



ROYAL NEW ZEALAND AERO CLUB INC

PART 149 QUALITY ASSURANCE MANUAL

CAA Client Number: 19837

THIS PAGE IS INTENTIONALLY BLANK

CONTENTS

SECTION 1	INTRODUCTION	1-1
1.1	ADDRESSES AND LOCATIONS.....	1-2
1.2	SCOPE OF ACTIVITIES.....	1-2
1.3	STANDARDS OF COMPLIANCE.....	1-2
1.4	MANUAL HIERARCHY.....	1-3
1.5	QUALITY ASSURANCE MANUAL DISTRIBUTION.....	1-3
1.6	LIST OF EFFECTIVE PAGES.....	1-4
1.7	RECORD OF AMENDMENTS.....	1-5
1.8	EXECUTIVE STATEMENT.....	ERROR! BOOKMARK NOT DEFINED.
1.9	AVIATION SAFETY POLICY.....	1-7
1.10	MISSION STATEMENT.....	1-7
1.11	DEFINITIONS.....	1-8
SECTION 2	MANAGEMENT & ORGANISATION	2-1
2.1	PERSONNEL STRUCTURE.....	2-2
2.1.1	STRUCTURE.....	2-2
2.1.2	POSITION HOLDERS.....	2-2
2.1.3	RNZAC MEMBER CLUBS.....	2-3
2.2	AUTHORITY & RESPONSIBILITY FOR RNZAC OPERATIONS.....	2-4
2.2.1	CHIEF EXECUTIVE OFFICER (C.E.O.).....	2-4
2.2.2	EXECUTIVE SECRETARY.....	2-5
2.2.3	QUALITY ASSURANCE MANAGER.....	2-5
2.2.4	INTERNAL AUDITOR.....	2-5
2.2.5	DELEGATION HOLDER.....	2-5
2.3	AUTHORITY & RESPONSIBILITY OF RNZAC MEMBER CLUBS.....	2-7
2.3.1	CHIEF FLYING INSTRUCTOR.....	2-7
2.3.2	SAFETY OCCURRENCE INVESTIGATOR.....	2-7
2.3.3	MAINTENANCE CONTROLLER.....	2-7
2.3.4	MAINTENANCE CONTRACTOR.....	2-7
2.4	RESOURCES.....	2-8
2.4.1	MAJOR ASSETS.....	2-8
2.5	CAA CERTIFICATION.....	2-9
2.5.1	CERTIFICATES.....	2-9
2.6	CHANGES REQUIRING CAA APPROVAL.....	2-10
2.6.1	CHANGES REQUIRING CAA NOTIFICATION.....	2-10
2.6.2	CHANGES REQUIRING CAA APPROVAL.....	2-10
2.6.3	MAKING THE CHANGES.....	2-10
2.7	STAFF APPOINTMENT.....	2-11
2.7.1	SELECTION, REMOVAL AND RECORDS.....	2-11
2.7.2	EMPLOYMENT CONTRACT.....	2-11
2.7.3	STAFF INDUCTION CHECKLIST.....	2-11
2.7.4	INITIAL TRAINING.....	2-11
2.7.5	RETENTION OF STAFF.....	2-11
SECTION 3	THE QUALITY SYSTEM	3-1
3.1	QUALITY ASSURANCE.....	3-2
3.1.1	THE QUALITY ASSURANCE SYSTEM.....	3-2
3.2	THE MANUAL SYSTEM.....	3-3
3.2.1	MANUAL HIERARCHY.....	3-3
3.2.2	MANUAL CONTROL AND AUTHORISATION.....	3-3
3.3	PREPARATION, STYLE AND FORMAT.....	3-4
3.3.1	PROCEDURE DRAFTING.....	3-4
3.4	MANAGEMENT REVIEW.....	3-5
3.4.1	RNZAC MANAGEMENT MEETINGS.....	3-5
3.4.2	FORMAT OF MANAGEMENT REVIEW MEETING.....	3-5

SECTION 4	DOCUMENT & DATA CONTROL	4-1
4.1	DOCUMENT & DATA CONTROL	4-2
4.2	CONTROL & AMENDMENT OF THE RNZAC MANUAL SUITE	4-3
4.2.1	CONTROL	4-3
4.2.2	COPYING OF FORMS	4-3
4.2.3	CHANGES REQUIRING AN AMENDMENT	4-4
4.2.4	AMENDMENT PROCESS	4-4
4.3	MANUAL AMENDMENT PROCEDURE FLOW CHART	4-5
4.4	CONTROL & AMENDMENT OF OTHER DOCUMENTS	4-6
4.4.1	CONTROLLED DOCUMENTS	4-6
4.4.2	AMENDMENT SERVICE	4-6
4.5	CONTROLLED DOCUMENTS REGISTER	4-7
4.5.1	REGISTER OF CONTROLLED DOCUMENTS	4-7
4.5.2	AMENDMENT OF CONTROLLED DOCUMENTS	4-7
4.6	CONTROL OF RECORDS	4-8
4.6.1	GENERAL REQUIREMENTS	4-8
4.6.2	RNZAC PERSONNEL RECORDS	4-8
4.6.3	QUALITY RECORDS	4-8
4.6.4	CERTIFICATES AND RATINGS	4-9
4.6.5	MICROLIGHT OPERATIONAL RECORDS	4-9
4.6.6	MAINTENANCE RECORDS	4-9
4.7	PERSONNEL CERTIFICATION ISSUED UNDER DELEGATION	4-10
4.7.1	APPLICATION	4-10
SECTION 5	CORRECTIVE & PREVENTATIVE ACTION	5-1
5.1	CORRECTIVE & PREVENTATIVE ACTION	5-2
5.1.1	GENERAL REQUIREMENTS	5-2
5.2	QUALITY IMPROVEMENTS	5-3
5.2.1	GENERAL REQUIREMENTS	5-3
5.3	QUALITY IMPROVEMENT PROCESS FLOW CHART	5-4
5.4	REGISTER OF QUALITY IMPROVEMENT ACTIONS	5-5
5.4.1	GENERAL REQUIREMENTS	5-5
SECTION 6	INTERNAL AUDITS	6-1
6.1	MONTHLY QA INSPECTIONS	6-2
6.1.1	MONTHLY QA INSPECTION	6-2
6.1.2	MONTHLY CHECKLIST FORMS	6-2
6.2	INTERNAL AUDITS	6-3
6.2.1	THE MONITORING PROCESS	6-3
6.2.2	MONTHLY QA INSPECTION	6-3
6.2.3	INTERNAL AUDITS	6-4
6.2.4	INTERNAL AUDIT PROCESS	6-4
6.2.5	AUDIT FINDINGS	6-5
6.2.6	QUALITY STANDARD	6-5
6.3	OPERATIONS NOTICE BOARD	6-6
6.3.1	LOCATION AND USE	6-6
6.3.2	NOTICE TO PILOTS (NOTOPS)	6-6
SECTION 7	QUALITY INDICATORS & STATISTICS	7-1
7.1	QUALITY INDICATORS	7-2
7.1.1	INSTRUCTOR PERFORMANCE	7-2
7.1.2	MICROLIGHT OPERATIONS	7-2
7.1.3	SURVEY FORMS	7-2
7.1.4	MAINTENANCE	7-3
7.1.5	TRENDS	7-3
FORM A	QUALITY ASSURANCE FORMS	A-1
FORM A 2	COVER SHEET	A-2
FORM A 3	REGISTER OF CONTROLLED DOCUMENTS	A-3

FORM A 4	REGISTER OF MICROLIGHT PILOT CERTIFICATES	A-4
FORM A 5	QUALITY IMPROVEMENT REPORT.....	A-5
FORM A 6	REGISTER OF QUALITY IMPROVEMENT REPORTS.....	A-6
FORM A 7	SURVEY FORM.....	A-7
FORM A 8	INTERNAL AUDIT CONTROL RECORD.....	A-8
FORM A 9	INTERNAL AUDIT CHECKLIST	A-9
FORM A 10	INTERNAL AUDIT REPORT	A-11
FORM A 11	INTERNAL AUDIT FINDING REGISTER.....	A-12
FORM A 12	NOTICE OF MANAGEMENT REVIEW MEETING AND AGENDA.....	A-13
FORM A 13	MANAGEMENT REVIEW COMMITTEE MEETING MINUTES	A-14
FORM A 14	STAFF EMPLOYMENT CONTRACT FORM.....	A-15
FORM A 15	STAFF INDUCTION CHECKLIST	A-16
FORM A 16	APPLICATION FOR ISSUE OF CERTIFICATE	A-17
FORM A 17	FIT AND PROPER PERSON DECLARATION.....	A-18
FORM A 18	RNZAC MEMBER CLUB PRE ACCEPTANCE AUDIT.....	A-19

THIS PAGE IS INTENTIONALLY BLANK

SECTION 1 INTRODUCTION

RNZAC Details, Corporate Statement and RNZAC Policy

1.1 ADDRESSES AND LOCATIONS

HEAD OFFICE

Royal New Zealand Aero Club Inc
137 Victory Drive
Wharewaka
Taupo 3330
Phone Office: 0800 422 635
Phone After Hours: ((07) 3778499
Fax: (07) 378 7776
Email: rnzac@xtra.co.nz

1.2 SCOPE OF ACTIVITIES

1.2.1.1 As a Part 149 Aviation Recreation Organisation Certificate holder the Royal New Zealand Aero Club Inc may:

- (a) Establish and Certify Competency of persons flying Sport and Recreation Microlight Aircraft by:
 - (i) Prescribing an Examination Syllabus, and
 - (ii) Conducting Examinations, and
 - (iii) Prescribing Flight Test Standards, and
 - (iv) Conducting Flight Tests, and
- (b) Organise an Aviation Event as specified on the Certificate.

1.2.1.2 Under Part 103 Microlight Aircraft Operating Rules the RNZAC allows Member Clubs to operate and train Pilots in the following Sport and Recreation Microlight Aircraft Types:

- (a) Class II Microlight Aircraft Types:
 - (i) Microlight Aircraft – Not to exceed 80 kts cruise speed @ 75% power, and
 - (ii) Advanced Microlight Aircraft – Which exceed 80kts cruise speed @ 75% power

1.3 STANDARDS OF COMPLIANCE

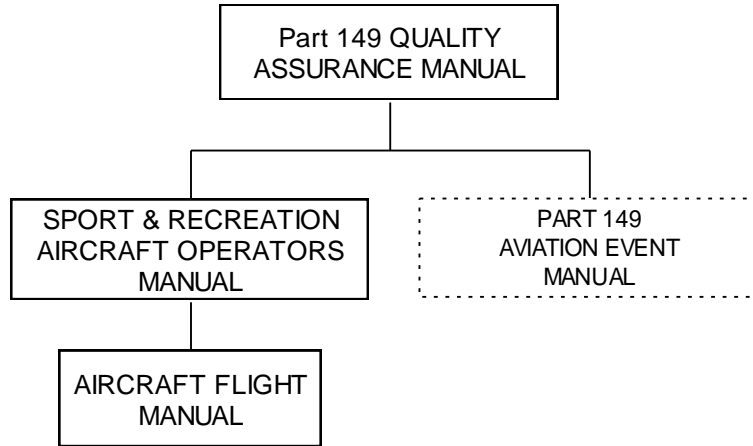
1.3.1.1 This Manual Suite is designed specifically to ensure continuing compliance with:-

- (a) Civil Aviation Act 1990, and
- (b) Civil Aviation Rule Parts 1, 12, 19, 43, 61, 91, 103, 139, 141 and 149

1.3.1.2 This Manual Suite meets the Organisational Management and Documentation requirements of NZCAA Rule Part 149.

1.4 MANUAL HIERARCHY

1.4.1.1 The Quality Assurance System is documented in a Manual Suite which consists of the following Manuals:-



1.5 QUALITY ASSURANCE MANUAL DISTRIBUTION

1.5.1.1 A current issue of the Quality Assurance Manual can be found at the following locations.

COPY Nr	LOCATION	ISSUED TO	AMENDMENT RESPONSIBILITY	DATE
Master	CEO's Office	Chief Executive Officer	Richard Small	01/08/12
1	Civil Aviation Authority	CAA Librarian	CAA Librarian	01/08/12
2	QA Managers Office	Quality Assurance Manager	Mike Groome	01/08/12
3	RNZAC Head Office	Delegation Holder	Richard Small	01/08/12
4				
5				

1.6 LIST OF EFFECTIVE PAGES

Page No.	Date	Page No.	Date	Page No.	Date	Page No.	Date
Contents		Section 3		Section 6		Form A	
1	01/07/14	3-1	01/07/14	6-1	01/07/14	A-1	01/07/14
2	01/07/14	3-2	01/07/14	6-2	01/07/14	A-2	01/07/14
3	01/07/14	3-3	01/07/14	6-3	01/07/14	A-3	01/07/14
4	01/07/14	3-4	01/07/14	6-4	01/07/14	A-4	01/07/14
5	01/07/14	3-5	01/07/14	6-5	01/07/14	A-5	01/07/14
6	01/07/14	3-6	01/07/14	6-6	01/07/14	A-6	01/07/14
Section 1				6-7	01/07/14	A-7	01/07/14
1-1	01/07/14			6-8	01/07/14	A-8	01/07/14
1-2	01/07/14					A-9	01/07/14
1-3	01/07/14			Section 7		A-10	01/07/14
1-4	01/07/14	Section 4		7-1	01/07/14	A-11	01/07/14
1-5	01/07/14	4-1	01/07/14	7-2	01/07/14	A-12	01/07/14
1-6	01/07/14	4-2	01/07/14	7-3	01/07/14	A-13	01/07/14
1-7	01/07/14	4-3	01/07/14	7-4	01/07/14	A-14	01/07/14
		4-4	01/07/14			A-15	01/07/14
		4-5	01/07/14			A-16	01/07/14
		4-6	01/07/14			A 17	01/07/14
		4-7	08/04/15			A 18	01/07/14
Section 2		4-8	01/07/14				
2-1	08/04/15	4-9	01/07/14				
2-2	01/07/14	4-10	01/07/14				
2-3	01/07/14	4-11	01/07/14				
2-4	01/07/14	4-12	01/07/14				
2-5	01/07/14						
2-6	01/07/14	Section 5					
2-7	01/07/14	5-1	01/07/14				
2-8	01/07/14	5-2	01/07/14				
2-9	01/07/14	5-3	01/07/14				
2-10	01/07/14	5-4	01/07/14				
2-11	01/07/14	5-5	01/07/14				
2-12	01/07/14	5-6	01/07/14				

1.7 RECORD OF AMENDMENTS

AMEND. NO.	PAGES CHANGED	EFFECTIVE DATE	DATE ENTERED	ENTERED BY (SIGNATURE)
1	1.5/ 2.3/ 3.2/ 6.3/ A8/ A9/ A10/ A16/ A17/A18	01/07/14	01/07/14	
2	2.1	01/07/14	01/07/14	
3	1.2/1.3/ 1.5/1.6/2.2	01/07/14	01/07/14	
4	1.6/ 2.1.2/ 4.7.3.1/ 4.7.4.1b/4.7.5.2b	08/04/15	08/04/15	
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				
25				
26				
27				
28				
29				
30				
31				
32				
33				
34				

INTRODUCTION

01/07/14

1.8 EXECUTIVE STATEMENT

The purpose of this Manual is to record the policy and procedures required for the effective and efficient Internal Quality Assurance of the Royal New Zealand Club (Incorporated) as required by NZCAR Part 149.

The Quality Assurance procedures will ensure the ongoing compliance with this Manual Suite, the Civil Aviation Act 1990, Civil Aviation Rules, and other relevant Civil Aviation Publications.

The Quality Objectives of the Royal New Zealand Club Inc are:

1. To ensure the continuous development and compliance of safety standards and practises by all employees, RNZAC Member Clubs, associated contractors and clients associated with the Royal New Zealand Aero Club Inc. and
2. To ensure the continuous maintenance of the Quality Systems and Standards to achieve continuing compliance with the requirements of Civil Aviation Rule Part 149. and
3. To ensure the continuous maintenance in all areas of Royal New Zealand Aero Club Inc operations and quality system to achieve continuing conformance with this Manual Suite.

The Royal New Zealand Aero Club Inc insists upon the maintenance of the highest possible standards of Pilot Competency by Pilots of its member Clubs, member Club Instructors and employees. Each Pilot will therefore use their utmost endeavours to keep their flying techniques and flying proficiency up to the highest attainable standard.

It is intended that procedures contained within are reviewed annually, or when a change has occurred relating to this Manual. Any changes should be presented to the Executive Committee so that the Manual can be updated. The Chief Executive Officer is responsible for the updating of this Manual.

This Manual is issued under the authority of the Chief Executive of the Royal New Zealand Aero Club Incorporated.

I hereby authorise this Suite of Manuals.

Signed: 

Chief Executive Officer

Date: 16.9.2015

1.8 AVIATION SAFETY POLICY

AVIATION SAFETY POLICY

The Royal New Zealand Aero Club Incorporated supports all requirements of law regarding safety and intends to provide all Employees, RNZAC member Clubs, and clients with a safe and healthy aviation environment.

Each RNZAC member Club employee has the responsibility to perform his or her job in a safe and efficient manner and always to their best abilities. The RNZAC expects all member Club employees to adopt the standards and procedures set forth in this Quality Assurance Manual and its associated Operational Manuals.

Signed: Date:

1.9 MISSION STATEMENT

MISSION STATEMENT

The Mission of the Royal New Zealand Aero Club Inc. is:

TO FOSTER AND PROMOTE FLYING AS A SPORT AND RECREATIONAL ACTIVITY FOR OUR MEMBER CLUBS.

1.10 DEFINITIONS**AUDIT:**

1.10.1.1 Is a methodical, planned, review used to determine how activities are being conducted, and compares results with how the activities should have been conducted according to established procedures. Audits include:-

- (a) A planned audit that will be performed during a set calendar period;
- (b) Special audit or spot checks based on concerns or priorities identified by the organisation, external audits or customer complaints, carried out as and when required;
- (c) External audits initiated and conducted by agencies with a regulatory interest in the operation of the organisations.

CONCERN:

1.10.1.2 Is a conclusion supported by objective evidence, that does not demonstrate a finding, but rather a condition that may become a finding. A concern may generate a preventative action.

CONTROLS:

1.10.1.3 Are management and operational techniques, activities, and procedures that monitor the satisfactory performance of the internal quality assurance procedures, including the organisations operating processes and Procedures Reviews, in process tests, check lists, spot checks and audits are all examples of controls.

EVALUATION:

1.10.1.4 Is a comprehensive and continual process and is an independent, internal review of the RNZAC's policies, procedures and systems designed to identify trends or indicators which may identify inefficiencies in the organisations procedures or activities. Evaluation may be:

- (a) A planned evaluation being a periodic review cycle for specific areas within the RNZAC;
- (b) Special evaluation based on concerns or priorities identified by management to review industry trends, regulatory authority concerns, or identified internal trends;
- (c) Follow up evaluations to ensure and verify that corrective action has been taken and eliminated the reported finding or concern or as a response to a regulatory authority surveillance finding.

FINDING:

1.10.1.5 Is a conclusion, supported by objective evidence, that demonstrates non-compliance with a specific standard. A finding will generate a corrective or preventative action.

FORMS:

1.10.1.6 Documents used to initiate, record and report on the quality assurance system.

INSPECTION:

1.10.1.7 The act of observing, measuring, testing, or gauging one or more characteristics of a particular event or action.

ROOT CAUSE:

1.10.1.8 Is the underlying organisational cause, or causes, of any finding or concern.

THIS PAGE IS INTENTIONALLY BLANK

THIS PAGE IS INTENTIONALLY BLANK

SECTION 2 MANAGEMENT & ORGANISATION

**Personnel Structure, Position Responsibilities, Staff Appointments and
Management Review**

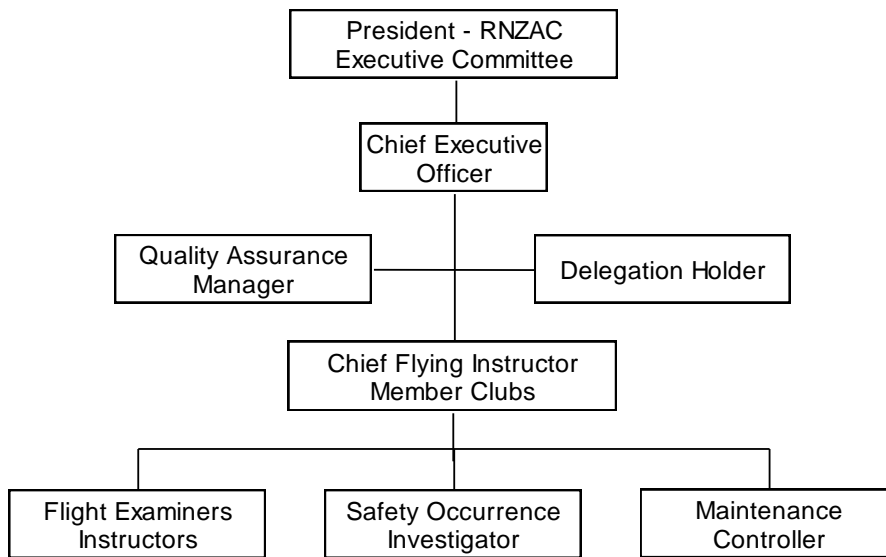
2.1 PERSONNEL STRUCTURE

POLICY	The RNZAC management structure will be listed and those persons holding positions of authority identified.
PURPOSE	To ensure that those persons who hold positions of authority in the Aviation Recreation organisation are identified.
SCOPE	All persons who hold positions of authority within the RNZAC.
RESPONSIBILITY	CHIEF EXECUTIVE OFFICER: The C.E.O. is responsible for all Appointments.
REFERENCES	Part 149.51 Staff Appointment (This Section)
RECORDS	Form A 14 - Staff Employment Contract Form A 15- Staff Induction Checklist

PROCESS

2.1.1 STRUCTURE

2.1.1.1 The line of authority for the Senior Position Holders responsible for the RNZAC Part 149 Aviation Recreation Organisation Certificate and Sport & Recreation Microlight Aircraft Operations Conducted under Part 103 is as follows:



2.1.2 POSITION HOLDERS

Chief Executive Officer (and CAA Liaison)	Richard Small	(07) 829 8881
Quality Assurance Manager (and Internal Auditor)	Mike Groome	(06) 875 8143
CAA Delegation Holder	Richard Small	(07) 829 8881
Executive Secretary	Karen Groome	0800 422 635

2.2 AUTHORITY & RESPONSIBILITY FOR RNZAC OPERATIONS

POLICY	All Senior Personnel will be aware of their Authority and Responsibilities regarding the supply of RNZAC services and operations.
PURPOSE	To ensure Senior Personnel are clear on their Authority and Responsibilities.
SCOPE	All RNZAC operations.
RESPONSIBILITY	C.E.O.: Responsible for assigning Responsibilities and Authority to all personnel.
REFERENCES	Part 149.51 Civil Aviation Act 1990 Section 12 Staff Appointment (This Section)
RECORDS	Form A 14 - Staff Employment Contract Form A 15- Staff Induction Checklist

PROCESS

2.2.1 CHIEF EXECUTIVE OFFICER (C.E.O.)

2.2.1.1 The Chief Executive Officer is responsible for, and has authority for, the overall control of RNZAC operations. In particular the C.E.O. shall be responsible for ensuring that:

- (a) All requirements of CAA Rules and the RNZAC Manual Suite are complied with, and
- (b) Training of all employees is provided so as to maintain compliance with the relevant safety standards and conditions, and
- (c) There are sufficient resources, finance and personnel available to ensure all activities undertaken by the RNZAC are carried out in accordance with the requirements of the Manual Suite and the relevant Safety Standards, and
- (d) Where reliance is placed on any one individual for certification or authorisation of work, provision is made for adequate back up in the event of that person being unavailable, and
- (e) The oversight of operations, authority for safety, quality and financial delegations within the RNZAC are properly discharged, and all expenditure is authorised, and
- (f) Liaison with the CAA personnel regarding RNZAC operations.

2.2.1.2 The Chief Executive is also responsible for:

- (a) The approval of personnel appointments, and
- (b) The establishment of a Personal Records File for each employee which shall include an Employment Contract which details the employees Duties, Responsibilities and Authorities, and
- (c) Ensuring RNZAC member Club pilots:
 - (i) Are issued with a Sport & Recreation Microlight Pilot Certificate prior to piloting a member Club Sport & Recreation or Microlight aircraft, and
 - (ii) Have a written authorisation in accordance with Part 43 Appendix A or from a person holding an appropriate maintenance authority issue by any organisation holding a Part 149 delegation. before carrying out Pilot Maintenance to Sport & Recreation Microlight Aircraft,
- (d) The Health and Safety Regulations and there relevance to all staff members.

2.2.1.3 The Chief Executive Officer has overall responsibility for the RNZAC Quality Assurance System and as such will attend all Management Review Meetings.

2.2 AUTHORITY & RESPONSIBILITY FOR RNZAC OPERATIONS CONTINUED**2.2.2 EXECUTIVE SECRETARY**

2.2.2.1 The Executive Secretary is responsible to the Chief Executive Officer for:

- (a) The Administration of all RNZAC activities, and
- (b) Management of the RNZAC financial resources, and
- (c) Co-ordination and correspondence between the RNZAC and RNZAC Member Clubs.

2.2.3 QUALITY ASSURANCE MANAGER

2.2.3.1 The Quality Assurance Manager has authority and is responsible to the Chief Executive Officer for the administration and control of RNZAC Quality Assurance System.

2.2.3.2 The specific duties of the Quality Assurance Manager shall include:

- (d) Ensuring that the RNZAC Manual Suite is kept up to date and relevant to the RNZAC's requirements, and
- (e) The issuing of amendments to the RNZAC Manual Suite, and
- (f) To ensure that Internal Audits are carried out in accordance with the requirements of this Manual, and
- (g) Represent RNZAC at External Audits, and
- (h) Arrange, Chair and Minute Management Review meetings, and
- (i) The management of the Corrective and Preventative Action process, and
- (j) Assisting and/or providing training to RNZAC Member Club staff in discharging their Quality and Safety responsibilities, and
- (k) The currency of documents listed in the Controlled Documents Register, and
- (l) Issue updated documents and ensure that old copies are withdrawn.

2.2.4 INTERNAL AUDITOR

2.2.4.1 The Internal Auditor has authority and is responsible to the Chief Executive Officer for the timely Internal Audits of:

- (a) The RNZAC activities carried out under the requirements of a Part 149 Aviation Recreation Organisation Certificate, and
- (b) Member Club Microlight activities carried out under the requirements of a Part 103 Microlight Aircraft Certificate.

2.2.5 DELEGATION HOLDER

2.2.5.1 The RNZAC Delegation Holder is directly responsible to the Director of Civil Aviation for:

- (a) The processing of applications for the issue of Certificates, Authority's and Ratings for which (s)he holds a Delegation, and
- (b) The subsequent issue of Certificates, Authority's and Ratings, and
- (c) The compilation and maintenance of a database of Certificate and Rating Holders issued under the authority of the Delegation.

2.2.5.2 The Delegation Holder shall prior to the issue of a Certificate:

- (a) Ensure all candidates who apply for the issue of a Certificate, Authority or Rating meet all the entry standards, and

Continued next page....

2.2 AUTHORITY & RESPONSIBILITY FOR RNZAC OPERATIONS CONTINUED**2.2.5 DELEGATION HOLDER CONTINUED**

- (b) Following liaison with the Executive Secretary, ensure candidates Member Club's are financial affiliates of the RNZAC, and
 - (c) All fees associated with the application have been paid, and
 - (d) Process the application for the issue or renewal of a Certificate or Authority within 10 days of the receipt of the application.
- 2.2.5.3 The Delegation Holder may request the Director to suspend or revoke Certificates issued; for any breaches of Civil Aviation Rules or non-compliance with the procedures of this Manual Suite.

2.3 AUTHORITY & RESPONSIBILITY OF RNZAC MEMBER CLUBS

POLICY	All Senior Personnel within an RNZAC Member Club undertaking Sport & Recreation Microlight Pilot Training and Sport & Recreation Microlight Aircraft Operations will be aware of their Authority and Responsibilities.
PURPOSE	To ensure Senior Club Personnel are clear on their Authority and Responsibilities.
SCOPE	All RNZAC Member Club Sport & Recreation Microlight Pilot Training and Sport & Recreation Microlight Aircraft Operations.
RESPONSIBILITY	<p>CHIEF EXECUTIVE OFFICER - RNZAC : Responsible for assigning Responsibilities and Authority to a Senior Person within a Member Club.</p> <p>CHIEF FLYING INSTRUCTOR - RNZAC MEMBER CLUB: Responsible for assigning Responsibilities and Authority to all personnel involved in Sport & Recreation Microlight Pilot Training and Sport & Recreation Microlight Aircraft Operations.</p>
REFERENCES	<p>Part 103.51 Part 149.51 Civil Aviation Act 1990 Section 12 Staff Appointment (This Section)</p>
RECORDS	<p>Form A 14 - Staff Employment Contract Form A 15- Staff Induction Checklist</p>

PROCESS

2.3.1 CHIEF FLYING INSTRUCTOR

2.3.1.1 The Duties and Responsibilities of the [Chief Flying Instructor](#) are defined in Section 2 of the Sport & Recreation Microlight Aircraft Operators Manual.

2.3.2 SAFETY OCCURRENCE INVESTIGATOR

2.3.2.1 The Duties and Responsibilities of the [Safety Occurrence Investigator](#) are defined in Section 2 of the Sport & Recreation Microlight Aircraft Operators Manual.

2.3.3 MAINTENANCE CONTROLLER

2.3.3.1 The Duties and Responsibilities of the [Maintenance Controller](#) if required are defined in Section 2 of the Sport & Recreation Microlight Aircraft Operators Manual.

2.3.4 MAINTENANCE PROVIDER

2.3.4.1 The Duties and Responsibilities of the [Maintenance Contractor](#) are defined in Section 2 of the Sport & Recreation Microlight Aircraft Operators Manual.

2.4 RESOURCES

POLICY	The resource requirement to meet the RNZAC Policy will be identified and provided for by management.
PURPOSE	To ensure there are sufficient resources to meet regulatory and operational requirements.
SCOPE	All major RNZAC Resources.
RESPONSIBILITY	CHIEF EXECUTIVE OFFICER: To ensure there are adequate resources
REFERENCES	Part 149.53
PROCESS	

2.4.1 MAJOR ASSETS

HEAD OFFICE

- 2.4.1.1 The RNZAC has a dedicated Head Office containing a minimum the following equipment and resources:
- (a) Office Desk
 - (b) Office Chairs
 - (c) Adequate lighting, heating and ventilation.
 - (d) Telephone
 - (e) Fax
 - (f) Computer and Printer
 - (g) Aeronautical Publication Library
 - (h) Filing Cabinets

2.5 CAA CERTIFICATION

POLICY	To ensure that all CAA certificates are kept valid.
PURPOSE	The required regulatory certificates will be kept current.
SCOPE	Part 149 Aviation Recreation Organisation Certificate
RESPONSIBILITY	CHIEF EXECUTIVE OFFICER: Responsible for ensuring the regulatory certificate remains current.
REFERENCES	Civil Aviation Act 1990 Part 149.3
RECORDS	CAA form 24149/01 Form A 9 - Internal Audit Checklist

PROCESS

2.5.1 CERTIFICATES

- 2.5.1.1 The RNZAC holds a Part 149 Aviation Recreation Organisation Certificate.
- 2.5.1.2 The date of expiry of this Certificate will be entered on the “Form A 9 - Internal Audit Checklist”.
- 2.5.1.3 Application for renewal of a Certificate is to be made on form CAA 24149/01 not less than sixty days prior to the Expiry Date of the Certificate.

2.6 CHANGES REQUIRING CAA APPROVAL

POLICY	The RNZAC will obtain prior approval from CAA before making changes to Senior Personnel or Procedures as listed below.
PURPOSE	To ensure procedures are in place to obtain CAA approval where required prior to making changes, and to notify CAA of other changes where required.
SCOPE	All changes requiring CAA approval or notification.
RESPONSIBILITY	C.E.O.: Responsible for ensuring compliance with this procedure.
REFERENCES	Part 149.103 Control and Amendment of the RNZAC Manual Suite (This Manual)
RECORDS	CAA Form 24149/01
PROCESS	

2.6.1 CHANGES REQUIRING CAA NOTIFICATION

2.6.1.1 The Chief Executive Officer will immediately notify the Director of any change of address for service, telephone number or facsimile number on the Form CAA 24149/01.

2.6.2 CHANGES REQUIRING CAA APPROVAL

2.6.2.1 Where it is proposed to make a change to any of the following, prior application for and acceptance by the Director is required:

- (a) The Chief Executive Officer, or
- (b) Any Senior persons listed in this Manual Suite (within 7 days of Election) or
- (c) The holder of any Delegations made by the Director, or
- (d) Any activities authorised by the Certificate, or
- (e) Locations from which the activities are carried out, or
- (f) The procedures for Personnel Assessment and Certification, or
- (g) The procedures for organising Aviation Events.

2.6.3 MAKING THE CHANGES

2.6.3.1 When any of the above changes are required to be made the following procedure will take place:

- (a) The form CAA 24149/01 will be completed. (This form may be downloaded from the CAA website).
- (b) The necessary Manual amendments will be written up in accordance with "[Control and Amendment of the RNZAC Manual Suite](#)" procedures.
- (c) The completed form and proposed manual amendment is to be sent to CAA for acceptance.
- (d) When written acceptance of the proposed changes is received from the Civil Aviation Authority, copies of the amendment can be produced and distributed to the Manual holders.

2.6.3.2 Copies of all correspondence with the CAA arising from this procedure will be filed at the RNZAC Office.

2.7 STAFF APPOINTMENT

PURPOSE	To ensure that only personnel who are suitably qualified and have the experience level for that particular position will be employed by the RNZAC.
SCOPE	All staff.
RESPONSIBILITY	CHIEF EXECUTIVE OFFICER: As described below.
REFERENCES	Part 103.51 Part 149.51 Authority and Responsibility for RNZAC Operations (this Section)
RECORDS	Form A 14 - Staff Employment Contract Form A 15- Staff Induction Checklist

PROCESS

2.7.1 SELECTION, REMOVAL AND RECORDS

- 2.7.1.1 All Senior Personnel selection and removal will be carried out by the Chief Executive Officer.
- 2.7.1.2 Prior to appointment the Chief Executive Officer shall ensure that all applicants for Position Holders and within the RNZAC are:
 - (a) "Fit and Proper Persons" as required by Section 10 of the Act, and
 - (b) Hold the appropriate qualifications and experience for the position being applied for.
- 2.7.1.3 The Chief Executive Officer will complete and file an Employment Contract and Staff Induction Checklist for each Position Holder and Employee.
- 2.7.1.4 A personal file will be raised for each Position Holder and Employee. All records will be kept in the individual Personal File.

2.7.2 EMPLOYMENT CONTRACT

- 2.7.2.1 All Position Holders will be issued a written Employment Contract on appointment and at any stage where responsibilities or privileges are changed.

2.7.3 STAFF INDUCTION CHECKLIST

- 2.7.3.1 At commencement of employment of all staff a Staff Induction Checklist will be completed and filed in the individual Personal File.

2.7.4 INITIAL TRAINING

- (a) Prior to commencement of duties all Staff Members will complete Initial Training specific to their duties.

2.7.5 RETENTION OF STAFF

- 2.7.5.1 If performance is considered unsatisfactory the following process will be followed:-
 - (a) Verbal warning which specifies unsatisfactory areas (recorded in personal file)
 - (b) Written warning which specifies unsatisfactory areas (filed in personal file)
 - (c) Dismissal. (details recorded and filed in personal file)
- 2.7.5.2 At the warning stage the staff member may request further training which will be provided at the sole discretion of the Chief Executive Officer.

THIS PAGE IS INTENTIONALLY BLANK

SECTION 3 THE QUALITY SYSTEM

Manual System, Procedure Drafting and Quality Planning

3.1 QUALITY ASSURANCE

POLICY	<p>An effective Quality Improvement and Assurance program is essential to ensure ongoing and improving safe, efficient and profitable operations. To this end the RNZAC Quality Assurance program will be three tiered.</p> <ol style="list-style-type: none"> 1. Prompt action on quality matters is a requisite of employment with the RNZAC. 2. The RNZAC will operate an Internal Quality Assurance program. This program will be fully documented and the findings acted upon in accordance with RNZAC procedures. 3. An open door, open book policy will be available to third party auditors, (NZCAA) their input will be valued and any findings promptly assessed.
SCOPE	<p>The Quality Assurance programme covers all aspects of the RNZAC equipment, personnel and services.</p>
RESPONSIBILITY	<p>QUALITY ASSURANCE MANAGER: The system is administered by the Quality Assurance Manager.</p> <p style="padding-left: 100px;">ALL STAFF: All staff are responsible for Quality Assurance matters.</p>
REFERENCES	<p>Part 149.63 Monthly QA Inspections (This Manual) Internal Audit (This Manual) Management Review.(This Manual)</p>
RECORDS	<p>Form A 2 – Cover Sheet Form A 3 – Register of Controlled Documents Form A 4 – Register of Sport & Recreation Microlight Pilot Certificates Form A 5 – Quality Improvement Report Form A 6 – Register of Quality Improvement Reports Form A 7 – Survey Form Form A 8 – Internal Audit Control Record Form A 9 – Internal Audit Checklist Form A 10 – Internal Audit Report Form A 11 – Internal Audit Finding Register Form A 12 – Notice of Management Review Meeting and Agenda Form A 13 – Management Review Committee Meeting Minutes</p>

PROCESS

3.1.1 THE QUALITY ASSURANCE SYSTEM

3.1.1.1 The Internal Quality Assurance program will be activated as follows:

- (a) Continuous monitoring by all position holders, and Six Monthly QA Inspections (Carried out by RNZAC Member Clubs), and
- (b) Internal Audit of RNZAC activities. (Twelve Monthly or earlier as determined by Management Review Meetings), and
- (c) Management Review Meetings with Agenda. (Every six months or earlier as determined by the C.E.O.)

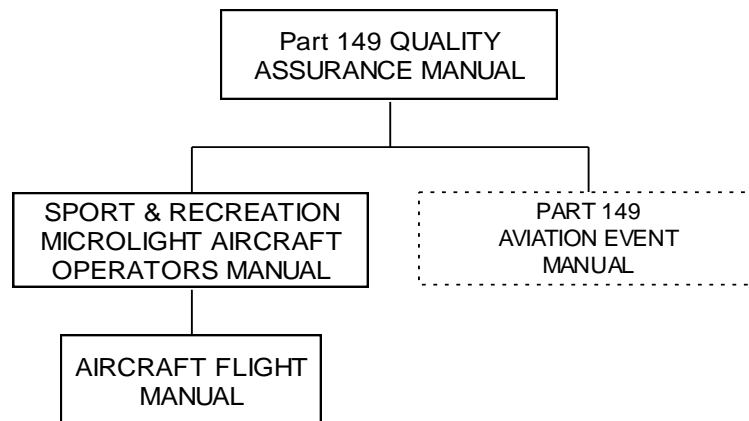
3.2 THE MANUAL SYSTEM

POLICY	The RNZAC has a Quality Assurance System which is defined in an Exposition referred to as the RNZAC Manual Suite.
PURPOSE	This procedure describes the structure of RNZAC Manual Suite pictorially and in text form.
SCOPE	The RNZAC Manual Suite.
RESPONSIBILITY	QUALITY ASSURANCE MANAGER: Ensures that the Manual System is administered in accordance with these procedures.
REFERENCES	Part 149.65

PROCESS

3.2.1 MANUAL HIERARCHY

3.2.1.1 The RNZAC Quality Assurance System is documented in a Manual Suite which consists of the following Manuals:-



3.2.1.2 The RNZAC Manual Suit consists of;

- (a) The **Quality Assurance Manual** which dictates the RNZAC’s Quality Assurance System Policy. The Quality Manual meets the Internal Quality Assurance and Documentation requirements of NZCAA Rule Parts 149 and 103. Authorisation of amendments to the Manual Suite is the responsibility of the Chief Executive Officer, RNZAC.
- (b) The **Sport & Recreation Microlight Aircraft Operators Manual** and subservient Manuals provides the procedures to be used for the training of Sport & Recreation Microlight Pilots, and the Operation and Maintenance of Sport & Recreation Microlight Aircraft.
- (c) The **Part 149 Aviation Event Manual**. This Manual will be developed in the future and will provide the procedures to be used when organising and running an Aviation Event.

3.2.2 MANUAL CONTROL AND AUTHORISATION

- 3.2.2.1 The Manual structure and page layout is covered in “Preparation, Style and Format” in this Section.
- 3.2.2.2 The Manual distribution and amendment record is covered in the introduction to each Manual. The amendment process and manual control is covered in the Document and Data Control section.
- 3.2.2.3 The Manual Suite is authorised by the Chief Executive Officer's signature at the Executive Statement.

3.3 PREPARATION, STYLE AND FORMAT

POLICY	The Organisational Management System procedures are defined in this Manual. These cover all those procedures related to the Organisational Management Systems required by Rule Parts 149 and 103.
PURPOSE	The purpose of this procedure is to describe the method of preparation, style and format of all procedures established for use by the RNZAC. This procedure will be used as an example of such preparation, style and format.
SCOPE	This procedure will apply to all documents which identify the Organisational Management System of the RNZAC.
RESPONSIBILITY	<p>C.E.O.: It will be the responsibility of the C.E.O. to ensure that all procedures are written in accordance with this procedure.</p> <p>STAFF: Any staff member can, and all are encouraged to, write processes for procedures in their area of responsibility.</p>
DEFINITIONS	<p>PROCEDURE An instruction which documents the purpose and scope of an activity, who is responsible and the course of action to be carried out. Where appropriate, definitions, qualifications, references and records required are also included.</p> <p>PROCESS The course of action for the written procedure within which the process is contained. Where a process is defined in a Form, reference is made to the Form in the text.</p> <p>GUIDELINES Where it is not possible to provide a clear process, or when amplification is required, a guideline gives advisory information to assist the person/s responsible to complete the procedure. Guidelines will be identified in the procedure.</p>
QUALIFICATIONS	Where a specific qualification is required for the procedure it will be stated.
REFERENCES	Other documents or procedures to be referred to in the course of performing this procedure.
RECORDS	Documents to be completed as proof that this procedure has been performed as specified.

PROCESS

3.3.1 PROCEDURE DRAFTING

- 3.3.1.1 The need for a new, or amended, procedure can be identified by anyone in the RNZAC by using the Quality Improvement Process.
- 3.3.1.2 If the Quality Improvement Process identifies that a new, or amended, procedure is required the person delegated to action the change is to consider all the headings in this procedure and use those appropriate when writing the procedure.
- 3.3.1.3 Every procedure will be identified by the procedure name.
- 3.3.1.4 Due to the variability and complexity of some of the RNZAC operations it is sometimes not possible to develop full detailed processes. In such cases the documented process will provide guidelines which will be designed to assist the person/s responsible in completing the task. Where a Flowchart is developed, to cover a process, it is not necessary to detail the process in the procedure if the process can be followed by following the flowchart.

3.4 MANAGEMENT REVIEW

POLICY	RNZAC Management Review Meetings will be held at defined intervals.
PURPOSE	To ensure that all relevant requirements, standards, procedures, and instructions are adequately defined, documented, continue to be appropriate, and are being complied with.
SCOPE	All RNZAC activities.
RESPONSIBILITY	QUALITY ASSURANCE MANAGER: Responsible for initiating, arranging, chairing, recording and follow up actions from Management Review Meetings.
REFERENCES	Part 149.63(b)(6) Quality Improvements (This Manual)
RECORDS	Form A 12 – Notice of Management Review Meeting and Agenda Form A 13 – Management Review Committee Meeting Minutes

PROCESS

3.4.1 RNZAC MANAGEMENT MEETINGS

3.4.1.1 Regular RNZAC Management Meetings will take place as follows:

- (a)
- (b) 6 Monthly Management Review Meetings.

3.4.2 FORMAT OF MANAGEMENT REVIEW MEETING

3.4.2.1 The Management Review Committee shall meet at least every 6 months and within 20 days after any audit carried out by an Internal Auditor or External Auditor.

3.4.2.2 This meeting will be attended by the Chief Executive Officer, all those persons delegated with the responsibility for the items on the agenda, and the Quality Assurance Manager. There shall be a minimum of 3 persons in attendance.

3.4.2.3 The Agenda for a Management Review Meeting shall be in accordance with the form “Form A 12 – Notice of Management Review Meeting and Agenda”.

3.4.2.4 Minutes will be kept of the meeting on the form “Form A 13 – Management Review Committee Meeting Minutes” and any resulting actions will be actioned and tracked through the Quality Improvement process.

3.4.2.5 The Internal Auditor shall obtain evidence for the meeting that the Corrective/Preventive follow up action requests are being processed or completed by the agreed time frame.

3.4.2.6 The Internal Auditor shall confirm to the meeting the effectiveness of all Corrective/Preventive actions since the previous Management Review Meeting.

THIS PAGE IS INTENTIONALLY BLANK

SECTION 4 DOCUMENT & DATA CONTROL

Control and Amendment of Manuals and Legislation

4.1 DOCUMENT & DATA CONTROL

POLICY

- Procedures are established and maintained to control all Manuals, documents and data required to support the RNZAC activities. All required Manuals and documents will be readily available to staff.
- Controlled Manuals and documents will be identified as Controlled and will be Reviewed and Approved for adequacy.
- Persons authorised to carry out Manual and document changes and reviews will be identified in each Manual.
- RNZAC generated controlled Manuals will be identified by title and, on the front cover, copy number. Distribution & location of each copy will be identified within the Manual.
- All Controlled Manuals will have their amendment status identified within the Manual.
- A Register of Controlled Documents will be set up and maintained by the Quality Manager. The register will list every document used by the organisation that requires control.
- The appropriate manager will ensure there is a current copy of each Controlled Document listed on the Register available for use by personnel.
- The distribution of Controlled Manuals will be identified.
- Unless otherwise directed in this Manual, individual staff members will have responsibility for maintaining Manuals held by them.
- Obsolete Manuals and documentation will be promptly removed from all points of issue or use.
- As part of the Management Review and Internal Audit, all RNZAC generated Manuals and documents will be reviewed at least annually and re-issued if necessary.
- The procedure for reviewing other documents will be identified.

4.2 CONTROL & AMENDMENT OF THE RNZAC MANUAL SUITE

PURPOSE	To ensure that all copies of the Quality Manual Suite are in the same current state of amendment and that no outdated manual related documents or forms are used. This procedure will also ensure that a record is kept of all previous manual amendments.
SCOPE	Quality Manual Suite and attached RNZAC generated documents.
RESPONSIBILITY	<p>CHIEF EXECUTIVE OFFICER: Responsible for issuing the Manuals.</p> <p>QUALITY ASSURANCE MANAGER Responsible for generation of amendments and maintenance of the Manual System.</p> <p>MANUAL HOLDERS: Amendment of individual manuals is the responsibility of the person listed against the Manual in the Distribution List in the front of each Manual.</p>
DEFINITIONS	DOCUMENT: Documents are all those Manuals, Procedures, Work Instructions, Specifications, Rules, Forms, and Report Sheets that are necessary to support the RNZAC Quality Assurance System.
REFERENCES	Part 149.65(8)(iii) Manual Amendment Procedure Flowchart
RECORDS	Form A 2 – Cover Sheet Form A 5 – Quality Improvement Report

PROCESS

4.2.1 CONTROL

- 4.2.1.1 A Master Copy of Royal New Zealand Aero Club Inc Manual Suite is held on a computer in the RNZAC Office.
- 4.2.1.2 A back-up copy is saved on Compact Disk. These disks are to be stored at a separate location from the PC hard drive.
- 4.2.1.3 Printed copies of the Quality Manual Suite will be as per the distribution list in Section 1 of each Manual. The person named in the distribution list against these Manuals will be responsible for entering all amendments to that Manual.
- 4.2.1.4 Manual Amendments are generated by the Quality Assurance Manager however all staff are encouraged to suggest manual amendments as they see fit.
- 4.2.1.5 The date of Manual Issue, and to whom, need only be identified in the distribution list of the Master Manual and will be controlled by the person holding the Master Manual. These manual issue entries may be made by hand and need not involve a formal Manual Amendment.

4.2.2 COPYING OF FORMS

- 4.2.2.1 For daily use, Forms may be copied from the Forms Section of each Manual or printed from soft copy. The date of any pages removed for copying must be checked against Manual List of Effective Pages to ensure the Form is current.
- 4.2.2.2 Any pages thus removed for photocopying must be replaced in the appropriate place in the Manual at the completion of photocopying.

Continued next page....

4.2 CONTROL & AMENDMENT OF THE RNZAC MANUAL SUITE CONTINUED

4.2.3 CHANGES REQUIRING AN AMENDMENT

4.2.3.1 Amendments to the RNZAC Manual Suite will be required when:

- (a) There is legislative changes which affect the RNZAC's operations, or
- (b) The RNZAC changes the scope of it's operation which requires a procedure change, or
- (c) A problem is identified through the Quality Improvement process which requires a procedure change.

4.2.4 AMENDMENT PROCESS

4.2.4.1 The need for an amendment to the RNZAC Manual Suite may be suggested by any Staff Member by completing a form "Form A 5 – Quality Improvement Report".

4.2.4.2 The Chief Executive Officer is responsible for the authorisation of all amendments to the RNZAC Manual Suite.

4.2.4.3 When it is determined an amendment is required a new page will be developed showing:-

- (a) New date of issue, and
- (b) A vertical line at the outside margin alongside the amendment, and
- (c) At deletions, a vertical line at the outside margin with the letter "D".

4.2.4.4 The Quality Assurance Manager will check that the amendment is appropriate and complies with RNZAC standards and the relevant legislation, and have the amendment authorised by the Chief Executive Officer. The Quality Assurance Manager will then:

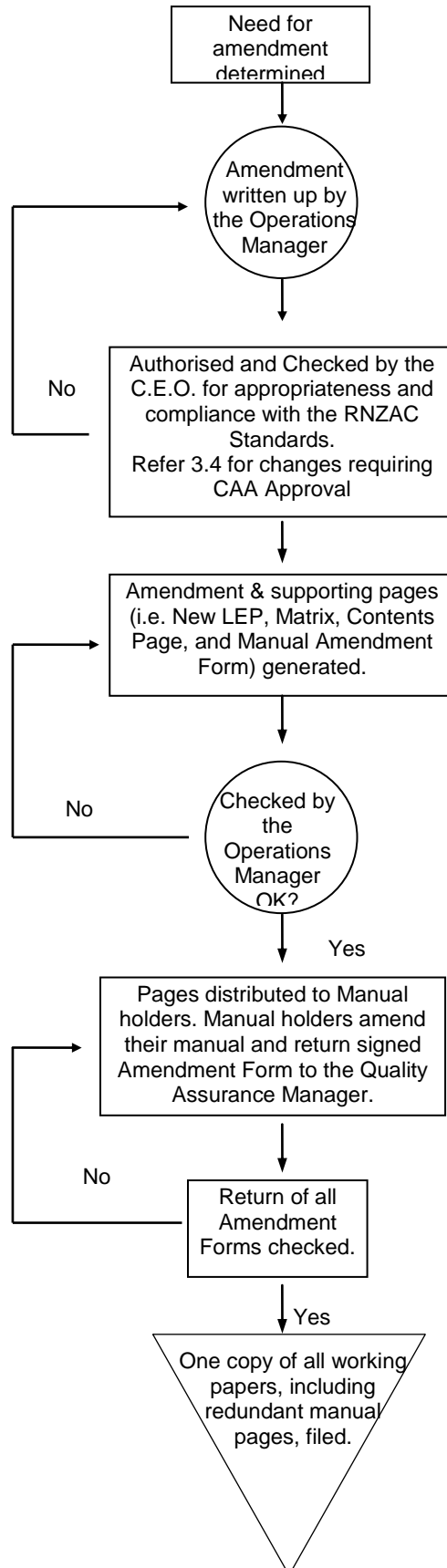
- (a) Print a new List of Effective Pages (LEP) and a new Contents Page (if required), and
- (b) Photo-copy pages from Master Manual for distribution to other Manuals, and
- (c) Forward new pages with Manual Amendment Form to Manual Holders as listed in each Manual.

4.2.4.5 Manual holders are to:-

- (a) Enter amended pages in their Manual, and
- (b) Check LEP against the Manual, and
- (c) Complete Record of Amendments and sign that amendment is incorporated, and
- (d) Sign the "Form A2 – Cover Sheet" form, as acknowledging that the amendment was received and entered, and send the form to the Operations Office.

4.2.4.6 The "Form A2 – Cover Sheet" is to be filed with copies of removed pages and working papers.

4.3 MANUAL AMENDMENT PROCEDURE FLOW CHART



4.4 CONTROL & AMENDMENT OF OTHER DOCUMENTS

PURPOSE	The documents listed as controlled will be kept in a current state of amendment.
SCOPE	All those non RNZAC generated documents which are required to ensure the safe and legal execution of RNZAC services.
RESPONSIBILITY	<p>OPERATIONS MANAGER: To determine which Documentation is required to be controlled.</p> <p>MAINTENANCE CONTROLLER: Assessment of the effect of legislative or rule changes will be made in discussion with appropriate staff.</p> <p>HOLDER: Amendment of controlled documents is the responsibility of the person to whom the documents are issued.</p>
REFERENCES	<p>Part 149.55</p> <p>Controlled Document Register (this Manual)</p> <p>Quality Improvements (this Manual)</p>
RECORDS	Form A 3 – Register of Controlled Documents
PROCESS	

4.4.1 CONTROLLED DOCUMENTS

4.4.1.1 Controlled documents are listed in “Form A 3 - Register of Controlled Documents”.

4.4.2 AMENDMENT SERVICE

LEGISLATION AND AERONAUTICAL PUBLICATIONS

4.4.2.1 The RNZAC has subscribed to the CAA E-mail Notification Service as follows:-

- (a) Civil Aviation Act 1990 - CAA Internet site subscription service www.caa.govt.nz
- (b) Civil Aviation Rules - CAA Internet site subscription service www.caa.govt.nz

4.4.2.2 Copies of NZ AIP (Volume 1 and Volume 4) and Aircraft Flight Manuals are held by and are the responsibility of Member Clubs. Currency of this documentation will be checked by the RNZAC Internal Auditor as part of an Internal Audit of a Member Club.

LEGISLATION AND RULES

4.4.2.3 The relevance and affect on RNZAC operations due to legislation or rule changes will be assessed by the Quality Assurance Manager. If it is considered that the rule change will have an effect on existing RNZAC procedures the Quality Assurance Manager will:

- (a) Initiate a Quality Improvement action in accordance with [Quality Improvements](#) (this Manual)
- (b) Carry out a Manual Amendment in accordance with the [Control & Amendment of the RNZAC Manual Suite](#) procedure.

4.5 CONTROLLED DOCUMENTS REGISTER

PURPOSE	To identify and list on a Register of Controlled Documents all those documents which are required to ensure the safe and legal execution of RNZAC services.
SCOPE	All those documents which are required to ensure the safe and legal execution of RNZAC services.
RESPONSIBILITY	QUALITY ASSURANCE MANAGER: Responsible for the setting up and maintenance of the Register of Controlled Documents.
REFERENCES	Part 149.55
RECORDS	Form A 3 – Register of Controlled Documents

PROCESS

4.5.1 REGISTER OF CONTROLLED DOCUMENTS

- 4.5.1.1 A Register of Controlled Documents will be set up and maintained by the Quality Assurance Manager. The Register will list every document used by the organisation that requires control.
- 4.5.1.2 The Register will contain the following information:
- Copy Number
 - Name of document
 - Location
 - Holder
 - Date of Entry on the Register
- 4.5.1.3 When a document is removed from the Register or ceases to be 'Controlled' the document will be labelled "UNCONTROLLED DOCUMENT REFERENCE ONLY" prominently on the front cover and the title page.
- 4.5.1.4 If there is more than one copy of the same document it will be issued with a separate copy number.
- 4.5.1.5 Those documents without a copy number will be issued with one during entry into the Register.

4.5.2 AMENDMENT OF CONTROLLED DOCUMENTS

- 4.5.2.1 The Quality Assurance Manager shall ensure through the Internal Audit Process that the Controlled Documents are at the latest revision status.

4.6 CONTROL OF RECORDS

POLICY	The responsibility, whereabouts, and method of keeping RNZAC records will be documented.
PURPOSE	This procedure describes the process of maintaining RNZAC records
SCOPE	All identified quality and regulatory records
RESPONSIBILITY	<p>CHIEF EXECUTIVE OFFICER: Has overall responsibility but each person who creates records is responsible to see they are filed as required by this Manual Suite.</p> <p>CHIEF FLYING INSTRUCTOR: Responsible for ensuring Club records are completed and filed in accordance with the requirements of the Sport & Recreation Microlight Aircraft Operators Manual.</p>
DEFINITIONS	
REFERENCES	Part 149.59 Document Control (Sport & Recreation Microlight Aircraft Operators Manual)
RECORDS	Forms contained in the Forms Section of each Manual.
PROCESS	

4.6.1 GENERAL REQUIREMENTS

- 4.6.1.1 In General, unless stated otherwise in various procedures throughout the Manual Suite, records will legible and be filed:
- (a) As hard copy in secure filing cabinets in the RNZAC Office, or
 - (b) Electronically on the computer hard drive with a back-up copy on disk held in a secure filing cabinet.
- 4.6.1.2 Forms will be filed in accordance with instructions written on them.

4.6.2 RNZAC PERSONNEL RECORDS

- 4.6.2.1 The Chief Executive Officer is responsible for raising and maintaining a Personnel File for each Position Holder and staff member. The file will contain records and details of each person's:
- (a) Experience, qualifications, ratings and training, and
 - (b) Licence scope, validity and currency, and
 - (c) Any Delegations or Authorisations held.
- 4.6.2.2 Personal Files will be filed at RNZAC Office for at least 12 months after an employee ceases working for the RNZAC.

4.6.3 QUALITY RECORDS

- 4.6.3.1 The Quality Assurance Manager is responsible for filing all Quality Records.
- 4.6.3.2 Unless stated otherwise on the Form all Quality Records will be filed at RNZAC Office for at least 36 months following completion.

Continued next page....

4.6 CONTROL OF RECORDS CONTINUED

4.6.4 CERTIFICATES AND RATINGS

- 4.6.4.1 The Delegation Holder shall keep and maintain a database record of each Certificate or Rating issued to a Sport & Recreation Microlight Pilot.
- 4.6.4.2 The database may be in hardcopy or electronic format and shall contain:
- (a) The holders name and address, and
 - (b) Details of the certificate, and
 - (c) Any conditions or limitations that apply, and
 - (d) The Issue and Expiry date, and
 - (e) The Biennial Flight Review Date.
- 4.6.4.3 Records are to be kept for a minimum of 3 years from the date of the last entry on the record.

4.6.5 SPORT & RECREATION MICROLIGHT AIRCRAFT OPERATIONAL RECORDS

- 4.6.5.1 The Chief Flying Instructor of each Member Club is responsible to ensure:
- (a) All Training and Competency Checks of Instructors are recorded and filed in a Personal File. Personal records of each Instructor shall be kept for at least one year after termination of employment with the Member Club, and
 - (b) Training records are kept for each trainee Sport & Recreation Microlight Pilot. Further details of "[Training Records](#)" can be found in the Sport & Recreation Microlight Aircraft Operators Manual.
- 4.6.5.2 The Pilot in Command of a Sport & Recreation Microlight Aircraft is responsible for completing and filing all operational records in accordance with procedures of the Member Club. These records include;
- (a) A Daily Flight Record, and
 - (b) Aircraft Technical Log.

4.6.6 MAINTENANCE RECORDS

- 4.6.6.1 The Pilot in Command is responsible for completing the Technical Log at the end of each flight.
- 4.6.6.2 Processing and retention of Maintenance Records is in accordance with the "[Maintenance Records](#)" procedure in the Sport & Recreation Microlight Aircraft Operators Manual procedures.

4.7 PERSONNEL CERTIFICATION ISSUED UNDER DELEGATION

POLICY	The responsibility and process of issuing a Sport & Recreation Microlight Pilot Certificate will be documented.
PURPOSE	This procedure describes the process for issuing an “Aviation Document”
SCOPE	All aviation documents issued by the RNZAC under Delegation from the Director.
RESPONSIBILITY	DELEGATION HOLDER: Has overall responsibility but each person who creates records is responsible to see they are filed as required by this Manual Suite.
DEFINITIONS	AVIATION DOCUMENT: A certificate or rating issued by the RNZAC under the Directors Delegation.
REFERENCES	Part 149.59 Document Control (Sport & Recreation Microlight Aircraft Operators Manual)
RECORDS	Form A 16 – Application for Issue of Certificate Form A 17 – Fit and Proper Person Declaration Form B 12 – Flight Training Record Form B 13 – Aircraft Type Rating – Technical Knowledge Form B 14 – Sport & Recreation Microlight Pilot Certificate – Flight Test Preparation Form B 15 – Sport & Recreation Microlight Pilot Competency Check Form B 16 – Sport & Recreation Microlight Pilot Medical Declaration & Certificate Form B 17 – Sport & Recreation Microlight Pilot Certificate

PROCESS

4.7.1 SPORT & RECREATION MICROLIGHT PILOT CERTIFICATES

4.7.1.1 The RNZAC issues 3 classes of Sport & Recreation Microlight Pilot Certificates, Novice Sport & Recreation Microlight Pilot Certificate, Intermediate Sport & Recreation Microlight Pilot Certificate, and Sport & Recreation Advanced Pilot Certificate.

4.7.2 NOVICE SPORT & RECREATION MICROLIGHT PILOT CERTIFICATE

ELIGIBILITY

4.7.2.1 A person who does not hold a valid Pilot’s Licence issued under Part 61 must obtain a “Novice Sport & Recreation Microlight Pilot Certificate” to undertake Sport & Recreation Microlight Aircraft training. The Novice must:

- (a) Be a minimum of 16 years of age, and
- (b) Hold a Current Sport & Recreation Microlight Pilot Medical Declaration & Certificate, and
- (c) Complete a Fit and Proper Person Declaration, and
- (d) Make application to the RNZAC for the issue of a Certificate. Reference to Form A16

PRIVILEGES AND LIMITATIONS

4.7.2.2 A person holding a valid “Novice Sport & Recreation Microlight Pilot Certificate may:

- (a) Undertake Sport & Recreation Microlight Pilot Training in accordance with procedures in the Sport & Recreation Microlight Aircraft Operators Manual, and
- (b) Fly solo in accordance with the requirements of Part 61.105(3) (4) (5) (6) (7), and Part 103, and
- (c) Carry out Dual Cross-country training with a Club Instructor.

Continued next page....

4.7 PERSONNEL CERTIFICATION ISSUED UNDER DELEGATION

4.7.3 INTERMEDIATE SPORT & RECREATION MICROLIGHT PILOT CERTIFICATE

ELIGIBILITY

4.7.3.1 In addition to the “Novice Sport & Recreation Microlight Pilot Certificate” requirements above a candidate for an “Intermediate Sport & Recreation Microlight Pilot Certificate” must hold current examination credits for a Private Pilot Licence in accordance with the requirements of Part 61 in: **or approved examination credits issued by any organisation holding a Part 149 Delegation. Or any combinations thereof.**

- (a) Air Law
- (b) Air Navigation and Flight Planning
- (c) Aircraft Technical Knowledge
- (d) Meteorology

4.7.3.2 Flight Radiotelephony Have a minimum of 40 hours flight time experience in Sport & Recreation Microlight Aircraft comprising dual flight time, solo flight time.

PRIVILEGES AND LIMITATIONS

4.7.3.3 A person holding a valid “Intermediate Sport & Recreation Microlight Pilot Certificate” may:

- (a) Carry out solo Cross-country flights in a Sport & Recreation Microlight Aircraft.

4.7.4 SPORT & RECREATION ADVANCED MICROLIGHT PILOT CERTIFICATE

ELIGIBILITY

4.7.4.1 In addition to the “Intermediate Sport & Recreation Microlight Pilot Certificate” requirements above a candidate for a “Sport & Recreation Advanced Microlight Pilot Certificate” must be:

- (a) A minimum of 17 years of age, and
- (b) Hold current examination credits for a Private Pilot Licence in accordance with the requirements of Part 61 in: **or approved examination credits issued by any organisation holding a Part 149 Delegation. Or any combinations thereof. Plus**
 - (i) Human Factors.
- (c) Have a minimum of 50 hours flight time experience in Sport & Recreation Microlight Aircraft comprising dual flight time, solo flight time and cross-country flight time, and
- (d) Have successfully completed the flying training and exercises in accordance with the “[Sport & Recreation Microlight Pilot Certificate](#)” procedure in the Sport & Recreation Microlight Aircraft Operators Manual.

PRIVILEGES AND LIMITATIONS

4.7.4.2 The holder of a “Sport & Recreation Advanced Microlight Pilot Certificate” may carry passengers in a Sport & Recreation Microlight Aircraft for which the Pilot is rated but not for Hire or Reward.

4.7.5 APPLYING FOR CERTIFICATION

NOVICE SPORT & RECREATION MICROLIGHT PILOT CERTIFICATE

4.7.5.1 All applications for the issue of a “Novice Sport & Recreation Microlight Pilot Certificate” shall include:

- (a) The completed “Form A 16 – Application for the Issue of Certificate”, and
- (b) A completed “Form A 17 – Fit and Proper Person Declaration Form”, and

- (c) A copy of Form B 16 – Sport & Recreation Microlight Pilot Medical Declaration and Certificate”,
and
- (d) The appropriate fee.

Continued next page....

4.7 PERSONNEL CERTIFICATION ISSUED UNDER DELEGATION

4.7.5 APPLYING FOR CERTIFICATION CONTINUED

INTERMEDIATE SPORT & RECREATION MICROLIGHT PILOT CERTIFICATE

4.7.5.2 All applications for the issue of an “Intermediate Sport & Recreation Microlight Pilot Certificate” shall include:

- (a) The completed “Form A 16 – Application for the Issue of Certificate”, and
- (b) Evidence of passing the required Theory Examinations for an “Intermediate Sport & Recreation Microlight Pilot Certificate”, and
- (c) A copy of Form B 16 – Sport & Recreation Microlight Pilot Medical Declaration and Certificate”, and
- (d) The appropriate fee.

SPORT & RECREATION ADVANCED MICROLIGHT PILOT CERTIFICATE

4.7.5.3 All applications for the issue of a “Sport & Recreation Advanced Microlight Pilot Certificate” shall include:

- (a) The completed “Form A 16 – Application for the Issue of Certificate”, and
- (b) Evidence of passing the required Theory Examinations for an “Sport & Recreation Microlight Pilot Certificate”, and
- (c) A copy of the “Form B 16 – Sport & Recreation Microlight Pilot Medical Declaration and Certificate”, and
- (d) A copy of the form “Form B 14 - Sport & Recreation Microlight Pilot Certificate – Flight Test Preparation” as evidence of meeting the required training requirements, and
- (e) A copy of the form “Form B 15 - Sport & Recreation Microlight Pilot Competency Check” as evidence of meeting the required competency standard, and
- (f) The appropriate fee.

THIS PAGE IS INTENTIONALLY BLANK

THIS PAGE IS INTENTIONALLY BLANK

SECTION 5 CORRECTIVE & PREVENTATIVE ACTION

Quality Improvements

5.1 CORRECTIVE & PREVENTATIVE ACTION

POLICY	Processes have been developed which will ensure that all potential or actual non-conforming services attributable to the RNZAC are investigated and appropriate action taken to prevent recurrence by eliminating the cause.
PURPOSE	<p>This procedure is written to explain the procedures to be used for carrying out corrective and preventative actions and controlling these actions when they are required.</p> <p>The result will be to:-</p> <ul style="list-style-type: none"> Provide total customer satisfaction thereby increasing RNZAC business, and Reduce the risk of aircraft accidents or incidents, and Reduce the risk of personnel injury, and/or equipment damage, and Reduce the need for regulatory audits.
SCOPE	The Corrective and Preventative actions procedure covers all aspects of the RNZAC equipment, personnel and services.
RESPONSIBILITY	QUALITY ASSURANCE MANAGER: The system is administered by the Quality Assurance Manager.
REFERENCES	<p>Part 149.63(b)(3) & (4) Quality Assurance. (Section Two.) Quality Improvements. (This Section.) Quality Improvement Process Flow Chart. (This Section.) Register of Quality Improvement Actions. (This Section.)</p>
RECORDS	<p>Form A 5 – Quality Improvement Report Form A 6 – Register of Quality Improvement Reports</p>

PROCESS

5.1.1 GENERAL REQUIREMENTS

- 5.1.1.1 The Corrective and Preventative Actions procedures are covered under the following headings:-
- (a) Quality Improvements (this Section), and
 - (b) Register of Quality Improvement Actions (this Section)
- 5.1.1.2 All staff are encouraged to initiate Quality Improvement, Corrective or Preventative Actions.

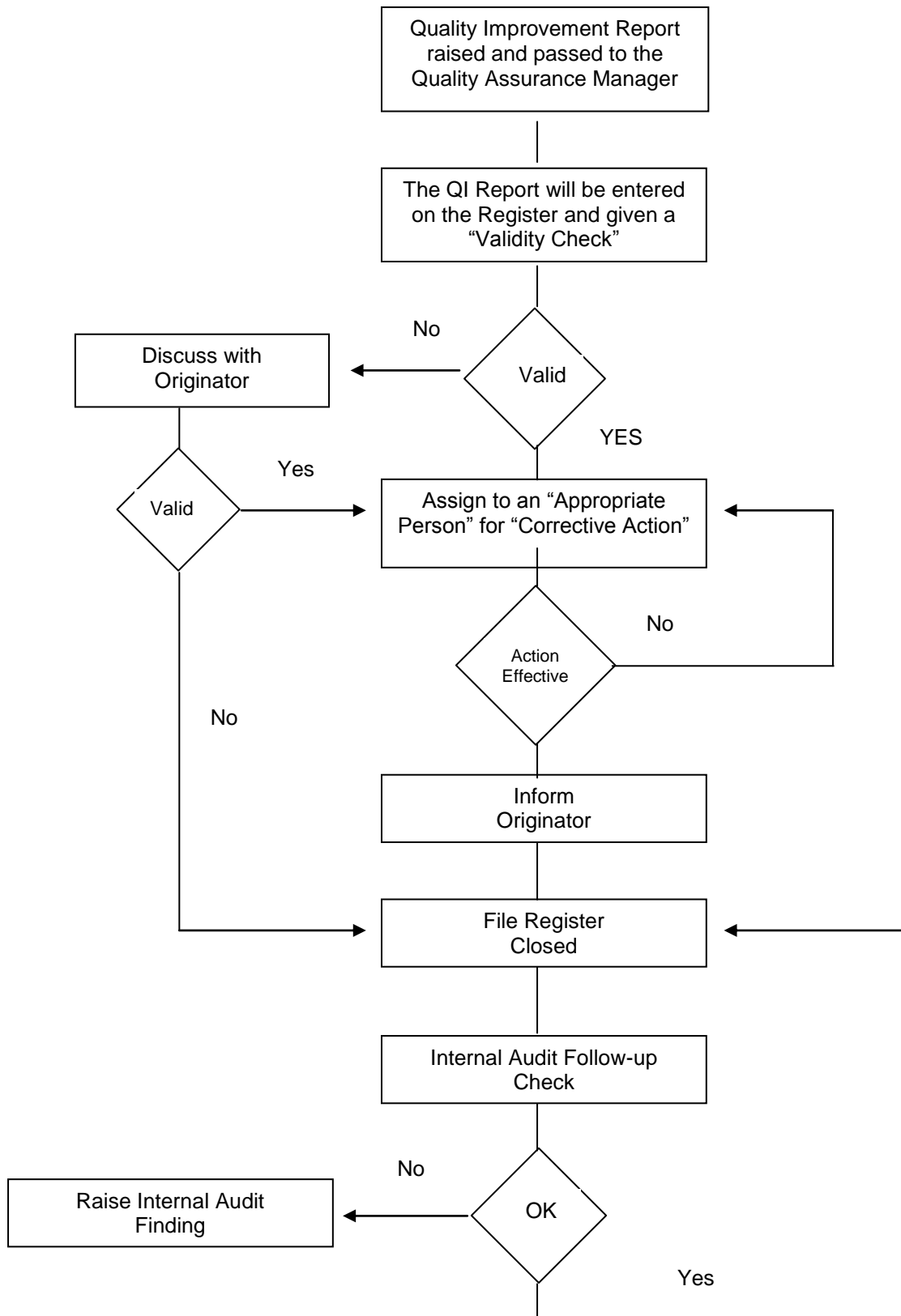
5.2 QUALITY IMPROVEMENTS

POLICY	The Quality Improvement process will control the Corrective and Preventative Actions when they are required.
PURPOSE	This procedure describes the process to be used when a safety, quality, or procedural problem exists.
SCOPE	All RNZAC activities.
RESPONSIBILITY	<p>STAFF: All staff are responsible to seek and identify any potential or existing problems relating to the safety, efficiency, and quality of RNZAC procedures. The staff member assigned the Quality Improvement Action is responsible for initiating, recommending or providing a solution to the Quality or Safety problem.</p> <p>QUALITY ASSURANCE MANAGER: The Quality Assurance Manager will: Vet, authorise and assign Quality Improvement Actions, and Is responsible for verifying implementation of the solution and controlling further delivery until the unsatisfactory condition has been corrected.</p>
REFERENCES	<p>Part 149.63 Quality Assurance. (Section Two.) Quality Improvements. (This Section.) Quality Improvement Process Flow Chart. (This Section.) Register of Quality Improvement Actions. (This Section.)</p>
RECORDS	<p>Form A 5 – Quality Improvement Report Form A 6 – Register of Quality Improvement Reports</p>
PROCESS	

5.2.1 GENERAL REQUIREMENTS

- 5.2.1.1 Any Quality or Safety issues detected will be identified by the person/s concerned by raising an “Form A 5 – Quality Improvement Report” form. Progress of this form will be in accordance with the flow diagram in this section and monitored with the form “Form A 6 – Register of Quality Improvement Reports”.
- 5.2.1.2 All action taken on a Quality Improvement will be documented and filed with the “Form A 5 – Quality Improvement Report” forms. Quality Actions are generally expected to address two issues:-
- An immediate action which will correct the immediate problem, and
 - An on-going action which will prevent the problem arising again.
- 5.2.1.3 When the check to approve a Quality Improvement is carried out this will include confirmation that the proposed action complies with RNZAC requirements and existing legislation.
- 5.2.1.4 Should a Quality Improvement determine that a RNZAC procedure needs to be up-dated the Manual Amendment process shall be initiated by the Operations Manager.
- 5.2.1.5 A Quality Improvement is not considered complete until both the “Form A 5 – Quality Improvement Report” and the “Form A 6 – Register of Quality Improvement Reports” forms have been completed and signed off by the Internal Auditor.

5.3 QUALITY IMPROVEMENT PROCESS FLOW CHART



5.4 REGISTER OF QUALITY IMPROVEMENT ACTIONS

POLICY	Quality Improvements will be tracked from initiation until final check by the Internal Audit Process.
PURPOSE	This procedure explains the system used to ensure that all Quality Improvements are tracked through to completion.
SCOPE	All Quality Improvements.
RESPONSIBILITY	INTERNAL AUDITOR: The internal Auditor is responsible for ensuring that Quality Improvements are tracked and completed.
REFERENCES	Part 149.63 Quality Assurance . (Section Two.) Quality Improvements . (This Section.)
RECORDS	Form A 6 – Register of Quality Improvement Reports
PROCESS	

5.4.1 GENERAL REQUIREMENTS

- 5.4.1.1 A Master Copy of the “Form 6 - Register of Quality Improvement Actions” will be kept in the Quality Improvement File.
- 5.4.1.2 Sequential Numbers for Quality Improvements will be taken from this form and entered on the “Form A15 - Quality Improvement Report” form when it is accepted.
- 5.4.1.3 As the Quality Improvement Action is progressed it is to be tracked on the “Form A 6 - Register of Quality Improvement Reports” form.
- 5.4.1.4 A Quality Improvement is not considered complete until both the “Form A 5 – Quality Improvement Report” and the “Form A 6 – Register of Quality Improvement Reports” forms have been completed and signed off by the Internal Auditor.

THIS PAGE IS INTENTIONALLY BLANK

SECTION 6 INTERNAL AUDITS

CAA Requirements

6.1 SIX MONTHLY QA INSPECTIONS

POLICY	A system is provided to ensure that recurring items are monitored and dealt with on a six monthly basis.
PURPOSE	This system will ensure that all those recurring operational checks and renewals are completed in time.
SCOPE	All Procedures or items of equipment which have an expiry date or time.
RESPONSIBILITY	<p>QUALITY ASSURANCE MANAGER: To ensure the Monthly QA Inspections is carried out via Internal Audit.</p> <p>CHIEF FLYING INSTRUCTORS: To conduct the Monthly QA Inspection</p>
REFERENCES	<p>Various processes as identified in this Manual.</p> <p>Internal Audits (This Section)</p> <p>Operations Notice Board. (This Section)</p>
RECORDS	Form B 5 - Monthly Inspection Checklist (Sport & Recreation Microlight Aircraft Operators Manual)

PROCESS

6.1.1 SIX MONTHLY QA INSPECTION

6.1.1.1 Six Monthly QA Inspections will be carried out by the Member Club Chief Flying Instructor against the items listed on the “Form B5 (change Form B5) Monthly Inspection Checklist” form.

6.1.2 SIX MONTHLY CHECKLIST FORMS

6.1.2.1 An “Form B 5 - Monthly Inspection Checklist” form will be attached to the Operations Notice Board for the purpose of recording and displaying due dates of Operational checks or renewals.

6.1.2.2 The Chief Flying Instructor or person delegated will:

- (a) Check the currency of all items listed within the first week of the month, and
- (b) If an item is due to expire during the Six month, advise the staff member responsible for currency of the item, and
- (c) If necessary replace the Checklist forms, enter the new Expiry Dates and sign the completed Checklist form as proof that this check has been completed, and
- (d) File expired Checklist forms in the Operations Office for a minimum of 12 months from the date of issue.

6.1.2.3 The Internal Auditor will review the Monthly Checklist Forms as part of the Internal Audit process.

6.2 INTERNAL AUDITS

POLICY	An Internal Audit system has been developed which will measure the RNZAC compliance with the Quality System. RNZAC activities will be checked against the Quality Manual procedures.
PURPOSE	The internal audit is a methodical, planned review to determine how the RNZAC activities are conducted and the results are compared with how the activities should have been conducted according to established procedures.
SCOPE	All RNZAC operations and records.
RESPONSIBILITY	<p>QUALITY MANAGER: To authorise Internal Audits.</p> <p>INTERNAL AUDITOR: Internal Audits will be carried out by a trained auditor.</p>
DEFINITIONS	<p>AUDIT STANDARD: The standard against which the organisation is audited</p> <p>MANUAL REFERENCE: The reference in the organisations manual applicable to the element being audited.</p> <p>AUDIT NO: Each Internal Audit will have a unique identifying number e.g. 01/05 (Audit #1, 2005)</p> <p>UNIT: The branch or section of the organisation being audited. e.g.. Operations or Maintenance etc.</p> <p>LOCATION: The physical location of the unit..</p>
QUALIFICATIONS	Trained Internal Auditor who will have attended a formal Auditor Training Course presented by an accredited body.
REFERENCES	<p>Part 149.63(f) Operations Checklist (This Manual)</p>
RECORDS	<p>Form A 8 – Internal Audit Control Record Form A 9 – Internal Audit Checklist Form A 10 – Internal Audit Report Form A 11 – Internal Audit Finding Register Form A 12 – Notice of Management Review Meeting and Agenda Form A 13 – Management Review Committee Meeting Minutes Form B 5 - Monthly Inspection Checklist</p>
PROCESS	

6.2.1 THE MONITORING PROCESS

- 6.2.1.1 The monitoring of RNZAC activities will consist of the following:-
- (a) Six Monthly QA Inspections by Member Clubs, and
 - (b) Twelve Monthly Internal Audits of the RNZAC Organisation and the Sport & Recreation Microlight Aircraft Operations of Member Clubs conducted by the Internal Auditor.

6.2.2 SIX MONTHLY QA INSPECTION

- 6.2.2.1 Carried out by the Chief Flying Instructor of a Member Club. See “Six [Monthly QA Inspection](#)” procedure, this Section.

Continued next page....

6.2 INTERNAL AUDITS CONTINUED

6.2.3 INTERNAL AUDITS

6.2.3.1 Internal Audits fall into two categories:

- (a) An Internal Audit of RNZAC activities, and
- (b) An Audit of the Sport & Recreation Microlight Aircraft Training and Sport & Recreation Microlight Aircraft Operations of Member Clubs.

6.2.3.2 Internal Audits will be carried out Six Monthly (or earlier if determined by a Management Review Meeting).

6.2.4 INTERNAL AUDIT PROCESS

6.2.4.1 The Internal Audit process will check the documented procedures against the relevant standards and measure the level of compliance with the procedures.

6.2.4.2 The following procedure will be used:-

INTERNAL AUDIT DATE

- (a) Internal Audit dates will be arranged and agreed between person's delegated authorising Internal Audits and the Internal Auditor.
- (b) Timing will be monitored with reference to the "Form A 8 – Internal Audit Control Record" form.

INTERNAL AUDIT ENTRY MEETING

- (c) At commencement of the Internal Audit the Internal Auditor will meet with the person delegated supervising Internal Audits and other appropriate staff.
- (d) It is desirable that this meeting is also attended by the Chief Executive Officer and those persons in charge of the areas included in the Internal Audit scope.

INTERNAL AUDIT

- (e) The "Form A 9 – Internal Audit Checklist" form will be used to determine the scope of the Internal Audit.
- (f) All items on the Check-list will be tested to ensure:-
 - (i) The RNZAC Manual Suite meets the CAA Rules and RNZAC operational requirements, and
 - (ii) The level of compliance with the procedures detailed in the RNZAC Manual Suite.

INTERNAL AUDIT EXIT MEETING

- (g) At completion of the Internal Audit the Auditor is to meet with the person delegated supervising Internal Audits and other appropriate staff. Desirably this should include the Chief Executive Officer and those persons in charge of the areas included in the Internal Audit scope.
- (h) The Internal Auditor is to provide a brief summary of the Internal Audit, present the findings, and provide a brief conclusion.

INTERNAL AUDIT REPORT

- (i) The Internal Auditor will provide the Chief Executive Officer with a written report of the Internal Audit within 14 days of completion on the "Form A 10 – Internal Audit Report" form. This report will include a summary of all the Non-conformance's and the Conclusion.
- (j) All working papers connected to the Audit are to be filed under the unique Audit Number at the Operations Office.
- (k) Once the Chief Executive Officer has reviewed the report, the report is to be distributed to the Executive Secretary and other Quality Assurance Manager

6.2 INTERNAL AUDITS CONTINUED**6.2.5 AUDIT FINDINGS**

- 6.2.5.1 Any "Findings" that result from an External Audit or an Internal Audit will be entered onto an "Form A 5 – Quality Improvement Report" form. A separate form will be used for each "Finding".
- 6.2.5.2 The "Finding" will be actioned through the Quality Improvement process.

6.2.6 QUALITY STANDARD

- 6.2.6.1 RNZAC and Sport & Recreation Microlight Aircraft Activities of member Clubs are to be assessed against the relevant requirements of the Civil Aviation Act and the applicable Rules.

6.3 OPERATIONS NOTICE BOARD

POLICY	Member Clubs will provide a system to promulgate all short notice operational items or operational changes to Instructors and Sport & Recreation Microlight Pilots.
PURPOSE	The following procedure provides a method of bringing short notice items to the attention of operational staff as they occur.
SCOPE	Any operational items.
RESPONSIBILITY	<p style="margin-left: 40px;">STAFF: Any staff member may make entries on this board and all Instructors will check the board when at work at least daily and before flying.</p> <p style="margin-left: 40px;">CHIEF FLYING INSTRUCTOR: To monitor the board and take ongoing action as appropriate.</p>
DEFINITIONS	<p style="margin-left: 40px;">NOTOPS Notice To Pilots. Short notice operational items or operational changes</p>
REFERENCES	Operations Notice Board (Operations Manual)
RECORDS	<p>Form B2 – Notice to Pilots (NOTOP)</p> <p>Form B3 – Register of Notices to Pilots (NOTOPS)</p>

PROCESS

6.3.1 LOCATION AND USE

- 6.3.1.1 An Operations Notice Board will be situated in the Operations Office of Member Clubs.
- 6.3.1.2 This Notice Board will be used for bringing to aircrew attention:
 - (a) Information of a short term nature (Up to 72 hours.)
 - (b) Displaying and “Form B 2 – Notice to Pilots (NOTOP)”
- 6.3.1.3 Any staff member may make entries on the Operations Notice Board.
- 6.3.1.4 All entries on this notice board are to be dated and identifiably initialed by the person writing them.
- 6.3.1.5 Instructors and Pilots are to check this notice board Daily before flying.
- 6.3.1.6 The Chief Flying Instructor will check this board for currency of items listed daily, when at work.
- 6.3.1.7 Any items that look likely to become semi permanent shall be incorporated into the NOTOPS file.
- 6.3.1.8 Only the Chief Flying Instructor can remove items from the Operations Notice Board.

6.3.2 NOTICE TO PILOTS (NOTOPS)

- 6.3.2.1 Any items that look likely to become semi-permanent shall be written up on an “Form B 2 - Notice to Pilots (NOTOPS)” form and attached to the Operations Notice Board.
 - (a) The NOTOPS shall be numbered in accordance with the next available number on the “Form B 3 – Register of Notices to Pilots (NOTOPS).
 - (b) The new NOTOPS shall be entered onto the NOTOPS Register.
- 6.3.2.2 Where a NOTOPS item requires a new or altered procedure this shall be carried out in accordance with the Quality Improvement process.

THIS PAGE IS INTENTIONALLY BLANK

THIS PAGE IS INTENTIONALLY BLANK

SECTION 7 QUALITY INDICATORS & STATISTICS

Pilot Performance, Customer Survey

7.1 QUALITY INDICATORS

POLICY	The performance of the RNZAC as a whole will be analysed and reviewed.
PURPOSE	To ensure that any trends, strengths or weaknesses in the RNZAC operations and performance are identified and addressed.
SCOPE	Flight Operations, Check & Training, and Maintenance
RESPONSIBILITY	DOCUMENT CONTROLLER: The Document Controller has the responsibility to monitor and administrate the statistical procedures but may delegate some responsibilities to other staff members.
REFERENCES	Part 149.63(b)(2) Quality Improvements (This Manual) Accidents and Incidents (Operations Manual)
RECORDS	Form A 5 – Quality Improvement Report Form A 6 – Register of Quality Improvement Reports Form A 7 – Survey Form
PROCESS	

7.1.1 INSTRUCTOR PERFORMANCE

- 7.1.1.1 At each Instructor Competency Check the level of competence achieved will be graded on the appropriate Member Club Competency Check Form.
- 7.1.1.2 These Competency Check Forms will be accumulated and assessed by the Quality Assurance Manager as part of an Internal Audit to identify any trends or areas of weakness or strength in the Member Club Instructing staff.
- 7.1.1.3 The results of this assessment is to be an item of Agenda at the Management Review Meetings.

7.1.2 SPORT & RECREATION MICROLIGHT AIRCRAFT OPERATIONS

- 7.1.2.1 All Accidents and Incidents will be reported and investigated in accordance with the procedures in the Sport & Recreation Microlight Aircraft Operations Manual.
- 7.1.2.2 Sport & Recreation Microlight Aircraft Accidents and Incidents Reports and Findings, and Member Club Health and Safety issues will be discussed at each Management Review Meetings.

7.1.3 SURVEY FORMS

- 7.1.3.1 Feed back form Customers and Novices will be monitored through the “Form A 7 – Survey Form” and through comments made during phone conversations or on notes attached to Remittance Slips.
- 7.1.3.2 Survey Forms will be available in the Operations Office of Member Clubs and passengers and Novices will be encouraged to complete one.

INVESTIGATION

- 7.1.3.3 The Survey Forms will be:
 - (a) Reviewed by the Document Controller monthly, and
 - (b) Summarised onto an “Form A 5 – Quality Improvement Report”, and

Continued next page....

7.1 QUALITY INDICATORS CONTINUED**7.1.3 SURVEY FORMS CONTINUED**

- (c) Reviewed by the Operations Manager using the Quality Improvement process and actioned accordingly, and
- (d) The Conclusions and Actions will be an Agenda item for a Management Review Meeting.

7.1.3.4 Completed Survey Forms will be filed for a minimum of 12 months with the Quality Records.

7.1.4 MAINTENANCE

7.1.4.1 Aircraft Defects reported by Member Clubs during the period before a Management Review Meeting will be an agenda item for the Management Review Meeting.

7.1.5 TRENDS

7.1.5.1 At each Management Review Meeting all reports and findings will be compared with reports and findings from previous Management Review Meetings to see if any trends are showing up.

7.1.5.2 Should a negative trend start to occur or be detected, a "Form A 5 – Quality Improvement Report" form shall be raised so the trend can be investigated through the Quality Improvement process and follow-up action initiated to halt or reverse the trend.

THIS PAGE IS INTENTIONALLY BLANK

APPENDIX A QUALITY ASSURANCE FORMS

.....

Dear

Find attached a copy of amendment Nr for your copy No of our Manual.
 Please:-

1. Enter the new pages in your copy of the Manual.
2. Remove and destroy the replaced pages.
3. Complete and Sign the Record of Amendments page.
4. Sign this letter and return to:-

The Quality Assurance Manager
 Royal New Zealand Aero Club Inc
 P.O.Box 2220
 Taupo

SECTION	PAGES TO ENTER	DATE	PAGES TO DESTROY	DATE

Yours faithfully (Authorised Manager)

I certify that I have read and understood the above amendment, incorporated it into my copy of the Manual and have destroyed the replaced pages.

..... (Name) (Signature)

FORM A 4 REGISTER OF SPORT & RECREATION MICROLIGHT PILOT CERTIFICATES

18/06/07

DATE	PILOTS NAME	MEMBER CLUB	COMMENT	CERTIFICATE NUMBER
18/06/2007	Graeme Milne	Waikato	Advanced Pax rating	1001

This form is to be kept in the individuals Personal File for at least one year after termination of employment with the RNZAC.

FORM A 5 QUALITY IMPROVEMENT REPORT

01/07/14

TO RECORD ALL PROBLEMS / COMPLAINTS / OCCURRENCES / HAZARDS

Date: Reference No:

Reported By: Signed:

I hereby report a Problem / Complaint / Occurrence / Hazard
(Delete not applicable)

Nature of Problem / Complaint / Occurrence / Hazard:
.....
.....

Location of Problem/Complaint/Occurrence/Hazard:
.....

I have assessed this concern and consider it **VALID/NOT VALID** for the following reasons:-

.....
.....

Signed: Assigned to for Investigation: To be completed by:/...../.....
(Operations Manager) (Name) (Date)

I have investigated this concern and suggest the following Corrective Action:

.....
.....
.....

Signed: Investigation Completed:/...../.....
(Investigator) (Date)

The Corrective Action associated with this report has been:

.....

Signed: Date:/...../.....
(Operations Manager)

This Problem/Complaint/Occurrence/Hazard has been:

.....

..... and is now **CLOSED**.

Signed: Date:/...../.....
(Internal Auditor)

This form is to be filed in the Quality Mangers Office for a minimum period of 12 months following the date of issue.

FORM A 6 REGISTER OF QUALITY IMPROVEMENT REPORTS

01/07/14

DATE	REFER	PROBLEM	COMPLAINT	OCCURRENCE	SUMMARY
	NO.	TICK ITEM APPLICABLE			
/ /	1.				
/ /	2.				
/ /	3.				
/ /	4.				
/ /	5.				
/ /	6.				
/ /	7.				
/ /	8.				
/ /	9.				
/ /	10.				
/ /	11.				
/ /	12.				
/ /	13.				
/ /	14.				
/ /	15.				
/ /	16.				
/ /	17.				
/ /	18.				
/ /	19.				
/ /	20.				
/ /	21.				
/ /	22.				
/ /	23.				
/ /	24.				
/ /	25.				
/ /	26.				
/ /	27.				
/ /	28.				
/ /	29.				
/ /	30.				
/ /	31.				
/ /	32.				

This form is to be filed in the Quality Mangers Office for a minimum period of 12 months following the date of last entry.

SAMPLE FORM.

- The completed form will be:
 - (e) Investigated by the Quality Manager using the RNZAC Quality Improvement process.
 - (f) Conclusions and actions will be reviewed at the Management Review Meetings.

CURRENT AMENDMENT STATUS

Issued 01/07/14

FORM A 8 INTERNAL AUDIT CONTROL RECORD

21/09/08

The Internal Audit shall be carried out at least every twelve months.

MEMBER CLUB	DATE CARRIED OUT	DATE NEXT AUDIT DUE	COMMENT	SIGNATURE
Marlborough	13 July 2006	13 July 2007		
Canterbury	14 March 2008	14 March 2010	Certified 25 August 2006	
New Plymouth	15 August 2006	15 August 2007		
Wairarapa Ruahine	17 October 2006			
Waikato	8 December 2006	8 December 07	Certified 27 December 2006	
Kapiti District	12 December 06	12 December 07	Certified 27 December 2006	
Auckland Aero Club	12 August 08	12 August 2010	Certified 21 September 2008	

This form is to be filed in the Quality Mangers Office for a minimum period of 12 months following the date of last entry.

FORM A 9 INTERNAL AUDIT CHECKLIST

Page 1 of 2

01/07/14

Audit carried out by: Unit: Date/...../.....

DOCUMENTATION AND RECORDS	EXPIRY DATE / AMENDMENT #	SAT / UNSAT	COMMENTS
ADMINISTRATION			
Aviation Recreation Organisation Certificate (Expiry Date)			
CAA Annual Statistical Return Completed			
Civil Aviation Act			
Civil Aviation Rules			
Sport & Recreation Microlight Aircraft Operations Manual (Currency and Condition)			
NZ AIP Volume 1			
NZ AIP Volume 4			
Maps and Charts			
TRAINING			
Student Training Program			
Student Records			
Training Reference Books			
Examination Question Database			
FACILITIES			
Flight Planning Area			
Lecture Rooms			
AIRCRAFT			
Aircraft Insurance			
Aircraft Flight Manual Status			
Aircraft Logbook Entries			
Aircraft Flight Permit			
Aircraft Placards Inspected			
Aircraft Maintenance Program Currency			
Annual Condition Inspection Certificate Currency			
Aircraft Tidiness and Cleanliness			
Defect Records			
Engine/Propeller Maintenance Schedule			
Expired Aircraft Technical Logs Filed			
Maintenance Contractor Audit Due			

Continued next page....

FORM A 9 INTERNAL AUDIT CHECKLIST CONTINUED

DOCUMENTATION AND RECORDS	EXPIRY DATE / AMENDMENT #	SAT / UNSAT	COMMENTS
RECORDS - GENERAL			
Staff Member Records			
Daily Flight Records			
Aircraft Technical Logs			
Data Storage and Security			
Pilot Certificates - Sample for:			
Correct Details			
Currency			
Accident and Incident Records			
Defect Reports			
Quality Improvement Reports			
INSTRUCTOR RECORDS			
Staff Member Name			
Licence Number			
Medical Expiry			
BFR			
Instructor Renewal			
Flight and Duty Time Records			
Log Books			

Internal Auditor Signature: Date:/...../.....

This form is to be filed in the Quality Mangers Office for a minimum period of 12 months following the date of issue.

FORM A 10 INTERNAL AUDIT REPORT

01/07/14

The Internal Audit Report shall be forwarded to the Chief Executive Officer within 10 days of Audit completion.

TO: CHIEF EXECUTIVE OFFICER

FROM: INTERNAL AUDITOR

UNIT AUDITED:

FINDING DESCRIPTION:
(One Finding Per Page)

CAUSE:

.....
.....
.....
.....
.....
.....
.....

RECOMMENDATION/CORRECTIVE ACTION:

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

CHIEF EXECUTIVE OFFICER

Signed : Date :

INTERNAL AUDITOR

Signed : Date :

OPEN / CLOSED

This form is to be filed in the Quality Mangers Office for a minimum period of 12 months following the date of issue.

FORM A 11 INTERNAL AUDIT FINDING REGISTER

01/07/14

DATE	FILE NO	FINDINGS	OPEN	CLOSED
	1			
	2			
	3			
	4			
	5			
	6			
	7			
	8			
	9			
	10			
	11			
	12			
	13			
	14			
	15			
	16			
	17			
	18			
	19			
	20			
	21			
	22			
	23			
	24			
	25			
	26			
	27			
	28			
	29			
	30			
	31			

This form is to be filed in the Quality Mangers Office for a minimum period of 12 months following the date of the last entry.

MEETING AND AGENDA

Royal New Zealand Aero Club Inc - Notice of Management Review Meeting and Agenda

To:

From: Chief Executive Officer

Date of Review Meeting

Place of Review Meeting

AGENDA:

- 1. Effectiveness of Quality Improvement Actions since previous Review Meeting.
 - Corrective action taken
 - Preventive action taken
 - Amendment to Manuals if required
- 2. External Audit report
 - Findings/deficiencies
 - Corrective action taken
 - Preventive action taken
 - Amendment to Manuals, if required
- 3. Internal Audit report
 - Findings/deficiencies
 - Corrective action taken
 - Preventive action taken
 - Amendment to Manuals if required
- 4. CAA/Minor Occurrence Hazard Report
 - Findings/deficiencies
 - Corrective/Preventive action taken
- 5. Problem/Complaints Survey
 - Findings/deficiencies
 - Corrective/preventive action taken
- 6. Training and development
 - Staff
 - Member Clubs
- 7. Document Control
 - Findings
 - Action Taken
- 9. Amendment to the Quality Assurance Manual
- 10. Other matters

Signed: Date.....

This form is to be filed in the Quality Mangers Office for a minimum period of 12 months following the date of issue.

ROYAL NEW ZEALAND AERO CLUB MANAGEMENT REVIEW COMMITTEE MEETING

Date of Meeting:

Location of Meeting:

Chairperson of Meeting:

Persons in Attendance:

.....

.....

.....

MINUTES:

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

Signed by Chairperson:

Date:

This form is to be filed in the Quality Mangers Office for a minimum period of 12 months following the date of issue.

SAMPLE FORM

- Copies of this form can be obtained RNZAC Head Office
- When Completed this form is to be filed in the individuals Personal File for a minimum period of 12 Months after termination of employment with the Company.

FORM A 15 STAFF INDUCTION CHECKLIST

01/07/14

Employees Name: D.O.B:/...../..... Medical expires/...../.....

Address: Phone Number:

Position/s: Next of Kin:

Emergency Contact: Phone Number:

AVIATION QUALIFICATIONS AND EXPERIENCE

Licence Type: ATPL CPL (A) CPL (H) Other: Instructors Rating: Category

Flight Examiners Certificate: Certificate Number: Details:

Ratings Held: FRTO Agricultural Chemical Instrument Instrument Aids:

Type Ratings:

Day Hours: Night Hours: Instrument Hours: Multi Engine Hours: Total:

EXPERIENCE DETAILS

.....
.....
.....

OTHER QUALIFICATIONS AND TRAINING

HT Licence: Expiry Date:/...../.....

First Aid Certificate: Expiry Date:/...../.....

Hazardous Goods Certificate: Expiry Date:/...../.....

Dangerous Goods Training Expiry Date:/...../.....

Other: Expiry Date:/...../.....

Comments:

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

I acknowledge the above information is correct: (Signed Pilot/Staff Member)

This form is to be kept in the individuals Personal File for at least one year after termination of employment with the Company.

FORM A 16 APPLICATION FOR ISSUE OF CERTIFICATE

01/07/14

Use this form for Sport & Recreation Microlight Pilot Certificate: **ISSUE** **TYPE RATING** **BFR**
 (Circle for appropriate Flight Test)

Surname:		CAA Client Number:
Given Names:		RNZAC Client Number:
Country of Birth:	Nationality:	Date of Birth:
Residential Address:		Postal Address:
Telephone #:	Mobile #:	E-mail:

Application is made for the Class II Certificate indicated below: (Tick appropriate box)		
TYPE	Microlight (under 80kts cruise) <input type="checkbox"/>	Advanced Microlight (over 80kts cruise) <input type="checkbox"/>
Novice:	<input type="checkbox"/>	Intermediate: <input type="checkbox"/> Advanced Microlight Pilot Certificate: <input type="checkbox"/>
I presently hold the following Licence or Certificate:		
Type:	Licence or Certificate #	Expiry Date:
Applicants Signature:		Date:/...../.....

Enclosures - Copies of:	
Fit and Proper Person Declaration:	<input type="checkbox"/>
Sport & Recreation Microlight Pilot Certificate - Flight Test Preparation	<input type="checkbox"/>
Medical Declaration or LTSA DL 9 or Part 61 Medical Certificate	<input type="checkbox"/>
Sport & Recreation Microlight Pilot Competency Check	<input type="checkbox"/>
Photo supplied – digital photo jpg format	<input type="checkbox"/>

FORM A 17 FIT AND PROPER PERSON DECLARATION

01/07/14

This information is required for the purpose of declaring a "Fit and Proper Person" to be an Aviation Document Holder pursuant to the Civil Aviation Act 1990 Part 1, Section 9 and 10.

- | | Yes | No |
|---|--------------------------|--------------------------|
| (a) Have you previously had an application for an Aviation Document rejected or have you been the holder of an Aviation Document which has been suspended or revoked (other than a Certificate or Licence that has been superseded by a replacement or higher licence)? | <input type="checkbox"/> | <input type="checkbox"/> |

If answering "Yes" please give details:

.....

.....

.....

- | | | |
|--|--------------------------|--------------------------|
| (b) Have you been convicted in any Court of Law of any Transport Safety Offence in the last five years or are you presently facing charges for a Transport Safety Offence? | <input type="checkbox"/> | <input type="checkbox"/> |
| (c) Have you been convicted of any criminal charge or are you presently facing charges for any criminal offence? | <input type="checkbox"/> | <input type="checkbox"/> |
| (d) Have you any history of physical or mental health or serious behavioural problems? | <input type="checkbox"/> | <input type="checkbox"/> |

If answering "Yes" to question (b), (c) or (d) above, please provide details on separate sheets enclosed in a sealed envelope marked "Confidential, Chief Executive Officer, RNZAC"

DECLARATION

I hereby certify that to the best of my knowledge and belief the statements made and the information supplied in this questionnaire and attachments are correct.

Applicant:
Signature
Name

I have known this person for a minimum of two years and find the above information to be correct.

Witness:
Signature
Name

Date:

NOTE: The provision of false information or a failure to disclose information relevant to the grant or holding of an Aviation Document constitutes an offence under Section 49 of the Civil Aviation Act 1990, and is subject, in the case of an individual, to imprisonment for a term not exceeding 12 months or a fine not exceeding \$5,000.00.

FORM A 18 RNZAC MEMBER CLUB PRE ACCEPTANCE AUDIT

18/07/06

Date of Audit	Auditor		Comments	
Aero Club Name				
Address				
Phone No				
Fax No				
Email				
President/ CEO				
Chief Flying Instructor				
Flight Examiner				
Maintenance Controller				
Maintenance Contractor				
Number of Instructors	"A" Cat			
	"B" Cat			
	"C" Cat			
	CPL/PPL Microlight			
Aircraft Fleet	Type	Number		
CAR Part 141 Certificate	Yes	No	Expires	
CAR Part 119 Certificate	Yes	No	Expires	
FURTHER COMMENTS				
Recommend that Club be Accepted Under RNZAC Part 149/103 Certificate				
Yes	Next Audit Due			
No	Reasons			
	Re Audit Date			
Signed by Auditor				

□

FORM A 19 APPLICATION FOR ISSUE OF MICROLIGHT INSTRUCTOR CERTIFICATE

07/08/15

Use this form for a Sport and Recreation Microlight Pilot Instructor Certificate: ISSUE RENEWAL

Surname:		CAA Client Number:
Given Names:		RNZAC Client Number:
Country of Birth:	Nationality:	Date of Birth:
Residential Address		Postal Address
Telephone #	Mobile #	E-Mail

I hereby apply for the one of the following;

Junior Flight Instructor Certificate Issue Renewal

- Minimum of 150 hrs total time
- Cannot Authorise Student First Solo

Senior Flight Instructor Certificate Issue Renewal

- Minimum of 250 hrs total flight time and 100 hours of giving instruction

Current Licence/ Certificate Held		Total Hours GA Aircraft	
Current Instructor Rating held		Total Hours Microlight	
		Total Hours Instructing	

Chief Flying Instructor Endorsement

I.....

Being the Chief Flying Instructor for the..... Aero Club am satisfied that the above applicant meets all the requirements for the issue of Microlight Instructors Certificate, having completed an RNZAC approved Instructional Techniques Course, has undergone a prescribed course of training by the Aero Club and has successfully passed a Flight Test with an Approved Flight Examiner.

A current Part 61 Flight Instructor would meet the above requirements

CFI Signature	Date
----------------------	-------------

Aero Club Committee Acceptance

We the Committee of the Aero Club

Recommend that the applicant.....being a member of this aero club be issued with a Microlight Flight Instructors Certificate

Club President	Signature	Date
-----------------------	------------------	-------------

Candidates Signature	Date
-----------------------------	-------------

- Please Attach Copies of.**
- Pilots Licence or Certificate
 - Current medical Certificate
 - Photo of Yourself (JPG format)