



SERVICE STANDARD
AVIATION SAFETY OPERATIONS AND SAFETY STANDARD & ASSURANCE

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Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
1. Airworthiness - Engineering				
Airworthiness Engineering	<ol style="list-style-type: none"> 1. Modification and Repairs (AMO are advised to use DAR system for expedition) 2. Experimental C of A 3. Noise Certificate 4. Type Certificate 5. Type Acceptance Certificate 6. Supplemental Type Certificate 	<ol style="list-style-type: none"> 1. Application form 2. Letter of intent 	<ol style="list-style-type: none"> 1. 4 months: Modification and Repairs (AMO are advised to use DAR system for expedition) 2. 15 working days: Experimental Certificate of Airworthiness 3. 15 working days: Noise Certificate 4. 3 to 5 Years: Type Certificate (TC) 5. 6 months on average: Type Acceptance Certificate (TAC) - Onsite 6. 8 months on average: Supplemental Type Certificate (STC) 	<ol style="list-style-type: none"> 1. 1st Level: Manager: Airworthiness Engineering - 5 working days 2. 2nd Level: Senior Manager: Airworthiness - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days



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	<ol style="list-style-type: none"> 7. ZA-TSO 8. ZA-PMA-Design org app 9. Export Airworthiness Tag 10. Design organisation approval 11. Design organisation renewal. 12. Design organisation amendment. 13. Manufacturing organisation approval 14. Manufacturing organisation amendment 15. Manufacturing organisation renewal 16. Proving Flight Authorisation (PFA) 		<ol style="list-style-type: none"> 7. 6 months on average: ZA-TSO 8. 6 months on average: ZA-PMA 9. 30 working days: Export Airworthiness Tag 10. 12 months: Design organisation approval 11. 60 days: Design organisation renewal 12. 90 days: Design organisation amendment. 13. 12 months: Manufacturing organisation approval 14. 90 days: Manufacturing organisation amendment 15. 60 days: Manufacturing organisation renewal 16. 30 working days: Proving Flight Authorisation (PFA)
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	17. Amateur Aircraft Certification (Build number) 18. Initial Authority to Fly (New constructed or Rebuild aircraft only) 19. Initial C of A (Newly Manufactured aircraft only)		17. 30 working days: Amateur Aircraft Certification (Build number) 18. 30 working days: Initial Authority to Fly (New constructed aircraft) 19. 3 months on average: Initial C of A (Newly Manufactured aircraft only)
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Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
2. Airworthiness – Aircraft Maintenance Organisations				
Aircraft Maintenance Approval	1. Issue of AMO certification	1. Application registration documentation through: <ul style="list-style-type: none"> • Email 	1. 12 months	1. 1 st Level: Manager: AMO - 5 working days 2. 2 nd Level: Senior Manager: Airworthiness - 5 working days



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				<ol style="list-style-type: none"> 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director Civil Aviation - 5 working days
Aircraft Maintenance Amendment or Renewal	<ol style="list-style-type: none"> 1. Aircraft Maintenance - Amendment, Renewal 	<ol style="list-style-type: none"> 1. Aircraft Maintenance Organisation - Amendment. The five-phase process will be followed: <ul style="list-style-type: none"> • Pre-Application Meeting. • Formal Application. • Document Evaluation. • Demonstration and Inspection. 	<ol style="list-style-type: none"> 1. 90 working days: Aircraft Maintenance – Amendment 2. 60 working days: Aircraft Maintenance – Renewal 	<ol style="list-style-type: none"> 1. 1st Level: Manager: AMO - 5 working days 2. 2nd Level: Senior Manager: Airworthiness - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director Civil Aviation - 5 working days



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		<ul style="list-style-type: none"> • Certification of organisation. <ol style="list-style-type: none"> 2. Application registration documentation through: <ul style="list-style-type: none"> • Email 		
Aircraft Maintenance Report Findings	2. Report findings	<ol style="list-style-type: none"> 2. Application registration documentation through: <ul style="list-style-type: none"> • Email 	3. 5 working days	<ol style="list-style-type: none"> 5. 1st Level: Manager: AMO - 5 working days 6. 2nd Level: Senior Manager: Airworthiness - 5 working days 7. 3rd Level: Executive: ASO - 5 working days 8. 4th Level: Director Civil Aviation - 5 working days



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3. Airworthiness – Aircraft Registration & Inspection				
Registration, Deregistration and Change of Ownership an Aircraft	<ol style="list-style-type: none"> 1. Registration of Aircraft 2. Change of Ownership 3. Duplicate Certificate of Registration 	<ol style="list-style-type: none"> 1. Application registration documentation through: <ul style="list-style-type: none"> • Email • Walk- in client • Courier documents 	<ol style="list-style-type: none"> 1. 15 working days for Registration of New Aircraft 2. 15 working days for Change of Ownership 3. 15 working days for Duplicate Certificate of Registration 	<ol style="list-style-type: none"> 1. 1st Level: Manager: AR&I - 5 working days 2. 2nd Level: Senior Manager: Airworthiness - 5 working days 3. 3rd Level: Executive: ASO - 5 working days



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	<ol style="list-style-type: none"> 4. Cancellation of Registration, 5. Certificate of Cancellation: Export, deletion 6. Confirmation of non-registration 7. Application for amendment: Change address, Modification, Co.name, Endorsement 		<ol style="list-style-type: none"> 4. 15 working days for Cancellation of Registration 5. 15 working days for Certificate of Cancellation: Export, deletion 6. 15 working days for Application for amendment: Change address, Modification, Co.name, Endorsement 	<ol style="list-style-type: none"> 4. 4th Level: Director of Civil Aviation - 5 working days
Mortgaging	<ol style="list-style-type: none"> 1. Registration of New Mortgage 2. Discharging a Mortgage 3. Registering a Cession 4. Registration of Idera 	<ol style="list-style-type: none"> 1. Application registration documentation through: <ul style="list-style-type: none"> • Email • 	<ol style="list-style-type: none"> 1. 15 working days ; registration of new mortgage 2. 15 working days : discharging a mortgage 3. 15 working days :registering a cession 	<ol style="list-style-type: none"> 1. 1st Level: Manager: AR&I - 5 working days 2. 2nd Level: Senior Manager: Airworthiness - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days



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	5. Revocation of Idera's		4. 30 working days: Registration of Idera 5. 30 working days: Revocation of Idera's	
Issue, Reissue or Export of Certificate of Airworthiness, Authority to Fly and RLA	1. Inspection of Aircraft to issue Certificate of Airworthiness, Authority to Fly or RLA	2. Application registration documentation through: <ul style="list-style-type: none"> • Email 	1. 30 working days	1. 1st Level: Manager: AR&I - 5 working days 2. 2nd Level: Senior Manager: Airworthiness - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
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Special Flight Permit	1. Issuing of Special Flight Permit	1. Application registration documentation through: <ul style="list-style-type: none"> • Email • 	1. 14 working days	<ol style="list-style-type: none"> 1. 1st Level: Manager: AR&I - 5 working days 2. 2nd Level: Senior Manager: Airworthiness - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Annual Renewal of Certificate of Airworthiness and Authority to Fly	1. Document assessment to facilitate renewal of C of A and ATF as per client application made 60 days ahead of expiry	1. Application registration documentation through: <ul style="list-style-type: none"> • Email 	1. 30 working days	<ol style="list-style-type: none"> 1. 1st Level: Manager: AR&I - 5 working days 2. 2nd Level: Senior Manager: Airworthiness - 5 working days 3. 3rd Level: Executive: ASO - 5 working days



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				4. 4th Level: Director of Civil Aviation - 5 working days
Mass and Balance Approval	1. Approval of Mass & Balance based on last weighing report submitted by client	1. Application registration documentation through: <ul style="list-style-type: none"> • Email 	1. 15 working days	1. 1st Level: Manager: AR&I - 5 working days 2. 2nd Level: Senior Manager: Airworthiness - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days

Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
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4. Aviation Medicine

Verification process	1. Quality assurance and oversight of medical documents submitted by DAME by Medical Assessors & P. Nurses on behalf of the Director.	1. Applicant and DAME submission of medical form: <ul style="list-style-type: none"> • Online submission • Email submission 	1. 3 months for Class 1 2. 6 months for other classes	1. 1 st Level: Senior Manager: AVMED - 5 working days 2. 2 nd Level: Executive: ASO - 5 working days 3. 3 rd Level: Director of Civil Aviation - 5 working days
Initial & Renewal Designation of Medical Examiners	1. Designation and Renewal of Aviation Medical Examiners	1. Submit application for annual renewal	1. 30 – 90 working days: to complete designation	1. 1 st Level: Senior Manager: AVMED - 5 working days 2. 2 nd Level: Executive: ASO - 5 working days 3. 3 rd Level: Director of Civil Aviation - 5 working days days



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Designation of First Aid Examiners & Instructors	1. Designation of First Aid Examiners & Instructors	1. Submit application for annual renewal	1. 30 – 60 working days: to complete designation	<ol style="list-style-type: none"> 1. 1st Level: Senior Manager: AVMED - 5 working days 2. 2nd Level: Executive: ASO - 5 working days 3. 3rd Level: Director of Civil Aviation - 5 working days
Issue foreign medical	1. Assurance of Foreign Medical Certificates/Validation Assessor & Administer/Coordinator	1. Applicants foreign medical documents submission	<ol style="list-style-type: none"> 1. 14 working days: Assurance of Foreign Medical Certificates/Validation 2. 2 weeks if case is not complicated 	<ol style="list-style-type: none"> 1. 1st Level: Senior Manager: AVMED - 5 working days 2. 2nd Level: Executive: SSA - 5 working days 3. 3rd Level: Director of Civil Aviation - 5 working days
Aero Medical Committee Coordination and Meetings	1. Adjudication of complicated cases by the Aero Medical Panel, cases are presented by	1. Submission of documents by the DAME or the identification by the	1. 7 Working Days	1. 1st Level: Senior Manager: AVMED - 5 working days



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	the Medical Assessors, Professional Nurses and coordinated by the Admin Support Team	Medical Assessors or Professional Nurses		<ol style="list-style-type: none"> 2. 2nd Level: Executive: SSA - 5 working days 3. 3rd Level: Director of Civil Aviation - 5 working days
Appointment of the Aeromedical Committee Members	1. Appointment of the Aeromedical Committee Members	1. Admin/SM: AVMED/Contract Manager Procurement/DCA's office	1. 60 – 90 Working Days	<ol style="list-style-type: none"> 1. 1st Level: Senior Manager: AVMED - 5 working days 2. 2nd Level: Executive: SSA - 5 working days 3. 3rd Level: Director of Civil Aviation - 5 working days
Appointment of the Medical Appeal Panel	1. Appointment of the Medical Appeal Panel	<ol style="list-style-type: none"> 1. Admin/SM: AVMED 2. Contract Manager SCM 3. DCA's office 	1. 60 - 90 Days	<ol style="list-style-type: none"> 1. 1st Level: Senior Manager: AVMED - 5 working days 2. 2nd Level: Executive: ASO - 5 working days



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				3. 3rd Level: Director of Civil Aviation - 5 working days
Processing of Medical Appeals	1. Adjudication of appeal cases by the Medical Appeal Panel, applicant appeal lodged require	1. Applicants	<p>1. 2 Months Medical Appeals Appointment, depending on the complexity and compliance of the applicant to the requirements</p> <p><i>In line with the Civil aviation Act ,Medical Appeals are required to be processed in 2 months period, however the SACAA appoints external specialist to adjudicate on the appeals ,depending on the complexity of the case ,the appeal specialist may require the appellant to present themselves for a physical medical examination and this may delay the process depending on the availability of the appellant and costs involved . Such medical appeals may take longer than two(2) months to be finalized .</i></p>	<p>1. 1st Level: Senior Manager: AVMED - 5 working days</p> <p>2. 2nd Level: Executive: SSA - 5 working days</p> <p>3. 3rd Level: Director of Civil Aviation - 5 working days</p>



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DAMEs Practice Audit	1. Medical Assessors conduct audits at practices, report written	1. Availability of the DAME	1. 6 Weeks	<ol style="list-style-type: none"> 1. 1st Level: Senior Manager: AVMED - 5 working days 2. 2nd Level: Executive: SSA - 5 working days 3. 3rd Level: Director of Civil Aviation - 5 working days



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Queries Register Licensed Aviation Personnel Medical Certificates, Part 138, CAPSCA, others	<ol style="list-style-type: none"> 1. Queries Register/AVMED Team-continuous analysis 2. Commonly/frequently asked questions relating Airline, Applicants, DAMEs, others 	<ol style="list-style-type: none"> 1. Operator/Applicant/AVMED Admin/Medical Assessor 	<ol style="list-style-type: none"> 1. 3-7 Working Days: Queries Register Licensed Aviation Personnel Medical Certificates, Part 138, CAPSCA, others 	<ol style="list-style-type: none"> 1. 1st Level: Senior Manager: AVMED - 5 working days 2. 2nd Level: Executive: SSA - 5 working days 3. 3rd Level: Director of Civil Aviation - 5 working days
Approval of Training Manuals	<ol style="list-style-type: none"> 1. MOP or Training Manual Approval 	<ol style="list-style-type: none"> 1. Operator/AVMED Admin/Professional Nurse/Medical Assessor 	<ol style="list-style-type: none"> 1. 1 Month: MOP or Training Manual Approval 	<ol style="list-style-type: none"> 1. 1st Level: Senior Manager: AVMED - 5 working days 2. 2nd Level: Executive: SSA - 5 working days 3. 3rd Level: Director of Civil Aviation - 5 working days
138 Operators Air Ambulance Audit	<ol style="list-style-type: none"> 1. Endorsement of Part 138 Operators Air Ambulances Operator Audited 	<ol style="list-style-type: none"> 1. Operator /Admin/SM//Purse/Medic Assessor 	<ol style="list-style-type: none"> 1. 1 month 	<ol style="list-style-type: none"> 1. 1st Level: Senior Manager: AVMED - 5 working days



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				<ol style="list-style-type: none"> 2. 2nd Level: Executive: SSA - 5 working days 3. 3rd Level: Director of Civil Aviation - 5 working days
First Aid Ato's Part 141	<ol style="list-style-type: none"> 1. Approval of First Aid Training Organizations 	<ol style="list-style-type: none"> 1. Admin/P.Nurse/Medic Assessor 	<ol style="list-style-type: none"> 1. 1 month 	<ol style="list-style-type: none"> 1. 1st Level: Senior Manager: AVMED - 5 working days 2. 2nd Level: Executive: ASO - 5 working days 3. 3rd Level: Director of Civil Aviation - 5 working days
International Airports CAPSCA Audit	<ol style="list-style-type: none"> 1. Oversight of International Airports to ensure compliance with the CAPSCA Project SM 	<ol style="list-style-type: none"> 1. Airport /Admin/P. Nurse/Medic Assessor 	<ol style="list-style-type: none"> 1. 1 month 	<ol style="list-style-type: none"> 1. 1st Level: Senior Manager: AVMED - 5 working days 2. 2nd Level: Executive: SSA - 5 working days



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				3. 3rd Level: Director of Civil Aviation - 5 working days
CARCOM Proposals	1. Draft proposal for amendment to the regulations and technical standards Draft prop, circulation, Legal Division and Aviation	1. SM/Admin/P Nurse/Medic Assessor/Legal	1. 6 months	1. 1st Level: Senior Manager: AVMED - 5 working days 2. 2nd Level: Executive: SSA - 5 working days 3. 3rd Level: Director of Civil Aviation - 5 working days
Ramp Inspections	1. Conduct Ramp Inspections at Airlines or Charter Operators	1. Charter & Operator landing Times	1. 2 weeks	1. 1st Level: Senior Manager: AVMED - 5 working days 2. 2nd Level: Executive: SSA - 5 working days 3. 3rd Level: Director of Civil Aviation - 5 working days



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5. Consistency & Standardisation – Exemptions and Regulations Development				
Exemptions, Alternate Means of Compliance and Special approval	1. Exemptions, Alternate Means of Compliance and Special approval	1. On receipt of proposal	2. 40 Working day	1. 1st Level: Senior Manager: CS - 5 Working Days 2. 2nd Level: Executive- SSA - 5 Working Days 3. 3rd Level: Director of Civil Aviation - 5 Working Days
Regulatory Development	1. Receive proposal 2. Assess proposal 3. Workshop 4. Compile report	1. On receipt of proposal	1. 13 months (proposal, collating research, impact study, stakeholder engagement, developing Regulation, CARCOM process etc)	1. 1 st Level: SM: CS - 5 Working Days 2. 2 nd Level: E: ASO - 5 Working Days 3. 3 rd Level: DCA - 5 Working Days



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Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
6. Consistency & Standardisation – International Missions				
International Missions - Letter of No Objection	1. Letter of No Objection	1. On request	1. 18 working days	1. 1 st Level: SM: CS - 5 Working Days 2. 2 nd Level: E: SSA - 5 Working Days 3. 3 rd Level: DCA - 5 Working Days



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International Missions - International Lease Agreements	1. Lease Agreement	1. On receipt of application	1. 18 working days	1. 1 st Level: SM: CS - 5 Working Days 2. 2 nd Level: E: SSA - 5 Working Days 3. 3 rd Level: DCA - 5 Working Days
International Missions- First of Type State to State Notification	1. First of Type State to State Notification	1. Notification of first of type registration	1. 7 working days	1. 1 st Level: SM: CS - 5 Working Days 2. 2 nd Level: E: SSA - 5 Working Days 3. 3 rd Level: DCA - 5 Working Days
International Missions- Assistance Missions	1. International Missions- Assistance Missions	1. On request of assistance	1. Dependent on the size of the mission and its complexity. 2.	1. 1 st Level: SM: CS - 5 Working Days 2. 2 nd Level: E: ASO - 5 Working Days 3. 3 rd Level: DCA - 5 Working Days



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Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
7. Flight Operations – Aerial Work				
Air Operator Certificates	<ol style="list-style-type: none"> 1. AOC initial issue 2. AOC renewal 3. AOC addition of new type 4. AOC addition of existing type aircraft 5. AOC removal of existing type aircraft 	<ol style="list-style-type: none"> 1. Application form/website on receipt 	<ol style="list-style-type: none"> 1. 90 working days: Initial issue 2. 30 working days: Renewal 3. 90 working days: Addition of a new type 4. 10 working days: Addition of an existing type 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – Aerial Work - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days



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Corporate Turn Around Times:

1. E-Mails responded to within 3 working days.
2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

			5. 5 working days: Removal of an existing type	4. 4 th Level: Director of Civil Aviation - 5 working days
UAS Operator Certificates	<ol style="list-style-type: none"> 1. UAS initial issue 2. UAS renewal process 3. UAS addition of new type aircraft 4. UAS addition of existing type aircraft 5. UAS removal of existing type aircraft 	<ol style="list-style-type: none"> 1. Application form/website on receipt 	<ol style="list-style-type: none"> 1. 90 working days: Initial issue 2. 30 working days: Renewal process 3. 90 working days: Addition of new type 4. 10 working days: Addition of an existing type 5. 5 working days: Removal of existing type 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – Aerial Work - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Miscellaneous Approvals	<ol style="list-style-type: none"> 1. Approvals RVSM 2. RNAV 3. MNPS 	<ol style="list-style-type: none"> 1. On request 	<ol style="list-style-type: none"> 1. 60 working days 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – Aerial Work - 5 working days



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				<ol style="list-style-type: none"> 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Manual approval processes	<ol style="list-style-type: none"> 1. New Manuals (OM/SMS/QMS/AMP/MCM) 2. Existing Manuals (revision to/amendment of) 3. MEL (revision to/amendment of) 	<ol style="list-style-type: none"> 1. Application form/website 	<ol style="list-style-type: none"> 1. 90 working days: Initial approval or re-issue 2. 30 working days: Revision 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – Aerial Work - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days



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2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

<p>Foreign Operator Applications Assessments</p>	<p>1. FOP Assessments/FOP Assessments Urgent</p>	<p>1. On Request - Application form/website</p>	<p>1. 15 working days - FOP Assessments 2. 5 working days - FOP Assessments Urgent</p>	<p>1. 1st Level: Manager: – Aerial Work - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days</p>
<p>International Air Service Licence</p>	<p>1. IASL application / amendment and assessments</p>	<p>1. On Request -Application form/website</p>	<p>1. 16 working days</p>	<p>1. 1st Level: Manager: – Aerial Work - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days</p>



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2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

				4. 4th Level: Director of Civil Aviation - 5 working days
Domestic Air Service Licence	1. DASL application / amendment and assessments	1. Application form/website	1. 17 working days	<ol style="list-style-type: none"> 1. 1st Level: Manager: – Aerial Work - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days



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2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
8. Flight Operations – High and Low Capacity				
Air Operator Certificates	<ol style="list-style-type: none"> 1. AOC initial issue -Air Operator Certificate 2. AOC renewal process -Air Operator Certificate 3. AOC addition of new type aircraft -Air Operator Certificate 4. AOC addition of existing type aircraft -Air Operator Certificate 5. AOC removal of existing type aircraft -Air Operator Certificate 	<ol style="list-style-type: none"> 1. Application form/website on receipt 	<ol style="list-style-type: none"> 5. 90 Working Days – Initial Issue 6. 30 Working Days – Renewal process 7. 10 Working Days addition of new type 8. 10 Working Days addition of existing type 9. 5 Working Days removal of existing type 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – High/Low Capacity - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days



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2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

<p>A Miscellaneous Approvals</p>	<ol style="list-style-type: none"> 1. RVSM 2. MNPS 3. PBN 4. CAT II/III (LVO) 5. EDTO 6. EFB 	<ol style="list-style-type: none"> 1. On request 	<ol style="list-style-type: none"> 1. 30 working days 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – High/Low Capacity - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
<p>Manual approval processes</p>	<ol style="list-style-type: none"> 1. New Manuals (OM/SMS/QMS/AMP/MCM) 2. Existing Manuals (revision to/amendment of) 3. Minimum Equipment List (revision to/amendment of) 	<ol style="list-style-type: none"> 1. On request 	<ol style="list-style-type: none"> 1. 90 working days: initial approval or re-issue 2. 30 working days: Revision 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – High/Low Capacity - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days



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2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

				4. 4th Level: Director of Civil Aviation - 5 working days
Sundry- Documentation/ Certificate duplicate issue	1. Documentation/ Certificate duplicate issue	1. Application form/website	1. 15 working days	<ol style="list-style-type: none"> 1. 1st Level: Manager: – High/Low Capacity - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
FOP Assessments	1. FOP Assessments/FOP Assessments Urgent	1. Submitted by DOT	<ol style="list-style-type: none"> 1. 45 working days- FOP Assessments 2. 10 working days- FOP for unscheduled operators 	1. 1st Level: Manager: – High/Low Capacity - 5 working days



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2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

				<ol style="list-style-type: none"> 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
International Air Service Licence	<ol style="list-style-type: none"> 1. IASL application / amendment and assessments 	<ol style="list-style-type: none"> 1. On receipt of application 	<ol style="list-style-type: none"> 1. 120 Working Days 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – High/Low Capacity - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days



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2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

Domestic Air Service Licence	1. DASL application / amendment and assessments	1. On receipt of application	1. 120 Working Days	<ol style="list-style-type: none"> 1. 1st Level: Manager: – High/Low Capacity - 5 working days 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
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Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
9. General Aviation – Organisations				
Corporate Air Operator Certificates	<ol style="list-style-type: none"> 1. CAOC Initial Issue 2. CAOC Renewal Process 3. CAOC Addition of New Type Aircraft 4. CAOC Addition of Existing Type Aircraft 5. CAOC Removal of Existing Type Aircraft 	<ol style="list-style-type: none"> 1. On receipt of Application Form, unless otherwise stated. 	<ol style="list-style-type: none"> 1. 90 working days - Initial Issue 2. 30 working days - Renewal Process 3. 60 working days - Addition of New Type Aircraft 4. 30 working days - Addition of Existing Type Aircraft 5. 15 working days - CAOC Removal of Existing Type Aircraft 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – General Aviation - 5 working days 2. 2nd Level: Senior Manager: – General Aviation - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days



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Corporate Turn Around Times:

1. E-Mails responded to within 3 working days.
2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

<p>Approvals Reduce Vertical Separation Minimum (Corporate Aviation Operations)</p>	<ol style="list-style-type: none"> 1. RVSM for CAOC 	<ol style="list-style-type: none"> 1. On receipt of Application Form 	<ol style="list-style-type: none"> 1. 30 working days 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – General Aviation - 5 working days 2. 2nd Level: Senior Manager: – General Aviation - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
<p>Reduced Area Navigation, Basic Area Navigation and Minimum Performance</p>	<ol style="list-style-type: none"> 1. RNAV for Corporate Aviation Operations 2. BRNAV for Corporate Aviation Operations 3. MNPS for Corporate Aviation Operations 	<ol style="list-style-type: none"> 1. On Receipt of Application Form 	<ol style="list-style-type: none"> 1. 30 working days 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – General Aviation - 5 working days 2. 2nd Level: Senior Manager: – General Aviation - 5 working days 3. 3rd Level: Executive: ASO - 5 working days



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Corporate Turn Around Times:

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				4. 4th Level: Director of Civil Aviation - 5 working days
Review of Manuals (Corporate Aviation Operations)	<ol style="list-style-type: none"> 1. New Manuals (OM/SMS/QMS/AMP/MCM)- Corporate 2. Existing Manuals (revision to/amendment of)- Corporate 	<ol style="list-style-type: none"> 1. On receipt of Application Form, 	<ol style="list-style-type: none"> 1. 30 working days- new manuals 2. 30 working days- existing manuals 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – General Aviation - 5 working days 2. 2nd Level: Senior Manager: – General Aviation - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
MEL (Corporate Aviation Operations)	<ol style="list-style-type: none"> 1. MEL- New Issue 2. MEL - Revision to/or amendment 	<ol style="list-style-type: none"> 1. On receipt of Application Form, unless otherwise stated 	<ol style="list-style-type: none"> 1. 30 working days - New Issue 2. 15 working days - MEL revision to/or amendment 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – General Aviation - 5 working days



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2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

				<ol style="list-style-type: none"> 2. 2nd Level: Senior Manager: – Flight Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Sundry- Documentation/ Certificate Duplicate Issue (Corporate)	<ol style="list-style-type: none"> 1. Documentation/ Certificate duplicate issue for CAOC 	<ol style="list-style-type: none"> 1. On receipt of Application Form, unless otherwise stated 	<ol style="list-style-type: none"> 1. 15 working days 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – General Aviation - 5 working days 2. 2nd Level: Senior Manager: – General Aviation - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days



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Corporate Turn Around Times:

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2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

Aviation Recreation Organisations - ARO Issuing, renewal and amendment	<ol style="list-style-type: none"> 1. ARO Initial Issue 2. ARO Renewal Process 3. ARO Amendment 4. MOP Initial Approval 5. MOP Amendment 	<ol style="list-style-type: none"> 1. On receipt of application 	<ol style="list-style-type: none"> 1. 90 working days - Initial Issue 2. 30 working days - Renewal Process 3. 60 working days - Amendment 4. 30 working days - MOP Initial Approval 5. 30 working days - MOP Amendment 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – General Aviation - 5 working days 2. 2nd Level: Senior Manager: – General Aviation - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
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Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
10. General Aviation – Operations				
Approvals Reduce Vertical Separation Minimum (Private Operations)	1. RVSM for GA P91 Private Flight Operators	1. On receipt of Application Form (signed application form & full supporting documentation)	1. 30 working days	1. 1st Level: Manager: – General Aviation - 5 working days 2. 2nd Level: Senior Manager: – General Aviation - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days



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2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

<p>Special Navigation Operations (PBN/GNSS; RNAV: BARO – VNAV) (GA – Private Ops only)</p>	<ol style="list-style-type: none"> 1. PBN/GNSS; RNAV: BARO – VNAV MNPS for Private Operations 	<ol style="list-style-type: none"> 1. On Receipt of Application Form (signed application form & full supporting documentation) 	<ol style="list-style-type: none"> 1. 30 working days 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – General Aviation - 5 working days 2. 2nd Level: Senior Manager: – General Aviation - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
<p>AMP/AMS: Approved Maintenance Program (General Aviation – Private Operations)</p>	<ol style="list-style-type: none"> 1. New Manuals (AMP) 2. Existing Manuals (revision to/amendment of) 	<ol style="list-style-type: none"> 2. On receipt of Application Form, 	<ol style="list-style-type: none"> 3. 30 working days- new manuals 4. 30 working days- existing manuals 	<ol style="list-style-type: none"> 5. 1st Level: Manager: – General Aviation - 5 working days 6. 2nd Level: Senior Manager: – General Aviation - 5 working days 7. 3rd Level: Executive: ASO - 5 working days



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2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

				8. 4th Level: Director of Civil Aviation - 5 working days
MEL Minimum Equipment List (General Aviation – Private Operations)	<ol style="list-style-type: none"> 1. MEL- New Issue 2. MEL - Revision to/or amendment 	<ol style="list-style-type: none"> 1. On receipt of Application form and supporting documents 	<ol style="list-style-type: none"> 1. 30 working days - New Issue 2. 30 working days - MEL revision to/or amendment 	<ol style="list-style-type: none"> 5. 1st Level: Manager: – General Aviation - 5 working days 6. 2nd Level: Senior Manager: – General Aviation - 5 working days 7. 3rd Level: Executive: ASO - 5 working days 8. 4th Level: Director of Civil Aviation - 5 working days
Recreational Aviation Operational Areas, airfields or launch and landing Sites	<ol style="list-style-type: none"> 1. Para-Gliding launch and landing sites Permanent/Temporary 	<ol style="list-style-type: none"> 1. On receipt of Application Form, unless otherwise stated 	<ol style="list-style-type: none"> 1. 160 Working Days (change to airspace - AIRAC Cycle) 2. 90 Working Days- New Issue (no change to airspace) 	<ol style="list-style-type: none"> 5. 1st Level: Manager: – General Aviation - 5 working days



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Corporate Turn Around Times:

1. E-Mails responded to within 3 working days.
2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

	<ol style="list-style-type: none"> 2. Hang Gliding launch and landing sites Permanent/Temporary 3. Radio controlled model aircraft operational areas and Radio-controlled model aircraft operations at full-size airfields as provided in Part 94 4. Gliding and soaring operational areas. 5. Aerobatic (acrobatic) operational areas & cylinders. 6. Manned Free Balloons, Captive Balloons, Unmanned Free Balloons Blimps, tethered balloons. 	<ol style="list-style-type: none"> 3. 30 Working Days for Temporary approval (no change to airspace) 4. 10 Working Days - to amendment or renew (no change to airspace) 5. (Subject to FUA and NOTAM and or AIP Supplement) 	<ol style="list-style-type: none"> 6. 2nd Level: Senior Manager: – Flight Operations - 5 working days 7. 3rd Level: Executive: ASO - 5 working days 8. 4th Level: Director of Civil Aviation - 5 working days
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2. Telephonic correspondence (SMS, WhatsApp, Calls) must be responded to as soon as possible, within 24 hours.

	<p>7. Line Controlled Kites above 150 ft or as provided in Part 94</p> <p>8. Ex Military Aircraft as provided in Part 94</p> <p>9. Drop Zones and demonstration jumps (See 6.7 below)</p> <p>10. Display Authorisation (See Part 94.06.14, 94.06.1, 61.27.4(1)(d) and 6.10 below)</p> <p>11. Other – Operations and Aviation Events (See Part 91.06.32, 91.06.6 (2) (3), 91.06.2, 91.06.3, 91.06.4, 91.06.5, 91.07.30 (2) 149.02.16 and 6.11</p>			
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<p>Parachute Display/Demo Jumps</p>	<ol style="list-style-type: none"> 1. Parachute Drop Zone, New Permanent 2. Parachute Drop Zone, Renewal Permanent 3. Temporary Drop Zone 4. Parachute Display/Demo Jump Approvals 5. Drop Zones for Aviation Events 	<ol style="list-style-type: none"> 1. On receipt of application 	<ol style="list-style-type: none"> 1. 60 Days - New Permanent applications 2. 30 Days - Renewal of permanent 3. 15 Working Days – Temporary Drop Zone 4. 5 Working Days - Display/Demo Jump 5. 30 Working Days – Parachute Aviation Events (No change to airspace) 6. 5 Working Days - Revision to/or amendment of approval (Subject to FUA and NOTAM and or AIP Supplement requirements and AIRAC cycle) 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – General Aviation - 5 working days 2. 2nd Level: Senior Manager: – General Aviation - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
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<p>Sport Aerobatic Qualifications for Aviation Recreation at Aviation Events</p>	<ol style="list-style-type: none"> 1. Sport Aerobatic Qualification approval and issue 2. Sport Aerobatic Qualification renewal, amend or re-issue 	<ol style="list-style-type: none"> 1. On receipt of application 	<ol style="list-style-type: none"> 1. 10 Working Days - New Issue or Amend 2. 5 Working Days - Renewal or re-issue 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – General Aviation - 5 working days 2. 2nd Level: Senior Manager: – General Aviation - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
<p>Display Authorisations</p>	<ol style="list-style-type: none"> 1. Display Authorisation approval and issue 2. Display Authorisation renewals, amendment, or re-issue 3. DAE Approval 4. DAC Approval 	<ol style="list-style-type: none"> 1. On receipt of application 	<ol style="list-style-type: none"> 1. 15 working days – Display Authorisation - New Issue or Amend. 2. 10 working days - Display Authorisation - Renew or -re-issue. 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – General Aviation - 5 working days 2. 2nd Level: Senior Manager: – General Aviation - 5 working days 3. 3rd Level: Executive: ASO - 5 working days



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			<ol style="list-style-type: none"> 3. 30 working days – DAE Approval 4. 90 working days – DAE Approval 	<ol style="list-style-type: none"> 4. 4th Level: Director of Civil Aviation - 5 working days
Aviation Events Approval	<ol style="list-style-type: none"> 1. Aviation Operations at Aviation Events 	<ol style="list-style-type: none"> 1. On receipt of application 	<ol style="list-style-type: none"> 1. 160 Working Days – New application On-Airfield (change to airspace - AIRAC) 2. 150 Working Days - New application Off-Airfield (change to airspace - AIRAC) 3. 90 Working Days - Aviation Event On-airfield (no change to airspace) 4. 30 Working Days - Aviation Event Off-airfield (no change to airspace) 	<ol style="list-style-type: none"> 1. 1st Level: Manager: – General Aviation - 5 working days 2. 2nd Level: Senior Manager: – General Aviation - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days



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			<p>5. 90 Working Days - to amendment or renew existing approval (change to airspace AIRAC)</p> <p>6. 30 Working Days - to amendment or renew existing approval (no change to airspace)</p>	
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Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
11. Personnel Licensing Examinations				
Booking of Online Examinations	<ol style="list-style-type: none"> 1. Confirmation of examination availability dates 2. Receipt of booking applications 	<ol style="list-style-type: none"> 1. Email applications 	<ol style="list-style-type: none"> 1. Immediate confirmation of examination availability dates from the published website dates. 	<ol style="list-style-type: none"> 1. 1st Level: M: Examinations- 5 working days



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	<ol style="list-style-type: none"> 3. Processing of the booking application 4. Confirmation of booking 5. Payment Verification 6. Cancellation and Changes of examinations dates 		<ol style="list-style-type: none"> 2. 3 working days for email confirmation 3. 3 working days for bulk bookings confirmation 	<ol style="list-style-type: none"> 2. 2nd Level: SM: PEL- 5 working days 3. 3rd Level: E: ASO - 5 working days 4. 4thLevel: DCA - 5 working days
Booking of Examinations for Out Station	<ol style="list-style-type: none"> 1. Examination Eligibility 2. Monthly Examination Schedule 3. Currently there are 4 out stations/venues in South Africa 	<ol style="list-style-type: none"> 1. Email application 2. Walk -in request at head office for outstation exam request 	<ol style="list-style-type: none"> 1. 3 working days to confirm email bookings 	<ol style="list-style-type: none"> 1. 1st Level: M: Examinations- 5 working days 2. 2nd Level: SM: PEL- 5 working days 3. 3rd Level: E: ASO - 5 working days 4. 4th Level: DCA - 5 working days



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Administration of Online Examination	1. Administering the exams online for confirmed bookings	1. Confirmed booking	1. Immediate issuing of results	<ol style="list-style-type: none"> 1. 1st Level: M: Examinations- 5 working days 2. 2nd Level: SM: PEL- 5 working days 3. 3rd Level: E: ASO - 5 working days 4. 4th Level: DCA - 5 working days
Administration of Examinations Conducted by ATO Exam Centres	Supervision of the exams conducted at ATO Exam centres	1. As per contract between ATOs and SACAA	1. Determined by the scope of Inspection.	<ol style="list-style-type: none"> 1. 1st Level: M: Examinations- 5 working days 2. 2nd Level: SM: PEL- 5 working days 3. 3rd Level: E: ASO - 5 working days 4. 4th Level: DCA - 5 working days



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<p>Changes and Cancellations</p>	<ol style="list-style-type: none"> 1. Changes and cancellations of confirmed bookings 2. Incorporating changes in dates/times/subjects 	<ol style="list-style-type: none"> 1. Request by client 	<ol style="list-style-type: none"> 1. 3 working days 	<ol style="list-style-type: none"> 1. 1st Level: M: Examinations- 5 working days 2. 2nd Level: SM: PEL- 5 working days 3. 3rd Level: E: ASO - 5 working days 4. 4thLevel: DCA - 5 working days
<p>Remarks</p>	<ol style="list-style-type: none"> 1. Remark of examinations of clients that have failed. 	<ol style="list-style-type: none"> 1. On receipt of application 	<ol style="list-style-type: none"> 1. 30 days 	<ol style="list-style-type: none"> 1. 1st Level: M: Examinations- 5 working days 2. 2nd Level: SM: PEL- 5 working days 3. 3rd Level: E: ASO - 5 working days 4. 4thLevel: DCA - 5 working days



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Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
12. Personnel Licensing				
Licensing for Pilots, Flight Engineers, Air Maintenance Engineers, Air Traffic Control and Cabin Crew	1. Issuing of licenses for Pilots, FE, AME, ATC, and CC	1. Online Applications (Email)	1. 7 - 10 working days	1. 1 st Level: Manager: Licencing - 5 working days 2. 2 nd Level: Senior Manager: PEL- 5 working days 3. 3 rd Level: Executive: ASO - 5 working days 4. 4 th Level: Director of Civil Aviation - 5 working days
License Verification Letter	1. Verification letter	1. Online Applications (Email)	1. 5 working days from date of request/receipt	1. 1 st Level: Manager: Licencing - 5 working days



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				<ol style="list-style-type: none"> 2. 2nd Level: Senior Manager: PEL- 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
<p>Oversight of Designated Flight Examiner, Cabin Designated Examiner and Remote Designated Examiner</p>	<ol style="list-style-type: none"> 1. Oversight of DFE, CDE & RDE process 	<ol style="list-style-type: none"> 1. On Request 	<ol style="list-style-type: none"> 1. 5 working days to confirm requested date on email 2. 1 working day to execute the oversight and report 	<ol style="list-style-type: none"> 1. 1st Level: Manager: Licencing - 5 working days 2. 2nd Level: Senior Manager: PEL- 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days



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Application for Extension on Licences	1. 30 days extension on licences	1. E-mail	1. 3 - 5 working days	<ol style="list-style-type: none"> 1. 1st Level: Manager: Licencing - 5 working days 2. 2nd Level: Senior Manager: PEL- 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
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Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
13. Personnel Licensing Training				
Approved Training Organisation	1. ATO initial issue process, renewal process, ATO addition of new type aircraft, addition, and removal of existing type aircraft.	1. Email application	<ol style="list-style-type: none"> 1. 6 – 9 months - ATO initial issue process 2. 20 working days - ATO renewal process- (dependant on client) 3. 30 to 60 working days - ATO addition of new type of aircraft- 4. 7 working days - ATO addition of existing type of aircraft 5. 1 working day - ATO removal of existing type of aircraft 	<ol style="list-style-type: none"> 1. 1st Level: Manager: PEL Training - 5 working days 2. 2nd Level: Senior Manager: PEL- 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days



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<p>Training Procedure Manuals</p>	<p>1. New manuals (TPM/SMS), Existing manuals (revision to/or amendment of)</p>	<p>1. Website 2. Email on request</p>	<p>1. 30 working days - New manuals- TPM/SMS: 30 days (Depended on Complexity) 2. 15 working days - Revision to/or amendment -(Depended on Complexity)</p>	<p>1. 1st Level: Manager: PEL Training - 5 working days 2. 2nd Level: Senior Manager: PEL- 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days</p>
<p>Follow- up Audit</p>	<p>1. Follow up on Audit</p>	<p>1. On request</p>	<p>1. 20 working days (dependant on client)</p>	<p>1. 1st Level: Manager: PEL Training - 5 working days 2. 2nd Level: Senior Manager: PEL- 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days</p>



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<p>Evaluation Process- Flight Simulator Devices</p>	<ol style="list-style-type: none"> 1. Initial Evaluation - FSTD (FFS) 2. Initial Evaluation - FSTD (BITD/FNPT/FTD) 3. Recurrent Evaluation - FSTD (FFS) 4. Recurrent Evaluation - FSTD (BITD/FNPT/FTD) 	<ol style="list-style-type: none"> 1. On request 	<ol style="list-style-type: none"> 1. 25 working days - Initial Evaluation - FSTD (FFS) (dependant on client) 2. 20 working days - Initial Evaluation - FSTD (BITD/FNPT/FTD)- (dependant on client) 3. 25 working days - Recurrent Evaluation - FSTD (FFS)- (dependant on client) 4. 20 working days - Recurrent Evaluation - FSTD (BITD/FNPT/FTD) - (dependant on client) 	<ol style="list-style-type: none"> 1. 1st Level: Manager: PEL Training - 5 working days 2. 2nd Level: Senior Manager: PEL- 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
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<p>Flight Simulator Device Manuals</p>	<ol style="list-style-type: none"> 1. New FSDT Quality manuals, Existing FSTD Quality manuals (revision to/or amendment of) 	<ol style="list-style-type: none"> 1. On Request 	<ol style="list-style-type: none"> 1. 30 working days – New FSDT Quality manuals - (Dependent On Complexity) 2. 15 working days - Existing FSTD Quality manuals (revision to/or amendment of): (Dependent On Complexity) 	<ol style="list-style-type: none"> 1. 1st Level: Manager: PEL Training - 5 working days 2. 2nd Level: Senior Manager: PEL- 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
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