



Department /Division:

AVIATION SAFETY OPERATIONS

Document Owner:

EXECUTIVE: AVIATION SAFETY OPERATIONS

Name of Document:

## SERVICE LEVEL AGREEMENT: AVIATION SAFETY OPERATIONS

Disclaimer:

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.

Corporate Turn Around Times:

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
<b>1. AIRWORTHINESS - ENGINEERING</b>				
Airworthiness Engineering	<ol style="list-style-type: none"> <li>1. Modification and Repairs</li> <li>2. Experimental C of A</li> <li>3. Noise Certificate</li> <li>4. Type Certificate</li> <li>5. Type Acceptance Certificate</li> <li>6. Supplemental Type Certificate</li> <li>7. Type Approval Certificates</li> <li>8. ZA-TSO</li> <li>9. ZA-PMA-Design org app</li> </ol>	<ol style="list-style-type: none"> <li>1. Application form</li> <li>2. Letter of intent</li> </ol>	<ol style="list-style-type: none"> <li>1. 3 months: Modification and Repairs</li> <li>2. 10 working days: Experimental Certificate of Airworthiness</li> <li>3. 10 working days: Noise Certificate</li> <li>4. 3 to 5 Years: Type Certificate</li> <li>5. 6 months on average: Type Acceptance Certificate</li> <li>6. 8 months on average: Supplemental Type Certificate</li> <li>7. 12 months on average: Type Approval</li> </ol>	<ol style="list-style-type: none"> <li>1. 1<sup>st</sup> Level: Manager: Airworthiness Engineering - 5 working days</li> <li>2. 2<sup>nd</sup> Level: Senior Manager: Airworthiness - 5 working days</li> <li>3. 3<sup>rd</sup> Level: Executive: ASO - 5 working days</li> <li>4. 4<sup>th</sup> Level: Director of Civil Aviation - 5 working days</li> </ol>



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	10. Export Airworthiness Tag 11. Design organisation approval 12. Manufacturing organisation approval 13. Proving Flight Authorisation 14. Amateur Aircraft Certification (Build number) 15. Initial Authority to Fly (New constructed or Rebuild aircraft only) 16. Initial C of A (Newly Manufactured aircraft only)		Certificates 8. 6 months on average: ZA-TSO 9. 6 months on average: ZA-PMA 10. 30 working days: Export Airworthiness Tag 11. 12 months: Design organisation approval 12. 12 months: Manufacturing organisation approval 13. 20 working days: Proving Flight Authorisation 14. 2 months days: Amateur Aircraft Certification (Build number) 15. 20 working days: Initial Authority to Fly (New constructed aircraft)	
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			16. 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
<b>2. AIRWORTHINESS – AIRCRAFT MAINTENANCE ORGANISATIONS</b>				
Aircraft Maintenance Approval	1. Issue of AMO certification	1. Application registration documentation through: <ul style="list-style-type: none"> <li>Email</li> <li>Walk- in client</li> <li>Courier documents</li> </ul>	1. 6 months	1. 1 <sup>st</sup> Level: Manager: AMO - 5 working days 2. 2 <sup>nd</sup> Level: Senior Manager: Airworthiness - 5 working days 3. 3 <sup>rd</sup> Level: Executive: ASO - 5 working days 4. 4 <sup>th</sup> Level: Director Civil Aviation - 5 working days
Aircraft Maintenance Amendment or Renewal	1. Aircraft Maintenance -Amendment, Renewal	1. Application registration documentation through: <ul style="list-style-type: none"> <li>Email</li> <li>Walk- in client</li> </ul>	1. 45 working days from date of audit - Aircraft Maintenance – Amendment 2. 30 working days from date of audit -	1. 1 <sup>st</sup> Level: Manager: AMO - 5 working days 2. 2 <sup>nd</sup> Level: Senior Manager: Airworthiness - 5 working days



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		<ul style="list-style-type: none"> <li>Courier documents</li> </ul>	Aircraft Maintenance – Renewal	<ol style="list-style-type: none"> <li>3rd Level: Executive: ASO - 5 working days</li> <li>4th Level: Director Civil Aviation - 5 working days</li> </ol>
Aircraft Maintenance Report Findings	2. Report findings	<ol style="list-style-type: none"> <li>Application registration documentation through:               <ul style="list-style-type: none"> <li>Email</li> <li>Walk- in client</li> <li>Courier documents</li> </ul> </li> </ol>	3. 5 working days	<ol style="list-style-type: none"> <li>1st Level: Manager: AMO - 5 working days</li> <li>2nd Level: Senior Manager: Airworthiness - 5 working days</li> <li>3rd Level: Executive: ASO - 5 working days</li> <li>4th Level: Director Civil Aviation - 5 working days</li> </ol>

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Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
<b>3. AIRWORTHINESS – AIRCRAFT REGISTRASTIN &amp; INSPECTION</b>				
Registration, Deregistration and Change of Ownership an Aircraft	<ol style="list-style-type: none"> <li>1. Registration of Aircraft</li> <li>2. Change of Ownership</li> <li>3. Duplicate Certificate of Registration</li> <li>4. Cancellation of Registration,</li> <li>5. Certificate of Cancellation: Export, deletion</li> <li>6. Confirmation of non-registration</li> <li>7. Application for amendment: Change address, Modification, Co.name, Endorsement</li> </ol>	<ol style="list-style-type: none"> <li>1. Application registration documentation through: <ul style="list-style-type: none"> <li>• Email</li> <li>• Walk- in client</li> <li>• Courier documents</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. 10 working days for Registration of New Aircraft</li> <li>2. 5 working days for Change of Ownership</li> <li>3. 5 working days for Duplicate Certificate of Registration</li> <li>4. 5 working days for Cancellation of Registration</li> <li>5. 5 working days for Certificate of Cancellation: Export, deletion</li> <li>6. 5 working days for Application for amendment: Change address, Modification, Co.name, Endorsement</li> </ol>	<ol style="list-style-type: none"> <li>1. 1<sup>st</sup> Level: Manager: AR&amp;I - 5 working days</li> <li>2. 2<sup>nd</sup> Level: Senior Manager: Airworthiness - 5 working days</li> <li>3. 3<sup>rd</sup> Level: Executive: ASO - 5 working days</li> <li>4. 4<sup>th</sup> Level: Director of Civil Aviation - 5 working days</li> </ol>



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Mortgaging	<ol style="list-style-type: none"> <li>1. Registration of New Mortgage</li> <li>2. Discharging a Mortgage</li> <li>3. Registering a Cession</li> </ol>	<ol style="list-style-type: none"> <li>1. Application registration documentation through: <ul style="list-style-type: none"> <li>• Email</li> <li>• Walk- in client</li> <li>• Courier documents</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. 10 working days for registration of new mortgage</li> <li>2. 10 working days for discharging a mortgage</li> <li>3. 10 working days for registering a cession</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: Manager: AR&amp;I - 5 working days</li> <li>2. 2nd Level: Senior Manager: Airworthiness - 5 working days</li> <li>3. 3rd Level: Executive: ASO - 5 working days</li> <li>4. 4th Level: Director of Civil Aviation - 5 working days</li> </ol>
Issue, Reissue or Export of Certificate of Airworthiness and Authority to Fly	<ol style="list-style-type: none"> <li>4. Inspection of Aircraft to issue Certificate of Airworthiness or Authority to Fly</li> </ol>	<ol style="list-style-type: none"> <li>2. Application registration documentation through: <ul style="list-style-type: none"> <li>• Email</li> <li>• Walk- in client</li> <li>• Courier documents</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>4. 30 working days</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: Manager: AR&amp;I - 5 working days</li> <li>2. 2nd Level: Senior Manager: Airworthiness - 5 working days</li> <li>3. 3rd Level: Executive: ASO - 5 working days</li> <li>4. 4th Level: Director of Civil Aviation - 5 working days</li> </ol>

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Approval Maintenance Programme	1. Maintenance Programme Approvals (AMP)	1. Application registration documentation through: <ul style="list-style-type: none"> <li>• Email</li> <li>• Walk- in client</li> <li>• Courier documents</li> </ul>	1. 30 working days for issuance of the certificate subject to documentation being compliant	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
Special Flight Permit	1. Issuing of Special Flight Permit	1. Application registration documentation through: <ul style="list-style-type: none"> <li>• Email</li> <li>• Walk- in client</li> <li>• Courier documents</li> </ul>	1. 14 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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Annual Renewal of Certificate of Airworthiness and Authority to Fly	<ol style="list-style-type: none"> <li>1. Document assessment to facilitate renewal of C of A and ATF as per client application made 60 days ahead of expiry</li> </ol>	<ol style="list-style-type: none"> <li>1. Application registration documentation through: <ul style="list-style-type: none"> <li>• Email</li> <li>• Walk- in client</li> <li>• Courier documents</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. 20 working days</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: Manager: AR&amp;I - 5 working days</li> <li>2. 2nd Level: Senior Manager: Airworthiness - 5 working days</li> <li>3. 3rd Level: Executive: ASO - 5 working days</li> <li>4. 4th Level: Director of Civil Aviation - 5 working days</li> </ol>
Mass and Balance Approval	<ol style="list-style-type: none"> <li>1. Approval of Mass &amp; Balance based on last weighing report submitted by client</li> </ol>	<ol style="list-style-type: none"> <li>1. Application registration documentation through: <ul style="list-style-type: none"> <li>• Email</li> <li>• Walk- in client</li> <li>• Courier documents</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. 5 working days</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: Manager: AR&amp;I - 5 working days</li> <li>2. 2nd Level: Senior Manager: Airworthiness - 5 working days</li> <li>3. 3rd Level: Executive: ASO - 5 working days</li> <li>4. 4th Level: Director of Civil Aviation - 5 working days</li> </ol>



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Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
<b>4. AVIATION MEDICINE</b>				
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"> <li>• Online submission</li> <li>• Manual submission through post</li> <li>• Email submission</li> </ul>	1. 1 to 2 months for Class 1 2. 3 months for other classes	1. 1 <sup>st</sup> Level: Senior Manager: AVMED - 5 working days 2. 2 <sup>nd</sup> Level: Executive: ASO - 5 working days 3. 3 <sup>rd</sup> 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 working days to complete designation	1. 1 <sup>st</sup> Level: Senior Manager: AVMED - 5 working days



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			2. 10 working days for DCA Certificate	2. 2nd Level: Executive: ASO - 5 working days 3. 3rd Level: Director of Civil Aviation - 5 working days
Designation of First Aid Examiners & Instructors	1. Designation of First Aid Examiners & Instructors	1. Submit application for annual renewal	1. 30 working days to complete designation 2. 10 working days for DCA Certificate	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	1. 2 weeks if case is not complicated	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

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Aero Medical Committee Coordination and Meetings	1. Adjudication of complicated cases by the Aero Medical Panel, cases are presented by the Medical Assessors, Professional Nurses and coordinated by the Admin Support Team	1. Submission of documents by the DAME or the identification by the Medical Assessors or Professional Nurses	1. 7 Working Days	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
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 Days	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
Appointment of the Medical Appeal Panel	1. Appointment of the Medical Appeal Panel	1. Admin/SM: AVMED 2. Contract Manager SCM 3. DCA's office	1. 60 Days	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 2. Admin/ Medical Assessor SM: AVMED	1. 2 Months Medical Appeals Appointment, depending on the complexity and compliance of the applicant to the requirements	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
DAMEs Practice Audit	1. Medical Assessors conduct audits at practices, report written	1. Admin 2. SM 3. Medic Assessor 4. Availability of the DAME	1. 6 Weeks	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
Queries Register Licensed Aviation Personnel Medical	1. Queries Register/AVMED Team-	1. Operator/Applicant/AVMED	1. 3-7 Days	1. 1st Level: Senior Manager: AVMED - 5 working days



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Certificates, Part 138, CAPSCA, others	continuous analysis 2. Commonly/frequently asked questions relating Airline, Applicants, DAMEs, others	Admin/Medical Assessor		2. 2nd Level: Executive: ASO - 5 working days 3. 3rd Level: Director of Civil Aviation - 5 working days
Approval of Training Manuals	1. MOP or Training Manual Approval	1. Operator/AVMED Admin/Professional Nurse/Medical Assessor	1. 1 Month	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
138Operators Air Ambulance Audit	1. Endorsement of Part 138 Operators Air Ambulances Operator Audited	1. Operator /Admin/SM//Purse/Medic Assessor	1. 1 month	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



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First Aid Ato's Part 141	1. Approval of First Aid Training Organizations	1. Admin/P.Nurse/Medic Assessor	1. 1 month	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	1. Oversight of International Airports to ensure compliance with the CAPSCA Project SM	1. Airport /Admin/P. Nurse/Medic Assessor	1. 1 month	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
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: ASO - 5 working days



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				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: ASO - 5 working days 3. 3rd Level: Director of Civil Aviation - 5 working days





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Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
<b>5. CONSISTENCY &amp; STANDARDISATION – ACCIDENT AND INCIDENT INVESTIGATION REVIEW AND QUALITY CONTROL</b>				
Client Response	<ol style="list-style-type: none"> <li>1. Respond to queries from clients regarding Part 140</li> <li>2. Access to the Regs</li> <li>3. Support from IT</li> </ol>	<ol style="list-style-type: none"> <li>1. On request</li> </ol>	<ol style="list-style-type: none"> <li>1. 3 working days</li> </ol>	<ol style="list-style-type: none"> <li>1. 1<sup>st</sup> Level: Senior Manager: CS - 5 Working Days</li> <li>2. 2<sup>nd</sup> Level: Executive- ASO - 5 Working Days</li> <li>3. 3<sup>rd</sup> Level: Director of Civil Aviation - 5 Working Days</li> </ol>



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Corporate Turn Around Times:

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
<b>6. CONSISTENCY &amp; STANDARDISATION – EXEMPTIONS AND REGULATIONS DEVELOPMENT</b>				
Exemptions, Alternate Means of Compliance and Special approval	1. Exemptions, Alternate Means of Compliance and Special approval	1. On receipt of proposal	2. 31 Working day	1. 1st Level: Senior Manager: CS - 5 Working Days 2. 2nd Level: Executive- ASO - 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. 5 working days - Receive proposal 2. 14 working days - Assess proposal 3. 14 – 120 working day - Workshop dependent on the complexity of the submission	1. 1st Level: SM: CS - 5 Working Days 2. 2nd Level: E: ASO - 5 Working Days 3. 3rd Level: DCA - 5 Working Days



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Corporate Turn Around Times:

1. EMAILS ANSWERED WITHIN 3 WORKING DAYS
2. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

			4. 5 working days - Compile report	
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Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
<b>7. CONSISTENCY &amp; STANDARDISATION – INTERNATIONAL MISSIONS</b>				
International Missions - Letter of No Objection	1. Letter of No Objection	1. On request	1. 14 working days	1. 1 <sup>st</sup> Level: SM: CS - 5 Working Days 2. 2 <sup>nd</sup> Level: E: ASO - 5 Working Days 3. 3 <sup>rd</sup> Level: DCA - 5 Working Days
International Missions - International Lease Agreements	1. Lease Agreement	1. On receipt of application	1. 14 working days	1. 1 <sup>st</sup> Level: SM: CS - 5 Working Days 2. 2 <sup>nd</sup> Level: E: ASO - 5 Working Days 3. 3 <sup>rd</sup> Level: DCA - 5 Working Days

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1. EMAILS ANSWERED WITHIN 3 WORKING DAYS
2. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

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	<ol style="list-style-type: none"> <li>1. 1<sup>st</sup> Level: SM: CS - 5 Working Days</li> <li>2. 2<sup>nd</sup> Level: E: ASO - 5 Working Days</li> <li>3. 3<sup>rd</sup> Level: DCA - 5 Working Days</li> </ol>
International Missions- Assistance Missions	1. International Missions- Assistance Missions	1. On request of assistance	<ol style="list-style-type: none"> <li>1. 28 working days – Receive, Assess and provide a letter of response where there is an MOU</li> <li>2. 40 working days - Receive, Assess and provide a letter of response where there is no MOU</li> <li>3. Duration for mission is mission and state specific</li> <li>4. 2 – 30 working day – Audit (dependent on mission size)</li> <li>5. 10 working days - Draft of final report</li> <li>6. 1 working day – submit report to all relevant parties</li> </ol>	<ol style="list-style-type: none"> <li>1. 1<sup>st</sup> Level: SM: CS - 5 Working Days</li> <li>2. 2<sup>nd</sup> Level: E: ASO - 5 Working Days</li> <li>3. 3<sup>rd</sup> Level: DCA - 5 Working Days</li> </ol>



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Corporate Turn Around Times:

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
<b>8. FLIGHT OPERATIONS – AERIAL WORK</b>				
Air Operator Certificates	<ol style="list-style-type: none"> <li>1. AOC initial issue</li> <li>2. AOC renewal process</li> <li>3. AOC addition of new type aircraft</li> <li>4. AOC addition of existing type aircraft</li> <li>AOC removal of existing type aircraft</li> </ol>	<ol style="list-style-type: none"> <li>1. Application form/website on receipt</li> </ol>	<ol style="list-style-type: none"> <li>1. 90 working days</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: Manager: – Aerial Work - 5 working days</li> <li>2. 2<sup>nd</sup> Level: Senior Manager: – Flight Operations - 5 working days</li> <li>3. 3<sup>rd</sup> Level: Executive: ASO - 5 working days</li> <li>4. 4<sup>th</sup> Level: Director of Civil Aviation - 5 working days</li> </ol>
RPAS Operator Certificates	<ol style="list-style-type: none"> <li>1. ROC initial issue</li> <li>2. ROC renewal process</li> </ol>	<ol style="list-style-type: none"> <li>1. Application form/website on receipt</li> </ol>	<ol style="list-style-type: none"> <li>1. 120 working days</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: Manager: – Aerial Work - 5 working days</li> </ol>

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1. EMAILS ANSWERED WITHIN 3 WORKING DAYS
2. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

	<ol style="list-style-type: none"> <li>3. ROC addition of new type aircraft</li> <li>4. ROC addition of existing type aircraft</li> <li>5. ROC removal of existing type aircraft</li> </ol>			<ol style="list-style-type: none"> <li>2. 2nd Level: Senior Manager: – Flight Operations - 5 working days</li> <li>3. 3rd Level: Executive: ASO - 5 working days</li> <li>4. 4th Level: Director of Civil Aviation - 5 working days</li> </ol>
Miscellaneous Approvals	<ol style="list-style-type: none"> <li>1. Approvals RVSM</li> <li>2. RNAV</li> <li>3. MNPS</li> </ol>	<ol style="list-style-type: none"> <li>1. On request</li> </ol>	<ol style="list-style-type: none"> <li>1. 60 working days</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: Manager: – Aerial Work - 5 working days</li> <li>2. 2nd Level: Senior Manager: – Flight Operations - 5 working days</li> <li>3. 3rd Level: Executive: ASO - 5 working days</li> <li>4. 4th Level: Director of Civil Aviation - 5 working days</li> </ol>
Manual approval processes	<ol style="list-style-type: none"> <li>1. New Manuals (OM/SMS/QMS/AMP/MCM)</li> </ol>	<ol style="list-style-type: none"> <li>1. Application form/website</li> </ol>	<ol style="list-style-type: none"> <li>1. 30 working days</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: Manager: – Aerial Work - 5 working days</li> </ol>



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Corporate Turn Around Times:

1. EMAILS ANSWERED WITHIN 3 WORKING DAYS
2. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

	<ol style="list-style-type: none"> <li>2. Existing Manuals (revision to/amendment of)</li> <li>3. MEL (revision to/amendment of)</li> </ol>			<ol style="list-style-type: none"> <li>2. 2nd Level: Senior Manager: – Flight Operations - 5 working days</li> <li>3. 3rd Level: Executive: ASO - 5 working days</li> <li>4. 4th Level: Director of Civil Aviation - 5 working days</li> </ol>
Foreign Operator Applications Assessments	<ol style="list-style-type: none"> <li>1. FOP Assessments/FOP Assessments Urgent</li> </ol>	<ol style="list-style-type: none"> <li>1. On Request - Application form/website</li> </ol>	<ol style="list-style-type: none"> <li>1. 15 working days - FOP Assessments</li> <li>2. 5 working days - FOP Assessments Urgent</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: Manager: – Aerial Work - 5 working days</li> <li>2. 2nd Level: Senior Manager: – Flight Operations - 5 working days</li> <li>3. 3rd Level: Executive: ASO - 5 working days</li> <li>4. 4th Level: Director of Civil Aviation - 5 working days</li> </ol>
International Air Service Licence	<ol style="list-style-type: none"> <li>1. IASL application / amendment and assessments</li> </ol>	<ol style="list-style-type: none"> <li>1. On Request -Application form/website</li> </ol>	<ol style="list-style-type: none"> <li>1. 16 working days</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: Manager: – Aerial Work - 5 working days</li> <li>2. 2nd Level: Senior Manager: – Flight</li> </ol>



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Corporate Turn Around Times:

1. EMAILS ANSWERED WITHIN 3 WORKING DAYS
2. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

				<p>Operations - 5 working days</p> <p>3. 3rd Level: Executive: ASO - 5 working days</p> <p>4. 4th Level: Director of Civil Aviation - 5 working days</p>
Domestic Air Service Licence	1. DASL application / amendment and assessments	1. Application form/website	1. 17 working days	<p>1. 1st Level: Manager: – Aerial Work - 5 working days</p> <p>2. 2nd Level: Senior Manager: – Flight Operations - 5 working days</p> <p>3. 3rd Level: Executive: ASO - 5 working days</p> <p>4. 4th Level: Director of Civil Aviation - 5 working days</p>



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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
<b>2. FLIGHT OPERATIONS – HIGH AND LOW CAPACITY</b>				
Air Operator Certificates	<ol style="list-style-type: none"> <li>1. AOC initial issue -Air Operator Certificate</li> <li>2. AOC renewal process -Air Operator Certificate</li> <li>3. AOC addition of new type aircraft - Air Operator Certificate</li> <li>4. AOC addition of existing type aircraft -Air Operator Certificate</li> <li>5. AOC removal of existing type aircraft -Air Operator Certificate</li> </ol>	<ol style="list-style-type: none"> <li>1. Application form/website on receipt</li> </ol>	<ol style="list-style-type: none"> <li>5. 90 Working Days – Initial Issue</li> <li>6. 30 Working Days – Renewal process</li> <li>7. 60 Working Days addition of new type</li> <li>8. 10 Working Days addition of existing type</li> <li>9. 5 Working Days removal of existing type</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: Manager: – High/Low Capacity - 5 working days</li> <li>2. 2nd Level: Senior Manager: – Flight Operations - 5 working days</li> <li>3. 3rd Level: Executive: ASO - 5 working days</li> <li>4. 4th Level: Director of Civil Aviation - 5 working days</li> </ol>
A Miscellaneous Approvals	<ol style="list-style-type: none"> <li>1. Reduced Vertical Separation Minima Approval</li> </ol>	<ol style="list-style-type: none"> <li>1. On request</li> </ol>	<ol style="list-style-type: none"> <li>1. 30 working days</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: Manager: – High/Low Capacity - 5 working days</li> </ol>

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1. EMAILS ANSWERED WITHIN 3 WORKING DAYS
2. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

	2. Special Approvals			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	1. New Manuals (OM/SMS/QMS/AMP/MCM) 2. Existing Manuals (revision to/amendment of) 3. Minimum Equipment List (revision to/amendment of)	1. On request	1. 30 working days initial/revision approval	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
Sundry- Documentation/ Certificate duplicate issue	1. Documentation/ Certificate duplicate issue	1. Application form/website	1. 15 working days	1. 1st Level: Manager: – High/Low Capacity - 5 working days 2. 2nd Level: Senior Manager: – Flight



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Corporate Turn Around Times:

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2. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

				<p>Operations - 5 working days</p> <p>3. 3rd Level: Executive: ASO - 5 working days</p> <p>4. 4th Level: Director of Civil Aviation - 5 working days</p>
FOP Assessments	<p>1. FOP Assessments/FOP Assessments Urgent</p>	<p>1. Submitted by DOT</p>	<p>1. 30 working days- FOP Assessments</p> <p>2. 5 working days- FOP Assessments Urgent</p>	<p>1. 1st Level: Manager: – High/Low Capacity - 5 working days</p> <p>2. 2nd Level: Senior Manager: – Flight Operations - 5 working days</p> <p>3. 3rd Level: Executive: ASO - 5 working days</p> <p>4. 4th Level: Director of Civil Aviation - 5 working days</p>
International Air Service Licence	<p>1. IASL application / amendment and assessments</p>	<p>1. Submitted by DOT</p>	<p>1. 30 Working Days</p>	<p>1. 1st Level: Manager: – High/Low Capacity - 5 working days</p> <p>2. 2nd Level: Senior Manager: – Flight Operations - 5 working days</p>



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2. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

				<ol style="list-style-type: none"> <li>3. 3rd Level: Executive: ASO - 5 working days</li> <li>4. 4th Level: Director of Civil Aviation - 5 working days</li> </ol>
Domestic Air Service Licence	<ol style="list-style-type: none"> <li>1. DASL application / amendment and assessments</li> </ol>	<ol style="list-style-type: none"> <li>1. Submitted by DOT</li> </ol>	<ol style="list-style-type: none"> <li>1. 30 Working Days</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: Manager: – High/Low Capacity - 5 working days</li> <li>2. 2nd Level: Senior Manager: – Flight Operations - 5 working days</li> <li>3. 3rd Level: Executive: ASO - 5 working days</li> <li>4. 4th Level: Director of Civil Aviation - 5 working days</li> </ol>

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Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
<b>3. GENERAL AVIATION – FLIGHT OPERATIONS</b>				
Corporate Air Operator Certificates	<ol style="list-style-type: none"> <li>1. CAOC Initial Issue</li> <li>2. CAOC Renewal Process</li> <li>3. CAOC Addition of New Type Aircraft</li> <li>4. CAOC Addition of Existing Type Aircraft</li> <li>5. CAOC Removal of Existing Type Aircraft</li> </ol>	<ol style="list-style-type: none"> <li>1. On receipt of Application Form, unless otherwise stated</li> </ol>	<ol style="list-style-type: none"> <li>1. 90 working days - CAOC Initial Issue</li> <li>2. 60 working days - CAOC Renewal Process</li> <li>3. 60 working days - CAOC Addition of New Type Aircraft</li> <li>4. 30 working days - CAOC Addition of Existing Type Aircraft</li> <li>5. 15 working days - CAOC Removal of Existing Type Aircraft</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: Manager: – General Aviation - 5 working days</li> <li>2. 2nd Level: Senior Manager: – Flight Operations - 5 working days</li> <li>3. 3rd Level: Executive: ASO - 5 working days</li> <li>4. 4th Level: Director of Civil Aviation - 5 working days</li> </ol>
Approvals Reduce Vertical	<ol style="list-style-type: none"> <li>1. RVSM for CAOC</li> </ol>	<ol style="list-style-type: none"> <li>1. On receipt of Application</li> </ol>	<ol style="list-style-type: none"> <li>1. 30 working days</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: Manager: – General</li> </ol>



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Corporate Turn Around Times:

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2. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

Separation Minimum (Corporate)	2. P91 Operations	Form		Aviation - 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
Reduced Area Navigation, Basic Area Navigation and Minimum Performance	1. Reduced Area Navigation, Basic Area Navigation and Minimum Performance	1. On Receipt of Application Form	1. 30 working days	1. 1st Level: Manager: – General Aviation - 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
Review of Manuals (Corporate)	1. New Manuals (OM/SMS/QMS/AMP/MCM)-	1. On receipt of Application Form,	1. 30 working days- new manuals 2. 30 working days- existing manuals	1. 1st Level: Manager: – General Aviation - 5 working days

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1. EMAILS ANSWERED WITHIN 3 WORKING DAYS
2. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

	Corporate 2. Existing Manuals (revision to/amendment of)- Corporate			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
MEL (Corporate)	1. MEL- Corporate	1. On receipt of Application Form, unless otherwise stated	1. 30 working days - New Issue 2. 15 working days - MEL revision to/or amendment of	1. 1st Level: Manager: – General Aviation - 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
Sundry- Documentation/ Certificate Duplicate Issue	1. Corporate	1. On receipt of Application Form, unless otherwise	1. 15 working days	1. 1st Level: Manager: – General Aviation - 5 working days 2. 2nd Level: Senior Manager: – Flight



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Corporate Turn Around Times:

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(Corporate)		stated		Operations - 5 working days 3. 3rd Level: Executive: ASO - 5 working days 4. 4th Level: Director of Civil Aviation - 5 working days
Airspace Infringements (Review)	1. Review of Airspace Infringements	1. SM's Office	1. 30 working days	1. 1st Level: Manager: – General Aviation - 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. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
<b>4. PERSONNEL LICENSING</b>				
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. Walk in Clients to apply 2. Courier and Post of applications	1. 5 working days walk in clients 2. 7 working days for bulk, courier and post	1. 1 <sup>st</sup> Level: Manager: Licencing - 5 working days 2. 2 <sup>nd</sup> Level: Senior Manager: PEL- 5 working days 3. 3 <sup>rd</sup> Level: Executive: ASO - 5 working days 4. 4 <sup>th</sup> Level: Director of Civil Aviation - 5 working days
License Verification Letter	1. Verification letter	1. Email 2. Walk in Clients	1. 5 working days from date of request/receipt	1. 1 <sup>st</sup> Level: Manager: Licencing - 5 working days 2. 2 <sup>nd</sup> Level: Senior Manager: PEL- 5 working days



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Corporate Turn Around Times:

1. EMAILS ANSWERED WITHIN 3 WORKING DAYS
2. SMS ANSWERED WITHIN 24 HOURS OF RECEIPT

				<ol style="list-style-type: none"> <li>3. 3rd Level: Executive: ASO - 5 working days</li> <li>4. 4th Level: Director of Civil Aviation - 5 working days</li> </ol>
Issue of authorization to act as examiners on behalf of SACAA	<ol style="list-style-type: none"> <li>1. Issue authorisation to act as examiners for licenses on behalf of SACAA for Pilots, FE, AME, ATC and CC</li> </ol>	<ol style="list-style-type: none"> <li>1. On request</li> </ol>	<ol style="list-style-type: none"> <li>1. 90 days</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: Manager: Licencing - 5 working days</li> <li>2. 2nd Level: Senior Manager: PEL- 5 working days</li> <li>3. 3rd Level: Executive: ASO - 5 working days</li> <li>4. 4th Level: Director of Civil Aviation - 5 working days</li> </ol>
Oversight of Designated Flight Examiner, Cabin Designated Examiner and Remote Designated Examiner	<ol style="list-style-type: none"> <li>1. Oversight of DFE, CDE &amp; RDE process</li> </ol>	<ol style="list-style-type: none"> <li>1. Email</li> <li>2. Walk in</li> </ol>	<ol style="list-style-type: none"> <li>1. 5 working days to confirm requested date on email</li> <li>2. 1 working day to execute the oversight and report</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: Manager: Licencing - 5 working days</li> <li>2. 2nd Level: Senior Manager: PEL- 5 working days</li> <li>3. 3rd Level: Executive: ASO - 5</li> </ol>

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				working days 4. 4th Level: Director of Civil Aviation - 5 working days
Application for Extension on Licences	1. 30 days extension on licences	1. E-mail 2. Walk -in	1. 5 working days	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
Application for Foreign Training Approval	1. Approval of foreign training	1. Email 2. Walk in	1. 30 days	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



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				4. 4th Level: Director of Civil Aviation - 5 working days
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Service	Service Standard	Service Initiation	Turn Around Times	Escalation Process
<b>5. PERSONNEL LICENSING TRAINING</b>				
Approved Training Organisation	1. ATO initial issue process, renewal process, ATO addition of new type aircraft, addition and removal of existing type aircraft.	<ol style="list-style-type: none"> <li>1. Website</li> <li>2. Email on request</li> </ol>	<ol style="list-style-type: none"> <li>1. ATO initial issue process - 6 to 9 months</li> <li>2. ATO renewal process- 20 working days (dependant on client)</li> <li>3. ATO addition of new type of aircraft- 30 to 60 days</li> <li>4. ATO addition of existing type of aircraft- 7 days</li> <li>5. ATO removal of existing type of aircraft-1 day</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: Manager: PEL Training - 5 working days</li> <li>2. 2nd Level: Senior Manager: PEL- 5 working days</li> <li>3. 3rd Level: Executive: ASO - 5 working days</li> <li>4. 4th Level: Director of Civil Aviation - 5 working days</li> </ol>

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Training Procedure Manuals	<ol style="list-style-type: none"> <li>1. New manuals (TPM/SMS), Existing manuals (revision to/or amendment of)</li> </ol>	<ol style="list-style-type: none"> <li>1. Website</li> <li>2. Email on request</li> </ol>	<ol style="list-style-type: none"> <li>1. New manuals- TPM/SMS: 30 days depended on complexity (DOC)Depended on Complexity</li> <li>2. Existing manuals- 15 days depended on complexity (revision to/or amendment of)</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: Manager: PEL Training - 5 working days</li> <li>2. 2nd Level: Senior Manager: PEL- 5 working days</li> <li>3. 3rd Level: Executive: ASO - 5 working days</li> <li>4. 4th Level: Director of Civil Aviation - 5 working days</li> </ol>
Follow- up Audit	<ol style="list-style-type: none"> <li>1. Follow up on Audit</li> </ol>	<ol style="list-style-type: none"> <li>1. On request</li> </ol>	<ol style="list-style-type: none"> <li>1. 20 working days (dependant on client)</li> </ol>	<ol style="list-style-type: none"> <li>1. 1st Level: Manager: PEL Training - 5 working days</li> <li>2. 2nd Level: Senior Manager: PEL- 5 working days</li> <li>3. 3rd Level: Executive: ASO - 5 working days</li> <li>4. 4th Level: Director of Civil Aviation - 5 working days</li> </ol>

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



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				4. 4th Level: Director of Civil Aviation - 5 working days
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