



Namibia Civil Aviation Authority

Aviation Directive

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Flight Operations

November 2025

AIR AMBULANCE OPERATIONS

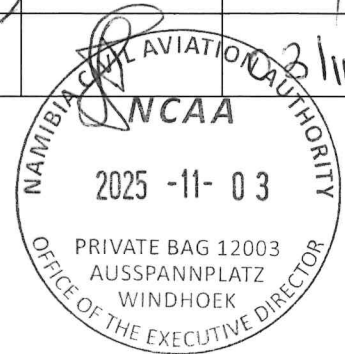


Namibia Civil Aviation Authority -
Safety Division

AVIATION DIRECTIVE
AIR AMBULANCE OPERATIONS

Approval

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Legal revision	Chief Legal Counsel	Mr. Christoph Seimelo		03/11/2025
NCAA Approval	Executive Director	Ms. Toska Sem		03/11/2025





1. LEGAL AUTHORITY

Pursuant to section 38 (6) of the Civil Aviation Act, "the Executive Director may issue an Aviation Directive ("AD") comprised of a permission, approval or procedure, or the imposition of a condition, restriction or prohibition which the Executive Director believes on reasonable grounds to be:

- a) consistent with the objectives of applicable regulatory requirements, procedures or documents, and
- b) necessary and expedient to better achieve the objects of the Act.

2. BACKGROUND

- 2.1 NAMCARS Part 91 Subpart 11 of 2001 stipulated the requirements for air ambulance operations. NAMCARS Part 91 amendment of 2024 however did not include this Subpart. This subpart is now moved to a new separate draft Part which should be promulgated sometime in the near future.
- 2.2 As a result of the above, air ambulance operations in the country are operating in a vacuum.

3. PURPOSE

This Directive aims at addressing the requirements for air ambulance operations while waiting for the promulgation of new NAM-CAR Part on air ambulance operations.

4. APPLICABILITY

- (1) This Aviation Directive applies to-
 - (a) aircraft registered in Namibia and engaged in commercial and non-commercial air ambulance operations;
 - (b) foreign-registered aircraft operated by an air service operator licensed in terms of the Air Services Act, 1949 and engaged in commercial air ambulance operations;
 - (c) foreign-registered aircraft utilised in commercial air ambulance operations to transport one or more patients in, or out of Namibia; and
 - (d) persons acting as flight crew members, operations personnel and medical personnel in respect of any air ambulance operation carried out in terms of this Directive.



- (2) The provisions of Part 91, 121, Part 127, and Part 135 will apply with the necessary changes to any aircraft operated in terms of this Part.

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5. REFERENCES - RELATED READING MATERIAL

None

6. ACTION REQUIRED

6.1 Requirements for Commercial Air Ambulance Operations

- (1) The operator of an aircraft engaged in a commercial air ambulance operation, must not operate the aircraft unless such operator is the holder of a valid -
- (a) licence issued in terms of the Air Services Act, 1949; and
 - (b) Air operating certificate issued in terms of Part 121, Part 127 or Part 135, as the case may be, and endorsed for operations in terms of this Aviation Directive; or
 - (c) in the case of a foreign-registered aircraft, a foreign operator's permit issued in terms of their Air Services Act or similar legislation.
- (2) Only aircraft that has been certified on its certificate of airworthiness for use as air ambulance may be used in commercial air ambulance operations.
- (3) An operator, engaged in commercial air ambulance operations who wishes to utilise an aircraft that has not been certified for air ambulance operations as a substitute for one of its certified aircraft, can utilize such aircraft for a maximum of seven (7) consecutive days only or during a period of maximum fourteen (14) days, provided that such aircraft is essentially configured according to the provisions of this Directive.
- (4) In the event that it is not possible to adhere to the conditions prescribed in (3) above, the operator must obtain approval from the Executive Director for the utilisation of the aircraft which is not certified for air ambulance operation.

6.2 FLIGHT CREW

6.2.1 Pilot Qualifications

- (1) The pilot of an aircraft engaged in air ambulance operations must -
- (a) as a minimum be the holder of a valid commercial pilot licence (CPL) with night rating appropriate to the category and type of air ambulance aircraft and the mission to be flown;



- (b) have received training and demonstrated minimum competency for the relevant mission to be flown, as prescribed in the manual of procedure; and
 - (c) have successfully completed the training referred to in section 6.3.
- (2) The manual of procedure of the operator must set minimum criteria for qualifications of pilots to be used for the missions intended.

6.2.2 Medical Qualifications

Medical personnel and medical service providers involved in commercial air ambulance operations must provide evidence of complying with the relevant legislation and Regulations administered by the Ministry of Health and Social Services, the Health Professions Councils of Namibia, the Namibian Nursing Council or foreign equivalent, as the case may be.

6.3 TRAINING

6.03.1 Training of Flight Crew, Medical Personnel, and Operations Personnel

- (1) The owner or operator of an aircraft engaged in an air ambulance operation must ensure that each flight crew member, medical personnel member or operations personnel member, assigned to an air ambulance operation, has successfully completed the initial or recurrent training as prescribed in the Annexure to this Directive.
- (2) Notwithstanding the provisions of paragraph (1), a medical specialist who is not trained in accordance with these Regulations may be taken on a specific air ambulance operation, in addition to the regular medical personnel, for the benefit of the patient.
- (3) The operator must ensure that all flight crew members, medical personnel or operations personnel, as the case may be, who have not completed the training as referred to in paragraph (1), must have a standard safety briefing pertaining to the aircraft to be used for the operation.
- (4) The owner or operator of an air ambulance operation must ensure that no flight crew member, medical personnel or operations personnel whose training has expired, is assigned flight duties on an aircraft engaged in an air ambulance operation until such time that such member undergoes recurrent training.
- (5) Notwithstanding (4) above, a flight crew member, medical personnel or operations personnel, as the case may be, may be assigned flight duties without having undergone recurrent training as stipulated in (4) above: Provided that such flight crew member, medical personnel or operations personnel, as the case may be -



- (a) undergoes such recurrent training within a period not exceeding three (3) months from the date of expiry of the preceding training;
 - (b) is, during the period of assignment, assigned to duties with at least one flight crew member, medical personnel or operations personnel, as the case may be, whose training has not expired; and
 - (c) has, during the period of assignment, not been off active duty for a period exceeding three (3) months.
- (6) Any training required by this Aviation Directive must be conducted in accordance with the relevant requirements of this Aviation Directive or by an ATO approved in terms of Part 141.


6.4 MANAGEMENT

6.4.1 Quality Assurance System

- (1) The owner or operator of an aircraft engaged in an air ambulance operation must have a quality assurance system for the control and supervision of the air ambulance operation in place.
- (2) In respect of the owner or operator of a commercial air ambulance operation, the quality assurance system of the operator referred to in Part 121, Part 127 or Part 135, as the case may be, must apply.

6.4.2 Manual of Procedure

- (1) The owner or operator of an aircraft engaged in an air ambulance operation must compile a manual of procedure in accordance with the provisions of this Section, for the use and guidance of flight crew, medical personnel and operations personnel, setting out the manner in which such owner or operator will operate the air ambulance operation.
- (2) In respect of an owner or operator of a commercial air ambulance operation, the operations manual of the operator referred to Part 121, Part 127, or Part 135, as the case may be, must include the procedures as prescribed by this Aviation Directive.
- (3) The owner or operator of an aircraft must, prior to commencing an air ambulance operation therewith, submit in duplicate the manual of procedure to the Executive Director for approval.
- (4) If the Executive Director is satisfied that the aircraft owner or operator will comply with the provisions of this Aviation Directive, the Executive Director must certify in writing on both copies of the manual of procedure that such manual has been approved and must return one copy of the approved manual to the owner or operator.

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- (5) The owner or operator of an aircraft engaged in an air ambulance operation must submit in duplicate any amendment to the manual of procedure to the Executive Director for approval.
- (6) If the Executive Director is satisfied that the aircraft owner or operator will comply with the provisions of this Aviation Directive, the Executive Director must certify in writing on both copies of the amendment to the manual of procedure that such amendment has been approved and must return one copy of the approved amendment to the owner or operator.
- (7) The owner or operator of an aircraft in an air ambulance operation must at all times operate the aircraft in accordance with the approved manual of procedure and any approved amendment thereto.
- (8) The owner or operator of an aircraft engaged in an air ambulance operation must:
 - (a) ensure that those parts of the manual, which are required for the conduct of a flight, are easily accessible to the flight crew and medical personnel on board the aircraft;
 - (b) make the manual of procedure available for the use and guidance of operations personnel;
 - (c) keep the manual of procedure up to date; and
 - (d) keep the manual of procedure in a safe place.
- (9) The structure and contents of the manual of procedure must be as prescribed in Annexure to this Directive.
- (10) The manual of procedure must be reviewed annually and updated in accordance with the quality assurance system established by the owner or operator.

6.4.3 Training Records

- (1) The owner or operator of an aircraft engaged in an air ambulance operation must retain records of all training undertaken in terms of this Aviation Directive by the flight crew, medical and operations personnel in his, her or its employ or as a crew member.
- (2) The records referred to in (1) above, will be valid for a period of 12 calendar months calculated from the last day of the calendar month in which such training is given.
- (3) The owner or operator of an aircraft engaged in an air ambulance operation must retain the records of each flight crew member, medical personnel and operations personnel for a period of at least 12 months from the date on which the flight crew member, medical personnel or operations personnel has left the employ or ceased to be a crew member of such owner or operator.



6.4.4 Presumption

For the purposes of this section, a medical personnel member will be deemed to be a crew member of the air ambulance aircraft if the medical personnel member is assigned duties by such owner or operator, irrespective of whether such medical personnel member is remunerated by such owner or operator or not.

6.5 INSTRUMENTS AND EQUIPMENT

6.5.1 Aircraft Configuration

- (1) The owner or operator of an aircraft engaged in air ambulance operations must ensure that the cabin of the aircraft -
 - (a) Has a type certificate or modification for air ambulance operations
 - (b) If the owner or operator has to modify the aircraft in order to comply with the provisions of this Section, such owner or operator must obtain prior written approval from the Executive Director for such modification.

6.5.2 Lighting and Electrical Equipment

- (1) The owner or operator of an aircraft engaged in an air ambulance service must ensure that -
 - (a) adequate lighting equipment is provided in the patient care area;
 - (b) portable lighting equipment is provided for use in the event of a failure of, or inability to use, the main electrical system;
 - (c) the cockpit or the flight deck, as the case may be, is screened from lights in the patient care area during night operations; or alternatively, where such protection is not possible, must ensure that sufficient light of low intensity is used in the patient care area provided that such lighting does not interfere with the operations of the flight crew;
 - (d) without compromising the normal operation of any aircraft equipment, and if required by the medical service provider, there must be a power source available from the aircraft.

6.5.3 Communication Systems



- (1) The owner or operator of an aircraft engaged in an air ambulance operation must not operate the aircraft -
 - (a) unless such aircraft is equipped with means to establish two-way communication with the dispatching base; and
 - (b) in cases where unaided verbal communication cannot be sustained, unless such aircraft is equipped with an interphone system which provides a means of two-way communication between the flight crew members and medical personnel members and the pilot can isolate himself or herself from such system.

6.5.4 Patient Restraints, Stretchers, and Incubators

- (1) The owner or operator of an aircraft engaged in an air ambulance operation must not operate the aircraft unless such aircraft is equipped with -
 - (a) an approved restraining strap for each patient; and
 - (b) an additional restraining device for a child or small adult who will not be adequately restrained with the restraining strap referred to in paragraph (a), if applicable;
 - (c) an incubator, which is properly secured in position, should an incubator be needed for the flight; and
 - (d) a stretcher and mounting system which allows for rapid detachment from the base unit.
- (2) The stretcher or incubator must be positioned such as -
 - (a) to allow medical personnel a clear view of, and access to the patient to perform monitoring and therapeutic intervention as needed;
 - (b) not to block access to normal and emergency exits;
 - (c) not to interfere with any operation of any aircraft controls; and
 - (d) not to restrict access to any emergency equipment.
- (3) The attachment of the stretcher or incubator to the aircraft structure must allow its rapid detachment for evacuation. The stretcher must be certified for use in an aircraft by the manufacturer or any other recognised certification body which is acceptable to the Executive Director: Provided that all recommendations by such manufacturer or certification body must be implemented and adhered to for the stretcher to be acceptable to the Executive Director.
- (4) All restraint systems to be used in the aircraft must be approved by the Executive Director. In cases where the certification referred to in (3) above cannot be obtained, the operator must obtain approval from the Executive Director for the use of such stretcher.



- (5) All other restraint systems to be used in the aircraft must be approved by the Executive Director.
- (6) The operator must ensure that suitable measures are taken to protect the pilot, aircraft controls, communication and navigation equipment from any interference by the patient, medical personnel or medical equipment on board the aircraft during flight or during loading and unloading.

6.5.5 Medical Equipment

- (1) The owner or operator of an aircraft engaged in an air ambulance operation must ensure that -
 - (a) any medical equipment, supplies or other items on board of the aircraft are-
 - (i) properly secured;
 - (ii) so positioned that they do not or are not likely to -
 - (aa) cause injury to any person on board of the aircraft;
 - (bb) obstruct access to any regular or emergency exit; or
 - (cc) obstruct access to any emergency equipment.
 - (iii) appropriately certified by the manufacturer thereof for use in an aircraft; and
 - (i) prior to flight, any medical equipment, which transmits any signals, has been certified by the manufacturer for use in an aircraft or has been certified by an aviation authority acceptable to the Executive Director for use in an aircraft is tested to ensure that it does not interfere with any aircraft system, in particular with the avionic equipment of the aircraft, and that such avionic equipment does not interfere with the proper functioning of the medical equipment.

6.5.6 Oxygen and Other Gas Cylinders

- (1) If an aircraft engaged in an air ambulance operation is equipped with gas cylinders for medical purposes, the cylinders must -
 - (a) be carried in accordance with the provisions of Part 92; and
 - (b) if the cylinders are inside the cabin, be positioned in such a way that no part of the fitment constitutes a hazard to any person inside the cabin, the pressure gauges are fitted and visible for use, and shut-off and change-over valves are readily accessible; or



- (c) if the cylinders are positioned outside the cabin, be positioned in such a way that the in-line pressure gauges are visible for use and shut-off and change-over valves are installed inside the cabin.
- (2) All portable gas cylinders must be properly secured with approved devices during flight.
- (3) All gas outlets must be clearly marked for identification as to their function and gas supplied in accordance with the applicable Namibian Standards Institution (NSI) Code of Practice.
- (4) All oxygen and medical gas cylinders used in an air ambulance operation -
 - (a) must have an annual visual and a five-yearly hydrostatic inspection by an approved testing facility.
 - (b) must be marked with a sticker denoting approval for "return to service" and "next service due" date, which sticker must be clearly visible to flight crew and medical personnel;
 - (c) must, where applicable, bear a stamp of approval from an appropriately approved provider which stamp must be clearly visible on each cylinder and certifying such cylinder as being approved.
- (5) All oxygen and medical gas cylinders fixed in an air ambulance aircraft must be maintained as per the manufacturer's specifications.

6.5.7 Intravenous Fluids

- (1) An adequate supply of conveniently placed hangers or hooks must be available and all such supports must be -
 - (a) soft, padded or flush-mounted to prevent head trauma to any person on board the aircraft; and
 - (b) of a design which prevents the accidental release of intravenous containers in the event of turbulence, a hard landing or an emergency situation.

6.6 FLIGHT OPERATIONS

6.6.1 Control of Operations

- (1) The owner or operator of an aircraft engaged in an air ambulance operation must ensure that he or she is aligned with a medical service provider who is compliant with all the relevant legislation administered by the Ministry of Health and Social Services to consult with on matters pertaining to -
 - (a) the advisability of the transportation by air of the patient;



- (b) the type of air ambulance aircraft required for the transport;
 - (c) the level of patient-care required;
 - (d) medical equipment needed on board the aircraft; and
 - (e) precautions to be taken during the flight and during ground transportation.
- (2) Where the operator of an aircraft is also the medical service provider, such operator must ensure that the medical aspects of the operation comply with all the relevant requirements as contained in the relevant legislation administered by the Ministry of Health and Social Services.
- (3) The medical personnel on board the aircraft will be responsible for patient care from the time of hand-over by the dispatching medical unit until the time of hand-over to the receiving medical unit.
- (4) The PIC of the aircraft will at all times be responsible for the safety of the aircraft operation.

6.6.2 Dispatching Base

- (1) The owner or operator of an aircraft engaged in an air ambulance operation must ensure that a person with a reasonable knowledge of aviation, air traffic service, safety and emergency procedures, navigation techniques and the influence of weather is assigned to the dispatching base.
- (2) The owner or operator must establish an appropriately equipped operations centre from which air ambulance operations are controlled.
- (3) The minimum requirements to be met in respect of (2) are prescribed in Annexure A to this Directive.

6.6.3 Landing and Takeoff

- (1) The PIC of an aircraft engaged in an air ambulance operation is exempted from the prohibition to land on a public road in terms of Regulation 91.07.42.
- (2) A pilot-in-command (PIC) of a helicopter engaged in an ambulance operation is exempted from the restrictions imposed by Regulation 91.07.42.
- (3) Notwithstanding the provisions of (1) and (2) above, the PIC may make use of these privileges only if no viable alternative landing place exists and while taking extreme care for the safety of the aircraft and property and persons on the ground.



- (4) The manual of procedure of the operator must clearly state conditions under which landings at non-registered landing areas may be carried out.

6.6.4 Loading and Unloading

- (1) The PIC of a helicopter engaged in an air ambulance operation may allow the loading or unloading of a patient with the rotors turning only -
- (a) under strictly controlled circumstances overseen by appropriately trained personnel;
 - (b) in times of a serious emergency; and
 - (c) if the loading or unloading of a patient is undertaken by appropriately trained personnel.
 - (d) In cases of fixed-wing multi-engine aircraft, the loading or unloading may be undertaken only if the engine on the side of the exit is switched off.
 - (e) Loading or unloading must not be undertaken in cases of single-engine aircraft.
- (2) The owner or operator must make provisions in the manual of procedure referred to in section 6.04.2 concerning circumstances and procedures for rapid patient loading and unloading.
- (3) Medical personnel must inform the PIC regarding add-on equipment for calculation of the aircraft's mass and balance.

6.6.5 Night Flying

- (1) The PIC of a helicopter used in an air ambulance operation must not undertake any air ambulance flight operation by night unless such helicopter is certified for instrument flight and is operated in accordance with its flight manual for instrument flight: Provided that in any other case an air ambulance flight which is operated under visual meteorological condition (VMC) -
- (a) may continue to an illuminated hospital stop or an aerodrome approved for night operations for not more than 15 minutes after sun set; and
 - (b) may commence such flight within 15 minutes before sunrise.

6.7 OTHER OPERATIONS

6.7.1 Infection Control and Fluid Contamination

- (1) The owner or operator of an aircraft engaged in an air ambulance operation must ensure that -



- (a) every employee, before performing duty on, or cleaning an aircraft,
 - (i) is familiar with any infection control procedure which may apply in respect of the aircraft; and
 - (ii) has taken appropriate precautions before performing duty on or cleaning such aircraft, as prescribed by the Labour Act of 2007 (Act No 11 of 2007), Aviation Directive 1.2.3.10, and other relevant legislation, and set out in the manual of procedure referred to in section 6.04.2;
- (b) the cleaning agents used for cleaning are non-corrosive or non-abrasive to the aircraft.

6.8 MAINTENANCE

6.8.1 Aircraft maintenance

The owner or operator of an aircraft engaged in an air ambulance operation must ensure that any person involved in the maintenance of the aircraft has a thorough knowledge of the interior modifications to, and the medical fitments of such aircraft.

7. EFFECTIVE DATE

This Aviation Directive will come into force on the date of issue and remain in force until it is withdrawn or replaced.

Issued by

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Toska Sem
Executive Director

