

SOUTH AFRICAN



***CIVIL AVIATION
AUTHORITY***

CORRECTIVE ACTION HANDLING FOR OPERATOR

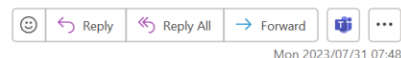
NB: THE NAMES USED ON THIS DOCUMENT ARE TEST ACCOUNTS

1. Getting Access to SACAA EMPIC Webclient.

- The Inspector you are working with will send you an activation email from our system which will have your username and a link to create a password. You do not have to register.
- The link expires within 3 days, if it expires request the Inspector to send you another activation email.
- Click on the link to create your password.

ACTIVATION

 noreply@caa.co.za
To: Relebohile Makhele



Mon 2023/07/31 07:48

Dear Bafokeng Makhele,

This link will take you to our activation page, where you can set your password to complete the registration process:

<http://e-services.caa.co.za/webclient/public/TokenValidationServlet?uuiid=8ac0872f-5b9c-4294-a3ed-f55bbc0e5a02>

By clicking on the above link you give SACAA consent to use your information. This information will only be utilised for Corrective Action Handling processing purpose or Card Licensing details viewing only.

Please activate your account within 3 days.

Your login name is: bafokeng.makhele

Sincerely,
South African Civil Aviation Authority

In terms of the Protection of Personal Information Act, 2013 (Act No. 04 of 2013) ("POPIA"), the SACAA has a general legal duty to protect information that we may process. The SACAA is committed to ensuring the security and protection of personal information processed by the organisation and to provide a compliant and consistent approach to data protection. The POPIA requires data subjects to give consent for their personal information to be processed, stored and destroyed. By submitting information to the SACAA for processing, the submitter thereby consents for the processing, storage and destruction of their information. The SACAA would like to reassure all submitters of information that all information will only be processed for purposes which it has been collected for. Should you have any questions related to our POPIA compliance, please contact info@caa.co.za

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2. Create a password based on listed password rules and click on Save.

Not secure | e-services.caa.co.za/webclient/security/initialPassword

Change Password

Welcome, **Bafokeng Makhele**

Your activation link has been validated. Your user name is: **bafokeng.makhele**

Password Rules

- The user name and password must not be the same.
- The password must contain at least 8 characters.
- The password must contain at least one numeric character [0-9].
- The password must contain at least one upper-case alphabetic character.
- The password must contain at least one special character from this set: [! \$ & % ? , - _ # \$ #].
- The password must contain at least one lower-case alphabetic character.
- The password must not contain any characters other than those named above.

Password

New Password

Confirmation

3. Addressing your findings.

- You will get an email which will have a link to access the findings and the audit report.
- Click on the link to login to the Portal.

SACAA Corrective Action Handling ready for Audit *0001-2449* from 29/0...



noreply@caa.co.za
To ● Relebohile Makhele



12:46

Dear Client/Service Provider,

We invite you to start working on the Corrective Action Plans and/or Closing Actions for Audit *0001-2449* from 29/02/2024.

You have open finding(s) please go to the link below to address them accordingly.

The following link guides you directly to the according surveillance activity:
<http://e-services.caa.co.za/webclient/app/cah/findingListTilesView?id=12449>

Kind Regards,
Relebohile Makhele
IT
South African Civil Aviation Authority

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- The link will take you to the findings page.
- Click on the Details link to view the audit report.

The screenshot shows a web browser window with the URL e-services.caa.co.za/webclient/app/cah/findingListTilesView?id=12449. The page title is "Surveillance" and the main heading is "Relebohile Eservices Testing (PTY) LTD, SACAA.AOC.9999-127 ([1]; Rev. 0; ?-?), (Ad hoc, 29/02/2024)". A red box highlights the link "Details incl. documents to Audit 0001-2449". Below this, there are filters for "Filter by Finding Status" (All, Open, Closed) and "Filter by Action Status" (Finding Level). The main content area displays a table of findings:

| Finding Number | Description | Count | Action |
|----------------|------------------------------------|-------|-----------------|
| 1 | this is to create operator manual. | 3x | Open / Modified |
| Level | 2 | 0x | Submitted |
| Due Date | 07/03/2024 | 0x | Accepted |
| Status | open | 0x | Declined |
| 2 | testing phase | 3x | Open / Modified |
| Level | 3 | 0x | Submitted |
| Due Date | 14/03/2024 | 0x | Accepted |
| Status | open | 0x | Declined |

At the bottom of the page, there are buttons for "Back", "Export to Excel", and "Submit".

4. View the audit report.

- Click on the dropdown arrow.
- Click on view to view the audit report from the portal.
- Click on download to save the audit report on your PC.
- Click on Go to findings to go and address the findings.

Audit 0001-2449

| | |
|--------------------|--|
| From | 29/02/2024 08:00 |
| Until | 29/02/2024 16:00 |
| Phase | Ad hoc |
| Reason | |
| Subject | Relebohile Eservices Testing (PTY) LTD |
| Certificate | SACAA.AOC.9999-127 |
| Certificate Holder | Relebohile Eservices Testing (PTY) LTD |





Authority Staff

Makhele, Relebohile (Team Leader)
Makhele, Relebohile (Flight Operations Inspector)

Organisation Staff

Makhele, Bafokeng (Accountable Manager)
Makhele, Bafokeng (Report Manager)

Documents

| Title ↑↓ | Last Modified ↑↓ |
|--|---|
|  Result of Ad hoc Audit 0001-2449 | 29/02/2024 12:35:23 |
|  NonComplianceReport.pdf | 29/02/2024 12:35:33   |

[Back](#)

[Go To Findings](#)

5. Address the audit findings.

- This screen gives you a summary of your findings displaying the finding number, finding level, due date and status.
- Open/modified means you have not worked on the finding at all.
- Submitted means you have submitted the CAP, RCA or the Closing action back to SACAA. Once submitted you will not be able to make any changes.
- You will not be able to work to on the closing action until the CAP and RCA get accepted by the SACAA.
- The finding is closed only once the CAP, RCA and Closing action are accepted.
- Click on the finding to start working on it.

Surveillance

Relebohile Eservices Testing (PTY) LTD, SACAA.AOC.9999-127 ([1]; Rev. 0; ?-?), (Ad hoc, 29/02/2024)

Details incl. documents to Audit 0001-2449

| Filter by Finding Status | | Filter by Action Status | Sort by |
|--------------------------|------|-------------------------|---------------|
| All | Open | Closed | Finding Level |

| | | | |
|----------------|------------|------------------------------------|---------------------|
| Finding Number | 1 | this is to create operator manual. | 3x Open / Modified |
| Level | 2 | | 0x Submitted |
| Due Date | 07/03/2024 | | 0x Accepted |
| Status | open | | 0x Declined |

| | | | |
|----------------|------------|---------------|---------------------|
| Finding Number | 2 | testing phase | 3x Open / Modified |
| Level | 3 | | 0x Submitted |
| Due Date | 14/03/2024 | | 0x Accepted |
| Status | open | | 0x Declined |

Back [Export to Excel](#) [Submit](#)

- Due on is the date the finding needs to be resolved. (Level 1 same day, Level 2 within 7 days, Level 3 within 14 days) as explained in the audit report. These dates can change based on your CAP and agreement with the SACAA Inspector.
- CAP and RCA submit until dates are dates by when you need to have responded to SACAA.
- Click on Corrective Action Plan, enter the CAP and attach any supporting documents and click save. Please note you can submit the CAP on its own or you can submit with the RCA by clicking the RCA before submitting and then adding the RCA and attaching any supporting documents and then click save then click Submit which will submit both CAP and RCA at the same time.
- Or you can click save and submit on each one to submit them individually.

Finding Details - Audit 0001-2449

Finding Number: 1 Finding Level: 2

Due on: 07/03/2024 Closed on: CAP Submit until: 29/02/2024

Description: this is to create operator manual.

Rules: CA 135-05 Annual Audit Checklist Part 135 090317 (AMD) B Part 135 (Fourteenth AMD) 135.06.2(5)

Rule Reference (extended):

Corrective Actions

- Corrective Action Plan
Submit until 29/02/2024
- Root Cause Analysis
Submit until 29/02/2024
- Closing Action
Due on 07/03/2024

Corrective Action Plan

Submit until: 29/02/2024 Accepted on:

Corrective Action Plan

We are responding to the [CAP](#)

Select file or drop attachment files here.



Attachments: PurchaseOrder.pdf

Revert Save

Back History Apply for Extension Submit

- The items that are saved and not yet submitted appear with this icon.

Corrective Actions

- Corrective Action Plan
Submit until 29/02/2024
Modified 
- Root Cause Analysis
Submit until 29/02/2024
Modified 
- Closing Action
Due on 07/03/2024

- Once submitted back to SACAA the icons will as below.

Corrective Actions

Corrective Action Plan ✉

Submit until 29/02/2024

Submitted

Root Cause Analysis ✉

Submit until 29/02/2024

Submitted

Closing Action

Due on 07/03/2024

- And it will show 2 submitted (CAP and RCA) and one open (Closing action).

Relebohile Eservices Testing (PTY) LTD, SACAA.AOC.9999-127 ([1]; Rev. 0; ?-?), (Ad hoc, 29/02/2024)

Details incl. documents to Audit 0001-2449

Filter by Finding Status: All Open Closed | Filter by Action Status: | Sort by: Finding Level

| | | | |
|----------------|------------|------------------------------------|---------------------|
| Finding Number | 1 | this is to create operator manual. | 1x Open / Modified |
| Level | 2 | | 2x Submitted |
| Due Date | 07/03/2024 | | 0x Accepted |
| Status | open | | 0x Declined |
| Finding Number | 2 | testing phase | 3x Open / Modified |
| Level | 3 | | 0x Submitted |
| Due Date | 14/03/2024 | | 0x Accepted |
| Status | open | | 0x Declined |

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[Export to Excel](#)
[Submit](#)

6. Working with the response from SACAA.

- An email notification will be sent, click on the link to login.

Reply to CA submission on 0001-2449, REQUEST-440894 Status Notification



noreply@caa.co.za
To ● Relebohile Makhele; ● Relebohile Makhele



13:56

Hello Makhele, Bafokeng!

Status of corrective action(s) has changed please go and login to the website to see further information or correct the items.

Please find the result online at: <https://url.za.m.mimecastprotect.com/s/vwPPC2Rq6jiKDRP4InGg3t>

Best regards,
Relebohile Makhele

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- Once logged in, the system will display the response statuses of the CAP and RCA. Click on the finding to see the responses.

Relebohile Eservices Testing (PTY) LTD, SACAA.AOC.9999-127 ([1]; Rev. 0; ?-?), (Ad hoc, 29/02/2024)

Details incl. documents to Audit 0001-2449

| Filter by Finding Status | | Filter by Action Status | | Sort by |
|--------------------------|------------|------------------------------------|---------------------|---------------|
| All | Open | Closed | | Finding Level |
| Finding Number | 1 | this is to create operator manual. | 1x Open / Modified | |
| Level | 2 | | 0x Submitted | |
| Due Date | 07/03/2024 | | 1x Accepted | |
| Status | open | | 1x Declined | |
| Finding Number | 2 | testing phase | 3x Open / Modified | |
| Level | 3 | | 0x Submitted | |
| Due Date | 14/03/2024 | | 0x Accepted | |
| Status | open | | 0x Declined | |

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- The CAP has been declined with the authority comment/reason and the RCA has been Accepted.
- Click on New Version to fix/update the CAP.

Corrective Actions

Corrective Action Plan
 Submit until 29/02/2024
 Declined

Root Cause Analysis
 Submit until 29/02/2024
 Accepted

Closing Action
 Due on 07/03/2024

Corrective Action Plan

Authority Comment
we are declining

Submit until 29/02/2024 Accepted on

Corrective Action Plan
We are responding to the CAP

Attachments
PurchaseOrder.pdf

[New Version](#)

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- Update the CAP and click save and then click Submit.

Corrective Actions

Corrective Action Plan
 Submit until 29/02/2024
 Submitted

Root Cause Analysis
 Submit until 29/02/2024
 Accepted

Closing Action
 Due on 07/03/2024

Corrective Action Plan

Submit until 29/02/2024 Accepted on

Corrective Action Plan
The cap has been updated.

Attachments
PurchaseOrder.pdf

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- You will get another email with a link to login.
- Once logged in both the CAP and RCA will be status Accepted and the closing action will now be open.
- Complete the Closing action and attach the evidence that the finding has been addressed. The closing action can only be sent once you have addressed the finding.

Corrective Actions

Corrective Action Plan
 Submit until 29/02/2024
 Accepted

Root Cause Analysis
 Submit until 29/02/2024
 Accepted

Closing Action
 Due on 07/03/2024
 Submitted

Corrective Action Plan

Authority Comment
accepted

Submit until 29/02/2024 Accepted on 29/02/2024

Corrective Action Plan
The cap has been updated.

Attachments
PurchaseOrder.pdf

[Back](#) [History](#) [Submit](#)

- Click Save and submit.
-
- Once SACAA has accepted the Finding will be closed.

| Corrective Actions | Corrective Action Plan |
|--|---|
| <p>Corrective Action Plan Submit until 29/02/2024 Accepted</p> | <p>Authority Comment accepted</p> |
| <p>Root Cause Analysis Submit until 29/02/2024 Accepted</p> | <p>Submit until 29/02/2024 Accepted on 29/02/2024</p> |
| <p>Closing Action Due on 07/03/2024 Accepted</p> | <p>Corrective Action Plan The cap has been updated.</p> |
| | <p>Attachments PurchaseOrder.pdf</p> |

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