

Application for an Air Operators Certificate (Aeroplanes)

Operations Manual (Part A) Guidance and Checklist



The following pages have been written and produced for guidance to be used by the applicant when producing an Operations Manual (Part A), in accordance with the provisions of ORO.AOC.100 and ORO.MLR.100, to be submitted to the UK Civil Aviation Authority (UK CAA) for acceptance/approval.

The compliance statement will guide the applicant through the structure of the operations manual in accordance with AMC3 ORO.MLR.100.

It includes the applicable EASA Implementing Rules (IR), Acceptable Means of Compliance (AMC) and Guidance Material (GM) that should be considered when writing the operations manual. Any additional UK CAA guidance/best practice is highlighted in **GREEN**.

If the operator also intends to conduct Part-NCC and/or Part-SPO operations under the provisions of this operations manual, additional regulations may apply. The operator should ensure that these regulations are incorporated into the operations manual.

If the applicant wishes to deviate in any way to the AMC, they will need to apply to the UK CAA for an Alternative Means of Compliance (AltMoc). For additional information regarding the AltMoc process, please refer to CAA Form [SRG1840](#).

The completed statement should be sent with the proposed operations manual to NPA@caa.co.uk.

Additional Guidance for producing an FTL Scheme

This compliance statement assumes the applicant will operate aircraft with a Maximum Operating Passenger Seating Configuration (MOPSC) of more than 19 seats, or large scheduled aeroplanes for Commercial Air Transport (CAT). In this case, the operator will need to comply with EASA Subpart FTL and the associated Certification Specifications (CS).

The commission regulations apply all CAT operations with aeroplanes but permits a derogation for air taxi, emergency medical service and single pilot CAT, so that these areas remain under EU-OPS and national provisions ([CAP371](#)) in UK & Subpart Q in the rest of Europe). In this case the applicable section of CAP371 should be applied.

Operators should only include the requirements of ORO.FTL.120 Fatigue Risk Management (FRM), when they are seeking an FRM approval.

AOC GB No:		The Compliance Statement should be completed for each individual part of the Operations Manual. The completed statement should be sent to NPA@caa.co.uk .
Operations Manual (OM) Date:		
(OM) Revision No:		
(OM) Issue No:		

Operations Manual Reference	EASA Reference	OM Ref	Operators Comment	CAA Comment
PART A GENERAL/BASIC				
0 ADMINISTRATION AND CONTROL OF OPERATIONS MANUAL				
0.1 Introduction: (a) A statement that the manual complies with all applicable regulations and with the terms and conditions of the applicable air operator certificate (AOC).				
(b) A statement that the manual contains operational instructions that are to be complied with by the relevant personnel.	ORO.MLR.101			
(c) A list and brief description of the various parts, their contents, applicability and use.	ORO.MLR.101			
(d) Explanations and definitions of terms and words needed for the use of the manual.	Article 2 of (EU) No 965/2012, Annex 1 of (EU) No 965/2012 and Article 3 of (EU) No 2018/1139.			
0.2 System of amendment and revision: (a) Details of the person(s) responsible for the issuance and insertion of amendments and revisions.	ORO.MLR.100 (g) ORO.MLR.100 (h) ORO.GEN.115(b) ORO.GEN.130			
(b) A record of amendments and revisions with insertion dates and effective dates.				
(c) A statement that handwritten amendments and revisions are not permitted, except in situations requiring immediate amendment or revision in the interest of safety.				
(d) A description of the system for the annotation of pages or paragraphs and their effective dates.				
(e) A list of effective pages or paragraphs.				
(f) Annotation of changes (in the text and, as far as practicable, on charts and diagrams).				
(g) Temporary revisions.				
(h) A description of the distribution system for the manuals, amendments and revisions.	ORO.AOC.150			

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PART A GENERAL/BASIC				
1 ORGANISATION AND RESPONSIBILITIES				
1.1 Organisational structure. A description of the organisational structure, including the general organogram and operations departments' organograms. The organogram should depict the relationship between the operations departments and the other departments of the operator. In particular, the subordination and reporting lines of all divisions, departments, etc., which pertain to the safety of flight operations, should be shown.	ORO.GEN.200 ORO.GEN.210 ORO.AOC.135			
1.2 Nominated persons. The name of each nominated person responsible for flight operations, crew training and ground operations, as prescribed in ORO.AOC.135. A description of their function and responsibilities should be included.	ORO.GEN.210 ORO.AOC.135 AMC1 ORO.AOC.135(a) AMC2 ORO.AOC.135(a)			
1.3 Responsibilities and duties of operations management personnel. A description of the duties, responsibilities and authority of operations management personnel pertaining to the safety of flight operations and the compliance with the applicable regulations.	ORO.AOC.135 AMC1 ORO.GEN.200(a)1 AMC1 ORO.GEN.200(a)(6)			
1.4 Authority, duties and responsibilities of the pilot-in-command/commander. A statement defining the authority, duties and responsibilities of the pilot-in-command/commander.	CAT.GEN.MPA.105 CAT.GEN.MPA.110			
1.5 Duties and responsibilities of crew members other than the pilot-in-command/commander.	CAT.GEN.MPA.100 AMC1 CAT.GEN.MPA.100(c)(1) GM1 CAT.GEN.MPA.100(c)(2)			

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PART A GENERAL/BASIC				
2 OPERATIONAL CONTROL AND SUPERVISION				
2.1 Supervision of the operation by the operator. A description of the system for supervision of the operation by the operator (see ORO.GEN.110(c)). This should show how the safety of flight operations and the qualifications of personnel are supervised. In particular, the procedures related to the following items should be described: (a) licence and qualification validity, (b) competence of operations personnel, (c) control, analysis and storage of the required records. <i>(d) Information to be retained on the ground.</i>	ORO.GEN.110 AMC1 ORO.GEN.110(c) GM1 ORO.GEN.110(c) Annex I (Part FCL) to Regulation (EU) No 1178/2011 ORO.GEN.110(e) ORO.MLR.115 AMC1 ORO.MLR.115 <i>CAT.GEN.MPA.185</i>			
2.2 System and responsibility for promulgation of additional operational instructions and information. A description of any system for promulgating information which may be of an operational nature, but which is supplementary to that in the OM. The applicability of this information and the responsibilities for its promulgation should be included.				
2.3 Operational control. A description of the procedures and responsibilities necessary to exercise operational control with respect to flight safety. <i>Procedures for an aircraft tracking system.</i>	<i>CAT.GEN.MPA.205</i>			
2.4 Powers of the authority. A description of the powers of the competent authority and guidance to staff on how to facilitate inspections by authority personnel.	Regulation (EU) No 965/2012 Article 3 paragraph 5 ORO.GEN.105 ORO.GEN.140 CAT.GEN.MPA.190			

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PART A GENERAL/BASIC				
3 MANAGEMENT SYSTEM				
A description of the management system, including at least the following: (a) safety policy; (b) the process for identifying safety hazards and for evaluating and managing the associated risks; (c) compliance monitoring system; (d) allocation of duties and responsibilities; (e) documentation of all key management system processes.	ORO.GEN.200 AMC1 ORO.GEN.200(a)(2) AMC1 ORO.GEN.200(a)(1);(2);(3);(5) AMC1 ORO.GEN.200(a)(6) GM1 ORO.GEN.200(a)(6) GM2 ORO.GEN.200(a)(6) AMC1 ORO.GEN.200(a)(1) AMC1 ORO.GEN.200(a)(1);(2);(3);(5) AMC1 ORO.GEN.200(a)(3) GM1 ORO.GEN.200(a)(3) GM3 ORO.GEN.200(a)(3) GM4 ORO.GEN.200(a)(3) AMC1 ORO.GEN.200(a)(4) GM1 ORO.GEN.200(a)(4) AMC1 ORO.GEN.200(a)(5) AMC2 ORO.GEN.200(a)(5) GM ORO.GEN.200(a)(5) AMC 1 ORO.GEN.200(a)(6) GM1 ORO.GEN.200(a)(6) GM2 ORO.GEN.200(a)(6) GM3 ORO.GEN.200(a)(6) GM4 ORO.GEN.200(a)(6) AMC 1 ORO.GEN.200(b) ORO.GEN.205 ORO.GEN.220 ORO.GEN.125 European Aviation Safety Agency https://www.easa.npa-2016-19			

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PART A GENERAL/BASIC				
4 CREW COMPOSITION				
4.1 Crew composition. An explanation of the method for determining crew compositions, taking account of the following: (a) the type of aircraft being used; (b) the area and type of operation being undertaken; (c) the phase of the flight; (d) the minimum crew requirement and flight duty period planned; (e) experience (total and on type), recency and qualification of the crew members; (f) the designation of the pilot-in-command/commander and, if necessitated by the duration of the flight, the procedures for the relief of the pilot-in-command/commander or other members of the flight crew. (see ORO.FC.105); (g) the designation of the senior cabin crew member and, if necessitated by the duration of the flight, the procedures for the relief of the senior cabin crew member and any other member of the cabin crew.	ORO.FC.100 AMC1 ORO.FC.100(c) ORO.FC.105(b);(c) AMC1 ORO.FC.105(b)(2);(c) ORO.FC.202(c) ORO.FC.202(d) ORO.GEN.110 GM1 ORO.FC.105(d) ORO.FC.A.201 ORO.CC.200 AMC1 ORO.CC.100 GM1 ORO.CC.100 AMC1 ORO.CC.200(c) AMC1 ORO.CC.200(d) ORO.FC.200 ORO.FC.110 ORO.FC.105 ORO.FC.201 ORO.CC.200 AMC1 ORO.CC.200(c)			
4.2 Designation of the pilot-in-command/commander. The rules applicable to the designation of the pilot-in-command/commander.	See 4.1 (f)			
4.3 Flight crew incapacitation. Instructions on the succession of command in the event of flight crew incapacitation.				
4.4 Operation on more than one type. A statement indicating which aircraft are considered as one type for the purpose of: (a) flight crew scheduling; and (b) cabin crew scheduling.	ORO.FC.140 ORO.FC.240 AMC1 ORO.FC.240 ORO.CC.250 AMC1 ORO.CC.250(b) GM1 ORO.CC.250			

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PART A GENERAL/BASIC				
5 QUALIFICATION REQUIREMENTS				
5.1 A description of the required licence, rating(s), qualification/competency (e.g. for routes and aerodromes), experience, training, checking and recency for operations personnel to conduct their duties. Consideration should be given to the aircraft type, kind of operation and composition of the crew.	ORO.GEN.110 (d) ORO.GEN.110 (e) CAT.GEN.MPA.120			
5.2 Flight crew: (a) Pilot-in-command/commander, (b) Pilot relieving the pilot-in-command/commander, (c) Co-pilot, (d) Pilot relieving the co-pilot, (e) Pilot under supervision, (f) System panel operator, (g) Operation on more than one type or variant.	ORO.FC.105 ORO.FC.205 AMC1 ORO.FC.105(b)(2);(c) AMC1 ORO.FC.105(c) AMC2 ORO.FC.105(c) GM1 ORO.FC.105(d) ORO.FC.A.201 ORO.FC.115 ORO.FC.215 ORO.FC.120 ORO.FC.220 ORO.FC.125 ORO.FC130 ORO.FC.230 ORO.FC.135 ORO.FC.235 ORO.FC.A.250 ORO.FC.140 ORO.FC.240			
5.3 Cabin crew: (a) Senior cabin crew member, (b) Cabin crew member: (i) Required cabin crew member, (ii) Additional cabin crew member and cabin crew member during familiarisation flights, (c) Operation on more than one type or variant.	ORO.CC.110 ORO.CC.210 ORO.CC.120 ORO.CC.125 ORO.CC.130 ORO.CC.135 ORO.CC.140 ORO.CC.145 ORO.CC.200 ORO.CC.250 ORO.CC.255			
5.4 Training, checking and supervision personnel: (a) for flight crew; and (b) for cabin crew.	ORO.FC.145(a)(2) ORO.CC.115 AMC1 ORO.CC.105 CAT.GEN.MPA.115			
5.5 Other operations personnel (including technical crew and crew members other than flight, cabin and technical crew).				