



Department /Division: RECREATION AVIATION ADMINISTRATION OF SOUTH AFRICA
 Document Owner: CEO: RECREATION AVIATION ADMINISTRATION OF SOUTH AFRICA
 Name of Document:
 Disclaimer:
 Corporate Turn Around Times:

SERVICE LEVEL AGREEMENT: RECREATION AVIATION ADMINISTRATION OF SOUTH AFRICA
ALL EFFORT WILL BE MADE TO MEET THE SLA TURNAROUND TIMES. IT IS NOTED THAT THE SLA MAY BE SUBJECTED TO OTHER FACTORS EXTERNAL TO THE RELEVANT DIVISION, IN WHICH CASE THE RELEVANT RESPONSIBLE PERSON WILL COMMUNICATE WITH AFFECTED CLIENTS FREQUENTLY.
1. EMAILS ANSWERED WITHIN 3 WORKING DAYS 2. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
1. Recreation Aviation Administration of South Africa				
Special Air Events Approval	<ol style="list-style-type: none"> Air show approval Category D Event (mentorship) ARO Event (discipline specific event) Fly ins Irregular Events Apply for approval (case by case considerations) 	<ol style="list-style-type: none"> Application by client 	Air show Phase 1 <ol style="list-style-type: none"> 160 days prior to event: applicant to check with RAASA for suitability of date via email or telephone 150 days prior to event: client submits an application Phase 2 <ol style="list-style-type: none"> 120 days: client confirmation of 	Escalation Business Titles and Turn Around Time for: Events at Phase 1 <ol style="list-style-type: none"> 1st Level: SAE Inspector: RAASA: CS-CM - 30 working days 2nd Level: OPS MAN: RAASA: CS-CM - 30 working days 3rd Level: CEO: RAASA - 30 working days



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<h2>SERVICE LEVEL AGREEMENT: RECREATION AVIATION ADMINISTRATION OF SOUTH AFRICA</h2>
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						<p>the appointed FDD (must be accredited)</p> <ol style="list-style-type: none"> 2. 90 days <p>Phase 3</p> <ol style="list-style-type: none"> 1. 30 days <p>Phase 4</p> <ol style="list-style-type: none"> 1. 14 days 2. 7 days prior to even – RAASA issue event permit 3. Day of the event – RAASA provides oversight and observes any non-compliance or concerns, for reporting to FDD for remediation 4. Post event
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			<p>Category D Event (mentorship) requiring controlled airspace</p> <p>Phase 1</p> <ol style="list-style-type: none"> 160 days prior to event: applicant to check with RAASA for suitability of date via email or telephone 150 days prior to event: client submits an application <p>Phase 2</p> <ol style="list-style-type: none"> 120 days: client confirmation of the appointed FDD (must be accredited) 90 days 	<p>Escalation Business Titles and Turn Around Time</p> <p>Events at Phase 2</p> <ol style="list-style-type: none"> 1st Level: SAE Inspector: RAASA: CS-CM - 14 working days 2nd Level: OPS MAN: RAASA: CS-CM - 14 working days 3rd Level: CEO: RAASA - 14 working days
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			Phase 3 1. 30 days Phase 4 1. 14 days 2. 7 days prior to even – RAASA issue event permit 3. Day of the event – RAASA provides oversight and observes any non-compliance or concerns, for reporting to FDD for remediation 4. Post event	
			Category D Event not requiring controlled airspace	Escalation Business Titles and Turn Around Time



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			<p>Phase 1</p> <ol style="list-style-type: none"> 1. 90 days prior to event: applicant to check with RAASA for suitability of date via email or telephone 2. 60 days prior to event: client submits an application <p>Phase 2</p> <ol style="list-style-type: none"> 1. 60 days: client confirmation of the appointed FDD (must be accredited) 2. 60 days <p>Phase 3</p> <ol style="list-style-type: none"> 1. 30 days 	<p>All events at Phase 3</p> <ol style="list-style-type: none"> 1. 1st Level: SAE Inspector: RAASA: CS-CM - 5 working days 2. 2nd Level: OPS MAN: RAASA: CS-CM - 5 working days 3. 3rd Level: CEO: RAASA - 5 working days <p>Escalation Business Titles and Turn Around Time</p> <p>All events at Phase 4</p> <ol style="list-style-type: none"> 1. 1st Level: SAE Inspector: RAASA: CS-CM – 24 hours 2. 2nd Level: OPS MAN: RAASA: CS-CM - 24 hours 3. 3rd Level: CEO: RAASA - 24
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			Phase 4 1. 14 days 2. 7 days prior to even – RAASA issue event permit 3. Day of the event – RAASA provides oversight and observes any non-compliance or concerns, for reporting to FDD for remediation	hours
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