



NAMIBIAN CIVIL AVIATION AUTHORITY

Advisory Pamphlet (AP)

1/1/2/4/3-5 Rev 2

AIR OPERATOR CERTIFICATION

05/2021



**Namibia Civil Aviation
Authority -
Safety Division**

**ADVISORY PAMPHLET
Air Operator Certification**



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Authority -
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Advisory Pamphlets (AP) system.

1. The Namibian Civil Aviation Authority (NCAA) issues advisory pamphlets in accordance with NAMCARs 2001, Part 3, regulation 3.04.4 to inform the aviation public in a systematic way of non-regulatory material. Unless incorporated into a regulation by reference, the contents of an advisory circular are not binding on the public. Advisory pamphlets are issued in a numbered-subject system corresponding to the subject areas of the Namibian Civil Aviation Regulations (NAMCARs)
2. Advisory Pamphlets are intended to provide information and guidance to illustrate a means but not necessarily the only means of complying with the Regulations, or to explain certain Regulatory requirements by providing interpretative and explanatory material. Where an AP is referred to in a 'Note' below the regulation, the AP remains as guidance material.
3. APs should always be read in conjunction with the referenced regulations.
4. Air Operator Certification is set out in the Schedule attached hereto.
5. Advisory pamphlets may be reproduced in their entirety or in part without permission from the Civil Aviation Authority. Advisory pamphlets may also be accessed at <https://www.ncaa.com.na>

Effective date: 15th May 2021


Gordon Elliott

Interim Executive Director for Civil Aviation



**SCHEDULE:
AIR OPERATOR CERTIFICATION**

1. PURPOSE.

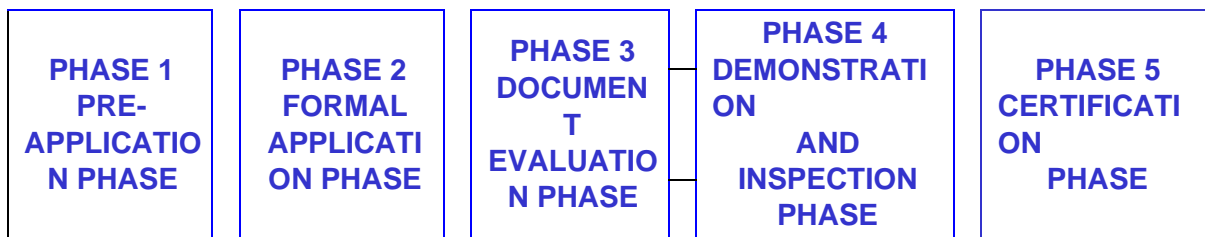
- a. This Advisory Pamphlet (AP) describes the process of applying for and obtaining an Air Operator Certificate (AOC) to conduct commercial air transport operations under Namibia Civil Aviation Regulations (NAMCARs). The certification process may appear to be a complex undertaking, particularly to a “first-time” operator. This AP provides basic information applicable to the certification process. This AP does not describe the process for obtaining an AOC when the AOC applicant proposes to conduct maintenance under the equivalent system of maintenance referenced in Part 121, 127, 133, and 135 of the NAMCAR.
- b. 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 in this AP. Operators will be briefed in as much detail as necessary regarding the preparation of manuals and other required documents during meetings with Namibia Civil Aviation (NCAA) personnel. The information in this AP and the reading material referenced in this AP will assist the operator in completing the process with minimal delays and complications.

2. BACKGROUND.

- a. To conduct Commercial Air Transport Operations under The Namibia Civil Aviation Regulations, an operator must be a citizen as defined in Civil Aviation Act. The Namibian Civil Aviation Authority (NNCAA) recognises the responsibility of Commercial Air Transport Operators to provide 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 NNCAA regulations, and the international standards pertaining to the operation of aircraft as published in relevant Annexes to the convention on international civil aviation.
- b. There are five phases in the air operator certification process. Each phase is described in sufficient detail to provide a general understanding of the entire certification process. (See appendix 6 for a detailed flow chart of the entire certification process). The five phases are:
 - I. Pre-application
 - II. Formal Application
 - III. Document Evaluation
 - IV. Demonstration and Inspection
 - V. Certification



c. In some cases, the guidance and suggested sequence of events in this AP may not be entirely appropriate. In such situations, the NCAA and the operator would proceed in a manner that considers existing conditions and circumstances. The operator, however, should not expect to be certificated until the NCAA is assured that The Namibia’s Aviation Law and its Civil Aviation Regulations will be complied with in an appropriate and continuing manner.



3. PRE-APPLICATION PHASE.

- a. As far in advance as possible of an anticipated start of operations, a prospective operator should contact the NCAA and inform the Executive Director of its intent to apply for an AOC. The prospective operator will be invited to meet briefly with NCAA personnel. During this initial meeting, only basic information and general certification requirements will be discussed. If the prospective operator intends to proceed with certification, FSS-GEN-Form 001 - Prospective Operators Pre-assessment Statement (POPS) will be furnished. A sample of this form with instructions for completing it is in Appendix 1. The POPS should be completed, signed by the prospective operator, and returned to the NCAA.
- b. NCAA 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 Section 2. If the information is complete and acceptable, the NCAA will determine which certification team will be assigned to the certification project and schedule a pre-application meeting with the prospective operator and the selected NCAA certification team members.
- c. The certification team will designate one team member as the Certification Project Manager (CPM). The CPM is the official NCAA spokesperson throughout the certification project.
- d. The purpose of the pre-application meeting is to confirm the information on the POPS and to provide critical certification information to the applicant. It is recommended that the operator’s key management and staff attend these pre-application meetings 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 must be met to be certificated as an air operator.

- e. It is important to establish good working relationships and clear understandings between the NCAA and the operator's representatives. The NCAA recognises that a wide range of capabilities and expertise exists among operators. This background experience will be considered by the NCAA and adjusted to during these initial meetings.
- f. To help promote understanding throughout the certification process, an application information package will be provided during the pre-application meeting. The application information package includes the following:
 - I. The certification job aid that will be used by NCAA inspectors during the certification project.
 - II. A schedule of events, which must be completed and submitted with the formal application.
 - III. A list of the required Manuals and Documents required for the type of operation proposed
 - IV. Other publications or documents the PM believes will be useful to the operator.
- g. An application for an AOC shall be made in a form and manner acceptable to the Authority; and, containing any information the Authority requires the applicant to submit. It is important to understand the minimum documentation necessary to be considered acceptable for a formal application. Formal application must be made on a letter [see Appendix 2.] requesting certification as an air operator. The Senior Accountable Manager must sign the letter. The letter should include a statement that the letter serves as formal application for an Air Operator Certificate. It should also contain the full and official name of the applicant. The letter shall contain the physical location address of the applicant's intended primary operating location. The applicant's mailing address shall be included in the formal application letter if different than its letterhead. The letter shall also include the full name, address and contact details of the applicant's agent for service if applicable. Additionally, the letter will confirm the identity of key management personnel such as the Senior Accountable Manager, Director of Flight Operations, Safety Manager, Director of Maintenance, Quality Manager, as applicable. Certain documents must be submitted with the formal application. These documents (attachments) are briefly described in paragraphs 5h through 5q and will be discussed in detail during the preapplication meeting.
- h. Air Operator Certification Job Aid and Schedule of Events Attachment (FSS-GEN-FORM 003). The schedule of events [see Appendix 3] is a key document that lists items, activities, programs, and aircraft and/or facility acquisitions that must be accomplished or made ready for the NCAA's inspection before certification. It should include the following proposed dates:
 - I. when the crewmembers will start company training;



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- II. when maintenance personnel training will start;
 - III. when maintenance facilities will be ready for the NCAA's inspection;
 - IV. when each of the required manuals will be available for evaluation;
 - V. when aircraft will be ready for inspection;
 - VI. when terminal facilities will be ready for inspection;
 - VII. when emergency evacuation demonstrations; ditching demonstrations, and demonstration flights are planned to be performed, and
 - VIII. the dates of the proposed assessment of the nominated post holders.
- i. These estimated dates must be logical in terms of sequence. For example, the estimated date for crewmember basic company procedures indoctrination ground training to begin should be after the date that sections of the company manuals pertinent to crewmember performance will be completed and submitted. Reasonable times for the NCAA to review, inspect, and approve each item or event should also be provided when 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.
- i. Operations Manuals Attachment. These manuals, which may be issued in separate parts for specific users, contain information about the operator's general policies, duties and responsibilities of personnel, operational control policy, and procedures. These are commonly referred to as the Operations Manual and the Maintenance Control Manual. NAMCARs require these manuals to include instructions and information necessary to permit flight, ground, and contract personnel to perform their duties and responsibilities with a high degree of safety. NAMCAR/NAMCATS Parts 121, 127, 135 prescribe the content of these manuals. The entire manual system, as required by the NAMCARs, shall be completely developed at the time of formal application. Please also note that it is the responsibility of the operator to provide the NCAA with manufacturer's Maintenance Planning Documents (MPD) for each aircraft type they intend to operate.
- j. Training and Checking Manuals. It is recognised that aircraft acquisition, facility arrangements, and certain training program elements may not be fully developed at the time of formal application. The company initial training curriculum portion of the Training Manual (completed to the extent possible) must be attached to the formal application letter. Initial training curricula must include at least the following curricula segments:
- I. Company Procedures Indoctrination Training (NAMCARs 121/127/135)
 - II. Initial Emergency Equipment Drills Training (NAMCAR 121/127/135)
 - III. Initial Aircraft Ground Training (NAMCAR 121/127/135)



IV. Initial Aircraft Flight Training (NAMCAR 121/127/135)

k. Management Structure and Qualification Attachment.

- a. NAMCARs establish basic management positions and the authority has established minimum qualifications for air operators proposing to conduct scheduled or charter commercial air transportation operations. It may be possible to obtain a deviation 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, operating provisions, the NAMCARs and the planned operations relevant to the position. This attachment must contain CV's of the qualifications, licenses (including license numbers), ratings, and aviation experience for each of the following positions, or their equivalent:
 - I. Senior Accountable Manager
 - II. Person responsible Flight Operations
 - III. Person responsible Crew Training
 - IV. Safety Manager
 - V. Quality Manager
 - VI. Person Responsible Maintenance
 - VII. Person Responsible Ground Operations
 - VIII. Security Manager
- b. If a deviation from the management requirements is anticipated, it should be noted in the formal application letter. The actual request for deviation, however, must be made in a separate petition for exemption in terms of Part 3 of the NAMCARs, which presents specific justification. This request for a deviation should be made to the NCAA as soon as practical to enable the individual who will hold the position to be involved early in the certification process.
- c. The applicants shall have the required qualifications as per Directive 1/2/3-8 and the NCAA shall interview the candidate for the nominated position to allow the NCAA to make a decision on his or her acceptability for the role.
- d. The interview will aim to confirm that the nominee has:
 - I. Appropriate seniority in the organization
 - II. Appropriate knowledge and understanding of the documents that prescribe safety standards and operational procedures
 - III. Appropriate knowledge and understanding of the requirements for competence of management personnel
 - IV. Appropriate knowledge and understanding of compliance monitoring systems, related principles and practices, and the role of the nominated person in compliance monitoring systems
 - V. Comprehensive knowledge and understanding of safety and quality management systems, related principles and practices, and the role of the manager in such systems.
 - VI. Basic understanding of Namibian national regulations
 - VII. Comprehensive understanding of current NAMCARs covering commercial operations pertaining to the type of operation and



position.

VIII. Comprehensive understanding of NAMCATS, Advisory Pamphlets and Aviation Directives

I. 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 Authority. Examples of the types of equipment, facilities, and services that should be addressed in these documents are as follows:

- I. Aircraft
- II. Station facilities and services
- III. Weather gathering facilities and services
- IV. Flight following and Communications facilities and services
- V. Maintenance facilities and services
- VI. Maintenance contractual arrangements
- VII. Aeronautical charts and related publications viii.
- VIII. Aerodrome analysis and obstruction data
- IX. Contract training and training facilities

m. Initial Statement of Compliance. This attachment should be a complete listing of all NAMCARs applicable to the proposed operation. Pertinent subparts and each relevant section of the regulation should be identified and accompanied by a brief description, 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. If the precise method of compliance has not been developed at the time of formal application, an indication of the date that this information will be provided will suffice, if the date provided is reasonable, and acceptable to the Authority. The following examples are samples of how relevant sections of NAMCARs should be presented in a Statement of Compliance.

EXAMPLE 1.

Statement of Compliance - method of compliance **not developed** at time of formal application.

NAMCAR: 121.05.17 flight Crew Interphone System.

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

EXAMPLE 2.



Statement of Compliance - method of compliance **fully developed - preferred presentation** NAMCAR: 121.08.41 Accident Prevention and Flight Safety Programme.

Flight Operations Manual (FOM) 121.04.4;
Maintenance Control Manual (MCM) 121.10.6

EXAMPLE 3.

Statement of Compliance - method of compliance **fully developed - acceptable presentation.**

NAMCAR: 121.04.08 Reporting mechanical irregularities.

The air operator instructs the Flight Crew in command (PIC) on the requirements for and methods of completing the technical log of the aeroplane. The PIC is required to review the technical log before each flight and to ascertain the airworthiness status of the aeroplane by checking each previous log entry. The MCM instructs maintenance personnel on the requirement to record discrepancies discovered during pre-flight checks and other types of checks.

- n. Financial Economic 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.
- o. List of Aircraft. This attachment should consist of a list of aircraft, (by make, model, and series) that the applicant intends to operate.
- p. List of Designated Destination and Alternate Aerodromes. This attachment is required if the applicant is applying for scheduled domestic or scheduled international operations.
- q. 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 sample list of NAMCARs as they apply to various kinds and types of operations is in Appendix 4.
- r. During the pre-application phase and throughout the certification process, the operator will have to prepare documents and manuals for the NCAA's evaluation and approval or acceptance. The operator is encouraged to informally co-ordinate drafts of these documents with the PM and other inspectors assigned to the certification project. Time spent on informal co-ordination 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.

6. FORMAL APPLICATION PHASE.



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- a. It is recommended that the formal application is submitted at least 90 days before revenue operations are expected to begin, although the application should be submitted to the NCAA as far in advance of the proposed start-up date as possible.
- b. The NCAA will review the application 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.
- c. The operator's key management personnel should attend the formal application meeting. The purpose of the meeting is to discuss the formal application and resolve omissions, deficiencies, or answer questions from either party. For example, this meeting may be used to resolve questions concerning the applicant's package or scheduling date conflicts, or to ensure the applicant understands the certification process. This meeting should also be used to reinforce open communication and working relationships.
- d. If the formal application meeting is successful, the operator is provided with letter acknowledging receipt and acceptance of the package. The NCAA'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 is not accepted, it will be returned with a written explanation of the reasons for its return.

7. DOCUMENT EVALUATION PHASE.

- a. After the formal application 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 NCAA. The NCAA will endeavour to complete these evaluations in accordance with the operator's schedule of events. If a manual or document is incomplete or deficient, or if non-compliance 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 NAMCARs. Approvals will be indicated by letter as appropriate and by signed and stamped endorsement by the NCAA. Acceptance of information that does not require formal approval will be indicated by letter or by the lack of the NCAA's objection to the information.
- 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 NCAA during this phase:

- I. Management personnel CV's outlining proposed management

- qualifications and civil aviation compliance histories.
- II. Operations Manual – Parts A, B, C, D.
 - III. Aircraft Operations Manual.
 - IV. Maintenance Control Manual (may be in one or more parts). Includes the Approved Maintenance Organisations (AMO) Maintenance Procedures Manual (MPM).
 - V. Aircraft maintenance programs and supporting manuals such as Maintenance Review Board (MRB) and Corrosion Prevention Control Program (CPCP).
 - VI. Mass and balance procedures/program.
 - VII. Approved Aircraft Flight Manual.
 - VIII. Minimum Equipment List (MEL) and Configuration Deviation List (CDL).
 - IX. Cockpit checklist.
 - X. Passenger briefing cards.
 - XI. Noise and emission plan (if applicable). (12) Airport Runway Analysis
 - XII. Deviation requests.
 - XIII. Dangerous Goods.
 - XIV. Cabin Crew Manual.
 - XV. Dispatch/flight following/flight locating procedures.
 - XVI. Draft Specific Operating Provisions (operations and airworthiness).
 - XVII. Maintenance Reliability Program (optional).
 - XVIII. Plan for Demonstration Flights.
 - XIX. Emergency evacuation demonstration plan.
 - XX. Ditching demonstration plan.
 - XXI. Fully completed Statement of Compliance.
 - XXII. Maintenance Planning Document.
 - XXIII. Safety Management System Manual
 - XXIV. Quality Management Systems manual

- 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 fully completed Statement of Compliance ensures each applicable regulatory requirement has been adequately addressed in the appropriate manuals, programs, and/or procedures.

8. DEMONSTRATION AND INSPECTION PHASE.

- a. NAMCARs require an operator 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 NCAA inspectors. This includes on-site evaluations of aircraft maintenance equipment and support facilities. During these demonstrations and inspections, the NCAA 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 AP, 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.

- I. Conduct of training programs (classroom, simulators, aircraft, flight and ground personnel training).
- II. Crewmember and Flight Operations Officer testing and certification.
- III. Station facilities (equipment, procedures, personnel, fuelling/Defuelling, de-icing, technical data).
- IV. Record keeping procedures (documentation of training, flight and duty times, flight papers).
- V. Operations flight control (Flight Supervision and Monitoring system or Flight Following system)
- VI. Maintenance and inspection programs (procedures, record keeping).
- VII. Aircraft (conformity inspection, aircraft maintenance records, etc.).
- VIII. MELs and CDLs (compliance with operating and maintenance procedures, etc., if applicable).
- IX. Mass and balance program (procedures, accuracy, and document control).
- X. Passenger emergency evacuation demonstration (aborted takeoff demonstration and ditching demonstration).
- XI. Demonstration Flights. Includes full-scale simulation of revenue operations to demonstrate the ability to operate independently, safely, and in compliance with all applicable NAMCARs.

c. The Demonstration and Inspection Phase outlined under paragraph 8a. through 8b. is only applicable to the certification of an air operator.

NOTE:

An applicant for an air operator certificate (AOC) may concurrently seek NCAA approval of its maintenance organisation. The applicant needs to co-ordinate the progress of both certification projects. Both certification projects must be in the Demonstration and Inspection Phase at the same time. This is because the Demonstration Flights requires the applicant to demonstrate to the NCAA all proposed flight and ground operations. The applicant therefore will also be expected to demonstrate use of its Approved Maintenance Organisation to ensure that procedures in the Maintenance Control Manual (MCM) and Maintenance Procedures Manual (MPM) are in agreement.

9. CERTIFICATION PHASE.

a. After the document compliance and the demonstration and inspection phases have been completed satisfactorily, the NCAA will prepare an Air Operator Certificate and approve the SOPs. The SOPs contain authorisations, limitations, and provisions



specific to an operator's operation. The operator must acknowledge receipt of these documents.

- b. The certificate holder is responsible for continued compliance with NAMCARs and the authorisations, limitations, and provisions of its certificate and SOPs. As a certificate holder's operation changes, the SOPs will be amended accordingly. The process for amending SOPs is similar to the certification process. In some cases it may be a less complex procedure depending on the subject of the amendment. The NCAA is responsible for conducting periodic inspections of the certificate holder's operation to ensure continued compliance with the NAMCARs and safe operating practices.

10. EXPLANATION OF APPENDIXES IN THIS ADVISORY PAMPHLET.

- a. Appendix 1 provides instructions on how FSS-GEN-FORM 001 – Prospective Operator's PreAssessment Statement (POPS) should be completed. Section 1, items 1 through 11, should be completed and signed by the applicant and returned to the NCAA. Section 2 is reserved for FSS Inspectors use only.
- b. Appendix 2 provides a sample formal application letter.
- c. Appendix 3 provides a certification job aid and schedule of events.
- d. Appendix 4 provides a list of applicable regulations.
- e. Appendix 5 provides definitions of terms as they are used in the certification process.
- f. Appendix 6 provides a detailed flow chart of the entire certification process.



APPENDIX 1.

**INSTRUCTIONS FOR COMPLETING FSS-GEN-FORM 001 – PROSPECTIVE
OPERATOR’S PRE-ASSESSMENT STATEMENT (POPS).**

This form is to be completed by an air operator or maintenance organisation applicant.

1. Enter the company’s official name and mailing address. Include any other business name if different from the company name).
2. This address shall be the physical location where primary operating activities are based. It is where the offices of management required by regulation are located. If the address is the same as item 1, enter “same.” Include secondary business addresses of operation and identify the type of operation conducted.
3. Enter the estimated date when operations or services will begin.
4. This information will be used to assign a company identification number. You may indicate up to three, three-letter identifiers, such as ABC, XYZ, etc. If all choices have been assigned to other operators or maintenance organisations, a randomly selected number will be assigned.
5. Enter the names, titles, and telephone numbers of management personnel required by NAMCAR 121.
6. Indicate if the air operator intends to perform maintenance as an Approved Maintenance Organisation (AMO) or intends to contract out all or part of its maintenance, or perform its own maintenance using an equivalent system.
7. The proposed type of operation shall be indicated. Check as many boxes as apply.
8. The proposed type of operation shall be indicated. Check as many boxes as applicable.
9. Aircraft Data is to be provided here. Indicate number and types of aircraft by make, model, series, and number of passenger seats or cargo payload capacity. For foreign registered aircraft, provide a copy of the lease agreement.
10. Indicate geographic areas of intended operation and proposed route structure.
11. Show any information that would assist NCAA personnel in understanding the type and scope of operation or services to be performed by the applicant. If an air operator intends to arrange for maintenance and inspections of its aircraft and/or associated equipment identify the approved maintenance organisation selected and a list of the



maintenance or inspections it proposes to perform. Also provide all written contracts with this form, if applicable.

12. Identify the type of aircraft and/or simulators.

For AOC's identify the type of aircraft and/or simulators intended to be used. For AMO's, identify the type of aircraft by make and model. In addition identify the type of training that the Quality Assurance staff, certifying staff and maintenance personnel will receive based on the ratings requested.

13. The Prospective Operator Pre-assessment Statement (POPS) denotes intent to seek NCAA certification as an air operator or approved maintenance organisation. It must be signed as follows:

Type of Organisation	Authorised Signature
-----	-----
Partnership Company, corporation, association, etc.	At least one partner At least one authorised officer

The Senior Accountable Manager must sign the POPS Form. If the POPS Form is signed by another individual who is not the Senior Accountable Manager the Senior Accountable Manager must submit with the POPS Form a letter addressing his/her authority to do so.



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Prospective Operator's Pre-assessment Statement (POPS)
(To be completed by Air Operator or Approved Maintenance Organisation)

Section 1A. To be completed by all applicants

<p>1. Name and mailing address of company (include business name if different from company name)</p>	<p>2. Physical Address of the principal (main) base where operations will be conducted, include address of secondary base of operation, if appropriate (do not use a post office box).</p>
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<p>3. Proposed Start-up Date:</p>	<p>4. Requested company identifier in order of preference</p>
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5. Management and Key Staff Personnel

Name (Surname then First Name/s)	Title	Telephone & email if different from company (Include country code)



Section 1B. To be completed by Air Operator and/or Approved Maintenance Organisation

6. Air Operator intends to perform its maintenance as an AMO
 Air Operator intends to arrange for maintenance and inspections of aircraft and associated equipment to be performed by others
 Air Operator intends to perform maintenance under an equivalent system
 Approved Maintenance Organisation
 Aviation Training Organisation

7. Proposed type of operation (Check as many as applicable)	8. Proposed type of Approved Maintenance Organisation Rating(s)
Air Operator Certificate – Part 121, 126, 127, 133, 135 <input type="checkbox"/> Passengers and Cargo <input type="checkbox"/> Cargo Only <input type="checkbox"/> Scheduled Operations <input type="checkbox"/> Charter Flight Operations <input type="checkbox"/> Aviation Training Organisation <input type="checkbox"/> Others	Approved Maintenance Organisation Part 145 <input type="checkbox"/> Airframe <input type="checkbox"/> Powerplant <input type="checkbox"/> Propeller <input type="checkbox"/> Avionics <input type="checkbox"/> Computers <input type="checkbox"/> Instrument <input type="checkbox"/> Accessory <input type="checkbox"/> Specialised Service

Section 1C. Blocks 9 and 10 to be completed by Air Operator.

9. Aircraft Data		10. Geographic areas of intended operations and proposed route structure
Numbers and types of aircraft (By make, model, and series)	Number of passengers seats or cargo payload capacity	



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Section 1D. To be completed by all applicants

11. Additional information that provides a better understanding of the proposed operation or business (Attach additional sheets, if necessary) and the Maintenance Arrangements (please attach contracts).

12. (A) Proposed Training (Aircraft and/or Simulator)

(B) Proposed other training as required in NAMCARs

13. The statement and information contained on this form denotes an intent to apply for a CAA certificate.

Type of Organisation: Company Partnership Corporation Associate

Signature:	Date (day/month/year)	Name:	Title:
Signature:	Date (day/month/year)	Name:	Title:



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Section 2. *For Official Use Only*

ASI Name & Number:

Date (day/month/year):

Pre-application Number:

Assigned Certification Number:

Remarks:

.....
Inspector Name

.....
Signature & ASI Stamp

.....
Date



APPENDIX 2. SAMPLE FORMAL APPLICATION LETTER

(Name of Applicant)
(Appropriate Address)

Executive Director
Namibia Civil Aviation Authority
No 4 Rudolph Hertzog, P.M. Bag 12003
Ausspannplatz, Windhoek,
Namibia

[Date]

Dear Sir/Madam,

APPLICATION FOR AN AIR OPERATOR'S CERTIFICATE

This letter serves as formal application for a Namibia NCAA air operator certificate. (Name of Applicant), initially intends to certificate and operate as a [scheduled or non-scheduled passenger, freight, or mixed passenger and freight] commercial air transport operation under NAMCAR XXXXX of the Namibia Civil Aviation Regulations (NAMCARs). We intend to use (Number and Type) aeroplane(s) between (location) and (location). We have enclosed a copy of our company's Certificate of Incorporation and Business Registration as required by NAMCARs.

Our company will have its principal base of operations and corporate offices located at (appropriate address). Our maintenance base (if 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, so state here). (A copy of our contract with (name of maintenance organisation) is enclosed.) Our management personnel are as follows:

- (i) Senior Accountable Manager
- (ii) Person responsible Flight Operations
- (iii) Person responsible Crew Training
- (iv) Safety Manager
- (v) Quality Manager
- (vi) Person Responsible Maintenance
- (vii) Person Responsible Ground Operations
- (viii) Security Manager

Also enclosed is the revised Schedule-of-Events and Initial Statement of Compliance which was agreed to at our-last meeting with your representatives. We have retained the services of Mr.

..... as our agent for service (consultant).



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Sincerely,

Senior Accountable Manager

Enclosures

1. Schedule of Events
2. Statement of Compliance
3. Business Registration and Certificate of Incorporation
4. Management CVs



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**APPENDIX 3. JOB AIDS
AIR OPERATOR CERTIFICATION JOB AID AND SCHEDULE OF EVENTS
(COMMERCIAL AIR TRANSPORT OPERATORS NAMCAR PART 121, 127, 135,
133,137)**

OFFICIAL NAME OF COMPANY				LOCATION ADDRESS			
MAILING ADDRESS (if different from location)				PRE-CERTIFICATION NUMBER:			
				Propose Date	Date Received/ Accomplished	Date Returned for Changes	Reference
NAMCAA Reference	OPS Insp	AIR Insp	Insp				
I. PRE-APPLICATION PHASE							
A. Initial Orientation: Inspector: 1. Certification Advisory Pamphlet provided to applicant. 2. Prospective Operator's Pre-assessment Statement (POPS) a. Forwarded to DFSS							
B. Certification Team Designated (at least one OPS and one AIR Inspector)							
		Name	Speciality				
P		_____	_____				
M		_____	_____				
		_____	_____				
		_____	_____				
		_____	_____				



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	<p>C. Conduct Pre-application Meeting</p> <ol style="list-style-type: none"> 1. Verify POPS 2. Information 3. Overview of Certification Process 4. Provide Certification Package Containing: <ol style="list-style-type: none"> a. Certification Job Aid and Schedule of events b. AOC required Manuals and Documents c. Other Applicable Publications and Documents 5. Explain Formal Application Submissions 				
<p>Remarks:</p>					

NAMDC A Referen ce	II. FORMAL APPLICATION PHASE	Propose Date	Date Received / Accompli shed	Date Returned for Changes	Reference
	<p>A. Review Applicant's Submission</p> <ol style="list-style-type: none"> 1. Formal Application Letter/Form 				
	<ol style="list-style-type: none"> a. Full and Official name (Legal) 				
	<ol style="list-style-type: none"> b. Mailing Address 				
	<ol style="list-style-type: none"> c. Primary Operating Location (Principal Ops / Maintenance Base) 				



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	d. Name, address of applicants agent for service – if applicable				
	e. Key Management Personnel Names				
	2. Formal Application Attachments				
	a. Schedule of events				
	b. Initial Compliance Statement				
	c. Company manuals				
	i. Operations Manual Pts A,B,C,D				
	ii. Maintenance Control Manual				
	iii Aircraft Maintenance Program				
	iv. Quality Manual				
	v. Safety Manual				
	vi. Security Manual				
	d. Initial new hire training curricula (Crewmembers & Flt Ops Officers) Company Induction, Emergency Equip Trg, Initial Flight and Ground Training				
	e. Post Holders and applicable Key Staff qualifications/resumes				
	f. Documents of purchase/ contract(s)/lease(s)/ letters of intent				
	Other:				
	B. Evaluation of CAA Resources Based on Schedule of Events				



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REMARKS:

	<p>C. Formal Application Meeting</p> <p>1. Schedule of events Date:_____Time:_____</p> <p>—</p> <p>2. Discuss each Submission</p> <p>3. Resolve Discrepancies/Open Items</p> <p>4. Review Certification Process</p> <p>5. Review Impact if Schedule of Events are not met</p>				
	<p>D. Issue Letter Accepting/Rejecting Application</p>				

REMARKS:

NAMDCA Reference	III. DOCUMENT EVALUATION PHASE	Propose Date	Date Received/ Accomplished	Date Returned for Changes	Reference
	<p>A. Evaluate Applicable Training Programs</p> <p>1. Training Curricula</p>				
	<p>a. Company Procedures Indoctrination</p>				
	<p>b. Emergency Equipment Drills Training</p>				
	<p>c. Ground Training</p>				
	<p>d. Flight Training</p>				



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	e. Recurrent Training				
	g. Upgrade Training				
	g. Differences Training				
	h. Security				
	i. Dangerous Goods				
	j. Check Pilot/Flight Instructor				
	k. Crew Resource Management				
	k. Safety (SMS) Training				
	2. Fit Ops Officer/Dispatcher Training				
REMARKS:					
	B. Evaluate Management Qualifications				
	1. Senior Accountable Manager				
	2. Person Responsible Operations				
	3. Person Responsible for Maintenance				
	4. Quality Manager/s				
	a. Quality Manager for Operations (if applicable)				



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	b. Quality Manager for Maintenance (if applicable)				
	5. Person Responsible Crew Training				
	6. Safety Manager				
	7. Person Responsible Ground Ops				
	8. Security Manager				
	9. Other				
	Request for Deviation Letter (If Applicable)				
REMARKS:					



CERTIFICATION JOB AID AND SCHEDULE OF EVENTS

NAMDCA Reference	III. DOCUMENT EVALUATION PHASE (CONTINUED)	Propose Date	Date Received/ Accomplished	Date Returned for Changes	Reference
	C. Evaluate Operator's Manual System				
	1. Completed Operations Manuals				
	i. Operations Manual Pts A,B,C,D				
	ii. Quality Manual				
	iii. Safety Manual				
	iv. Security Manual				
	v. Passenger Briefing Cards				
	vi. Emergency Response Plan				
	2. Completed Maintenance Control Manual				
	3. Aeroplane Flight Manual (AFM)				
	4. Aircraft Checklists / QRH				
	a. Normal				
	b. Abnormal				
	c. Emergency				
	5. Cabin Crew Manual				
	6. Dispatch Manual (including Monitoring/Flight Following)				



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	7. Station/Facility Operations				
	8. Aerodrome Data & En Route Manual (Charts and Plates)				
	9. Aerodrome/Runway Analysis (Performance)				
	10. Minimum Equipment List				
	a. (MEL Management Program)				
	11. Configuration Deviation List				
	12. Maintenance Technical Manuals				
	13. Fuelling/Serviceing Manual				
	14. Ground Handling Manual (Pt 121)				
	15. Aircraft Loading Manual (Pt 121)				
	16. Mass and Balance Control Program				
	17. Dangerous Goods				
	18. Security				
	19. Reliability Program				
	20. Completed Continuous Airworthiness Maintenance Program				



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	21. Specific Approvals (May be attached separately)				
	22. Other				

Remarks:



CERTIFICATION JOB AID AND SCHEDULE OF EVENTS

NAMDCA Reference	III. DOCUMENT EVALUATION PHASE (CONTINUED)	Propose Date	Date Received/ Accomplished	Date Returned for Changes	Reference
	D. Other Evaluations				
	1. Aircraft Lease				
	2. Maintenance Contracts/Agreements				
	3. Servicing Contracts/Agreements				
	4. Exemption/Deviation Requests/Justification				
	5. Plan for Emergency Evacuation Demonstration				
	6. Plan for Demonstration Flight				
	8. Final Compliance Statement				
	9. Initiate Specific Operating Provisions preparation				
	10. Training Contracts				
	11. De-icing/Anti Icing				
	12. Exit Row Seating				
	13. <i>Other</i>				

Remarks:



CERTIFICATION JOB AID AND SCHEDULE OF EVENTS

NAMDCA Reference	IV. DEMONSTRATION & INSPECTION PHASE	Propose Date	Date Received/ Accomplished	Date Returned for Changes	Reference
	A. Evaluate Operator Conducting Training				
	1. Training Facilities				
	2. Training Schedules:				
	3. Flight Crew Training Evaluation				
	a. Company Procedures Indoctrination				
	b. Emergency Equip. Drills Training				
	c. Ground Training				
	d. Flight Training				
	e. Differences Training				
	4. Check Pilot/Instructor Training / Evaluation				
	5. Cabin Crew				
	a. Company Procedures Indoctrination				
	b. Emergency Equip. Drills Training				
	c. Ground Training				
	6. Crew Resource Management Trg				
	7. Flight Supervision and				



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	Monitoring/Flight Following				
	8. Dangerous Goods Training				
	a. Crewmembers				
	b. Ground personnel				
	9. Security Training				
	10. Maintenance Training				
	a. Individual Responsible for Maintenance				
	b. Quality Manager				
	c. Quality system Personnel				
	11. Safety (SMS) Training				

Remarks:



CERTIFICATION JOB AID AND SCHEDULE OF EVENTS

NAMDCA Reference	IV. DEMONSTRATION & INSPECTION PHASE (CONTINUED)	Propose Date	Date Received/ Accomplished	Date Returned for Changes	Reference
	B. Testing/Certification				
	1. Pilots				
	2. Flight Engineers				
	3. Flt/Ops/Officers				
	4. Cabin Attendants				
	C. Aircraft Conformity Inspections				
	D. Main Operations Base Inspection				
	E. Main Maintenance Base Inspection				
	F. Station/Facilities (Ops) Inspections				
	G. Station/Facilities (Maintenance)				
	H. Flight Supervision and Monitoring/Flight Following				
	I. Recordkeeping Locations				
	1. Crewmember				
	a. Training				
	b. Flight & rest Times				
	c. Qualification				
	2. Maintenance				



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	a. Aircraft Records				
	b. Maintenance Personnel Training				
	i Individual Responsible for Maintenance				
	ii Quality Manager and staff				
	iii Contract Employees				
	J. Flight/Trip Records				
	K. Emergency Evacuation Demonstration				
	L. Ditching Demonstration				
	M. Demonstration Flights Evaluation				
	N. Proof of Economic Authority				

Remarks:



CERTIFICATION JOB AID AND SCHEDULE OF EVENTS

NAMDCA Reference	<i>V. CERTIFICATION PHASE</i>	Propose Date	Date Received/ Accomplished	Date Returned for Changes	Reference
	A. Approve Specific Operating Provisions				
	B. Present Certificate & Specific Operating Provisions				
Remarks:					
	C. Prepare Certification Report				
	1. Assemble Report				
	a. Formal Application Letter				
	b. Final Compliance Statement				
	c. Copy of Specific Operating Provisions				
	d. Copy of Certificate				
	e. Summary of Difficulties				
	2. Distribute Report				
Remarks:					



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	D. Develop Post Certification Surveillance Program				
	a. Within Geographic Area				
	b. Outside Geographic Area				
Remarks:					



APPENDIX 4. NAMIBIA CIVIL AVIATION REGULATIONS (NAMCARs)

SECTION 1 - APPLICABLE PARTS OF NAMCARs

Part 1	Definition and abbreviations
Part 11	Procedures for making regulations, issuing technical standards and granting exemptions.
Part 13	Enforcement procedure
Part 21	Certification procedures for products and parts and Airworthiness of aircraft.
Part 34	Engine emission certificate
Part 36	Noise certificate
Part 43	General Maintenance rules
Part 47	Registration and markings
Part 61	Flight Crew Licensing
Part 63	Flight engineer licensing
Part 64	Cabin Crew Licensing
Part 66	Aircraft Maintenance engineer licensing
Part 67	Medical certificate
Part 91	General Operating flight rules
Part 92	Conveyance of Dangerous goods
Part 121	Air Transport Operations – large aeroplanes
Part 127	Air Transport Operations – Helicopters
Part 133	Helicopter external-load operations
Part 135	Air Transport operations – small aeroplanes
Part 137	Agricultural operations
Part 141	Aviation training organisations
Part 145	Aircraft maintenance organisations
Part 174	Meteorological information services
Part 175	Aeronautical information service
Part 183	General
Part 185	Offences
Part 187	Fees



SECTION 2 - APPLICABLE INTERNATIONAL RULES AND DOCUMENTS

INTERNATIONAL/OVERSEAS OPERATIONS - ICAO ANNEXES

Annex 1 to the ICAO conventionPersonnel 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 12 to the ICAO Convention ... Search and Rescue
Annex 17 to the ICAO Convention ...Security
Annex 18 to the ICAO Convention ...Transport of Dangerous Goods by
Air Annex 19 to the ICAO Convention ...Safety Management

Applicable ICAO Guidance Document Series (DOCS) as referenced in the Annexes

Information on access to ICAO Documentation may be obtained from
www.icao.int/publications



APPENDIX 5. DEFINITIONS

The following appendix defines terms used in this advisory pamphlet and/or the certification process.

“Agent for Service.” The person upon whom service of all notices and processes and all orders, decisions, and requirements of The Namibia Civil Aviation Authority shall be made.

“Commercial Air Transport” means an aircraft operation involving the transport of passengers, cargo, or mail for remuneration or hire.

“Scheduled operation” means 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” means operations 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 crewmember, company employee, authorised government representative, or person accompanying a shipment.

“Principal base of operations” means the primary operating location of a certificate holder as designated by the NCAA.

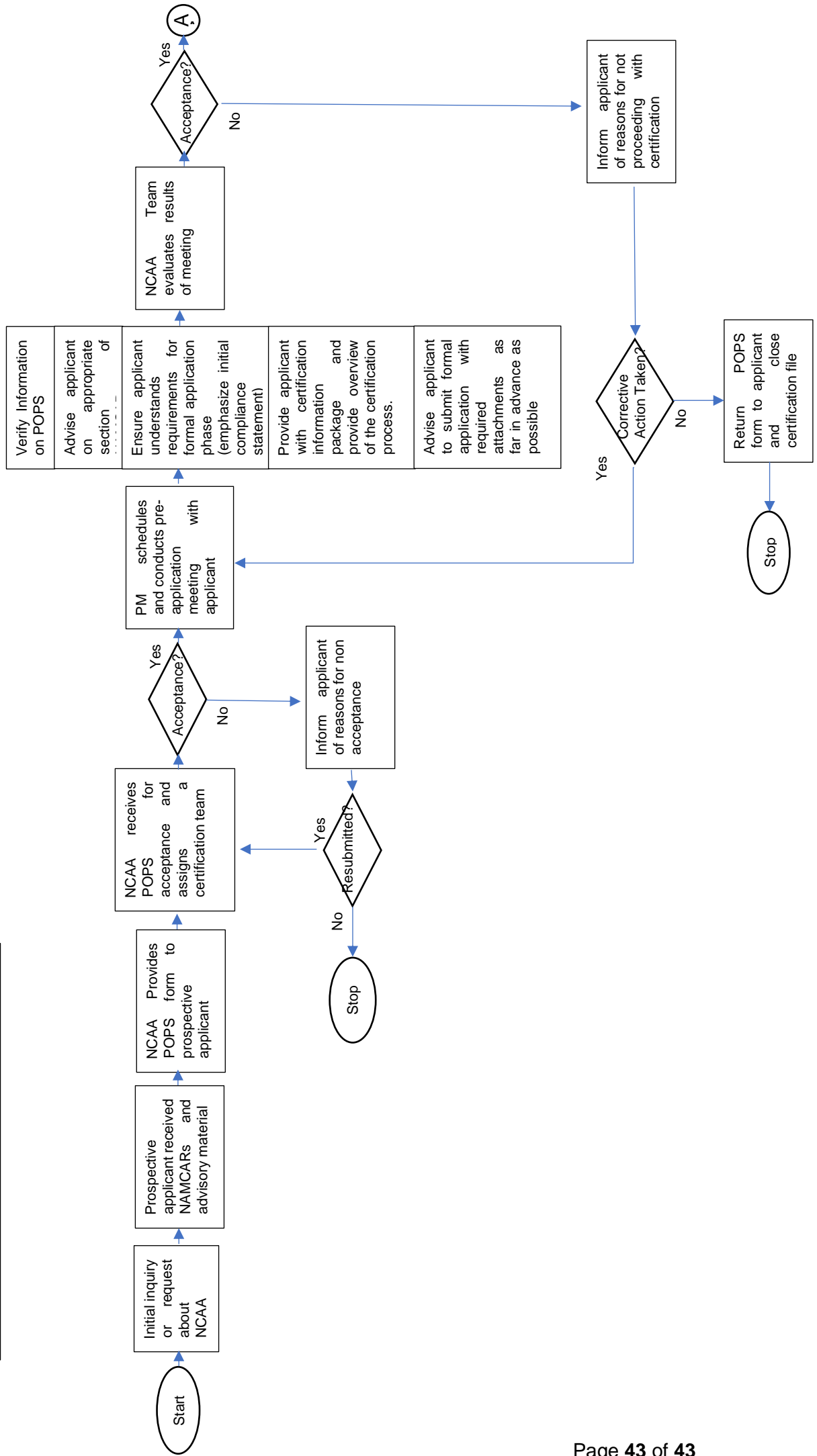
“NCAA” means the Authority

APPENDIX 6 - CERTIFICATION PROCESS FLOW CHART.

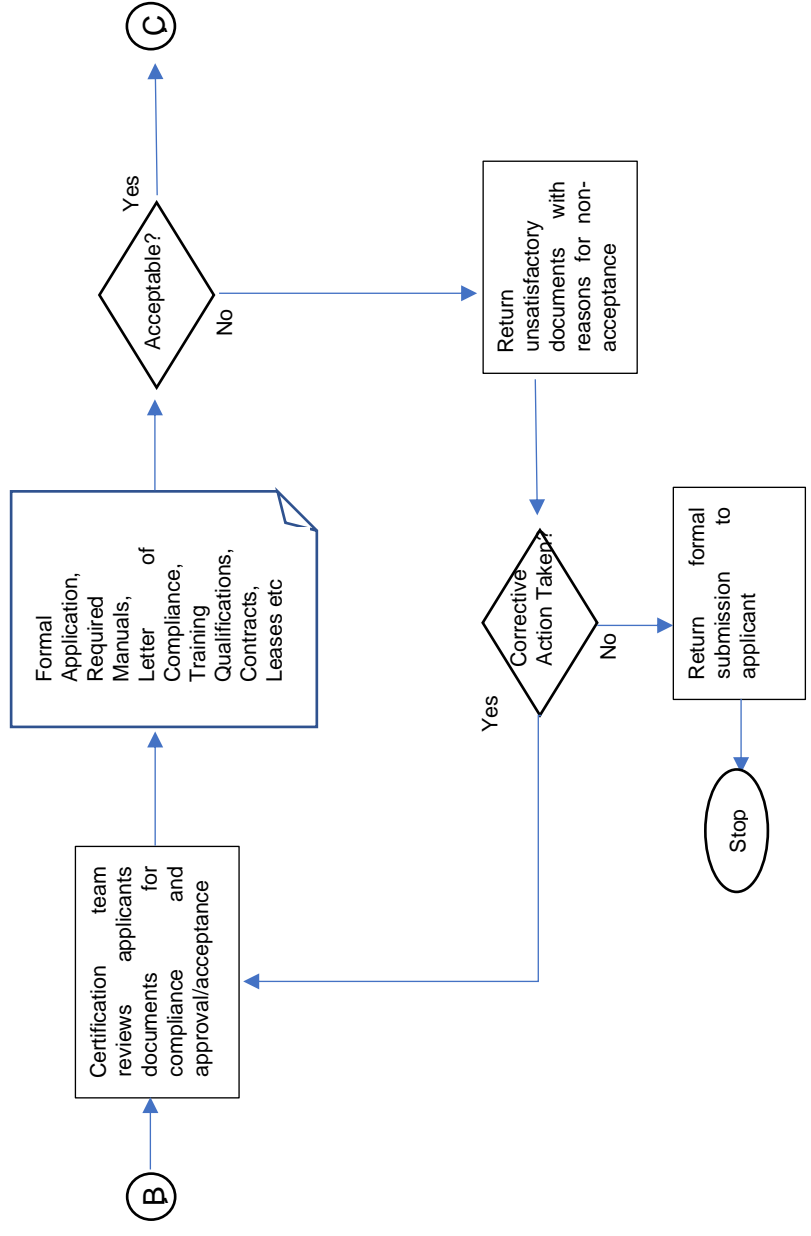
The flow charts on the following pages are representative of the Air Operator Certification Process. These charts also represent the process for the certification of an Approved Maintenance Organisation.

- 1. PRE-APPLICATION PHASE**
- 2. FORMAL APPLICATION PHASE**
- 3. DOCUMENT EVALUATION PHASE**
- 4. DEMONSTRATION AND INSPECTION PHASE**
- 5. CERTIFICATION PHASE**

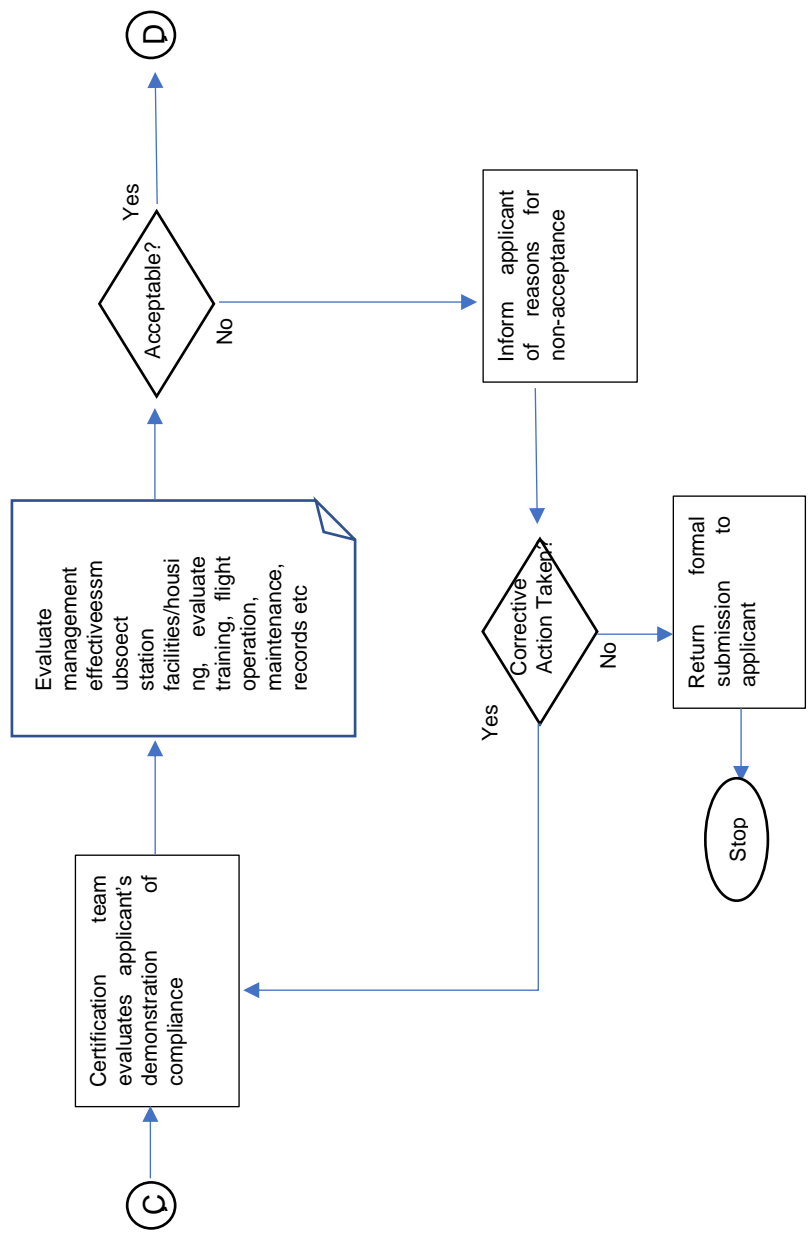
PRE-APPLICATION PHASE Air Operator Certification Process



DOCUMENT EVALUATION PHASE
Air Operator Certification Process



**DEMONSTRATION AND INSPECTION
PHASE
Air Operator Certification Process**



CERTIFICATION PHASE
Air Operator Certification Process

