



CAMEROON CIVIL AVIATION AUTHORITY – DIRECTION OF AVIATION SAFETY

MANUAL	REF	DSA AOC MAN 001
AIR OPERATOR CERTIFICATION AND SURVEILLANCE MANUAL	ED	02 DU 01/04/2015
	REV	00 DU 01/04/2015

CHAPTER 3 CERTIFICATION PROCEDURES GENERAL

3.1 INTRODUCTION

3.1.1 The purpose of an AOC is to certify that specified commercial air transport operations are authorized by CCAA and are in conformance with applicable regulations. The procedures contained in this manual will be utilized by CCAA inspectors for the issuance of an AOC and for the continuing safety oversight and inspection by CCAA of the operations conducted in accordance with the AOC and the related operations specifications.

3.1.2 During the certification process, CCAA is to be satisfied that the applicant, who will have the ultimate responsibility for the safety of the operation, is eligible for the issuance of an AOC and has the ability and competence both to conduct safe and efficient operations and to comply with applicable regulations. CCAA, in addition to assessing the ability and competence of the applicant, will also endeavor to guide the applicant in organizational and procedural matters which will result in a safe operation. Thus, if the objectives of both the CCAA and the applicant are achieved in the certification process, they will have commenced their shared responsibility for safety, regularity and efficiency of operations, which will in turn enhance the public confidence in the operations conducted by the applicant as an operator and holder of an AOC.

3.1.3 To be eligible for an AOC an applicant must be certified for operating at least one aircraft that is not wet-leased. Applicants that plan to operate only wet-leased aircraft cannot satisfy the certification procedures of CCAA. CCAA shall revoke or suspend the AOC of an organization that operates only wet-leased aircraft during a period longer than six (06) months.

3.1.4 At the commencement of the certification process, a CCAA inspector will be appointed as the project manager (PM) and a certification team will be established consisting of qualified and experienced inspectors of the necessary specializations, such as operations, airworthiness, cabin safety and dangerous goods. The applicant will be informed that the PM will be responsible for coordinating all aspects of the certification process and will be the focal point for dealing with all matters between the applicant and CCAA. The safety oversight workload of the PM and team members may need to be adjusted in order that enough time is provided for the certification of a new air operator.



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3.1.5 The certification process shall be documented with all documents and checklists used to be completed, signed and dated and appropriately filed. All findings or discrepancies noted during the inspections and evaluations must be notified to the applicant in writing. The applicant should address all findings and discrepancies to the satisfaction of CCAA before the issue of the AOC.

3.1.6 Since each operation may differ significantly in complexity and scope, the PM and the certification team have considerable latitude in taking decisions and making recommendations during the certification process. The ultimate recommendation by the PM and decision by CCAA regarding certification and awarding of an AOC are to be based on the determination of whether or not the applicant meets Cameroon's requirements and is adequately equipped and capable of conducting the proposed operation in a safe and efficient manner.

3.2 CERTIFICATION PROCEDURE

3.2.1 The procedure for the application and granting of an AOC by CCAA will be organized in phases and will take the following sequence:

- a) Pre-application phase ;
- b) Formal application phase ;
- c) Document evaluation phase ;
- d) Demonstration and inspection phase ; and
- e) Certification phase.

3.2.2 Each of these phases is briefly introduced below and each will be dealt with in greater detail in the succeeding chapters of this manual.



DSA.AOC.CHL.060

To track this 5 phases lengthy process, the PM will use the checklist **DSA.AOC.CHL.060**.



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PROGRESS OF CERTIFICATION PROCESS
DSA.AOC.CHKL060



CCAA

Official Name of the Operator	
Business Trading Name	
Headquarter address	
Main Base location	
Certification Project Manager	
Certification Project Team Members	
Last File update	

Date 31/01/2014

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Preparée par: Paule Assoumou Fohi

CCAA
Direction de l'Aviation
Sécurité



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3.3 PRE-APPLICATION PHASE

3.3.1 A prospective operator who intends to apply for an AOC shall enter into preliminary discussions with CCAA and will be provided with complete information concerning the type of operations which may be authorized, the data to be provided by the applicant and the procedures which will be followed in the processing of the application. It is essential that the applicant has, in this pre-application phase, a clear understanding of the form, content and documents required for the formal application. A standard information package through the “Instruction N° 355 du 04 Août 2009 relative à l’acquisition du Titre de Transporteur Aérien” has been developed to provide information to applicants and is available for download from CCAA website <http://www.dasis.ccaa.aero>. The applicant shall also be informed of the means to obtain Cameroon regulations and related guidance material.

3.3.2 CCAA will advise the prospective operator on the approximate period of time that will be required to conduct the certification process, subsequent to the receipt of a complete and properly executed application. This advice is of particular importance in the case of new operators so that such applicants may avoid undue financial outlays during the certification period.

3.3.3 In those cases where an applicant's organization is in the formative stage, and the applicant has little or no operating experience, the applicant shall be advised that it may not be possible to judge the organization’s operating competency until a sufficient period of operational proving, including proving flight operations, have been carried out and that the considerable financial outlays unavoidable.

3.3.4 The importance of a thorough and careful preliminary assessment of the application cannot be overemphasized. The more thoroughly the applicant’s competence is established at this stage, the less likelihood there will be of having serious problems in the document evaluation and the demonstration and inspection phases preceding certification or during the course of subsequent operations. Analysis of the application will indicate either that it is acceptable on a preliminary basis or that it is unacceptable.



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3.3.5 If the application is acceptable to CCAA on the basis of the preliminary assessment, the applicant should be encouraged to proceed with preparations for the commencement of operations on the basis that an AOC will be issued subject to satisfactory completion of the remainder of the certification procedure.

3.3.6 The pre-application phase will also include a parallel assessment of the financial, economic and legal status of the applicant and the proposed operation. The financial viability of the operation may be the most critical factor in reaching a decision on whether or not an AOC should be awarded. The determination of the financial resources of the applicant is usually based on an audit of the operator’s assets and liabilities and a thorough evaluation of all financial information and other pertinent data such as proposed arrangements for the purchase or lease of aircraft and major equipment.

3.3.7 “CCAA, Department of Air Transport and Security” is responsible to carry out the financial, economic and legal assessment of the applicant and the proposed operation.

3.4 FORMAL APPLICATION PHASE

3.4.1 Upon completion of the assessment concerning the financial, economic and legal aspects of the application and after any deficiencies have been corrected, a provisional determination shall be made regarding the general feasibility of the operation. If the operation is found to be provisionally acceptable, the second phase of the certification process, the formal application phase, can be undertaken.

3.4.2 The formal application for an AOC, accompanied by the required documentation, shall be submitted according to “Instruction N° 355 du 04 Août 2009 relative à l’acquisition du Titre de Transporteur Aérien” and in the manner prescribed in Chapter 5 of this manual.

3.4.3 The submission of a formal application is interpreted by CCAA to mean that the applicant is aware of the regulations applicable to the proposed operation, is prepared to show the method of compliance and is prepared for an in depth evaluation, demonstration and inspection related to the required manuals, training programmes, operation and maintenance facilities, aircraft, support equipment, record keeping, dangerous goods programme, security programme, flight crew and key management personnel, including the functioning of the administrative and operational organization.



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3.5 DOCUMENT EVALUATION PHASE

3.5.1 The document evaluation phase involves the detailed examination of all documentation and manuals provided by the applicant to establish that every aspect required by the regulations is included and adequately covered.

3.5.2 In order to facilitate this phase of the certification process, the applicant shall coordinate all aspects of the development of the required documentation with CCAA certification team, prior to submission of the formal application.

3.6 DEMONSTRATION AND INSPECTION PHASE

3.6. Inspections in this phase will involve base and station facility inspections, inspection of the operational control and supervision facilities and inspection of training programmes and training facilities.

3.6.2 Demonstrations will involve demonstration of the operational control system and may involve demonstration flights.

3.7 CERTIFICATION PHASE

3.7.1 The certification phase is the conclusion of the certification process when CCAA PM has determined that all certification requirements, both operational and economic, have been completed in a satisfactory manner and that the operator will comply with the applicable regulations and is fully capable of fulfilling its responsibilities and conducting a safe operation.

3.7.2 The culmination of this phase is the issuance of the AOC and its associated operation specifications, authorizing the conduct of the specified operations.



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3.7.3 Subsequent to the issuance of an AOC, CCAA staff will be responsible for continued surveillance and for conducting periodic inspections as contained in Volumes II and III of this manual, to ensure the operator’s continued compliance with CCAA regulations, authorizations, limitations and provisions of its AOC and operations specifications. These periodic inspections are components of a continuing safety oversight programme.



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CHAPTER 4 PRE-APPLICATION PHASE



JTA.OPS.2001, CMR.AOC.FORM.000, DSA.AOC.CHL.060

4.1 INITIAL INQUIRY AND CCAA RESPONSE

4.1.1 The pre-application phase commences with the applicant making an initial inquiry by letter, telephone call or personal visit to CCAA.

4.1.2 CCAA staff shall advise the applicant to thoroughly review CCAA regulations, directives and advisory materials and provide guidance concerning personnel, facilities, equipment and technical data requirements and an explanation of the certification process, in the standard information package for applicants for an AOC.

4.1.3 The standard information package includes the form **CMR.AOC.FORM.000** for the prospective operator's pre-assessment statement of Intent (PASI) to be completed by the applicant and the "Instruction N° 355 du 04 Août 2009 relative à l'acquisition du Titre de Transporteur Aérien" containing: a description of the application process for obtaining an AOC; an introduction to the specific CCAA regulations; guidance on the evaluation of an applicant for certification; guidance on the issuance of an AOC and associated operations specifications; Any other CCAA directive or advisory material necessary for the certification process will also be provided.

4.1.4 The purpose of the **CMR.AOC.FORM.000** is to establish the intent of the applicant to continue with the process for certification and to thus enable CCAA to commit resources and plan the certification process.

4.1.5 The **CMR.AOC.FORM.000** form and instructions for its completion are provided in Attachments A and B to this volume.



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4.2 CCAA ACTIONS ON RECEIPT OF A COMPLETED PASI

4.2.1 Once a completed PASI is received, a CCAA inspector will be appointed as the project manager (PM) and a certification team will be established consisting of qualified and experienced inspectors of the necessary specializations, such as operations, airworthiness, cabin safety, and dangerous goods.

4.2.2 The PM shall have completed an appropriate training course on air operator certification and surveillance, including on-the-job training, and should have previous experience in the certification of an air operator. It is desirable that a person with extensive inspector experience be designated as the PM.

4.2.3 The PM shall serve as the primary spokesperson for CCAA throughout the certification process. Consequently, the PM must thoroughly co-ordinate all certification matters with all other specialists assigned to the certification project. The PM shall be responsible for ensuring that all certification job functions are completed. All correspondence, both to and from the applicant, shall be coordinated with the PM. The PM shall ensure that CCAA and the air operator staff involved with the certification project are kept fully informed of the current status of the certification. The Pre-Application Job Aid **JTA.OPS 2.001** at the end of this chapter will be used as a guide for the conduct of these status meetings. The PM must notify CCAA management of any information that may significantly affect or delay the certification project.

4.2.4 CCAA certification team will conduct a review of the PASI and if the information provided is considered acceptable, the PM will schedule a pre-application meeting with the applicant.

4.3 PRE-APPLICATION MEETING

4.3.1 The purpose of the reapplication meeting is to confirm the information provided in the POPS to determine whether or not the applicant has sufficient knowledge of the appropriate CCAA regulations and requirements and to confirm, for the applicant, the expectations of CCAA.



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4.3.2 The pre-application meeting will be attended by the CCAA PM and certification team and the key management personnel of the applicant. The applicant should be prepared to discuss, in general terms, all aspects of the proposed operations.

4.3.3 The applicant will be provided with an overview of the certification process and made aware of the “CCAA, Departement of Air Transport and Security” responsible for financial, economic and legal matters, and for the necessary assessment of the applicant’s financial resources and ability to support the proposed operations.

It is essential that the financial, economic and legal assessments are commenced early since an AOC shall not be granted without a satisfactory assessment of these aspects from the appropriate department.

4.3.4 The PM and the certification team shall prepare an application package for delivery at the pre-application meeting. This package should be more detailed than the standard information package described in 4.1.3 above and designed to assist the applicant in the preparation of a formal application for certification. This application package shall contain: the advisory pamphlet described in 4.1.3; a list of the documents that shall be provided with the formal application; a schedule of events in the certification process; an example of the type of operations specifications associated with an AOC; and, any other information that may be helpful. The required documents shall be discussed in detail at the pre-application meeting to provide the applicant with as much assistance as possible.

4.3.5 Subsequent to the pre-application meeting, the certification team will evaluate the results of the meeting. Should the certification team consider that the applicant is not ready to make a formal application, advice shall be given on further preparation and another pre-application meeting shall be scheduled or, alternatively, the applicant may be advised to withdraw the intent to apply for certification.



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4.3.6 Should the certification team establish that the information provided in the pre-application statement is satisfactory and that the applicant has a clear understanding of the certification process, the applicant shall then be invited to prepare and proceed with a formal application, as outlined in Chapter 5 of this volume.

4.3.7 The Pre-Application Phase – Job Aid **JTA.OPS 2.001** shall be followed and the relevant part of **DSA.AOC.CHL.060** shall be completed prior to proceeding with the formal application phase.



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JOB TASK ANALYSIS

CPS 2.001 - Certification Phase 1: Pre-Application Phase (Gate 1)



1. Regulation References:

- 1.1 Instruction N° 355 du 04 Août 2009 relative à l'acquisition du Titre de Transporteur Aérien

2. CCAA Forms/Checklists:

- 2.1 CMR AOC FORM 000 Demande préliminaire
- 2.2 Liste de présence
- 2.3 DSA AOC CH/L 060 Progress of certification process

3. Guidance Material References: ICAO Doc. 8335

4. Job Task Description:

To certify an Air Operator or Air Agency in accordance with the appropriate regulations for Pre-application Phase I – (Gate I)

5. Job Performance Subtasks:

- 5.1 Receive initial inquiry
 - 5.1.1 Refer applicant to correct CAA Office
- 5.2 Conduct applicant orientation meeting
 - 5.2.1 Perform preliminary discussions
- 5.3 Receive Pre-Application Statement of Intent (PAI)
 - 5.3.1 Open work tracking record
 - 5.3.2 Review and acceptance of PAI
- 5.4 Assign certification team
- 5.5 Assign certificate number
 - 5.5.1 Initiate certification file
- 5.6 Conduct pre-application meeting
- 5.7 Provide package of pre-certification information
- 5.8 Brief the applicant on certification process, pertinent regulations, and economic authority requirements
- 5.9 Verify information on the PAI
 - 5.9.1 Explain the requirements of the formal application
 - 5.9.2 Explain the formal application letter
 - 5.9.3 Describe formal application attachments
- 5.10 Conclude pre-application meeting
 - 5.10.1 Termination of the pre-application phase
 - 5.10.2 Terminate the certification file
 - 5.10.3 Close work tracking record
- 5.11 Proceed to formal application phase of certification process



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PROGRESS OF CERTIFICATION PROCESS

DSA AOC CHS1 001



CCAA

IT*	Item of certification	Y/N	Date received	Date(s) returned for change	Date accepted	Inspector Initial	Observations
Phase 1: Pre-Application Phase							
	<i>INITIAL INQUIRY</i>						
1	Initial request by the Operator						
2	Explaining the certification process and advising the applicant to review the CAA regulations, directives and advisory materials and provide guidance concerning personnel, facilities, equipment and technical data requirements						
3	CAA to schedule a pre-application meeting						
	<i>PRE APPLICATION MEETING</i>						
4	Pre-application meeting attended by the CAA project manager and the key personnel of the operator						

Date 11/01/2014

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Prepares par: Paule Assoumou +ok


 Paule Assoumou
 Responsable de la Direction de la Sécurité de Vol
 Direction de la Sécurité de Vol
 Direction de la Sécurité de Vol