



Ethiopian Civil Aviation Authority
Aerodrome Safety and Standards Directorate

REVIEWING, ACCEPTING AND APPROVING MANUALS

2012

Reviewing, Accepting and Approving Manuals

This Document reviewing, Accepting and Approving Manual has been prepared by Aerodrome Safety and Standard Directorate to aid the aerodrome regulatory staff on reviewing, Accepting and Approving of different manuals.

Prepared by Hanna T/Work


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Signature

**Director, Aerodrome Safety
and Standard**

Checked by Gobena Guangual


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Signature

**Deputy Director General,
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Approved by Wesenyeleh Hunegnaw (Col)


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Signature

**Wesenyeleh Hunegnaw (Col.),
Director General**

The Director General of Ethiopian Civil Aviation Authority has here approving this manual by the power given on proclamation No. 616/2008 on November 2012 to be implemented by the aerodrome regulatory staff. This Manual can be amended from time to time up on introduction of new methods and techniques through the international civil aviation organization (ICAO).



 <p>Ethiopian Civil Aviation Authority</p>	<p>Advisory Circular ECAA-OR-AGA004</p> <p>November, 2012</p>
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SECTION 1. BACKGROUND AND DEFINITIONS

I. INTRODUCTION.

This guidance material contains direction and guidance to be used by ECAA inspectors or Director Aerodrome Safety and Standards (DASS) for processing, reviewing and accepting or approving manuals.

- A. Section 1 contains general background information and definitions of the terms used in this model directive.
- B. Section 2 contains guidance to inspectors and DASS for approving or accepting an operator's manual.

II. OVERVIEW OF MANUAL REQUIREMENTS.

Ethiopian Civil Aviation Rules and Standards requires an applicant for an Aerodrome Certificate to submit an Aerodrome Manual containing

- (a) information and instructions relating to the matters specified in the Part 12 Section 6.2(2) of the Ethiopian Civil Aviation Rules and Standards, and
- (b) All such other information and instructions as may be necessary to enable the aerodrome operating staff to perform their duties.

Manual of Implementing Standard section 3.4.4 .requires that Aerodrome operator prepares and keeps current Aerodrome Manual covering all areas that need to be addressed, as well as relevant supporting documents and manuals for aerodrome operations that are referred to in the main Aerodrome Manual The main Aerodrome Manual may be supplemented by other documents and manuals, airport circulars, notices and instructions issued by the

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aerodrome operator to his staff and contractors or agents on airport operational matters from time to time. The contents of these supplementary materials should be incorporated into the main Aerodrome Manual once they become permanent in nature.

III. DEFINITIONS

The following terms are defined according to their use in this model directive:

Aerodrome Manual: - is a fundamental requirement of the certification process. It contains all the pertinent information concerning the aerodrome site, facilities, services, equipment, operating procedures, organization and management including the safety management system including any amendments to the manual, approved by the Authority;.

Emergency Plan Manual: - A manual contains sets of procedures for coordinating the response of airport services with other agencies in the surrounding community which could assist in responding to an emergency occurring on, or in the vicinity of, the airport.

Disable Aircraft Recovery plan Manual:- The ICAO Airport Services Manual Part 5 “Removal of Disabled Aircraft” defines the removal of disabled aircraft as being three distinct areas – aircraft debogging, aircraft recovery and aircraft salvage.

Maintenance procedure Manual (MPM): A manual containing procedures, instructions and guidance for use by maintenance and concerned operational personnel in the execution of their duties.

- A. **Policy:** A written requirement established by an operator’s management that is expected to be complied with by appropriate employee personnel. A policy may be within a procedure or stated separately. A written requirement.
- B. **Recommendation:** A preferred technique or action described by the operator which employees are expected to follow wherever practical. A recommendation is not a policy requirement.
- C. **Procedure:** A logical progression of actions and/or decisions in a fixed sequence that is prescribed by an operator to achieve a specified objective. In short a procedure is step-by-step guidance on how to do something.
- D. **Abbreviated Procedure:** A list of sequential procedural steps without an amplified description or amplified set of instructions.
- E. **Amplified Procedure:** A description of sequential procedural steps with detailed explanatory descriptions and/or instructions accompanying each step.

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- F. **Technique:** A method of accomplishing a procedural step or maneuver.
- G. **“Document”:** A written depiction of a system, a method, or a procedure a written statement of authorizations, conditions, or limitations, or a file of information. A document serves as an official record or understanding and agreement between the ECAA and the operator, describing the means the operator will use to comply with regulatory requirements.

IV. DISTRIBUTION AND AVAILABILITY OF MANUALS

The Aerodrome operator is required to maintain a complete manual (or set of manuals) at its principal base of operations and to furnish a complete manual (or set of manuals) to the ECAA Aerodrome Safety and Standards Directorate. Whom the manual is furnished must keep it current. Each employee must have access to appropriate manuals.

V. REVIEW OF MANUALS

Manuals must be reviewed by the Aerodrome Operator to ensure they contain adequate content and are in compliance with applicable regulations, safe operating practices. While Aerodrome Safety and Standards Directorate are encouraged to provide guidance and advice to Aerodrome Operator in the preparation of their manuals, the development and production of an acceptable manual is society the responsibility of the operator.

- A. **Initial Review.** Before the initial certification of an applicant a comprehensive review of the applicant’s Aerodrome Manual, Emergency planning Manual, Disable Aircraft Recovery plan manual and Safety Management Manuals must be conducted by the Aerodrome Safety and Standards Directorate. In addition, those items in the operator’s Statement of Compliance that require the operator to develop a policy statement, system, method, or procedure, must be addressed.
- B. **Review of Changes to Manuals.** After initial certification the DASS should review each revision or proposed revision to a manual. Inspectors should not limit this review to a strict consideration of the change itself but should also consider the impact of the change on the Aerodrome operator’s overall manual system and type of operation.
- C. **Periodic Review of Manuals.** After initial certification the continual review of an Aerodrome operator’s manuals is necessary because both the aviation environment and operator conduct are constantly changing. DASS is responsible for developing a surveillances plan for the operator’s manual system. Aerodrome manuals, Disable Aircraft Recovery, Emergency Plan and Safety Management Manual should be

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revised periodically. This periodic review should be planned as a distinct event so that every portion of the manual is systematically reviews at some time over a 1-2 years cycle. This periodic review should be co-ordinated between Aerodrome inspectors and Aerodrome operator to ensure an appropriate exchange of information and to avoid redundant reviews.

VI. FORMAT AND STYLE OF MANUALS

Each page of a manual must include the most recent revision date. In general manuals should be easy to use and understand, and in a format that can be easily revised. When evaluating manuals for ease of use and understanding inspectors should consider the following guidance concerning format and style.

- A. **Form.** All or part of a manual may be prepared and maintained in conventional paper format (book form) or in other forms, such as microfilm or computer based storage with electronic image.
- B. **Introduction or Preface.** The first page of a manual should contain a description introducing its philosophy and goals or a preface page containing a brief statement of the manual's purpose and intended user. The introduction or preface section should also contain a statement which emphasis that the procedures and policies in the manual are expected to be used by company personnel.
- C. **Revision Control.** Each manual should be easy to revise. Also, each manual should contain a revision control page or section from which the user can ready determine whether the manual is current. This page or section should preferably follow the cover page but it can be organized in any logical manner. The control date of the most recent revision of each individual page must appear on each page. When the Aerodrome operator being in a complex operation, a bulletin system should be establish to bring temporary information or changes that should not be delayed by a formal revision process, to the attention of the user. The bulletin system should have a means of control that includes giving bulletins a limited life and systematically incorporating them into appropriate manuals in a timely manner. Users should be able to easily determine whether they possess all current bulletins.
- D. **Table of Contents.** Each manual should have a table of contents containing lists of major topics with their respective page numbers.
- E. **References.** Manuals must references to specific regulations when appropriate. A reference to regulations or other manual material is appropriate when it is necessary to

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clarify the intent of the text or when it is useful to the user for looking up specific subject matter. References should not be made to advisory pamphlets, as these sources are advisory and not binding in nature. Operators should use caution when adapting the text of advisory documents into their manuals. Advisory text may not translate into a directive context.

F. Definitions. Significant items used in manuals should be defined. Any acronym or abbreviation not in common use should also be defined.

G. Elements of style. Manuals should be composed in the style of general technical writing. This style should be clear, concise, and easy to understand. When evaluation manuals, inspectors should be knowledgeable of the following suggestions for accomplishing clarity in technical writing:

1. Whenever possible, short, common words should be used. Examples of this include using the words “keep” or “hold” instead of “maintain”, using the word “start” instead of “establish”, and using the word “stop” instead of “terminate.”
2. When a word has more than one meaning, the most common meaning should be used. For example, the word “observe” should be used to mean, “see and take notice of” rather than “obey and comply.”
3. Operators should standardize terminology whenever practical. The operator should choose one term and use it consistently throughout the manual. Once a particular term has been used in a specific sense it should not be used again in another sense.
4. Terms which command actions should be clearly defined, such as “checked,” “set,” and “as required” Since auxiliary verbs such as “may” and “should” are ambiguous and can create room for doubt, they should not be used when a definite action is commanded. Instead, verbs such as “shall” and “must” are preferable to use when an action is commanded, because they are more definite.
5. To provide appropriate degrees of emphasis on specific points in the text, “cautions,” “warnings,” and “notes” should be in the operator’s manuals.
6. Any instruction, particularly a warning or a caution, must begin with a simple directive in the imperative mood that informs the reader precisely what must be done. To avoid obscuring the directive in the background information, the directive must be stated first and then followed with an explanation.

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7. Description in the manual should not be overloaded, but should be presented simply and sequentially.

VII. ADEQUACY OF PROCEDURES

The following general guidance is provided for inspectors to use when evaluating procedures in any type of manual:

A. **Objective.** The objective of a procedure must be stated clearly unless it is so commonly understood that a statement of the objective is not necessary.

B. **Logical Sequence.** Procedures are to flow in a logical step-by-step sequence. The most effective procedures are usually simple and each contains only the information necessary for accomplishing that procedure. Preferably procedures should be described in a sequential step-by-step format rather than a narrative format.

C. **General Considerations.**

1. A procedure must be an acceptable method for accomplishing an intended objective.
2. The individual responsible for each step of a procedure must be clearly identified.
3. The acceptable standards of performance for a procedure are to be stated if those standards are not commonly understood or clearly obvious.
4. Since a variety of personnel with differing degrees of expertise are involved in procedures, adequate information concerning the accomplishment of a procedure must be provided for the least experienced individual. A procedure may be described very briefly and concisely when the user is capable of achieving the objective without extensive direction or detail. When the user has limited training or experience, however, a procedure must be described in enough detail for the user to correctly accomplish it. When the user has limited access to other sources of information and guidance while performing a procedure, enough detail should be provided to make the user independent of other sources of information.
5. When a form, checklist, or tool is necessary to accomplish a procedure, the location of that item must be indicated in the procedure.
6. Enough time should be available under normal circumstances for the user to accomplish a procedure. If sufficient time is not available to the user for

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accomplishing a procedure, either the procedure itself or the user's duties must be revised.

SECTION 2. APPROVAL AND ACCEPTANCE OF MANUALS

I. GENERAL

This section contains direction and guidance for DASS when approving or accepting an Aerodrome operator's manual system. This process is based on the general process for approval or acceptance.

- A. The Approval Process. The approval process for an Aerodrome operator's manual normally consists of phase one, through five of the general process. However, if the approval is not part of an initial certification, phase four (demonstration and inspection phase) may not be required.
- B. The Acceptance Process. The acceptance process for a manual or manual section normally consists of phases one, two, and three of the general process. The Aerodrome operator must submit to the DASS current copies of required manuals for ECAA review. An Aerodrome operator's entire manual system must be reviewed during the document evaluation phase on initial certification. Once an Aerodrome operator is certified, the operator may revise, distribute, and use accepted material even though the DASS has not completed a review of it. If after review, the DASS determines that portions of the manuals or checklists are unacceptable, the operator must revise the unacceptable portions after notification by the DASS.
- C. Evaluation of Manuals for ECAA Acceptance or Approval. An Aerodrome operator may develop and publish in its manual any policy method, procedure, or checklist that the operator finds necessary for the type of operators conducted. This polices, methods, procedures and checklists, however, must comply with the ECARAS and be consistent with safe operating practices. DASS should encourage the Aerodrome operator to be innovative and progressive in developing such polices. Methods, procedures and checklists. The DASS role in the review process is to provide and independent and objective evaluation of the Aerodrome operator's manual material. The DASS must ensure that the Aerodrome operator's material complies with the ECARAS, is consistent with safe operating practices, and is based on sound rationale or demonstrated effectiveness.
- D. Discrepancies. When DASS fins a discrepancy in an Aerodrome operator's existing manual material, the DASS shall take action to have that discrepancy resolved. Usually such discrepancies can be resolved through informal discussions. When

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informal discussion cannot resolve the discrepancy, however, the DASS is required to formally withdraw ECAA approval or acceptance from the Aerodrome operator.

II. ESTABLISHING A FRAMEWORK FOR REVIEW

A. Methods to Manual Organization. During the Pre-application phase (Phase 1), the DASS should inform the Aerodrome operator that there are various methods that can be used to organize and format manuals, or manual sectors requiring ECAA approval/acceptance. The DASS may inform the Aerodrome operator of the content of the following subparagraphs, which describe at least four possible methods that an operator may use:

1. **Limited Content.** An operator may choose to limit the content of the manual solely to approved material. When this method is used, the entire manual must be approved and the operator may not revise the manual without additional review by the DASS. While this method facilitates ECAA review and acceptance, the manual may be difficult to use because the intended user may have to frequently switch back and forth between the approved manual, and other manuals containing accepted material. When the Aerodrome operator chooses this method, DASS must ensure that the List of Effective Pages (LEPs) contain an ECAA signature space conveying approval.
2. **Grouping Material.** An Aerodrome operator may choose to group the ECAA approved material in specified sections of the manual and place accepted material in the remaining sections. With this method, the DASS must ensure that a header or footer is on each page of the approved sections indicating that the material on that page is ECAA approved. The Aerodrome operator may submit the approved and accepted sections to the DASS as separate packages.
3. **Interspersed Material.** An operator may choose to intersperse ECAA approved material and accepted material throughout the manual. When an Aerodrome operator chooses this method, the DASS must ensure that the Aerodrome operator has clearly identified approved material each time it appears in the manual. This method of organization allows for efficient manual use, but makes the Aerodrome operator's publication process and the approval process difficult.
4. **"Approval Document".** The Aerodrome operator may choose to place material in an "approval document" solely for the purpose of obtaining ECAA approval of that material. An approval document is a document and therefore may not be used as a manual. After the document has been approved, the operator must

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develop user manuals, which incorporate the approved information from the document along with detailed, guidance and supplementary information. When this method is used, the user manual are treated as “accepted” material and do not have to be individually approved. The DASS must however, review the user manuals to ensure that the information in them is consistent with the approval document. When using that the information in them is consistent with the approval document. When using this method, the operator may revise the information in user manuals without prior ECAA approval, provided the revision is consistent with, and does not conflict with, the information in the approval document. If the Aerodrome operator or the DASS finds it, necessary for the approval document to be revised, the Aerodrome operator must submit the proposed revision for review and approval. A revision to an approval document must be approved before the Aerodrome operator can incorporate the changed information into the user manual. When an operator uses this method for submitting manual or checklist material for ECAA approval, DASS must ensure that the Aerodrome operator has stated on the first page of the user materials that the manual contains ECAA approved martial. The manuals or checklists provided to the user, however, do not have to be specially identified as being ECAA approved ones.

- B. Submission of Material. During the Pre-application phase, the DASS should advise the Aerodrome operator on how to submit the documents, manuals checklists and subsequent revisions for approval or acceptance.
1. ECAA Approval Submission. For material that requires ECAA approval, the DASS should advise the operator to submit the following:
 - Two copies of the document, manual, manual section, or revision to be approved: or
 - One copy of the document, manual, manual section, or revision, and two copies of the page control sheets for the material (the page control sheets, must show an appropriate revision number or original page for each page, and the effective date of each page)
 - A copy of any supporting documentation or analysis
 2. ECAA Acceptance Submission. For material that is to be evaluated for acceptance by the ECAA the DASS should advise the Aerodrome operator to submit the following:
 - A copy of the manual, manual section or revision to be reviewed.

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- A copy of the page control sheets for the material to be reviewed when appropriate.
3. The DASS will perform a cursory review of submissions in phase 1. This review is intended to ensure that the applicant's submission is clear contains all required documentation. This review is performed before the in-depth review.

III. PHASE THREE: IN-DEPTH REVIEW.

A detailed analysis of the Aerodrome operator's submission is performed during the document evaluation phase. During this phase, a qualified inspector must review the Aerodrome operator's submission in detail to determine that the submission is complete and technically connect. The time to complete phase three depends on the scope and complexity of the submission, during the cursory review, the DASS should determine how long the in-depth review would take. The DASS shall give the operator an estimate of the time is should take to complete the review process at the formal application meeting.

- A. The review and analysis should confirm that the Aerodrome operator's submission conforms to, or is consistent with the following:
- Ethiopian Civil Aviation Rules and Standards (ECARAS).
 - Criteria and guidance in this model directive.
 - Manual Of Implementing Standards(MOIS)
 - The Aerodrome operator's SOPs.
 - Safe operating procedures.

NOTE: The direction and guidance in this chapter for reviewing procedures and checklists have been developed after consultation with knowledgeable and experienced personnel in the Aviation industry, , and the ECAA. The information presented is considered to be the best guidance currently available on the topic. DASS should realise, however, that circumstances vary widely. The best set of procedures for one circumstance may not work well in another circumstance. Two recommendations may be in conflict. In such cases, the appropriate resolution must be achieved through compromise. For examples, it may be more important for an operator's checklist and procedures design policies to be internally consistent than for an individual procedure to be designed in a specific way.

- B. If this is not the initial certification the DASS should thoroughly consider the operator's experience and history when evaluation procedures. When an operator has a history of successful operations, the CPM should normally approve submissions consistent with the operator's existing procedures.

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- C. If this approval is for initial certification the DASS will require verification tests of some procedures before granting approval.
 - 1. These verification tests may be conducted in either phase 3 or 4 of the certification process. Aerodrome Operator may submit evidence that a qualified party has already conducted a validation of a procedure. When such evidence is available, the DASS should not require another validation unless the operator's circumstances are significantly different from the original test.

IV. GRANTING ECAA APPROVAL

The DASS grants ECAA approval to the document, manuals, manual sections or revisions. During this phase the DASS must formally notify the operator of the approval and also complete a specific record of the approval. For manuals and manual sections, which are not required to have ECAA approval, written notification of acceptance is at the option of the DASS.

- A. **Notification of Approval.** When the DASS decides to approve a document, manual, manual section, or checklist, the following procedures apply:
 - 1. For documents, manuals, manual sections or revisions that contain page control sheets, the DASS shall annotate both copies of the page control sheets with the phrase: "Approved." Under the words "Approved," DASS shall enter the effective date of approval and sign both copies. The Aerodrome operator may pre-print the words "Approved:" and blank lines for the date and signature on the page control sheets or the DASS may use a stamp to add the approval annotation on each sheet.
 - 2. For manuals, manual sections, or checklists that do not contain page control sheets, the approval annotation must be placed by the DASS on each page of the material. In this case the approval annotation must be made on two copies of the material. The annotation shall be the same as discussed above. This procedure should be used only for very short manuals, manual sections, or checklists (usually fewer than 5 pages) or when the use of page control sheets is not practical or serves little purpose.
 - 3. When page control sheets are used, the DASS shall return one copy of the annotated page control sheets to the operator. In the remaining cases one copy of the approved material must be returned to the Aerodrome operator with a notification letter stating that the material is approved.

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The letter should also contain a statement advising the operator to maintain, for its records, the signed page control sheets or the material with the approval annotation. The DASS shall retain the second copy of the signed page control sheets, or the annotated material, in the district office files.

- B. **Notification of disapproval.** The co-ordination, revision, and editing activities that take place throughout all phases of the process should eventually result in approval products. Under certain circumstances, however, it may be appropriate for the DASS to terminate the process. For example, the Aerodrome operator may not take any action on the material for 30 days. To terminate the approval process, the DASS shall return the entire submission to the Aerodrome operator with a letter that states that the ECAA is unable to grant approval, along with the reasons why it cannot be granted.

- C. **Certificate Holding Office Records.** The DASS shall maintain a record of approval for each operator-submitted document, manual, manual section, and checklist. Records of approval to revisions of this material must also be maintained. The records should consist of page control sheets, notification letters, and any other related correspondence. While superseded portions of documents, manuals, or checklists do not have to be retained, DASS may retain this type of material if they determine that it is appropriate. The DASS should include with the material in the Aerodrome operator's file a brief memorandum containing reasons for retaining the material.