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2. Administration

1. *General*

1.1 Internal Communications

General

SAC clients will obtain information of a general nature by way of the Official medium, which is a publication approved by the SAC Board of Directors from time to time.

Notices will also be sent to associate clubs, groups, operators and individuals from time to time.

From time to time SAC will hold general forums where clients can discuss matters with the SAC Board of Directors.

SAC clients may contact a Director at any time to discuss any matter pertaining to sport flying operations.

1.2 Administration Procedure

The Company Secretary/Administrator will maintain and update on a regular basis all the company records and data. He/she will make available any record or data to persons authorised by the Board of Directors.

Company records and personnel data shall be stored:

- (a) Electronically on the computer hard drive;
- (b) On hard copy, in a secure file cabinet;
- (c) Electronically on nightly backup to an external provider.
(logical Solutions, Chartwell, Hamilton)

2. Personnel - Authorised and Delegated Persons

2.1 General

- (a) SAC shall engage sufficient personnel to carry out all activities that are listed in this Exposition, Directors and Office Holders are listed in Sec 2, Page 8.
- (b) Directors Delegations are held by the following SAC Senior Persons for the issuing of Pilot certificates and Inspection Authority certificates:
 - (i) Chief Executive Officer
 - (ii) Operations/Safety Officer
- (c) A register of persons holding Delegations or Authorisations issued by the Director will be kept by the Company Secretary.

2.2 The register shall contain:

- (a) The holders name and address;
- (b) Position held in the organisation;
- (c) The scope and limitation of the delegation or authorisation;
- (d) Any conditions relevant to the delegation or authorisation;
- (e) Any time or calendar limitations.

3. Personnel- Competence

3.1 General

All persons holding positions within the Organisation who are required, by nature of their appointment, to maintain a level of competency shall be entered in a register held for that purpose by the Company Secretary.

3.2 The Register shall contain:

- (a) The holders name and address;
- (b) The position held within the organisation;
- (c) Qualifications held;
- (d) Date of last competency check;
- (e) Date next competency check is due;

(f) Date holder to be notified of next check.

4. Personnel – Certificated

4.1 Approved SAC personnel are authorised to issue certificates and Authorities on behalf of the Director (CAA) in accordance with the conditions and limitations of their delegation.

4.2 All persons within the Organisation holding certificates and authorities issued by SAC personnel holding delegations from the Director (CAA), or authorisations from the Organisation, shall have their certificates registered by the Company secretary.

4.3 The Register shall contain

- (a) The holders name and address;
- (b) Details of the certificate;
- (c) Issuing authorisation, from the specialist senior person;
- (d) Conditions and limitations of the certificate;
- (e) Issue, expiry or biennial review dates.

4.4, The administrator shall ensure that:

- (a) a delegation holder is available during office hours; or
- (b) when delegation holders are absent from the office, their location and contact information is available.

5. Records

5.1 All paper records shall be stored in a secure fire resistant container in a cool dry area and kept for a minimum of 3 years since the last entry.

5.2 To ensure all records remain legible, the following procedure shall be carried out;

- (a) All incoming records shall be sorted and any records printed on heat sensitive facsimile paper shall be copied by photocopier or laser copy before filing.
- (b) All documents and records created by SAC will be printed by permanent means and not subject to fading under light or heat.

- 5.3 Electronic records require a planned system of backup and storage to retain their continuity and integrity.
- 5.4 To ensure the continuity of electronic records, the following procedure shall be carried out:
- (a) A backup which mirrors the computer hard drive will be done at the completion of the working day. This will be sent electronically each night to an external backup company.
 - (b) Programmes and files required by the exposition for continued compliance with Part 149 and any others required by the CEO shall be backed up.
 - (c) The Secretary/Administrator shall be responsible for monitoring that backups are functioning normally.
- 5.5 All records shall be stored in folders or files and be identified by name or activity.
- 5.6 Personal files are stored in individual named file holders containing all records for that individual and kept under lock and key.
- 5.7 All personnel files are treated as confidential and must be destroyed once they have been superseded after a minimum of 3 years storage.

6. Library

- 6.1 The SAC library is a valuable resource requiring continuous review and amendment.
- 6.2 To ensure that all library documents are assessed regularly and amended in a timely fashion, the following procedure shall be carried out:
- (a) The Secretary/Administrator shall maintain a register of library books.
 - (b) The library shall contain all references required for Part 149 certification and for maintaining the pilot/Inspection Authority certification programme.

(c) Those publications requiring amendment by subscription shall be tracked electronically and subscription renewals paid by due date.

(d) Amendment of publications shall be carried out by the Secretary/Administrator and the amendment status recorded.

7. Procedures – Personnel Certification

7.1 General

All certificates and ratings issued by SAC under the Director's delegation are termed "aviation documents". As such, these documents may only be signed by those persons holding the Director's personal delegation. Each application for an aviation document shall contain certain information as required by the Civil Aviation Act 1990 (amended) Section 8 as follows:-

- (a) All applications shall be made on the prescribed SAC Form. (see Section 8 for listing)
- (b) Every applicant shall provide the applicant's address for service in New Zealand including, where applicable, telephone and facsimile numbers.
- (c) Every applicant holding an aviation document shall maintain the accuracy of the information issued under (b) by promptly notifying SAC of any changes to the address, telephone number, or facsimile number.
- (d) The CEO shall ensure that a record of all information is maintained at SAC Head Office.
- (e) Service of any notification under the Civil Aviation Act 1990 (amended) on a holder of, or applicant for, an aviation document shall be effective service if served on the address last provided by the holder or applicant under Section 8 (5) of the Act.

7.2 Certificate Applications

This procedure details processing of applications using SAC electronic Database. These processes are broken down to:

- (a) New Applicants
- (b) Existing clients

7.3 New Applicants – Initial Issue

- (a) Check that all relevant fields on the application SAC Form 8.1 or composite form 8.21 are filled out and the application signed and dated by the applicant.

Note: Applicants with existing certificates issued by a Part 149 organisation or the Director who wish to qualify for a SAC certificate or rating shall provide a copy of their existing certificate or licence, current medical certificate, and a completed SAC application form for the certificate required.

- (b) Check that a copy of a completed current medical certificate and declaration SAC 8.2 accompanies the application. Any limitations on the medical certificate and declaration are to be referred to the medical advisor.

Note: Any costs incurred by the medical advisor will be borne by the applicant.

- (c) Check the correct fees have been remitted and are receipted and entered into the accounts.
- (d) Client information shall be entered into the Database 'CLIENTS'.
- (e) Create a 'Letter of Authorisation' along with their new flight crew certificate. This letter must be signed by a person holding the Director's delegation. Post the signed letter.
- (f) Raise a hard copy file on the client and store in file cabinet.

7.4 Existing Clients – Subscription Renewal

- (a) The Secretary/Administrator will notify clients of subscription renewal by letter not less than 14 days prior to expiry.
- (b) SAC Form 8.1.1 printed from the Database shall be posted/sent to the client with the subscription renewal

advice. Where a medical has expired or is shortly to expire, SAC Form 8.2 will also be sent to the client.

7.5 Existing Clients – Certificate Renewal

- (a) The Secretary/Administrator will review the Database every month for client certificates or ratings falling due over the next month and add them to the list of cards awaiting printing.
- (b) Clients with cards due to expire will be notified and invoiced prior to issue and despatch.

7.6 Existing Clients – Biennial Flight Review

- (a) On receipt of completed SAC Form 8.4 or composite form 8.21 the Secretary /Administrator shall enter the details of the review into the Database and file the form in the pilot's folder.
- (b) Check the expiry date of the medical certificate and Declaration noted on the SAC Form 8.4.or composite form 8.21 and check against the Database.

7.7 Existing Clients – Subsequent Classification Change

- (a) On receipt of completed SAC Forms 8.3 and 8.4 or 8.5 or 8.6 (for Instructor or Test Pilot) or composite form 8.21, the Secretary /Administrator shall enter the details of the application and flight test results into the Database and file the form in the pilot's folder.
- (b) A new Certificate card, rating, or Letter of Authorisation will not be issued unless the appropriate fee has been paid.
- (c) If the client has met all entry standards, the Secretary/Administrator will create a 'Letter of Authorisation' along with their new flight crew certificate. This letter must be signed by a person holding the Director's delegation. Post the signed letter.

7.8 Fit and Proper Person Tests

Each person requiring the issue of an aviation document shall satisfy a Fit and Proper Person Test as required in the Civil Aviation Act 1990, Sections 9 and 10.

- (a) The Secretary/Administrator shall ensure that a Fit and Proper Person (SAC Form 8.15) accompanies all initial applications for issue of certificates or ratings by SAC.
- (b) The Secretary/Administrator shall check that the form has been filled out by the applicant and that it has been signed and dated by the applicant.

Note: An unsigned and undated form is not acceptable and should be returned to the applicant.

- (c) If the form shows that all question boxes have been checked as 'No' and there is no reason to believe that this is not a true and accurate certification, the Secretary/Administrator will strike off 'N' in the text marked 'Office use only' and sign and date the form. Issue of the certificate or rating may progress.
- (d) Should boxes (a), (b) or (c) be checked 'Yes', a sealed envelope addressed to the CEO should accompany the form. This envelope must be held in a secure place and passed to the CEO unopened.
- (e) Should the Secretary/Administrator have any reason to believe the information on the form is not accurate, the CEO shall be contacted for guidance on further action.
- (f) Should an 'adverse decision' be decided as a result of the entries on the form and supporting data, the CEO shall refer to Section 11 of the Civil Aviation Act (Amended) for subsequent actions.

8. Examinations

8.1 Examination Papers

- (a) SAC examination papers will be compiled by persons selected by the Board of Directors against the Syllabi in this Exposition.
- (b) The format of an examination paper will be multi-choice marked by use of a master template.
- (c) An issue number will identify each examination paper and master template.
- (d) The issue of examination papers will be rotated to ensure the same paper is not re-issued to the same candidate twice. The version number of the exam paper will be linked to the candidate and recorded to ensure a different paper is issued each time.
- (e) All unused examination papers and master templates shall be secured as per SAC policy Section 2 – 4(b).

8.2 Examination Procedure

- (a) Upon receipt of application for examination on SAC Form 8.14 and the appropriate fee, the Secretary/Administrator will assemble the examination papers, instructions, appoint the supervisor and despatch them under SAC Seal.
- (b) On receipt of the examination papers the supervisor shall conduct the exam per enclosed instructions and the procedure in Para 9.2(a).
- (c) On completion of the examination, the supervisor shall gather all exam papers and return them to SAC by carrying out the procedure in Para 9.2(d).
- (d) On receipt of the examination papers, the Secretary/Administrator shall check ;
 - the attendance schedule and supervisors report; and
 - that all papers are present and mark these against the master template for that exam.

- (e) The Secretary/Administrator shall notify the examinee of the results by letter.
- (f) Re-counts will be at the discretion of the CEO.

9. Examination Supervisors

9.1 Selection

- (a) As the integrity of all SAC examinations rests on adherence with procedures it is of prime importance to select the correct persons to supervise examinations.
- (b) All SAC Part 149 ATO's and Instructors are authorised to act as examination supervisors for microlight pilot certificate written examinations however, the CEO may appoint an independent person to act as an examination supervisor when there is a need, and when it is in the examinee's best interests.
- (c) Where a person is appointed to act as an examination supervisor, the CEO shall ensure that he/she is fully briefed of their responsibilities and conversant with the SAC procedures for supervisors.
- (d) A register of all examination supervisors is held at Head Office.

9.2 Procedures for supervisors

- (a) When the designated examination supervisor receives the sealed examination package the candidate should be advised and the time and venue confirmed.
- (b) The examination package must remain sealed until the examination room is set upon the day and the examinee(s) identified and seated.
- (c) The supervisor will then open the examination package and read the enclosed instructions and proceed with the examination as detailed, observing the conduct in the classroom to ensure fairness and compliance with the instructions.
- (d) On completion of the examination, the supervisor will check that each candidate has signed their answer sheet and gather up all papers and answer sheets used, including

loose-leaf working papers. These will be sealed, together with the examination report, into the envelope provided before the supervisor leaves the examination room. Post off to SAC

- (e) Under no circumstances should the supervisor discuss the examination or examination papers with the candidate(s).

10. Flight Assessments

- 10.1 Persons holding the appropriate SAC Instructor certificates will carry out all flight assessments for pilot certificates or ratings.
- 10.2 All flight assessments shall be carried out in accordance with the Syllabi contained in Sections 6.0, 6.1, 6.2, 6.3, and 6.4.
- 10.3 Procedure:
 - (a) On completion of a flight assessment, the Instructor shall forward the appropriate SAC Form showing the results and exercises completed to the Secretary/Administrator.
 - (b) The flight assessment form shall be signed and dated by the instructor together with the instructor's client number for the test to be valid.
 - (c) On receipt of the flight assessment, the Secretary/Administrator shall check that all requirements have been met and process the flight assessment together with any other requirements to issue a pilot certificate.
 - (d) Any queries or testing officer comments on the flight assessment shall be assessed by the Operations Officer before the issue of a pilot certificate proceeds.
 - (e) The Secretary/Administrator shall file the flight assessment in the person's personal folder.