTRINATION TRAINING PROGRAM

This Document Is Intended For Use In Conjunction With:

- *Advisory Circular CA AOC-AC-FO-019 Technical Guidance Material For Operators and*
- *TGM CA AOC-FO-005 for Flight Operations Inspectors*



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COMPANY INDOCTRINATION TRAINING COURSE

I. Objective:

To meet SA-CATS-OPS 121.04.2,2.4 requirements and familiarize ABC AIRLINE's operations personnel, joining the airline, with the Company's structure, organization, policies and procedures and operational environment. This course aims also at familiarizing the above personnel with the SA CAA Legislation and Civil Aviation Regulations (CAR).

II. PRE-REQUISITES

This course is intended to the following operations personnel joining ABC AIRLINE for Initial Training or as experienced personnel hired from the industry:

- a) Flight Crewmembers;
- b) Cabin Crewmembers;
- c) Flight dispatchers;
- d) Other operations personnel.

There are no pre-requisites of experience established to attend this course. The maximum number of attendees is limited to 15.

III. COURSEWARE AND TRAINING AIDS

- A. Video Cassette Recordings on ABC AIRLINE Operations / DVDs / Audio Visual Presentations Powerpoint / OHP.
- B. Aeronautical Publications.
- C. SA CAR and CATS.
- D. Cockpit Panel Layouts and Photographs
- E. Flight Operations Manual. (Flight Deck Crew)
- F. Cabin Crew Members Manual.
- G. Operational Control Manual (Dispatchers)
- H. Training Manuals
- I. Lesson Plans
- J. Emergency Equipment relevant to Aircraft Type.
- K. Aircraft / Approved Training Device / Simulator.

IV. INSTRUCTIONAL DELIVERY METHODS

- A. Lecture
- B. Discussion / Role Play
- C. Approved Home Study – A requirement in addition to the Module hourly time.
- D. Practical Training on actual aircraft or approved representative training device / Simulator



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E. Computer Based Training.

V. TRAINING MODULES

MODULES	HOURS
COMPANY BASIC INDOCTRINATION	
1. ABC AIRLINE History. ♣	01:00
2. ABC AIRLINE Structure and Organization ♣	04:00
3. ABC AIRLINE Operations Presentation (Video)	01:00
4. SACAA and ICAO	02:00
5. Aeronautical Code of South Africa	04:00
6. SA CAR	16:00
7. Operations Manuals	*/**/**12:00
8. Cabin Attendant Manual	**04:00
TOTAL TRAINING HOURS	44:00

- * Pilots
- ** Cabin Crew
- *** Flight Dispatchers
- ♣ *This Training need not be conducted by an approved Instructor / DE.*

VI. TRAINING CURRICULUM

MODULE 1: ABC AIRLINE - COMPANY HISTORY

01:00 HOUR

- A. History Background: 1958 – Aero Club of South Africa;
- B. The creation of ABC AIRLINE: Initial Fleet and Routes;
- C. Development of Domestic Operation;
- D. The launch of International Operations;
- E. The actual ABC AIRLINE Network: Fleet and Routes;
- F. ABC AIRLINE Business Strategy: A Look into the Future

MODULE 2: ABC AIRLINE – STRUCTURE AND ORGANISATION 04:00 HOURS

- A. ABC AIRLINE Business Strategy: Customer Primacy
- B. ABC AIRLINE – Quality Policy
- C. ABC AIRLINE Business Activity and Development: Statistical Data Summary.
- D. ABC AIRLINE Organization Chart:



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1. The Board of Directors: Composition and Responsibilities;
 2. Department Areas: Mission and Responsibilities;
 3. Commercial Department: Mission, Responsibilities and Organization;
Customer Care Department: Mission, Responsibilities and Organization;
 4. Finance Department: Mission, Responsibilities and Organization;
 5. Information Technologies Department: Mission, Responsibilities and Organization;
 6. Human Resources Department: Mission, Responsibilities and Organization;
 7. Operations Department: Mission, Responsibilities and Organization;
 8. Maintenance Department: Mission, Responsibilities and Organization;
 9. Handling Department: Mission, Responsibilities and Organization;
- E. ABC AIRLINE Policies and Procedures
1. Employee's Career Plan;
 2. Company Benefits;
 3. Company Rules;

MODULE 3: ABC AIRLINE OPERATIONS PRESENTATION (Video) 01:00 HOUR

- A. Video Presentation on Company Activity and Operations.

MODULE 4: ICAO AND SACAA 02:00 HOURS

- A. ICAO – General
1. The 1944 Chicago Convention;
 2. The ICAO Annexes and The SARPs;
 3. Obligations of ICAO Member States;
 4. ICAO Organizational Structure;
 5. ICAO USOAP – Universal Safety Oversight and Audit Program;
 6. ICAO Publications
- B. SACAA – General
1. The SACAA – Mission and Statutes;
 2. SACAA Organization and Supervision of Civil Aviation;
 3. SACAA Publications;

MODULE 5: SACAA AVIATION LEGISLATION 04:00 HOURS

- A. SA Aviation Legislation – General;
1. Aviation Legislation – The Primary Aviation Law;
 2. Air Traffic and Infrastructures;
 3. Aircraft Registration;
 4. The Aeronautical personnel: Personnel Licensing. The Pilot in Command;
 5. Aircraft Leasing;
 6. Commercial Aviation: Applicable Rules ;
 7. Reservation's Systems



- 8. Operator's Responsibilities;
- 9. Search and Rescue;
- 10. Aviation Accidents Investigation;
- 11. Violations and Crimes;
- 12. The Civil Aviation Authority.

MODULE 6: SA CAA CIVIL AVIATION REGULATIONS
(Home Study and Discussion)

16:00 HOURS

Civil Aviation Regulations, 2011

- **Definitions**
 - Part 1 Definitions and Abbreviations
- **Procedures**
 - Part 11 Procedures for Making Regulations, Issuing Technical Standards and Granting Exemptions
 - Part 12 Aviation Accidents and Incidents
 - Part 13 Enforcement Procedures
- **Aircraft**
 - Part 21 Certification Procedures for Products and Parts
 - Part 24 Airworthiness Standards: Non-Type Certificated Aircraft
 - Part 34 Engine Emission Certification
 - Part 36 Noise Certification
 - Part 43 General Maintenance Rules
 - Part 47 Registration and Marking
- **Personnel**
 - Part 61 Pilot Licensing
 - Part 62 Recreational Pilot Licensing
 - Part 63 Flight Engineer Licensing
 - Part 64 Cabin Crew Licensing
 - Part 65 Air Traffic Service Personnel Licensing
 - Part 66 Aircraft Maintenance Engineer Licensing
 - Part 67 Medical Certification
- **Rules of the Air and General Operating Rules**
 - Part 91 General Operating and Flight Rules
 - Part 92 Conveyance of Dangerous Goods
 - Part 94 Operation of Non-type Certificated Aircraft
 - Part 96 Commercial Operation of Non-type Certificated Aircraft
 - Part 98 Operation of Powered Paragliders
 - Part 100 Operation of Gyroplanes
 - Part 101 Operation of Line-Controlled Kites, Model Aircraft, Captive and Unmanned Free Balloons
 - Part 102 Operation of Free Balloons and Airships
 - Part 103 Operation of Microlight Aeroplanes
 - Part 104 Operation of Gliders

 - Part 105 Operation of Parachutes
 - Part 106 Operation of Hang Gliders



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- **Certificated Air Operators and Other Flight Operations**
 - Part 121 Air Transport Operations – Large Aeroplanes
 - Part 127 Helicopters
 - Part 133 Helicopter External-load Operations
 - Part 135 Air Transport Operations – Small Aeroplanes
 - Part 137 Agricultural Operations
 - Part 138 Emergency Medical Service Operations
- **Aerodromes and Heliports**
 - Part 139 Aerodromes and Heliports: Licensing and Operation
- **Organisations**
 - Part 141 Aviation Training Organisations
 - Part 145 Aircraft Maintenance Organisations
 - Part 147 Design Organisations for Products, Parts and Appliances
 - Part 148 Manufacturing Organisations
 - Part 149 Aviation Recreation Organisations
- **Air Traffic Services**
 - Part 172 Air Space and Traffic Services
- **Aeronautical and Meteorological Information Services**
 - Part 174 Meteorological Information Services
 - Part 175 Aeronautical Information Services
- **Administration**
 - Part 183 General
 - Part 185 Offences
 - Part 187 Fees

**MODULE 7: OPERATIONS MANUALS
(Home Study and Discussion)**

12:00 HOURS

A. General Operations Manual. (GOM) / Flight Operations Manual (FOM)

1. Operations Policy Statement;
2. Organization and Responsibilities;
3. Operational Control and Supervision;
4. ABC AIRLINE Operations Quality System;
5. ABC AIRLINE Maintenance Quality System;
6. Crew Composition Requirements;
7. Crew Qualifications requirements;
8. Crew Health Precautions;
9. Flight and Duty Times Limitations;
10. Operating Procedures;
11. Dangerous Goods Procedures;
12. Security Procedures;
13. Accident and Incident Reporting Procedures;
14. Flight Rules;

B. Training Program



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1. Training Staff Responsibilities: Chief pilot, Cabin Crew Manager and Instructors.
2. Flight Crew Initial Training Program Overview.

♣ **Note:**

1. *Minimum short term Training Programs to be submitted by the operator for approval by the CAA for "New Hire" Flight Crew for AOC purposes:*
 - a. *Appendix A (CA AOC-AC-FO-005a: Training Program Example for Indoctrination Training)*
- Aircraft specific programs to be developed:**
 - b. *Appendix B (CA AOC-AC-FO-005b: Training Program Example for Initial Ground Training)*
 - c. *Appendix C (CA AOC-AC-FO-005c: Training Program Example for Initial Simulator Training)*
2. *Long term Training Programs to be submitted by the operator for approval by the CAA for Continued Operation*
 - d. *Appendix D (CA AOC-AC-FO-005d: Training Program Example for Recurrent Ground Training)*
 - e. *Appendix E (CA AOC-AC-FO-005e: Training Program example for Recurrent Simulator Training)*
 - f. *Etc. (All aspects of the required training to be covered as required by the CAR and SA-CATS-OPS-121.)*

3. Flight Crew Recurrent Training and Checking Requirements;
4. Cabin Crew Initial Training Program Overview;
5. Cabin Crew Recurrent Training and Checking Requirements;
6. Flight Dispatchers Initial Training Program Overview;
7. Flight Dispatchers Recurrent Training and Checking Requirements;

C. Cabin Crew Member Manual (CCM)

1. Duties And Responsibilities of Cabin Crew Member
2. Senior Cabin Crew Member – Duties And Responsibilities;
3. Crew Procedures Pilot In Command Authority;
4. Admission to Flight Deck;
5. Cockpit Security Procedure;
6. Sterile Cockpit Procedure;
7. Communication with Crew;
8. Crew Co-ordination Procedures;
9. Cabin Crew Procedures;
10. Passenger Information;
11. Extended Overwater Briefing
12. Use of Oxygen;
13. Passenger and Safety Procedures;



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14. Dangerous Goods Procedures;
15. Security Procedures;
16. Evacuation Procedures;

D. Operational Control Manual

♣ See CAA Technical Guidance Material;
CA AOC-016 Operational Control. (Dispatch, Flight Release, Flight Following.)

E. Maintenance Control And Procedures Manual

1. General Organization And Responsibilities;
2. Maintenance Procedures;
3. Additional Line Maintenance Procedures;
4. Quality System Procedures;

♣ **Note:**

1. Company Training Curricula:

The company-training curriculum must be attached to the formal application for and AOC. Existing AOC holders' company-training curriculum will be evaluated for the purpose of revalidation to comply with ICAO requirements. The company-training curriculum must include at least the following curriculum segments for each applicable crewmember or dispatcher position:

- i. Company Procedures Indoctrination Training*
- ii. Emergency Equipment Drills Training*
- iii. Initial Aircraft Ground Training*
- iv. Initial Aircraft Flight Training*

2. Training Hours Evaluating the number of training hours in a curriculum segment depends on many factors. Some of the primary factors are:

- i. Regulatory requirements.*
- ii. The complexity of the specific aircraft.*
- iii. The complexity of the type of operation.*
- iv. The amount of detail that needs to be covered.*
- v. The experience and knowledge level of the students.*