

Revision 8

Air Operator Certification

27 November 2024

General

Civil Aviation Authority (CAA) Advisory Circulars (ACs) contain information about standards, practices, and procedures that the Director has found to be an **acceptable means of compliance** with the associated rule.

Consideration will be given to other methods of compliance that may be presented to the Director. When new standards, practices, or procedures are found to be acceptable they will be added to the appropriate AC.

Purpose

This AC describes an acceptable means of compliance with requirements relating to the certification of aircraft operators under Part 119 for air operations conducted in accordance with Civil Aviation Rule Parts 121, 125, and 135.

Related Rules

This AC relates specifically to Part 119, *Air Operator Certification*, but also refers to requirements in:

- Part 43, *General Maintenance Rules*, Subpart B, rule 43.53, *Performance of Maintenance*
- Part 91, *General Operating and Flight Rules*, Subpart G, *Operator Maintenance Requirements*
- Part 121, *Air Transport Operations – Large Aeroplanes*, Subpart G, *Maintenance*
- Part 125, *Air Operations – Medium Aeroplanes*, Subpart G, *Maintenance*
- Part 135, *Air Operations – Helicopters and Small Aeroplanes*, Subpart G, *Maintenance*
- Part 145, *Aircraft Maintenance Organisations*.

Change Notice

Revision 8 is a substantive update which deletes outdated sections and updates sections throughout. Among other things, it:

- updates sections on personnel requirements and renewal of certificates

Published by
Civil Aviation Authority
PO Box 3555
Wellington 6140

Authorised by
DCE Aviation Safety

- updates the section on rule 119.79, *Safety management*, to reflect the change from quality management to a safety management system (SMS)
- adds a note about Drug and Alcohol Management Plans (DAMPs), which will be introduced when the Civil Aviation Act (2023) comes into force in April 2025
- cuts duplication in Subpart C, General Aviation Air Operator – Certification Requirements, and deletes Appendix D, Example programme
- corrects some outdated rule references, and
- updates the style and format to align with other ACs and adds a Version History.

Version History

History Log

Revision No.	Effective Date	Summary of Changes
AC119-1, Rev 0	1 April 1997	Initial issue
AC119-1, Rev 1	21 June 1999	Amended as a result of the Part 135 review and associated rule changes.
AC119-1, Rev 2	1 Aug 2000	No changes specified.
AC119-1, Rev 3	1 Oct 2005	No changes specified.
AC119-1, Rev 4	27 April 2007	Changed references to other ACs to reflect the new numbering in line with a project to standardise the numbering of all ACs.
AC119-1, Rev 5	24 July 2007	Corrected various references to other ACs which have been re-numbered.
AC119-1, Rev 6	25 Sept 2009	Updated the information related to rule 119.159 regarding the use of non-New Zealand registered aircraft under a New Zealand Part 119 Air Operator Certificate.
AC119-1, Rev 7	4 Feb 2014	Amended the reference to Annual Review of Airworthiness to the current term Review of Airworthiness.
AC119-1, Rev 8	27 Nov 2024	<p>Deletes outdated sections and updates sections throughout.</p> <p>Updates sections on personnel requirements and renewal of certificates.</p> <p>Updates the section on rule 119.79, <i>Safety management</i>, to reflect the change from quality management to an SMS.</p> <p>Adds a note about DAMPs which will be introduced when the Civil Aviation Act (2023) comes into force in April 2025</p> <p>Cuts duplication in Subpart C, <i>General Aviation Air Operator – Certification Requirement</i>.</p>

		<p>Deletes Appendix D, <i>Example programme</i>.</p> <p>Corrects some outdated rule references.</p> <p>Adds a Version History.</p>
--	--	--

Table of Contents

Abbreviations	6
Subpart A — General	6
Rule 119.1 Purpose	6
Rule 119.9 Application for certificate	6
Rule-119.11 Issue of certificate	7
Rule 119.13 Privileges of certificate holder	8
Rule 119.15 Operations specifications	8
Rule 119.17 Duration of certificate	9
Rule 119.21 Renewal of certificate	9
Subpart B — Airline Air Operator – Certification Requirements	10
Rule 119.51 Personnel requirements	10
Rule 119.55 Resource requirements	12
Rule 119.57 Proving Flights or Tests	12
Rule 119.61 Maintenance responsibilities	13
Rule 119.63 Maintenance programme	13
Rule 119.65 Documentation	13
Rule 119.67 Records personnel	14
Rule 119.69 Records resources	14
Rule 119.71 Flight authorisation and control	15
Rule 119.73 Flight following system	15
Rule 119.73(a)(2) Flight following system	16
Rule 119.75 Air operator security programme	16
Rule 119.77 Establishment of operations procedures	16
Rule 119.79 Safety Management	18
Rule 119.81 Airline air operator exposition	18
Subpart C — General Aviation Air Operator – Certification Requirements	23
Rule 119.101 Personnel requirements	23
Rule 119.103 Personnel competency requirements	23
Rule 119.105 Resource requirements	23
Rule 119.107 Proving flights or tests	23
Rule 119.109 Maintenance responsibilities	23
Rule 119.111 Maintenance programme	23
Rule 119.113 Documentation	24
Rule 119.115 Records personnel	24
Rule 119.117 Records – resources	24
Rule 119.119 Flight authorisation and control	24
Rule 119.121 Flight following system	24
Rule 119.123 Establishment of operations procedures	24
Rule 119.125 General aviation air operator exposition	24
Subpart D — Operating Requirements	25
Rule 119.153 Flight operations requirements	25
Rule 119.157 Charter, cross hire and leasing New Zealand registered aircraft	25
Rule 119.159 Use of non-New Zealand registered aircraft	25
Rule 119.161 Business or Trading Name	27
Rule 119.165 Changes to a certificate holder’s organisation	27
Appendix A — Subcontracting – General	29
Introduction	29
General Conditions	29
Procedures	29

Appendix B — Engaging a Maintenance Provider	30
Introduction	30
Responsibilities	30
General conditions	30
Contracting to a foreign organisation	31
Detailed content of the maintenance agreement	31
Appendix C — Electronic records and documentation	33

Abbreviations

Abbreviation	Meaning
AAOC	Airline Air Operator Certificate
AD	Airworthiness Directive
AFM	Aircraft Flight Manual
AOC	Air Operator Certificate
ATO	Air Transport Operation/s
ATS	Air Traffic Service
CTO	Commercial Transport Operation/s
FPP	Fit and Proper Person
GAAOC	General Aviation Air Operator Certificate
ICAO	International Civil Aviation Organisation
IFR	Instrument Flight Rules
MEL	Minimum Equipment List
NDT	Non-destructive testing
nm	Nautical miles
SB	Service Bulletin
SEIFR	Single-engine aeroplane under IFR
SMS	Safety Management System
VFR	Visual flight rules

Subpart A — General

Note: Only rules requiring further clarification are covered in this AC. Where a rule is self-explanatory, it has not been covered.

Rule 119.1 Purpose

Air operations are conducted under the authority of an Air Operator Certificate (AOC) issued under Part 119, that authorises operations under Part 121, Part 125, or Part 135. To conduct such operations the AOC holder, or operator, must be domiciled in New Zealand.

‘Domiciled’ means that the organisation is registered in New Zealand and the principal base of operations is in New Zealand.

Rule 119.9 Application for certificate

When applying to operate under Part 135 applicants can apply for either an Airline Air Operator Certificate (AAOC) **OR** a General Aviation Air Operator Certificate (GAAOC).

If they apply for an AAOC they must comply with Part 119 Subpart A, B and D.

If they apply for a GAAOC they must comply with Part 119 Subpart A, C and D.

Note 1: *Whether Subpart B or C applies depends upon the type of certificate being sought. It is not necessary to comply with both of these Subparts.*

Note 2: *In this AC, we refer to ‘applicants’ to mean someone who may or may not already be an AOC holder/operator, ‘operators’ to mean AOC holders (whether an AAOC or GAOC) and ‘AAOC holders’ or ‘GAOC holders’ where advice is specifically for one of those types.*

When preparing an application for a certificate the applicant needs to make decisions about training, competency and maintenance, e.g. whether to:

- conduct its training and competency checks {in-house} under the privileges of its Part 119 certificate, or
- contract out the provisions of training and competency checks to a Part 141 organisation.

Depending on the size of the aircraft to be operated the applicant also needs to decide whether the aircraft will be maintained in accordance with Part 43 or Part 145.

The application form must be completed in full and identify the full extent of the intended operation, including any training and competency checks to be conducted under the certificate. This information will be used in determining the scope of the operation and the assessment and preparation of the limitations in the operations specifications. The form can be found on the CAA website: search for ‘Forms’ and click on the filter for Part 119.

Applicants should plan their certification programme in advance. Early consultation with CAA will ensure issues are dealt with well before the planned start date.

- **Before submitting, do the research:** A poor quality or incomplete application will be returned.
- **Check that the application includes everything CAA has asked applicants to supply.** It is very important to submit a complete application, with all the documentation needed. An incomplete application will either be returned, or, if accepted, cause delays in the assessment.

CAA will only start their assessment once the submitted application is complete.

An applicant is charged a standard rate per hour for the time CAA needs to assess an application. The time depends on the type of aviation safety risks generated by the operation and the quality of the information provided in an application.

An initial payment of four hours is required with each application. Participants may be invoiced for some of this during the course of the assessment, or it may be part of the final invoice.

CAA’s fees and standard hourly charges are listed on CAA’s website here:

<https://www.aviation.govt.nz/about-us/what-we-do/how-we-are-funded/fees-levies-and-charges/>

Rule-119.11 Issue of certificate

The Director has certain obligations when issuing AOCs. These include:

1. ensuring nominated senior persons in the organisation meet fit and proper person (FPP) requirements, and

2. ensuring the applicant meets the applicable requirements of Subpart B or C of this part, (*noting the reference to 'natural person' means a real human being and not a body corporate or other type of legal person*), and
3. being satisfied that the exposition includes procedures detailing the organisation's methods of compliance with the relevant rules, and
4. being satisfied that granting the certificate is not contrary to the interests of aviation safety.

Rule 119.13 Privileges of certificate holder

When an AOC is issued, it will list the privileges granted to the operator, as specified in rule 119.13(b) (1) through to (4). In addition to the listing on the certificate, the supporting operations specifications provide more detail about those privileges.

An AAOC holder may perform air operations and associated training covered by Parts 121, 125, and 135.

A GAAOC holder may only perform air operations and associated training in accordance with Part 135. In addition, the privileges may be for both air transport operations (ATO) and commercial transport operations (CTO) or limited to only ATO or CTO.

Note: *Although this AC focuses on the requirements of Part 119, operators need to meet the applicable requirements of other relevant rules, e.g. Parts 121, 125 and/or 135 as appropriate to their operation.*

Rule 119.15 Operations specifications

The operations specifications form part of the certificate and are issued with the AOC. The Director may amend the operations specifications at any time as the operator changes and develops their operation. The operation specifications are generated by the CAA database at the time of producing the certificate and are based on the data taken from the CAA application form. It is therefore important that the applicant ensures that the scope of the intended operation is clearly identified on this form. The form can be found on the CAA website in the 'Forms' tab: search for 'Forms' and click on the filter for Part 119.

The operations specifications will not list in detail the operations to be conducted, only the types of operation. The complexity of the information provided depends on the complexity of the planned operation. Where the operation is limited to specific kinds of air operation the limitations section may read something similar to:

1. for CTO – photography, remote area access, line inspection, or simply helicopter CTO
2. for ATO – scenic flights, joyrides, glider flights, charter flights, scheduled transport, or
3. IFR or VFR.

For ATO the list can be more specific than for CTO due to the nature of the operations. The list of CTO will be necessarily broad to cover the nature of the operations that may be conducted. The contents of the operations specifications will be assessed for each applicant and may not need to contain specific information to satisfy the requirements of rule 119.15(6).

Any authorisation of SEIFR passenger operations under Part 125 on the operations specifications might be granted for a period less than the period specified on the Part 119

certificate. Annotating 'SEIFR' against individual aeroplanes in the operations specification signifies the SEIFR capability.

Where an applicant has been granted specific exemptions against the rules, these will also be listed on the operations specifications. General exemptions will not be printed on the operations specifications.

Rule 119.17 Duration of certificate

CAA usually issues a certificate for five years. To manage workflows, e.g. to prevent delays caused by applications being due just before holiday periods, CAA may grant a certificate for less than five years to ensure CAA inspectors can progress applications efficiently.

Rule 119.21 Renewal of certificate

Certificates expire every five years, but operators need to lodge renewal applications well before then. Renewals allow CAA to gain assurance that an operator is currently, and will continue to be, operating safely and securely, and managing their aviation safety risks.

An operator is responsible for submitting their renewal application and supporting documents in enough time for CAA to process their application before their current certificate expires.

Applicant must submit renewals at least 60 days before a certificate expires, but CAA *strongly recommends* that renewal applications are sent at least 90 days before a certificate expires. Note also that a condition may have been included on the operations specification, requiring a renewal application to be submitted within a specified number of days, which may be more than 90 days.

The time taken to assess a renewal application varies by organisation. CAA's assessment focuses on aviation risk, so inspectors consider:

- the nature and scope of the aviation activity
- the type of aviation risks being managed
- how much the operator and their operation has changed
- the operator's previous performance, and
- their attitude towards safety and security

when working out how detailed the assessment needs to be.

The advice in the section on Rule 119.9, *Application for certificate*, about ensuring the application is complete is equally applicable to submitting a renewal application, as missing or incomplete documents are also likely to delay a decision on the renewal.

Subpart B — Airline Air Operator – Certification Requirements

General

This Subpart covers the certification of operators for operations under Parts 121, 125, or 135.

Operators of helicopters or smaller aeroplanes may request certification under this Subpart. Operators of combined fleets that consist of aeroplanes that fall under Parts 121, 125 and 135 should request certification under this Subpart. CAA will issue an AOC under Part 119 to operate under Parts 121, 125 or 135 as appropriate to the scope of the operator's intended air operations.

Rule 119.51 Personnel requirements

An applicant for an AAOC must employ, contract or otherwise engage any or all the nominated senior persons required under this rule.

One basis for certification will be an adequate staffing structure at all levels from the Chief Executive (CE) to all personnel. Individuals undertaking one or more functions in the organisation should understand the division of responsibilities and be able to demonstrate this to CAA.

The functions required of senior nominated persons, in many cases, will not be enough to employ a person full-time but may require them on a part-time or more casual basis. This rule provides for engagement of personnel on an as needed basis. In the terms of this rule 'Employ', 'Contract' and 'Otherwise engage' all mean to commit by prior arrangement, to provide services and expertise.

Note: Applicants need to meet all of their legal obligations to all of their personnel which are specified in other laws, such as employment legislation.

The Chief Executive (CE)

The CE must have:

- the authority within the organisation to ensure:
 - activities are performed in accordance with applicable requirements, and
 - appropriate actions are taken to address safety issues and risks, and respond to accidents and incidents, and
- the financial responsibility and resources to support this.

The senior persons

These persons represent the management structure of the organisation and must be acceptable to the Director.

Titles may vary between organisations, but there must be management representatives in each of the areas outlined in rule 119.51(b)(1) and detailed below. If a particular area is specifically excluded, or specifically included in the exposition, the responsibilities may vary.

To be approved, senior persons must have adequate knowledge and experience relevant to their area of responsibility.

Persons with senior person responsibilities are expected to have a broad level of experience relevant to their area of responsibility. Lesser experience may be accepted where

responsibility is limited, or the nominated persons have passed a recognised course of training relevant to the position.

All persons exercising privileges under the authority of an operator, including all nominated senior persons, are required to meet FPP requirements. The persons nominated must be identified on the application form and a completed FPP form submitted for each person. The person's biographical details or *curriculum vitae* should accompany these forms.

When an operator applies to renew their certificate, they need to include FPP forms for each of their senior persons.

The *Fit and Proper Person Declaration* (CAA 24FPPDEC) may be used by senior persons who have met FPP requirements previously, and can attest that there are no changes to their FPP status, i.e.:

- their health status and criminal conviction/ transport offence history is unchanged, and
- they are doing the same role for which they were granted FPP status.

Senior persons whose health status or criminal conviction/ transport offence history has changed, or who have taken on a new role with different scope and responsibilities, need to fill in the FPP questionnaire (24FPP).

Under rule 119.51(b), unless otherwise acceptable to the Director, each senior person can only have responsibility for one of the following functions:

- air operations, i.e. flight operations and the supporting ground operations
- crew training and competency assessment
- the control and scheduling of maintenance
- SMS
- air operator security, if an air operator security programme is required by rule 119.75, and
- occurrence investigations, in accordance with Part 12.

They must hold the minimum qualifications, competency and experience listed in Part 119, Appendix A, applicable to the function for which they are responsible.

Note: *If applicable, the senior person responsible for air operations can also take on responsibilities for competency assessment of crew under rule 119.51(b)(1)(i).*

Managing conflicting responsibilities

Some functions should not be combined as the responsibilities assigned to one conflict with the other. For example:

- The CE should not also be the SMS manager
- The person in charge of air operations should not be in charge of occurrence Investigation.

Assessing and maintaining competence

ICAO defines competence as a combination of skills, knowledge and attitudes required to perform a task to the prescribed standard.

To attain these standards, operators should:

- assess the levels of competency of all personnel involved in planning, supervision, inspection, certification, SMS and any other activity in the exposition, then
- set up a training schedule as required to ensure these competencies are maintained.

Assessing the initial competence of personnel can be determined based on:

- academic qualifications
- employment records, showing experience relevant to the role, and/ or
- written, oral, or practical examination.

Applicants can contract a Part 141-certificated organisation to assess and maintain the competence of personnel, by initial assessment and scheduled training. Applicants who choose this must include in their exposition:

- the functions to be transferred to the Part 141 organisation, and
- the scope of checking or training that organisation will undertake, and
- the organisation's expertise and ability to undertake these checking or training functions.

Rule 119.55 Resource requirements

The operator needs to provide sufficient resources to enable the proposed air operation to be carried out safely. Key resources include accommodation, such as workshops, hangar/s and offices as needed, along with equipment, such as tools, training aids, data and documentation needed to carry out the work.

In accordance with rule 119.81(a)(8) the operator needs to outline how they are meeting resource requirements in their exposition. CAA will examine the types of operations proposed by the applicant and compare the proposed resources for applicability.

An operator must also be able to show that it has sufficient personnel to complete all its planned operations. It may need a resource plan to illustrate this.

Resources dedicated to the SMS function must also be considered when assessing personnel requirements.

Deciding what and how many resources are needed to run an operation is not an exact science, so applicants can seek advice from CAA inspectors and advisers who will have examined many different operators and therefore have a good knowledge of requirements.

Rule 119.57 Proving Flights or Tests

The Director needs to be satisfied that an operator can meet prescribed requirements by demonstration in a particular aircraft type.

An existing operator who makes a significant change to the type of aircraft or kind of operation may be required to demonstrate that the relevant requirements can still be met.

CAA will observe a proving flight and may require the operator to demonstrate any or all the aspects of a typical flight that is within the proposed scope of the operation. The demonstration may start at the initial enquiry by a customer through to the final completion of the flight, including checking documentation. It is not intended to be a route check and may not require an actual flight.

Rule 119.61 Maintenance responsibilities

The operator is responsible for determining what maintenance is required, when it has to be performed, by whom and to what standard, to ensure the airworthiness of the aircraft being operated.

An operator should therefore have adequate knowledge of the design status (type specification, operator options, ADs, modifications, operational equipment) and the required maintenance schedule.

Procedures included in the exposition must detail how the operator is going to control the airworthiness of their aircraft. While the responsibility cannot be delegated, there is scope to contract other persons (e.g. a maintenance provider) for the provision of certain maintenance functions and services.

The procedures should provide for a maintenance management or planning system. This may take any form including computerised systems. However, where computerised systems are used, the operator should protect the data (password protect etc.), provide back up on a daily basis and consider contingency plans such as paper and/or other back-up systems in the event of equipment failure.

The maintenance provider, whether in-house or contracted, will be assessed as part of the certification process. The level and depth of assessment will depend on the maintenance provider's known performance within the aviation system. The assessment will establish that the maintenance provider is able to support the operator's aircraft and proposed operation.

Note: See Appendix A & B of this AC for details on subcontracting in general, and subcontracting maintenance activities.

Rule 119.63 Maintenance programme

The maintenance programme and its associated procedures can be quite complex. This is an important part of the exposition and expert industry advice may be necessary to compile the necessary information. Refer also to AC119-5, *Aircraft maintenance programmes*, regarding the development and establishment of maintenance programmes.

Note: While all systems and equipment required by the operating rules are required to be fully serviceable, Part 121, 125 and rule 135.353(a)(4), General, allow for the development and approval of a MEL in accordance with rule 91.539, Approval of minimum equipment list, to provide for the continued operation of an aircraft with inoperative equipment on board.

Rule 119.65 Documentation

The procedures should consider all documentation the operator needs, including all relevant technical data such as SBs, ADs, *maintenance manuals*, AFMs and operational data.

The procedures should describe how the individual documents are entered into the system, reviewed, authorised and where they replace other documents, and how that obsolete documentation is purged. Some consistent form of marking the documents should be employed to show it has been through the control process.

Documents may be kept in hard copy or electronic form, CAA will consider any other format. Back-up systems in the event of equipment failure are highly recommended.

Note: Refer to Appendix C for information regarding electronic records and documentation considerations.

Rule 119.67 Records personnel

The procedures should consider all personnel records the operator needs, including records of all personnel required to hold:

- a licence or rating
- a delegation from the Director, or
- an authorisation granted by the operator, including nominated senior persons.

Records must contain the information required by the rule and be retained for the specified period.

Documents may be kept in hard copy or electronic form, though CAA will consider any other format on its merits. The section on rule 119.65, above, provides more detail on retaining documents and back-up systems.

Note: Refer to Appendix C for information regarding electronic records and documentation considerations.

Rule 119.69 Records resources

The procedures should ensure all details of tests, checks, and calibration of safety-critical resources etc required by the rule are accurately recorded. Typical equipment requiring these tests could include:

- scales used for weighing passengers, baggage or freight
- refuelling equipment
- meteorological equipment, and/or
- strops and lifting equipment.

It should not cover maintenance tooling, as that is addressed by Part 43 or Part 145, unless the operator is conducting their own maintenance and combining the operator's and maintainer's expositions.

This rule is not intended to include any of those items that are already covered by the equipment requirements of Part 91, Subpart F, *Instrument and Equipment Requirements*, and maintained by the approved aircraft maintenance programme.

Rule 119.71 Flight authorisation and control

The operator's procedures can be tailored to the size of their operation. An operator may use procedures to authorise personnel that create a blanket authorisation system for personnel to perform air operations.

For Parts 121 or 125 scheduled operations, a pilot roster would be evidence of authorisation.

For the unscheduled operations likely to occur under Part 135, a daily duty roster could suffice, or an operator may authorise certain personnel to fly and determine which flights take place on a case-by-case basis.

In some situations, a letter of authorisation given to a flight crew member, detailing the type of operation and operational conditions for each task permitted for that crew member, would be more appropriate.

The operator is always responsible for the operations that take place, so applicants for the certificate should consider the effect of any type of blanket authorisation system. In any case it must be clear that the nominated senior person has authorised all aspects of the flight or series of flights.

Despite authorisations, operators (through the senior person who has that specific responsibility) are still responsible for ensuring flights are only made when they can be done safely under meteorological or other conditions. Operators need to meet their obligations under other rules, such as rule 135.155, *Meteorological conditions VFR flight*, and equivalent rules in Parts 121 and 125, as applicable.

Rule 119.73 Flight following system

Every flight must be covered by some form of flight following service so that appropriate emergency activation action can be taken if the aircraft becomes overdue.

This flight following and alerting service is normally provided by a Part 172-certificated Air Traffic Service (ATS) organisation, as most flights are required to submit a flight plan to an ATS unit. However, an operator operating under Part 125 conducting non-stop flights departing from and returning to the same aerodrome and remaining within 25nm of the aerodrome can arrange their own flight following under rule 125.57(f) and (g), *Flight preparation*. Also, an operator operating under Part 135 conducting VFR flights can arrange their own flight following in accordance with rule 135.57(f).

Flight following is intended to let an operator know that a flight is proceeding safely and to provide an emergency activation service. This should be linked to the operator's emergency situation action plan required by rules 125.91 and 135.91, *Emergency situation action plans*. This does not override the requirement for submission of a flight plan under rules 91.307, *VFR flight plan*, 91.407, *Minimum flight crew*, 121.59, 125.57, *Flight preparation*, 135.57, *Flight preparation and flight planning*, to an appropriate ATS unit.

The operator must establish a flight following system and procedures to ensure that, for each flight for which a flight plan is not filed with an ATS organisation, the flight is monitored and notification of overdue or missing aircraft is made to an acceptable organisation.

Note: Any flight that departs from, terminates at, or transits through controlled airspace, will require a flight plan to be submitted to a Part 172-certificated ATS unit.

The operator must retain at the operating base at least the information required to be included in a VFR flight plan required under rule 91.307(b).

The operator should include a procedure in their exposition to cover situations when communications are not available. This procedure should require the flight authorising person to consider the operating area, tasks to be completed, and any alternative means of ensuring that the aircraft continues to operate safely.

The communications system should be switched on so that two-way communications are constantly available. When flying in an area with no radio coverage, a 30-minute window for re-establishing communications is acceptable. Even if a flight following system is used, it is recommended that a listening watch should be kept on the local FISCOM frequency while airborne.

Rule 119.73(a)(2) Flight following system

119.73(a)(2) Communications: A cell phone is an acceptable means of communication if VHF or HF radio communication with the company's flight following provider or operations base is not available, provided cell phone coverage is reliable in the operating area at the operating altitude.

119.73(a)(3) Acceptable organisation: This may be an ATS organisation, NZ police, search and rescue centre or any other organisation that has been set up to provide this type of service.

The person responsible for following the flight should:

1. be trained and the training shown on a training record, and
2. have immediately available the information required by rule 119.73, and
3. have immediately available the procedure to be followed for a missing or overdue aircraft, and
4. confirm any cell phone number used and that the cell phone is switched on.

Note: *The procedure for missing or overdue aircraft should provide for logging the time and details of action taken so that the incident is fully recorded and traceable.*

Rule 119.75 Air operator security programme

An AAOC holder that is providing a regular air transport passenger operation must establish a security programme that meets the requirements of Part 108. Regular air transport operation is defined in Part 1.

These requirements are assessed by a different specialist unit in CAA. However, the operational manual or document which explains how the security programme works should be sent in with the rest of the materials when:

- applying for or renewing an AAOC, or
- applying for an amendment which affects the security programme.

Smaller operators are more likely to include this in their operations manual, whereas operators of larger aircraft will probably need to have a separate document explaining processes and procedures.

Rule 119.77 Establishment of operations procedures

The intent of this rule is to require the operator to think about how an operation will be carried out and describe the basic procedure in the exposition for their personnel to follow.

When applying, the applicant should remember that their personnel will utilise the exposition and operations procedures in complying with a rule, so procedures need to be clear and straightforward to follow.

The requirements for procedures are spread amongst many rules and operators should examine them all. However, operators only need to develop procedures for those requirements relevant to their operation and the rules that specifically require a procedure.

Those rules that are not applicable to the operation should be shown in the compliance matrix as N/A so that the CAA assessor can establish that the operator has at least considered them.

An operator using a combination of large, medium, or small aircraft should write one set of procedures that encompasses all their operations in accordance with the highest applicable Part. For example, if Part 121 requirements are met, then generally Parts 125 and 135 will be met, and only the differences between the rules need to be checked. The exception would be if a fixed wing operator also operates helicopters – then it is likely that there will be types of operation that are peculiar to Part 135 that need to be included in the exposition.

CAA has produced rule matrices, also known as checklists, that are tailored to identify the options for certification of the AAOC or GAAOC holder, training and the maintenance options of Parts 145 and 43.

The matrices also cover the requirements of:

- Part 12 regarding accidents, incidents, and statistics
- Part 19 transition rules
- Part 43 regarding maintenance requirements
- Part 61 regarding pilot licensing
- Part 91 regarding general operating and flight rules.
- Part 92 regarding the carriage of dangerous goods
- Part 100, regarding SMS
- Part 108 regarding security programmes.
- Part 119 regarding certification
- Part 135, 125 or 121 as applicable, and
- Part 141 regarding training organisations

The rules contain prohibitions, mandatory requirements, matters that an operator must 'ensure', and areas where a procedure is required.

Where a mandatory requirement or a prohibition is stated and the rule is clear, the operator is not required to reproduce the rule or any part of that rule in the exposition.

However, the operator must be able to assure CAA that the operation is conducted within the scope of the rules.

The operator is required to have training and competency testing programmes that give assurance that personnel have the knowledge of the rules and the ability to operate within the scope of these rules. The training and competency testing programmes could be used to satisfy CAA and the operator that the operation is conducted within the scope of the rules.

Where the operator is required to ensure that a rule is complied with, this may need a procedure. Alternatively, the training and competency testing programmes, supported by quality checking processes or regular internal audits, may be sufficient in themselves to ensure compliance with a rule.

When considering all the rules that an operator must ensure compliance with, or that are mandatory, it is suggested that operators make good use of the training and competency testing programmes.

Where an operator intends to ensure elements of the rules are complied with through the training and competency checking programmes, these items should be included in the training syllabus and in a question bank for competency checking. Where a large number of items have been transferred to the training and checking area, the items should be broken down into manageable parts to be checked on a rotational basis.

Rule 119.79 Safety Management

To comply with this rule, operators seeking certification must develop, document, implement, and maintain an SMS. This system should include internal audits and regular reviews of the SMS and how it is working.

AC100-1, *Safety Management*, and the [SMS pages](#) on the CAA website, provide comprehensive guidance material to help operators implementing an SMS. Development and implementation of an SMS will not only give a structured set of tools: it will also provide significant business benefits.

Note: For many small operations, running an effective SMS can be achieved on a smaller scale than larger operations. AC100-1, Section 1.5, Scalability of SMS, provides a step-by-step approach to working what scale of SMS is appropriate, while Section 2.2.1, Element 1: Safety policy and accountability, outlines key responsibilities.

Rule 119.81 Airline air operator exposition

The purpose of an exposition is to express the CE's requirements for the conduct of the operation. It sets out the procedures, means and methods the operator will adopt to establish compliance with all applicable rules. An exposition will only be accepted if it meets all the requirements of Part 119 and other rule parts appropriate to the operation. A certificate cannot be issued until the exposition is accepted by the Director as providing sufficient assurance that an operator has procedures to maintain compliance with applicable rules, and therefore, can be granted entry into the system.

The exposition is also how an operator defines its operation and shows both its personnel and CAA how it will conduct its day-to-day business. It is intended to be a tool to help manage the operation.

An exposition should begin with the safety policy by the CE. The remaining parts of the exposition may be produced as any number of separate procedures manuals, if they are cross-referenced to the management part of the exposition.

All personnel should have ready access to and be familiar with those parts of an exposition that affect their areas of responsibility.

Senior persons

The titles and names of the senior persons within the operation must be listed in the exposition. Their duties and responsibilities and the areas in which they are directly responsible for liaison with the Director must be clearly defined.

Safety management

The exposition needs to cover how the SMS will be maintained, once it has been set up, in accordance with rule 119.79.

Scope of operations

The operator must outline the activities it plans to carry out. This could take the form of a list of aircraft the operator will operate, or details of planned air transport operations. Operators also need methods to assess and maintain:

- personnel competence (e.g. through training or recent experience)
- airworthiness of aircraft (e.g. through maintenance records), and
- where permitted, processes for deciding:
 - to change the work programme, e.g. by changing tasks and flights in the schedule, and
 - who has been the authority to make these decisions.

These methods must be specified in the exposition. CAA monitoring activities will determine if the operator is carrying out operations not covered by the exposition or which it is no longer equipped or staffed to carry out. If either was the case, the operator would be in non-compliance with the rule.

Organisational structure

There must be an organisation chart showing the reporting lines of the wider organisation, including the lines of responsibility and means of communication across the operation. It should include an approximate number of personnel, and their roles. There is no requirement to list names as this information is normally held in personnel records.

Work locations

The operator is required to identify each location at which it intends to carry out activities. The type of activity and staffing structure at each location must be outlined, and the operator should be able to show that there are adequate facilities on each site, to enable personnel to work safely and enable the operation to be carried out in accordance with the exposition.

Detailed procedures

The procedures listed in these paragraphs provide the working documents for the operation's activities. The headings are generally self-explanatory and must be addressed by all operators to the extent that they apply to the scope of intended activity. The procedures must accurately

describe how the operation carries out its key activities and ensures processes are followed to ensure work is done safely.

A procedure may take many forms and be as complex or brief as need be. The operator may use any form that is suitable for the purpose including:

- the form described below
- a flow chart
- in a checklist
- in a form to be completed, or
- audio or visual media (video etc).

The level of training, experience or qualifications held by the individuals may also have a bearing on depth and extent of any procedure. To be effective the procedure should describe the *Who, What, When, Where, Why* and *How*, as appropriate, to the task or action.

One method of presenting the components of a procedure can be described as:

(a) Who:

- the procedure is relevant to
- will accomplish the procedure
- is responsible to see that the procedure is done
 - an individual – engineer, inspector, pilot, flight or ground crew
 - a position – chief engineer, safety manager, operations manager
 - an operator – Part 119 certificate holder

(b) What:

- the procedure is about
- the procedure is trying to accomplish
- the person performing the procedure should do

(c) When:

- the procedure is to be accomplished
 - the frequency in hours, cycles, or calendar time
 - the actual date or time

(d) Where:

- the procedure will be accomplished
 - the specific facility

- the specific type of facility
- (e) Why:
- the procedure is required
- (f) How:
- the procedure will be accomplished, according to:
 - an identified manual, process control, or standard
 - the operator's maintenance programme
 - data approved by or acceptable to CAA
 - the person determines what procedure will be used and if it has been accomplished.

Another method of establishing a procedure may follow an ISO standard format. This may be varied as appropriate, as for some parts using all the elements is not required.

- **Policy:** This part would contain the company policy about the subject area. This could become repetitive, so in some cases a general policy statement of the CE may have covered this.
- **Purpose:** This will state the purpose for the procedure or process.
- **Scope:** This should cover the extent or limits of the procedure or process.
- **Responsibility:** This should identify the person responsible for carrying out the procedure or process. It is normally by position title.
- **References:** This will refer to any other documents or material required for the performance of the procedure or process and should include any exemptions.
- **Records:** This will identify any record or forms that are to be completed. For example, flight and duty records, load sheets or technical log etc.
- **Process or Procedure:** This is the explanation or instructions to carry out the task that satisfies the purpose for the process or procedure.

Procedures may be ordered in this manner or in any other way that achieves the desired outcome for the operator. They may be very simple or quite complex: this will depend on the outcome that is to be achieved. They could be in the form of a written description, flow diagram or completion of a checklist. In the case of a flow diagram or checklist the instructions for use could be very simple.

In some cases, it may be more appropriate to refer to rules 135.63, *Cockpit Checks*, or 135.65, *Passenger Safety*, in the training and competency programme. These rules do not require a procedure to be developed but do require each person performing an air operation to ensure the intent of the rules is complied with.

The procedures should have sufficient information to satisfy regulatory compliance. This may mean that other related rule references and prohibitions are included in the primary procedure. For example, planning for flight and preparation may include elements of Part 19,

Part 91 Subparts B, C, D and E, Part 135 Subparts C and D that in themselves do not require a procedure but must be considered during the planning phase.

This should have the effect of condensing procedures into areas relating to operational functions and overcoming the need to produce a procedure for all rules.

Finally, the procedures must show how an operator controls, amends and distributes its exposition. They must detail the origin of amendments to the exposition when any deficiency is found, in the normal course of an operation's activities, or during an internal quality control procedure, or audit. The procedures must also detail how the amendments will be controlled and distributed to holders of any affected parts of the document.

Note: *The Civil Aviation Act 2023 comes into effect on 5 April 2025. It will introduce the requirement for operators, who hold a certificate(s) listed in rule 99.5, Who is a DAMP operator, and who conduct safety-sensitive activities, to develop a drug and alcohol management plan (DAMP). There will be a two-year transition period from 5 April 2025 to 4 April 2027, during which time operators must submit their DAMP to CAA for approval by one of two deadlines set out in rule 99.9, Deadline for current DAMP operators to submit a DAMP for approval. DAMPs must be implemented, and form part of an operator's exposition, from 5 April 2027.*

More information on DAMP and the requirements can be found on the CAA [website](#), including the Part 99 rules, AC 99-1 and the transport instrument (CATI 99.19).

Subpart C — General Aviation Air Operator – Certification Requirements

This Subpart covers the certification of operators for operations under Part 135.

Operators of helicopters or smaller aeroplanes may request certification under this Subpart. Operators of combined fleets that consist of aeroplanes that fall under Parts 121, 125 and 135 should request certification under Subpart B. CAA will issue an AOC under Part 119 to conduct air operations under Parts 121,125 or 135 as appropriate to the scope of the operator's intended operations.

Rule 119.101 Personnel requirements

Rule 119.101 provides for an applicant for a GAAOC to employ, contract or otherwise engage any or all the nominated senior persons required under this rule. Refer to the section on [rule 119.51](#).

Rule 119.103 Personnel competency requirements

Refer to the section on [rule 119.53](#).

Rule 119.105 Resource requirements

Refer to the section on [rule 119.55](#).

Rule 119.107 Proving flights or tests

Refer to the section on [rule 119.57](#).

Rule 119.109 Maintenance responsibilities

Refer to the section on [rule 119.61](#).

Rule 119.111 Maintenance programme

Rule 119.111(b)(7): The general requirement of rule 135.353 is that all instruments and equipment installed in the aircraft must be serviceable. Rule 135.353(a)(4), however, provides for the development of a MEL to allow the continued operation of an otherwise unserviceable aircraft.

This rule requires an operator to include in the maintenance programme procedures for the recording and correction of deficiencies found during maintenance. This includes deficiencies found by the pilot, in service or during the normal pre-flight and after-flight inspections.

These procedures need to ensure that:

1. Any defect is appropriately recorded, and the aircraft has been inspected to approved data by a qualified person, and
2. A placard is attached to the defective item if applicable, and
3. The defect is cleared in the technical log clearly advising the pilot of the maintenance status of the aircraft and any conditions or limitations that may apply, and
4. A statement of release to service is made in the maintenance record certifying that the aircraft has been inspected or repaired to approved data and is released to service.

Rule 119.111(b)(10): This relates to retention of maintenance records, reference to data and the name of the person certifying the release to service. The rule has a direct relationship to

rules 43.69, *Maintenance records*, Part 91, Subpart G, *Operator Maintenance Requirements*, and ACs 91-6, *Aircraft technical log*, and 43-1, *Aircraft maintenance*.

Rule 119.113 Documentation

Refer to the section on [rule 119.65](#).

Rule 119.115 Records personnel

Refer to the section on [rule 119.67](#).

Rule 119.117 Records – resources

Refer to the section on [rule 119.69](#).

Rule 119.119 Flight authorisation and control

Refer to the section on [rule 119.71](#).

Rule 119.121 Flight following system

Refer to the section on [rule 119.73](#).

Rule 119.123 Establishment of operations procedures

Refer to the section on [rule 119.77](#).

Rule 119.125 General aviation air operator exposition

Refer to the section on [rule 119.81](#).

Subpart D — Operating Requirements

Rule 119.153 Flight operations requirements

Rule 119.153(b) SEIFR: A passenger carrying air transport operation conducted in a single engine aeroplane under IFR (SEIFR), may only be carried out by an operator certificated under Part 125.

Rule 119.157 Charter, cross hire and leasing New Zealand registered aircraft

General

It is recommended that any lease agreement be comprehensive and include sufficient detail to identify the parties to the lease and persons responsible for any function under the lease. The period of the lease, with a commencement and termination date, training and competency requirements, control and direction of maintenance, maintenance providers and defect control are all aspects that should be included.

Under a lease, Part 47 governs the limitation of the duration of the lease. A lease period exceeding 27 days will require the certificate of registration to be transferred into the air operator's name.

Rule 119.157(a): Regardless of the type of lease arrangement the pilot-in-command must be notified under which AOC the operation is being conducted. This could be provided to the pilot in the form of the identification of the flight records that are to be used.

Rule 119.157(b): Where an air operator leases an aircraft with or without aircrew from any person who does not hold an AOC, the operation must be conducted under the operator's own certificate. This will require the aircraft to be inducted into the operator's operational and maintenance system. When all the factors are considered the operator may decide that it is not a practicable option as it will require amendments to the operator's exposition, operations specifications and maintenance actions to operate the aircraft.

Where the lease is from another operator, the lease agreement should make provision for training, operational competency, control and direction of maintenance and maintenance providers.

Rule 119.159 Use of non-New Zealand registered aircraft

Rule 119.159 enables an operator to use a non-New Zealand registered aircraft on its New Zealand AOC. This provision enables the charter, lease, or similar arrangement of an aircraft for a short-term period (up to 182 days) when additional aircraft may be required. This could be, for example, during peak seasonal activity or when an existing aircraft is unavailable due to maintenance. It is not intended that this provision be used to enable an operator to use a permanent fleet of non-New Zealand registered aircraft.

The non-New Zealand registered aircraft should be approved by its State of Registry for ATO equivalent to the category to be operated on a New Zealand AOC. The aircraft must be maintained in accordance with a maintenance programme approved for the applicable ATO. The aircraft must also be appropriately equipped for ATO and maintained and equipped to a standard equivalent to those specified in the applicable sections of Parts 91, 119, 121, 125 and 135.

Operators also need to remember that the operation of a non-New Zealand registered aircraft will require agreements between the National Aviation Authority (NAA) of the State of Registry

and CAA for the maintenance and flight operations safety oversight, so they need to allow time for this.

When considering an application to use a non-New Zealand registered aircraft on a Part 119 AOC, operators should refer to the following guidelines:

Application

CAA strongly recommends that an operator intending to operate a non-New Zealand registered aircraft notifies the Director of the details required by this rule at least 90 days before the intended operation. This should provide CAA with sufficient time to assess the application and conduct the necessary liaison with the applicant and the National Aviation Authority (NAA) of the State of Registry.

An application to operate a non-New Zealand registered aircraft on a New Zealand AOC would ideally be made in writing to the Director 90 days before the intended use of the non-New Zealand registered aircraft.

An application to use a non-New Zealand registered aircraft on a New Zealand AOC where a previous application for the same type of aircraft from the same operator has been assessed and approved by the Director, must be notified in writing to the Director 30 days before the intended use of the aircraft.

Acceptable circumstances

Acceptable reasons for the use of a non-New Zealand registered aircraft on a New Zealand AOC are:

- To maintain integrity of a pre-existing flight schedule during planned heavy maintenance.
- To support seasonal schedule variations which dictate additional aircraft capacity to cope with demand.
- To maintain integrity of the pre-existing flight schedule during an aircraft-on-ground (AOG) situation or AOG recovery situation.

State of registration

CAA will assess NAA status of the non-New Zealand registered aircraft to ensure that an equivalent level of safety oversight is maintained.

Aircraft Type and Number Limitations

The non-New Zealand registered aircraft must be of the same type and series as aircraft that are presently being operated by the operator.

The total number of non-New Zealand registered aircraft to be operated under a New Zealand AOC at any one time must not exceed 20 percent of the total New Zealand-registered aircraft listed on the New Zealand operator's operations specifications at the time of application.

Duration

A non-New Zealand registered aircraft will normally only be listed on the operations specifications of a New Zealand AOC for a maximum period of 182 days in any 365 day-period.

If an operator wishes to use the non-New Zealand registered aircraft for a period of more than 182 days, they will need to make an application in writing to the Director detailing the reasons for the extension of this period.

Application assessment and approval

To approve an application to operate a non-New Zealand registered aircraft under a New Zealand AOC, the Director will need to ensure that:

- there is a signed oversight agreement between the NAA of the State of Registry of the non-New Zealand registered aircraft and CAA that clearly defines the specific responsibilities accepted by the respective NAAs in regard to airworthiness and flight operational safety oversight
- there is a signed charter, lease or similar arrangement, between the New Zealand operator and the non-New Zealand registered aircraft operator, detailing the conditions of aircraft use and regulatory compliance responsibilities of each party
- the non-New Zealand registered aircraft is maintained to air transport standards and is approved in its State of Registry for the type of operation intended under the New Zealand AOC, e.g. Part 121 operations
- the non-New Zealand registered aircraft continues to be maintained in accordance with a maintenance programme approved by the NAA of the State of Registry suitable for the applicable air operation under the New Zealand AOC, and
- the non-New Zealand registered aircraft, while being operated under a New Zealand AOC, is equipped to a standard equivalent to those specified in the applicable sections of Parts 91, 119, 121, 125 and 135.

Rule 119.161 Business or Trading Name

Rule 119.161(b): An operator must provide some method of clearly indicating to the passenger, before boarding the aircraft, the business or trading name of the certificate holder.

Rule 119.161(c): When advertising any of its air operations, the operator needs to clearly display the business or trading name that appears on their certificate.

Rule 119.165 Changes to a certificate holder's organisation

As an AOC holder's operation changes, the operator is responsible for amending their documents accordingly. These changes may require amendment of the operator's operations specifications. The operator is responsible for applying for any required amendment. The relevant forms can be found on the CAA website under the 'Forms' tab, by searching under '119'.

At all times the exposition must remain a current description of the organisation.

Any change to the items listed in this rule require prior notification and the acceptance of the Director.

In the case of the listed senior persons, nomination of a suitability qualified person that may be delegated for short-term absences of the principal person, could be accepted at the time of certification, or at any other time.

[Part 119, Appendix A, Qualifications and Experience of Senior Persons — Airline Air Operator Certificate Holder](#) details the requirements for the:

- A.1 Senior person responsible for air operations
- A.2 Senior person responsible for crew training and competency assessment
- A.3 Senior person responsible for the control and scheduling of maintenance
- A.4 Senior person responsible for the system for safety management

Appendix A — Subcontracting – General

Introduction

This section details the considerations for any air operator when subcontracting activities to subcontractors who may, or may not, be certificated by CAA. This subcontracted work is considered to be an extension of the work carried out by the operator and under the control of the operator's operational procedures and SMS.

The responsibility for the necessary documentation and liaison rests with the operator.

General Conditions

When activities are subcontracted, the subcontractor's facilities, personnel, and procedures related to the subcontracted activity should comply with Part 119 or other rule requirements for the duration of that activity.

As the rule does not specify that a CAA certificate is required, an operator may subcontract activities to a non-certificated organisation if there is provision in the operator's exposition for subcontracting.

The operator should have the expertise to decide whether the subcontractor meets the necessary standards, and that any activity is carried out in accordance with the operator's instructions.

An operator may find it necessary to include several specialist subcontractors in their exposition to enable the training and maintenance activities supporting their operation. The operator should provide the Director with evidence that it has the expertise and procedures to control the subcontractors.

The operator is responsible for all activities carried out by their subcontractors. Where an operator fails to control a subcontractor, it may put at risk part or all of its own Part 119 certification.

The extent of the subcontracting is only limited by the expertise and procedures of the Part 119 organisation. Acceptance of the subcontract is shown by the Director accepting the exposition containing a specific section on the control of subcontractors and a list of those subcontractors.

Procedures

When creating procedures for using subcontractors, the following are recommended:

- determining how the operators will use the subcontractor's services
- a pre-assessment procedure where the operator visits a prospective subcontractor before using their services, to determine whether the subcontractor's services that it wishes to use meet the requirements of the Part 119 operator
- if the subcontractor does not meet the requirements, developing a procedure to ensure the upgrade, of the relevant services to meet the intent of Part 119
- procedures to manage subcontractors, to record visits to subcontractors, to have a corrective action follow-up plan, and to show when subcontractors are being used, and
- procedures for the operator to audit the subcontractor's work.

Appendix B — Engaging a Maintenance Provider

Introduction

This section details the procedures to be followed by an operator when they engage a maintenance provider. This information will also be useful for maintenance providers certificated under Part 145 and wishing to carry out contracted maintenance tasks for air operators.

Responsibilities

The operator is responsible for all aspects of the airworthiness and maintenance of their aircraft, including planning and ensuring the maintenance is completed in accordance with the maintenance programme requirements. This includes responsibility for:

- properly planning all necessary maintenance
- providing adequate documentation, such as the operator's maintenance manuals, aircraft maintenance, repair, and parts manuals, maintenance programmes and associated recording documents necessary to ensure that the planned maintenance can be properly carried out and recorded
- providing aircraft reliability programmes, and control of the development of maintenance programmes
- airworthiness occurrence control including reporting and control of defects
- complying with all applicable ADs
- assessing, and actioning as appropriate, all manufacturers' SBs or other service recommendations
- making the aircraft available to the persons who are to perform the maintenance whenever maintenance is due, and giving adequate technical direction for all work to be carried out
- completing all required flight records and logbooks, and actioning any required entries
- maintaining all aircraft documents such as aircraft flight manuals and associated minimum equipment lists to their correct status.

Note: *The operator may choose to contract other persons or organisations to carry out any or all of the above tasks. However, contracted arrangements for accomplishing these tasks do not absolve the operator from the final responsibility for ensuring the safe operation and continuing airworthiness of their aircraft.*

General conditions

When establishing a contract between an operator and a maintenance organisation to carry out any of the above listed tasks, the operator should consider the following:

- conditions to satisfy CAA that the maintenance provider/s are able to satisfy the terms of the contract

- a formal agreement established between the two parties in accordance with this AC defining which functions are to be contracted and forming a part of the exposition of each party as appropriate
- nomination of a senior person from within the operator's company to liaise with the contracting organisation on contract matters.

In its assessment of the arrangements made by the operator for a maintenance provider to carry out any of the listed tasks, CAA may need to examine all technical agreements between the parties. The contract should form a part of the exposition of each organisation.

Contracting to a foreign organisation

Where an air operator wishes to contract all or part of its maintenance tasks to a maintenance provider outside of the New Zealand aviation system:

- the foreign maintenance provider must hold an appropriate certificate, issued by a state subject to a technical arrangement with CAANZ, and
- a formal agreement should be established between the two parties, in accordance with this AC, and any requirements detailed in the technical arrangement, defining which tasks are to be contracted
- the maintenance provider which is to be used should be acceptable to the Director for the tasks to be contracted
- arrangements should be made to ensure that CAA can inspect the facilities at any of the nominated locations if it makes a request to do so
- all work must be completed and certified in accordance with the New Zealand air operator's exposition.

Detailed content of the maintenance agreement

Note 1: *Written agreements should clearly define what action is allowed by the maintenance provider without prior consultation, and what tasks require operator agreement.*

Note 2: *Whenever an aircraft is presented for scheduled or unscheduled maintenance, it is essential that a precise instruction is given of the inspections required. All known defects must be documented, together with any additional work required – after consultation with the maintenance provider as necessary.*

The formal written agreement should consider the following items, as appropriate:

- the general divisions of responsibility between the two parties for the overall support of the aircraft, compliance with statutory regulations and other relevant requirements
- coordination between the two parties – contact points for the interchange of airworthiness matters
- responsibilities for any secondary authorisations and sub-contracted tasks such as NDT, aircraft weighing or painting
- provision of adequate numbers of suitably trained and qualified engineering personnel
- planning for how to allocate tasks to maintenance personnel and manage their work

- provision of covered accommodation for aircraft undergoing maintenance
- provision of tools and equipment for scheduled and unscheduled tasks
- component and material control – the provision of spares, their source, acceptance and storage.

Note: *Particular attention must be paid to the provision of replacement parts and components, for defect rectification, and of spares pooling arrangements.*

- control, distribution and amendment of technical manuals, publications and drawings
- operator's name and AOC number.
- name and CAA certificate number, if any, of the sub-contracting organisation
- title and reference number of the exposition or engineering manual in which the sub-contracting arrangements are described.

Appendix C — Electronic records and documentation

Documentation and records need to be kept in an easily accessible form, so that operations and other requirements can be assessed later, if required. These documents also form an important part of the reference material for other operations tasks, training, and continued air operator responsibilities.

Records can be kept electronically but systems should ensure information security, integrity, and retrieval. A system of backing up electronic data is considered vital. Procedures for electronic record and document keeping should consider:

- prevention of data loss in the event of power interruptions
- software control, including amendments and prevention of corruption
- prevention of unauthorised access
- audit trail facilities
- archiving of data in a similar manner to hardcopies, and for a similar period
- backup of critical information, preferably once a day, with secure and reliable storage for that backup information
- data verification, on entry and retrieval
- publication provisions
- training
- amendment of stored data
- problem report register including the problem details and solutions.