



Flight Safety Notification

General

Flight Safety Notifications (FSNs) are not mandatory in nature, but provide means such as guidance, methods, procedures and practices acceptable to the Authority for complying with regulations and other requirements in a systematic manner. These are not necessarily the only means of compliance. FSNs may also contain explanations of regulations, other guidance material, best practices or information useful to the aviation community. Unless incorporated into a regulation by reference, FSNs are not regulatory and do not create or change a regulatory requirement. A change of a regulatory requirement may come in the form of a Directive. A Flight Safety Notification is not a Directive.

JCAA Manual Review Process

Reason for Revision

N/A

Purpose

This FSN contains direction and guidance to be used by operators/service providers who are submitting manuals to the JCAA (the Authority) for approval or acceptance. In addition it describes the phased approval process and explains what is to be expected.

References

N/A

Applicability

These procedures are applicable to air operators, approved maintenance organizations, approved training organizations, aerodromes operators and air navigation services providers.

Background

An operator is required to submit manuals to the Authority for approval or acceptance for the following reasons:

- (1) When mandated by Regulations
- (2) When an applicant applies for a certificate;
- (3) When an existing operator/service provider determines if a change is necessary;
or
- (4) When, as the result of an investigation or normal surveillance, the Authority determines that a manual, form, or a checklist is deficient.

Definition

Initial certification: A process used to determine the suitability of first time applicants for JCAA certification. It consists of five phases: Pre-application, Formal Application, Document Evaluation, Demonstration and Certification phases.

The Approval Process

(1) Determining the Basic Requirements Applicable to the Operator/Service Provider

The primary objective during any manual approval or acceptance process is a determination of the basic requirements that the operator/service provider must meet. The operator/service provider is provided with the appropriate Regulations and guidance material for the requirements which must be addressed in the manual. He must clearly understand the topics and level of details required in the material to be submitted. The manual must include instructions and information necessary to allow the personnel concerned to perform their duties and responsibilities with a high degree of safety. The manual will contain policies, which explain “what” and “why”; and procedures, which explain “who”, “when”, “where”, “how”. In addition it will also be communicated if there is a need for validation tests or other demonstrations, supplementary documentation, analysis, or other data to support the submission.

(2) Submission and Acceptance

Submissions shall include a cover letter detailing the contents of the submission. For manuals that require JCAA approval or acceptance, the operator/service provider shall submit the following:

- (a) Two copies of the document, manual, form, checklist, or revision to be approved inclusive of the list of effective pages (LEP). The LEP must show an appropriate revision number and page number for each page and the effective date of each page;
- (b) A conformance report; and
- (c) A copy of any supporting documentation or analysis.

A cursory review is accomplished on all submitted manuals and associated documentation. Manuals must contain the following information for acceptance during an initial certification process of an operator/service provider:

- Table of contents
- LEP's
- Accountable Manager's signed statement or policy of commitment to regulatory compliance through implementation and compliance with the approved procedures
- Management Structure (when necessary)
- Amendment and distribution procedures
- List of duties and responsibilities (when necessary)
- Procedures commensurate with the minimum requirements as listed in the applicable Schedules

The manual must be in a form that is easy to revise and contains a system which allows personnel to determine the current revision status of each manual; have a date of the last revision on each page concerned; and not be contrary to any applicable regulation. Its contents and complexity must be commensurate with that of the operations of the operator/service provider. Manuals not meeting these criteria will not be accepted and will be returned. The operator/service provider must submit current copies of required manuals, and where applicable, forms and checklists for the Authority's review. An operator/service provider's entire manual system will be reviewed during the document evaluation phase of any initial certification. Following certification any amendment to an approved manual shall be submitted to the Authority for approval before operational implementation.

(3) Document Evaluation

An operator/service provider may develop and publish in its manual any policy, method, procedure, form, or checklist that he finds necessary for the type of operations conducted. These policies, methods, procedures, forms, and checklists, however, must comply with the applicable regulations and standards and be consistent with safe operating practices. The manual material will be subject to a review process to ensure that it complies with the applicable regulations and standards, is consistent with safe operating practices, and is based on sound rationale or demonstrated effectiveness. This evaluation process can be broken down into a preliminary and detailed review.

(a) Preliminary Review

This preliminary review is intended to ensure that the submission is clear and contains all required documentation. Though similar to the cursory review it is more in depth and allows the Authority to provide the operator/service provider with a list of discrepancies for correction and to estimate the time required to complete the review process. This review is conducted promptly after acceptance. If, after preliminary review, the submission appears to be complete and of acceptable quality, or if the deficiencies are immediately brought to the operator/service provider's attention and can be quickly resolved, the inspector may begin the in-depth review. If the submission is incomplete or obviously unacceptable, the process is terminated and the Authority will return the submission within 5 working days for documentation revisions or 15 working days during an initial certification process where more manuals are being submitted. In either case an explanation of the deficiencies is provided. The submissions are returned within the stipulated time so that the operator/service provider will not assume that the Authority is continuing the process to the next phase.

(b) In-Depth Review

This is a detailed analysis of the operator/service provider's submission. During this review, the Authority reviews the submission in detail to determine that it is complete and technically correct. The time to complete this review phase depends on the scope and complexity of the submission. During the review, the Authority determines whether the review can be completed within 30 days. If it is determined that it will take longer than 30 days to complete process, the Authority will advise the operator/service provider of the estimated time for completion.

The in-depth review establishes whether or not the operator/service provider's manual submission conforms to, or is consistent with, the following as applicable:

- (a) The Civil Aviation Regulations;
- (b) The operator's Operations Specification;
- (c) Criteria and guidance in Flight Safety Notifications,
- (d) Applicable Aircraft Flight Manuals (AFM), Manufacturer's Operating Bulletins and Airworthiness Directives (AD); and
- (e) Safe operating procedures.

When discrepancies are found in an operator/service provider's manual the Authority will provide a report that lists the discrepancies and the manual and/or revision documentation are returned. The operator/service provider shall take action to have these discrepancies resolved. The operator/service provider is required to correct the manual or revision with the necessary amendments. It is advised that discussions are held between the Authority and the operator/service provider at this juncture. The operator/service provider should seek to obtain clarification of discrepancies which will aid with resolution. Re-submission of the manual shall follow the process as described above; this time however, the accompanying letter shall include the corrective action(s) taken. A new set of time lines for the completion of the review process will be provided at re-submission.

(4) Demonstration Inspections (Validation Tests)



Operators/service providers are encouraged to conduct validation tests of operating procedures and checklists during the development process. These validation tests should be conducted before submission of the proposed procedures to the Authority for review and approval. Whenever possible, the operator should invite the Authority to observe these tests. Under certain circumstances, a validation test may have to be conducted following the in-depth review. In other circumstances, especially for minor types of revisions or simple procedures or checklists, validation tests may not be warranted or appropriate. The Authority will determine if validation tests are required and the operator/service provider will be informed accordingly.

(5) Approval or Acceptance

This phase consists of the Authority granting approval or acceptance to the manuals, forms, or checklists. During this phase the Authority formally notifies the operator/service provider of the approval or acceptance.

For a manual or revision approval, the LEP pages are annotated with the phrase "JCAA Approved/Accepted." The approval/acceptance signature along with the effective date of approval/acceptance is entered below the annotation. The operator may preprint the words "JCAA Approved/Accepted" and blank lines for the date and signature on the LEP pages as demonstrated below. A signed copy of the approved/accepted LEP pages is returned to the operator/service provider. These are to be inserted in the operators/service provider's copy of the manual.

JCAA Approved/Accepted: _____
Date: _____

Approved by:  
Noel Ellis
Director, Flight Safety (Acting)
for Director-General of Civil Aviation
Jamaica Civil Aviation Authority

Date: 12 Mar. 2018