



# TECHNICAL GUIDANCE MATERIAL

## for

# Model Aviation Security Screening Organisation Operations Manual

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**SUBJECT:** Model Aviation Security Screening Organisation Manual

**EFFECTIVE DATE:** 31 JULY 2020

### APPLICABILITY

This document applies to entities that apply for approval as an aviation screening organization (ASSO) in accordance to SACARS Part 110

### PURPOSE

The purpose of this document is to provide guidance to the content, topics and required layout to be used in compiling an Aviation Security Screening Organization operation manual

### SCOPE

The guidelines shall apply to all stakeholders that apply for approval as an aviation security screening organization (ASSO). It is accompanying material to the Technical Guidance Material on Aviation Security Screening Organization and Aviation Security Screener approved document

### ACCOUNTABILITY

Implementation and compliance hereto are the responsibility of each organization.

### REQUIREMENTS

ASSO are responsible for the deployment of certified screeners who perform screening operations related to civil aviation operations.

#### 1. REFERENCE:

- i. ICAO Annex 17
- ii. Civil Aviation Regulations
- iii. SACARS 109 and 110
- iv. SACATS 110
- v. National Civil Aviation Security Programme

#### 2. TERMS AND ABBREVIATIONS:

## 2.1 TERMS

TERMS	DEFINITION
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N/A

## 2.2 ABBREVIATIONS

ABBREVIATIONS	DEFINITION
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ASSO	Aviation Screening Organisation
AVSEC	Aviation Security
CARS	Civil Aviation Regulations
CATS	Civil Aviation Technical Standards
M: PC	Manager: Personnel Certification
MOP	Manual of Procedures
NASP	Nation Aviation Security Programme
SACAA	South African Civil Aviation Authority
SM:TC	Senior Manager: Training and Personnel Certification




## 3. GENERAL

The content and model are outlined in the pages below. This serves as a guideline and further detailed information may be requested during the process of application and approval. A copy of the manual of procedures (MOP) may be requested upon application. The notes are for the consumption and additional assistance to the organisation and will not necessarily be included as notes in the manual.

## 4. QUERIES

Any queries or requests for further guidance as a result of this communications should be sent to:

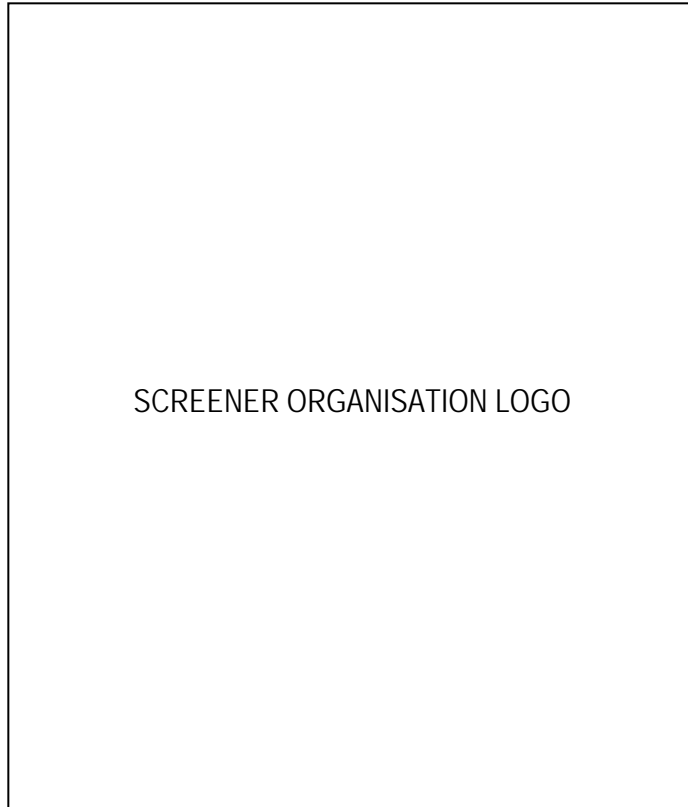
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MODEL TEMPLATE

OPERATIONS MANUAL

"NAME OF AVIATION SECURITY SCREENING ORGANISATION"



AVIATION SECURITY SCREENING ORGANISATION APPROVAL NUMBER:

CAA/110\_/\_ASSO

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**A. APPROVED SCREENING ORGANISATION DETAILS**

<b>Name of Aviation Screener Organisation</b>	"AVIATION SECURITY SCREENING ORGANISATION"
<b>Aviation Security Screening Organisation</b>	CAA/110_/_ASSO
<b>CEO Details</b>	Joe Smith
<b>Designated Official</b>	Operations Manager Jane Jones
<b>Postal Address</b>	P.O. Box 0000 Halfway house 1000
<b>Physical Address</b>	Building 1 Smith Business Park 1 Smith Road Midrand
<b>Telephone Numbers</b>	011 100 1000
<b>Fax Contact Number</b>	086 111 1111
<b>Alternate contact name</b>	Siphokazi dube
<b>Alternate contact number</b>	089 911 6543
<b>Alternate contact designation</b>	Assistant Operations manager

Notes

- The ASSO must ensure that this information is up to date at all times and the SACAA is duly informed.

**B. OPERATIONS MANUAL DISTRIBUTION PROCEDURES AND DEVIATION STATEMENT**

**DISTRIBUTION PROCEDURE**

This Operations Manual defines the AVIATION SECURITY SCREENING ORGANISATION policies and procedures. These will be complied with at all times. The distribution of this document will be controlled and given to those entities listed below. No amendment of the manual of procedures will be completed without prior approval from the (DESIGNATED OFFICIAL) permission and necessary amendment procedures as laid out in the Part 110 Civil Regulations have been complied with.

The Operations Manual will be a controlled document that is distributed to the following entities:

- South African Civil Aviation Authority
- Responsible Person AVIATION SECURITY SCREENING ORGANISATION

No other copies of the manual of procedures will be distributed unless otherwise amended above.

**DEVIATION STATEMENT**

No part of this Operations Manual may be deviated from without prior approval from the SACAA. Deviations from this Operations Manual will only be considered once written permission has been sent to the approval authority for review. Following written approval from the South African Civil Aviation Authority shall the deviation occur.....







## CHAPTER 1: COMPLIANCE STATEMENT

*Reference [SA-CATS-110.03.1 (2)]*

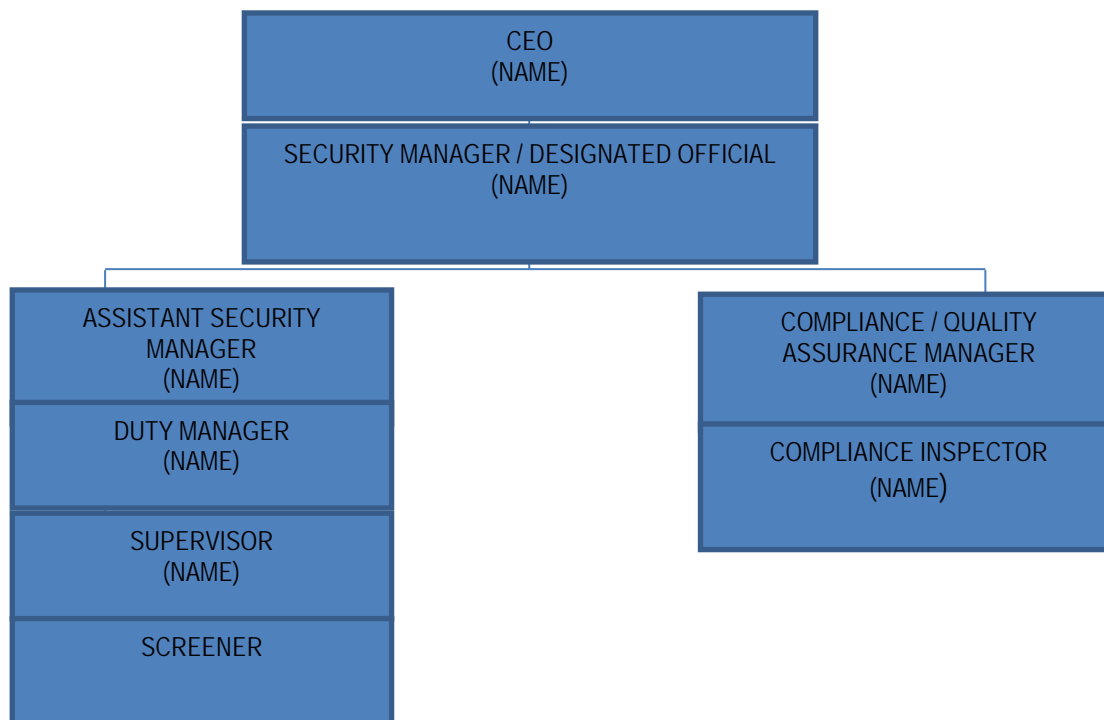
SACAA AVIATION SECURITY SCREENING ORGANISATION undertakes and commits to follow and operate in accordance to the requirements stipulated in CAR Part 110 and SA-CATS-110. This document outlines the framework of how this AVIATION SECURITY SCREENING ORGANISATION, employees and management will undertake to ensure compliance with CAR Part 110 and SA-CATS-110. AVIATION SECURITY SCREENING ORGANISATION will ensure that at all times the highest possible level of screening is completed at all bases of operation, by qualified and certified personnel, utilizing approved, operable equipment whilst ensuring that all quality standards and compliance are met.

Signed by DESIGNATED OFFICIAL: \_\_\_\_\_ Date: \_\_\_\_\_

## CHAPTER 2: ORGANISATIONAL STRUCTURE

Reference [SA-CATS-110.03.1 (3)]

### A – COMPANY ORGANOGRAM [110.03.1 (3) (1)]



### B – DESIGNATED OFFICIAL DETAILS [110.03.1 (3) (2)]

<b>NAME</b>	<i>DO's Full name</i>
<b>ID NUMBER</b>	<i>DO's ID Number</i>
<b>QUALIFICATIONS</b>	<i>Details of the DO's qualifications. (This is to be confirmed during selection process and security screening)</i>
<b>PREVIOUS WORK EXPERIENCE</b>	<i>Summary details of DO's previous work experience. (This is to be confirmed during selection process and security screening)</i>
<b>TRAINING</b>	<i>Summary of the DO's professional courses completed (This is to be confirmed during selection process and security screening)</i>
<b>SELECTION PROCESS</b>	<i>Discuss in summary the process taken to recruit, select and appoint DO into role</i>
<b>SECURITY SCREENING</b>	<i>Discuss in summary the security/background checks completed on the DO to ensure details above are correct. Proof is required of these background checks.</i>

### C – RESPONSIBLE PERSON FOR QUALITY ASSURANCE DETAILS [110.03.1 (3) (3)]

<b>NAME</b>	<i>Individuals Name</i>
<b>POSITION</b>	<i>Details of individual responsible for QA position</i>
<b>ROLES AND RESPONSIBILITIES</b>	<i>Description of individuals QA activities, roles and responsibilities to maintain compliance / QA within the AVIATION SCREENER ORGANISATION.</i>

## D – DETAILS OF BASE(S) OF OPERATIONS [110.03.1 (3) (4)]

Details of each location where the AVIATION SECURITY SCREENING ORGANISATION operates must be listed below.

- A physical address is to be provided for each location
- Summary description of screening duties completed at each place of operation is to be included.

*Example:*

*Johannesburg*

*OR Tambo International Airport*

*Kempton Park*

*Screening Duties: Passenger Screening, Egress Screening, and Hold Baggage Screening*

*Cape Town*

*Cape Town International Airport*

*Screening Duties: Cargo Screening and Hold Baggage Screening*

## CHAPTER 3: OPERATIONAL PROCEDURES AND RESOURCE UTILISATION

*Reference [SA-CATS-110.03.1 (4)]*

### A – OPERATION PROCEDURES [SA-CATS-110.03.1 (4) (a)]

List of all standard operating procedures for each screening activity completed by the Screening Organisation

### B – SUPERVISION OF SCREENING ACTIVITIES [SA-CATS-110.03.1 (4) (b)]

Description of how screening activities will be supervised and monitored to ensure compliance with the requirements

### C – SCREENING METHODS [SA-CATS-110.03.1 (4) (c)]

Description of the screening methods to be utilized at the screening points. EG: 2D X-Ray, ETD, etc

### D – PROCEDURES [SA-CATS-110.03.1 (4) (d)]

- Description of procedures to monitor screening operations
- Description regarding the frequency and manner of how operations will be monitored
- Description of procedures regarding reporting of an incident / security breach to SACAA within 48 hours
- Description of who is responsible to report the above

### E – RESOURCE ALLOCATION

- Description of the resources available at each base of operation.
- Describe the resources utilized during normal screening activities and during heightened screening activities.

## F – SCREENING AND SEARCH PROCEDURES

- Description of screening and searching procedures at each screening point.
- If operating at different screening points, ie: Cargo and Passenger screening, then individual descriptions are to be given for each screening activity.

### CHAPTER 4: RECORD KEEPING

*Reference [SA-CATS-110.03.1 (5)]*

Description of how records required in SA-CATS-110.01.4 are maintained, safeguarded and stored.

Details of how personnel records are to be maintained. It must be detailed if a centralized or decentralized method will be utilized. If decentralized, where will the records be kept at each base of operations and how will they be stored.

### CHAPTER 5: TRAINING

*Reference [SA-CATS-110.03.1 (6)]*

Description of:

- The training each AVSEC Manager, Supervisor and Screener will attend in accordance with CAR 109 and SA-CATS-109
- Frequency that training will be completed
- Measures in place to ensure training is completed on time
- Process for ensuring that all staff maintains currency

### CHAPTER 6: RECRUITMENT AND SELECTION

*Reference [SA-CATS-110.03.1 (7)]*

#### A – RECRUITMENT PROCEDURES

Description of the procedures to be followed during recruitment in compliance with Part 110 requirements

#### B – REPORTING PROCEDURES

- Details of how the Director shall be informed when one of their employees holding an approval by the director leaves the organization
- Details of how the Director shall be advised when an employee who's certification has been evoked.

## CHAPTER 7: AMENDMENTS TO MANUAL

*Reference [SA-CATS-110.03.1 (8)]*

AVIATION SECURITY SCREENING ORGANISATION undertakes to ensure that should an amendment be required for the following Operations Manual the following actions will be taken:

- The South African Civil Aviation Authority will be informed in writing of the need for amendment to the Operations Manual
- The applicable fee as prescribed in Part 187 will be paid, and the applicable Part 110 form stating the required amendment will be completed.
- Proof of payment along with the completed form will be submitted to the South African Civil Aviation Authority.
- Two copies of the amended content will be submitted to the South African Civil Aviation Authority. The list of effective pages, footer information, version and date will be updated and submitted for approval.
- Following approval, the approved content will be placed into the Operations Manual

AVIATION SECURITY SCREENING ORGANISATION will ensure that no amendments will be completed within the Operations Manual without prior approval from the South African Civil Aviation Authority. Any deviation from the contents listed in this Operations Manual, will be discussed under the deviation section.

## CHAPTER 8: CERTIFICATION OF SCREENERS

*Reference [SA-CATS-110.03.1 (9)]*

- Description of procedures to certify new screeners
- Description of procedure to ensure re-certification of screeners
- Description of procedures to ensure screeners operating in a different screening environment (Eg Passenger to Cargo) are certified to operate in these screening areas
- Description of procedures to record and monitor certification of screeners
- Measures in place to ensure only certified screeners are utilized at screening points

**CHAPTER 9: QUALITY MANAGEMENT SYSTEM**

*Reference [SA-CATS-110.03.1 (10)]*

**A – QUALITY POLICY STRATEGY [SA-CATS-110.03.10 (1) (a)]**

- Description of how the organization formulates, deploys and reviews its policy and strategy into plans and actions applicable to all levels of the organisation
- Formal written quality policy statement shall be established and signed by Designated Official. The statement should articulate the quality assurance systems it is intended to achieve.

*Example:*

*The primary focus of AVIATION SECURITY SCREENING ORGANISATION is to provide compliant, certified and approved aviation security screening measures of the highest possible standard. These measures will be continuously monitored through an approved quality assurance programme to ensure that all resources utilized are approved and personnel are certified to ensure compliance with the applicable standards.....*

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**B – QUALITY CONTROL SYSTEM [SA-CATS-110.03.10 (1) (b)]**

- Description of how screening organization shall ensure compliance with requirements, conformance to standards and adequacy of training activities conducted
- Description of every process, procedure and activities that assists the screening organization to achieve its results
- Description of the basic structure of the quality control system to screening activities conducted and outsourced activities

**C – FEEDBACK SYSTEM [SA-CATS-110.03.10 (1) (c)]**

- Description of feedback system to ensure corrective actions are both identified and promptly addressed
- Description of who is to rectify discrepancies and non-conformance in each particular case and procedures to be followed if corrective action is not completed within appropriate timescale
- To facilitate feedback in process of receiving feedback screeners shall be required to wear name tags or badges when performing screening duties. Description of how to ensure this is followed is to be discussed.

**D – DOCUMENTATION [SA-CATS-110.03.10 (1) (d)]**

Description of how documentation is to be developed and maintained. This pertains to the following:

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- Relevant parts of the Operations Manual and Quality Manual
- Other relevant documentation listed in SA-CATS-110

#### **E – QUALITY CONTROL AUDIT PROGRAMME [SA-CATS-110.03.10 (1) (e) (f)]**

The quality control programme shall include all planned and systematic actions necessary to provide confidence that all operations is conducted in accordance with all applicable requirements, standards and procedures.

Describe the audit process that will be completed

- Schedule of the monitoring process
- Audit procedures
- Reporting procedures
- Follow up and corrective action procedures
- Recording systems
- Document control

#### **F – MANAGEMENT REVIEW AND ANALYSIS [SA-CATS-110.03.10 (1) (g)]**

- Description of a comprehensive, systematic document review and analysis of the QA system, training policies and screening procedures
- Description of how and where results of quality inspections and any other indicators are recorded
- Correction of trends and prevention of future non conformities
- Effectiveness of the management team in achieving stated objectives

#### **G – INTERNAL REVIEW [SA-CATS-110.03.10 (1) (h)]**

- An internal review shall be conducted on an annual basis to ensure compliance with the procedures stated in the Regulations and Technical Standards, along with the Quality Control System as stipulated in the Operations Manual.
- The internal review should comprise of a document review and review of the training being provided by each accredited instructor listed on the Operations Manual.
- Evidence of such review shall be recorded and maintained for a period not exceeding five (5) years.
- The above-mentioned documentation shall be made available to the SACAA during inspections/audits or upon request.

#### **H – RECORDING [SA-CATS-110.03.10 (1) (i)]**

Accurate, complete and readily accessible records documenting the results of the quality control programme and internal reviews should be maintained by the ASTO.

The following records shall be retained at least for a period of five (5) years:

- Audit schedules
- Quality inspections and audit reports
- Responses to findings
- Corrective and preventive action reports
- Follow up and closure reports
- Management and internal review reports