



Civil Aviation Authority of Sri Lanka

Operations Inspector Training Manual

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FOREWORD

This volume of the manual has been prepared with a view to outlining the Training Policies of the Flight Operations Inspectors of the CIVIL AVIATION AUTHORITY OF SRI LANKA and the various Duties and Responsibilities to be performed by the inspectors of the Operations section in the performance of Safety Oversight responsibilities.

This manual is a part of the Operations Inspectors Handbook SLCAP 4200. It is emphasized that all matters pertaining to an inspector's duties and responsibilities cannot be covered in this manual. Inspectors are expected to use good judgment in matters where specific guidance has not been given. Changes in aviation technology, legislation and within the industry will necessitate changes to requirements.

The training is outlined taking to consideration for new recruits and new applicants as Inspectors. Training will vary according to an individual's experiences as the inspectors with industry experience will not have to go through certain elements of the Master Training Plan.

Comments and recommendations for revision/amendment action to this publication should be forwarded to the Director Flight Safety for the perusal of the Director General, Civil Aviation Authority of Sri Lanka.

H. M. C. Nimalsiri
Director General of Civil Aviation &
Chief Executive Officer

March 2018

Civil Aviation Authority of Sri Lanka
No 152/1, Minuwangoda Road
Katunayake,
Sri Lanka.

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Chapter 1

1. INTRODUCTION

- 1.1 The Flight Safety Division being the section responsible for the issuance of an Air Operator Certificate for an applicant in compliance to Annex 6 and Chapter 73 of Civil Aviation Act no; 14 of 2010, has the task of maintaining regular surveillance of the operational aspects of all Air Transport Operators in order to ensure safe and efficient commercial air transport services in the country. This surveillance covers not only Airlines operating scheduled services but also non-scheduled operators and General Aviation; and includes both fixed wing aircraft and helicopters. The Flight Safety Division will be responsible to carry out Surveillance Inspection of the system and Certification Checks of aircrew as a part of its regular inspection programme. The personnel of this Division are responsible for carrying out all of the Safety Oversight Responsibilities assigned by the Convention on International Civil Aviation and its Annexes except for those elements that pertain to determining whether or not there is a need for a service and for determining the financial viability of an operator or a potential operator.
- 1.2 In order to accomplish these tasks, qualified Operations Inspectors will be appointed to the CAASLSL against established scheme of recruitment, who will conduct Surveillance/Inspection/Checks as per the policies laid down in the ICAO Annexes, Docs & Implementing standards as desired by the Director General of CAASLSL.
- 1.3 CAASLSL will strive at all times to ensure to employ inspectors in sufficient numbers to carry-out the Safety Oversight duties as required. The qualifications for the individual discipline of inspectors will be governed by the Scheme of Recruitment as determined by CAASLSL. The training will be carried out as per the Master Training Plan and it will be accomplished not only through “Theory” but by “On the Job Training “as well.
- 1.4 The training along with OJT will be carried out by personnel acceptable to DGCA.

2. STATUTORY AUTHORITY

- 2.1 The Flight Safety Division is guided by the regulations and the guidance materials published and is duly authorized by Delegation of Authority issued by DGCA.
- 2.1.1 **The activities of the Operations Inspectors will be governed by the following:-**
- a. Chapter 9, Para 9.4.4. of ‘DOC 8335 AN/879 of the ICAO Manual of Procedures for Operation Inspection, Certification and Continued Surveillance
 - b. Air Navigation Rules of 1955, Civil Aviation Act 14 Of 2010 and all relevant Rules & regulations published by DGCA in terms of Implementing standards, Aviation Safety Notices, General Directives & Directives issued by DGCA from time to time.
 - c. Flight Operations Inspector Manual.
 - d. Flight Operations Inspector Circulars

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3. STAFFING REQUIREMENTS

3.1 General

3.1.1 Staffing of the Directorate of Flight Safety Regulations with a sufficient number of suitable Operations Inspectors, experienced, qualified and capable of accomplishing the wide range of activities covered in the Operations Inspector Handbook is paramount to the success of the Safety Oversight Programme of the Civil Aviation Authority.

3.1.2 Operations Inspectors must not only have the knowledge, experience and qualifications to carry out their duties in a professionally sound manner, but also possess the personality to win the respect and confidence of the operators. This would require a reasonable level of tact, understanding, firmness, impartiality, integrity and an exemplary personal conduct both in the air and on the ground.

3.1.3 Authorized Strength of Flight Operations Inspectors

- a. The number of Operations Inspectors required will be determined by the level of and the growth of aviation in the country. A periodic review will determine whether or not there need to be a change in the number of Inspectors authorized.
- b. The following guidelines are considered to be the minimum number that is reasonable for Operations Inspectors to carry out their tasks.

3.2 The number and composition of inspectors may be guided by either number of aircraft or the number of personnel, in the industry. Although the norm is to have one Operations Inspector per approximately ten aircraft of a particular type, this is only a rough rule of thumb. CAASLSL will, however, need to take into consideration the number of operators that are operating and the complexity of the air operations as these would affect the workload.

3.3 Because of the diversity of aircraft operating in General Aviation, the ratio mentioned in (a) above may not be applicable for General Aviation. In such cases, a ratio of one Operations Inspector for fifteen aircraft (by judiciously combining two or more types) is considered a suitable option. Where qualified inspectors are not available for a particular type, any Operations Inspector may carry out any required check from the forward observer seat.

3.3.1 Qualification of a (Flight) Operations Inspector

- a. Persons seeking a position as a Flight Operations Inspector should have held previous appointments either in operational management as an airline pilot or training instructor, or as a military pilot where experience in air transport operations would have been acquired.
- b. A Flight Operations Inspector should have extensive operational experience, not less than 5,000 hours as pilot in command of air transport civil or military aircraft (Note: This is an ideal requirement. CAASLSL may wish to lower this requirement if pilots with indicated experience are not available. However, care must be taken not to assign the Inspector with tasks that would be difficult to perform with his limited experience.)

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- c. The Flight Operations Inspectors should have the following qualifications.
- d. For carrying out oversight responsibilities of Pilots they should hold a current ATPL/CPL licence with an endorsement on the type of aircraft for which they are being utilized;
- e. For Surveillance tasks, they must hold or have held an ATPL/CPL licence within the past two years. For airline surveillance, they must hold or have held a type rating on a jet/turbo prop aircraft similar to the class and type on which they are required to conduct surveillance. A type rating on a particular type of aircraft is not required for the conduct of cockpit en-route inspections;
- f. They should have a broad air transport background of 5 years or more, either airline or military;
- g. Experience with problems of operating or maintaining transport aircraft;
- h. Meteorological and climatological knowledge and experience;
- i. Experience with technical training including visual aids, training devices and aircraft flight simulators;
- j. Have a reputation for possessing qualities of initiative, tact, tolerance and patience; and
- k. In all cases, they must have successfully completed a CAASL approved Basic Course for Operations Inspectors. (Note: CAASLs should arrange for the recently inducted Operation Inspectors to successfully complete a Basic Inspector Course before employing the Inspector Job Functions). Subsequently, the Inspector must also successfully complete a course of instructions in the under mentioned areas:
 - Advance Inspector Course (The syllabus should include ETOPs, Cat II & III Operations, RVSM/MNPS, MMEL; and may be covered in different phases)
 - Audit Policy and Procedures Course
 - Designated Check Pilot Course
 - Aircraft Performance Course
 - Aircraft Type Training (as required)
 - Crew Resource Management Course
 - Simulator Evaluation & Approval Course (Depending on Assigned Duties)
 - Cabin Safety (If applicable)
 - Dangerous Goods Course (Depending on Assigned Duties)
 - Accident Investigation Course (Depending on Assigned Duties)

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- Aviation Safety Promotion Course (Depending on Assigned Duties)
- Personnel Licensing Course (Depending on Assigned Duties)
- Aerodrome Certification Course (Depending on Assigned Duties)

3.3.2 In cases where suitable pilots fulfilling the above criteria are not available, the Director General of Civil Aviation may, at his discretion, relax the requirements, taking into consideration the pilot's seniority, past performance, flying record, experience, progression towards a higher rating and utility of the Operations Inspectors.

4. DUTIES OF A OPERATIONS INSPECTOR

4.1 The duties and responsibilities of Operations Inspectors are laid down in the Operations Inspectors Handbook and are divided into Surveillance, Operational Inspections that could lead to Certification of an Operator and the subsequent issue of an Air Operator Certificate by the Director General, and Pilot Certification. These Job Functions cover both ground and in-flight inspections. The in-flight inspections cover checks from the observer's seat as laid down in the Operations Inspector Handbook.

4.2 Operations Inspectors are to particularly ensure that: -

- a) Proper analytical reports are submitted promptly to the Director, Flight Safety on their inspections.
- b) Flying and surveillance programmes are submitted about 10 days in advance of each month.
- c) For important occurrences requiring immediate action, a report is submitted immediately.
- d) Tasks, assigned/information requested by other CAASL Departments are responded to promptly. Reports are to be submitted through the Director, Flight Safety.
- e) All orders/notices/circulars issued by the DGCA and Director, Flight Safety regulations are adhered to and responded to promptly where necessary.
- f) Use initiative to pursue any matter that needs to be attended to by the CAASLSL in the interest of air safety and for efficiency of the system.
- g) Ensure that the confidentiality is always maintained.
- h) Maintain a constant dialogue with operators and officials in the aviation industry on professional matters in order to keep up to date with latest developments.

5. TECHNICAL TRAINING FOR OPERATIONS INSPECTORS

5.1 Technical Training of Operations Inspectors may be accomplished from several sources. These can be contracted to an operator who offers a course that is approved for use in that country for use by their citizens, or from aircraft manufacturers or from operators of Sri Lanka

5.2 An Inspector who is not qualified on the type of aircraft he is conducting inspection on is required to undergo a full type-rating course before embarking on pilots certification

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- activities on that type of aircraft. Routine surveillance activities can be accomplished on any aircraft in airline service whether or not the Inspector is type rated on that particular type. In cases where the inspector is conducting a surveillance function on an aircraft in which he is not type rated, he must limit his observations and remarks to those elements that are not specific to that type of aircraft unless the occurrence is self-evident and would not take a type rated person to make an observation of that nature. An example of that would be not levelling at the altitude to which cleared or not complying with an ATC clearance.
- 5.3 If the inspector is a flight engineer who does not hold a pilot’s licence, he will make an effort to conduct cockpit en-route inspections on aircraft that has a flight engineer as a required crewmember, however, if the aircraft does not have a flight engineer position, the flight engineer Inspector can conduct a cockpit en-route inspection on any aircraft in airline service. He will confine his observations to those items that are common to all aircraft, such as ATC clearances, situational awareness, altitude control, airspeed control and other general items. He will observe and make appropriate comments to the crew concerning those occurrences that are self-evident and would not require a type rated person to make an observation of that nature.
- 5.4 The organization of the Flight Safety is designed to carry out operational surveillance, certification inspections and DCP monitoring. Its functions cover both surveillance and certification of aircrew and operators. The Flight Safety Division requires dedicated specialized staff to carry out its function. A specialized training course for Operations Inspectors is a necessary pre-requisite for the Operations Inspectors to carry out their Safety Oversight task(s). In the final analysis, the Operations Inspectors will require continuous training to keep pace with the growth of aviation in the country.
- 5.5 In view of the increasing complexity of modern operating techniques, aircraft and equipment, there is a continuous need to review the scope of inspections and related techniques and procedures in order to better evaluate specific areas of interest and assure effective use of the of Flight Safety Division resources.
- 5.6 At all times feasible to the authority an inspector may be scheduled for a minimum of one refresher/recurrent training course followed by a proficiency check in a year. This training can be accomplished either in an aircraft or an approved simulator. [Note: States may opt to go in for the Line Flying Currency Programme in which case an OI may be attached with an Operator (through a Mutual Agreement). A proposed Civil Aviation Directive for Line Flying Currency Programme of Civil Aviation Flight Operations Inspectors is placed at Appendix 'A' for guidance.]
- 5.7 When an Inspector is rated on two types of aircraft, he must be scheduled for refresher/recurrent training on ‘type A’ one year and the next year he would be scheduled for training on ‘type B’. Training requirements would alternate thereafter from ‘type A’ to ‘type B’; etc. It is not anticipated that an Inspector will be required to maintain currency in this manner in more than two types of aircraft during any one period. To add a different type aircraft, the inspector would be required to complete the required type rating training for that type of aircraft and then replace one of the previous types with the new one, for purposes of currency.
- 5.8 Proficiency checks for a CAASL Operations Inspector must be conducted by a CAASL Operations Inspector. When this is not possible or practical because of time / distances

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- and/or expenses, by prior arrangement, a check carried out by a Operations Inspector of the country in which the check is to be carried out to the level required by that authority for their own Inspectors, or to the level required by the rules of Sri Lanka would be acceptable to CAASL Sri Lanka
- 5.9 Operations Inspectors are not exercising the privilege of their pilots licence and are not carrying passengers for hire or compensation when they are performing CAASL required certification or surveillance activities, therefore, they are not required to maintain the same level of currency as are required of pilots that are exercising the privilege of their licence and carrying passengers for hire or compensation.
- 5.10 There may be an occasion where there is no inspector qualified and current on a particular type of aircraft and there is a need for one to accomplish a task that normally required a type rating. In such a case, an inspector with a type rating on a similar aircraft could accomplish the required task after being issued a letter of authorization from the Director General or his designated representative.

6. QUALIFICATIONS REQUIRED FOR INSPECTOR ACTIVITIES

- 6.1 The following is a synopsis for the qualifications required by an inspector for the carrying out of the various activities under the CAASL Safety Oversight Programme:
- 6.2 **Inspectors Duties**
- a. Completion of a basic inspector course; and
 - b. Completion of type rating training on that type of aircraft within the preceding 12 months or if the initial training was completed more than 12 months, have completed recurrent training and a proficiency check. This type of duty includes: Conducting of Licensing checks (Skill Test), line checks, proficiency checks or any other certification checks as directed for an operator's pilot(s)/flight engineer(s).
- 6.3 **Surveillance Activities**
- a. Completion of a basic inspector course; and
- 6.3.2 Hold a type rating as a pilot on any type of aircraft in scheduled airline service in Sri Lanka. This type of duty includes: Conduct Cockpit en-route inspections, Cabin en-route inspections and any other surveillance checks/inspections as directed.

7. TRAINING FILES FOR INSPECTORS

- 7.1 To ensure systematic and comprehensive training of Operations Inspectors it is necessary to maintain a Training File for each Inspector. The Training File records must be reviewed and updated at regular intervals.
- 7.2 Inspectors should have acquired the following competencies prior to embarking on oversight duties as specified in the Delegation of authority issued with the Inspector credentials.
- a) Initial Training/ Basic Training

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- b) Subject Specific Training / Type Rating
 - c) On-the-job training (OJT)
 - d) Specialized training. (auditing principles,)
- 7.3 An Operations Inspector ‘On Job Training’ Guide has been developed to assist Supervisors with the training of Operations Inspectors. The Guide is placed at Appendix 'B'.

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Chapter 2

Inspector Responsibilities, Administration, and Standards of Conduct

1. GENERAL RESPONSIBILITIES

- 1.1 This chapter addresses many, but not all, of the responsibilities and standards of conduct, of operations inspectors assigned to air transportation job functions. This section describes the general responsibilities of the Operations Inspector. Inspectors of the Civil Aviation Authority play a key role in ensuring that the Sri Lanka aviation system continues to be the safe. This responsibility for safety in air travel covers almost every facet of aviation, including the certification of aircraft and aircrew; the operation and maintenance of aircraft; aircraft manufacturing; and the approval of new aircraft design. Within the Directorate of Flight Safety & Regulation of the CAASL, Inspectors are divided by specialty; and subdivided by specific position description.

2. SPECIFIC DUTIES

- 2.1 Flight Operations Inspectors (Pilots) are generally experienced pilots who specialize in the operation of aircraft and who ensure compliance with the Civil Aviation Regulations. These inspectors have responsibility for commercial and non-commercial operators. Flight Operations Inspectors may administer tests (written, oral, and practical) for a variety of certificates and ratings, perform cockpit and cabin en route inspections, and conduct surveillance on various other aspects of an air carrier's operation. These other aspects typically would include evaluating the operations of air carriers and similar commercial aviation operations for adequacy of facilities, equipment, procedures, and overall management to ensure safe operation of aircraft. Other important functions of air carrier Inspectors include the examination of aircrew (pilots, dispatchers) for initial and continuing qualification, as well as the evaluation of pilots training programs, equipment, and facilities. When, in the course of an inspection, inspectors find an aircraft or pilots not in compliance with the published , they may recommend an enforcement action. Such enforcement can range from administrative action to civil penalty and possible suspension or revocation of their license.

3. ADDITIONAL FUNCTIONS OF OPERATIONS INSPECTORS

- 3.1 An additional role is the investigation of aircraft accidents in cooperation with the Accident Investigation Unit (AIU) of the CAASL primarily responsible for investigating accidents.

4. INVESTIGATIONS

- 4.1 Three areas that Inspectors are responsible for investigating are accidents, incidents, and enforcements.
- 4.2 Accidents. Inspectors may be required to conduct on-site accident investigations when serious injuries or fatalities have occurred. The inspector may work closely with the AIU, or be solely responsible for the investigation.
- 4.3 Incidents. Inspectors are responsible for the investigation of incidents, as appropriate. Some of the incidents that require investigation are as follows:

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- a. Foreign air carrier incidents
 - b. Reports of emergency evacuation
 - c. Incidents involving hazardous materials
 - d. Operators complaints
 - e. Damage caused by a civil aircraft
- 4.4 Enforcement. Inspectors are required to investigate, analyze, and report enforcement findings. In situations that involve alleged noncompliance with the CARs, Flight Operations Inspector are required to make recommendations concerning enforcement action.

5. SURVEILLANCE

- 5.1 Flight crew surveillance. Inspectors are responsible for the surveillance of flight crew who has been certified under the CARs. Some of the crew that an inspectors may survey are as follows:
- a. Flight instructors
 - b. Designated Check Pilots (DCP)
 - c. Dispatcher Examiners
- 5.2 Air Operator Surveillance. A number of the surveillance activities that Inspectors shall perform are as follows:
- a. Inspectors shall conduct the following:
 - b. Ramp inspections
 - c. Cabin en route inspections
 - d. Flight deck en route inspections
 - e. Pilot proficiency and competency checks for operators
 - f. FE proficiency checks for operators
- 5.3 Inspectors shall inspect the following:
- a. Operators' trip records
 - b. Operators' training programs (including Cabin Crew if no Cabin Specialist is available)
 - c. Operators' crew and dispatch records
 - d. Operators' flight-following and flight-dispatch procedures
 - e. Operators' flight-following or flight-locating procedures



- f. Operators' designated check pilots/flight engineers.
- g. Operators' line stations
- h. Operators' main base or sub base
- i. Operators during a strike
- j. Operators' deicing programs
- k. Operators' manuals
- l. Operators' Flight and Duty Time limitations programme
- m. Operators' Flight Safety Programme
- n. Operators' Dangerous Goods Programme
- o. Flight simulators or flight training devices (FTD)

6. CERTIFICATION

6.1 Flight crew. Some of the Inspectors certification duties involve the following:

- a. Certificate a Pilot, Flight Engineer or Flight Navigator
- b. Certificate renew a DCP (A) within a designated check program

6.2 Air Operators. Inspectors are heavily involved in the certification of air operators. Some of the many duties of the Inspectors in air operator certification are as follows:

- i) Approve operators' exit seating plans
- ii) Approve operators' carry-on baggage programs
- iii) Conduct proficiency checks of operators' pilots
- iv) Conduct proficiency checks of operators' flight engineers
- v) Conduct emergency evacuations or ditching demonstrations
- vi) Conduct aircraft proving and validation tests
- vii) Evaluate an Operator's minimum navigation performance specification (MNPS) qualifications
- viii) Evaluate an Operator for ETOPs Certification.
- ix) Monitor the Operator's Designated Check Pilot Programme
- x) Evaluate operators' compliance statements
- xi) Evaluate flight crew training programs



- xii) Evaluate dispatcher training programs
- xiii) Evaluate operators' operations manuals
- xiv) Evaluate approved flight manuals or company aircraft operations manuals
- xv) Evaluate operators' aircraft checklists
- xvi) Evaluate operators' airport and weather aeronautical data
- xvii) Evaluate operators' special means of navigation
- xviii) Evaluate operators' power back procedures
- xix) Evaluate operators' airport/runway performance data analysis systems
- xx) Evaluate operators' minimum equipment lists (MEL)
- xxi) Evaluate operators' hazardous materials programs
- xxii) Evaluate passenger briefing cards
- xxiii) Evaluate operators' crew records keeping systems
- xxiv) Issue and amend operations specifications
- xxv) Recommend issue an air carrier operating certificate
- xxvi) Evaluate operators' flight-locating procedures
- xxvii) Evaluate operators' flight/trip records
- xxviii) Review operators' compliance statements
- xxix) Review operators' ETOPS procedures
- xxx) Review operators RVSM procedures
- xxxi) Evaluate operators' CAT II and CAT III procedures
- xxxii) Evaluate Operators' Load Control Procedure

7. OTHER RESPONSIBILITIES

- 7.1 Inspectors participate in other activities, such as accident prevention, and the issuance of authorizations. Inspectors also perform many other duties, including the ones that follow:
- a. Make a deposition or court appearance
 - b. Process a voluntary surrender of an operator's certificate
 - c. Provide technical assistance



8. ADMISSION TO THE FLIGHT DECK

- 8.1 The flight deck of an aircraft is a close society in which each member is proficient in his/her duties and aware of his/her responsibilities, position and rank. The introduction of an inspector into this type of environment may create a distraction and possibly add tension. The Inspectors authority can be seen either as a threat to the individual flight crew member or a challenge to the Pilot-in-Command's status. While maintaining the status of his/her own position, the Operations Inspectors must recognize and support the Pilot-in-Command's authority unless he/she is obviously about to violate a regulation or operate in a hazardous manner. Even in these conditions, the Inspectors should at first appear to be acting in an advisory capacity and only resort to the powers vested in him/her by the Delegation of Authority as a last resort.
- 8.2 Inspectors shall, under normal circumstances, make every effort to reserve the use of any observer seat through the operator's flight dispatch or other designated office at least 24 hours prior to scheduled departure time unless a no notice inspection is authorized.
- 8.3 If for some reason, such as joining the flight at an en-route stop, the crew could not be contacted prior to boarding the aircraft, the Inspectors should identify him/herself to a Cabin Crewmember (preferably In charge) and have him/her present his/her credentials to the Pilot-in-Command. The Crewmember should be requested to advise the Pilot-in-Command that an Inspector wishes to join the crew on the flight deck for purposes of an in-flight inspection. The Inspectors credentials will constitute the Inspectors on board authority.
- 8.4 When authorized by their supervisor, Inspectors may occupy any observer seat without advanced notice to the operator or crew members. Occasions may arise, such as "ad hoc" inspections, when Inspectors will not have had time to affect prior co-ordination. In this situation, an Inspectors approach must demonstrate courtesy and common sense.
- 8.5 Where an aircraft is equipped with more than one observer seat, the operator shall make available the observer seat that permits optimal monitoring, by the OI of the flight deck instrumentation and controls, and the procedures used by flight crew members. Unless specified otherwise by CAASL Sri Lanka, that observer seat shall be that located in the most forward position.
- 8.5.1 While on the flight deck, the FOI must avoid distracting the crew. This may not be easy, as another aspect of the flight deck environment is a degree of boredom brought about by repetitive duties and routines. The FOI is a new person to talk to, and a new source of information. A flight deck conversation can be valuable to the FOI as a source of information and to establish a good relationship with the flight crew but it must be carefully controlled so as to avoid distractions at critical times.
- 8.5.2 During the departure and approach phases of a flight, the FOI should silently observe cockpit policy and procedures. This does not preclude the inspector from advising the crew of a potential hazard or infraction.
- 8.5.3 Potential for the type of situation referred to below is minimal. Such situations would likely occur only during "ad hoc" inspections:
- a) The legal provisions authorizing an FOI to occupy that position.



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- b) That further denial will be in contravention of Civil Aviation Rules/Regulation, which may be processed by way of enforcement action.
- c) If an FOI has reason to believe that an aircraft is unsafe or is about to be operated in an unsafe manner, he/she may detain the aircraft pursuant to Civil Aviation Air Navigation Regulation 291. Directing Air Traffic Services (ATS), where available, to deny take-off clearance could be the best course of action. This would give the FOI more time to co-ordinate other recourses.



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Chapter 3

Personal Ethics and Conduct

1. PURPOSE

- 1.1 This section contains direction and guidance for Operations Inspectors pertaining to principles of ethics and conduct as they affect the performance of duties. (This section uses Inspector to refer also to Airworthiness Inspectors, Cabin Safety Inspectors & Ground Operations Inspectors.
- 1.2 Although some Inspectors outlines are listed in this section, all circumstances that an Inspector may encounter cannot possibly be covered. As Inspectors are always in the public eye, they are expected to exercise good judgment and professional behaviour at all times while on and off duty.
- 1.3 Unique Responsibilities of Operations Inspectors; Inspectors are exposed to a number of circumstances that are critical to their positions and which are not pertinent to other Civil Aviation Authority (CAASL) job functions. The Inspector has the critical position of frequently interpreting and evaluating the quality of training programs, operations and maintenance manuals, pilot and mechanic performance, and overall safety activities. It is imperative that all Inspectors be sensitive to the responsibilities and demands of their positions and be objective and impartial while performing their duties. Inspectors must also be sensitive to actual as well as perceived appearances of any conflict that could disrupt the effectiveness or credibility of the Directorate of Flight Safety.
- 1.4 Civil Aviation Authority Requirements; Inspectors are required to comply fully with the letter and spirit of the standards of conduct as set forth by this section; and with those set forth in CAASLSL SLCAP 4200; The Authority's policy on employee conduct is designed to encourage employees to maintain a level of professionalism that will promote the efficiency of the CAASL and conform to accepted principles of conduct.

2. ON-THE-JOB ETHICS AND CONDUCT

- 2.1 The conduct of an OI has a direct bearing on the proper and effective accomplishment of official job functions and responsibilities. Inspectors are required to approach their duties in a professional manner and to maintain that attitude throughout their activities. Through their conduct, Inspectors working in direct contact with operators, and with the public, bear great responsibility in the determination of public perception of the CAASL.
- 2.2 **Rules of Conduct.** All Inspectors must observe the following rules of conduct:
 - a. Report for work on time and in a condition that will permit performance of assigned duties
 - b. Render full and industrious service in the performance of their duties
 - c. Maintain a professional appearance, as appropriate, during duty hours
 - d. Respond promptly to directions and instructions received from their supervisor



- e. Exercise courtesy and tact in dealing with co-workers, supervisors, and members of the public
- f. Obtain approval of all absences from duty
- g. Conserve and protect CAASL property, equipment, and materials (Inspectors may not use or permit others to use CAASL equipment, property, or personnel for other than official business.)
- h. When duties concern the expenditure of public funds, have knowledge of and observe all applicable legal requirements and restrictions
- i. Safeguard classified information and unclassified information that should not be given general circulation. (Inspectors shall not disclose or discuss any classified information or "official use only" information unless specifically authorized to do so. Retain if applicable)
- j. Observe the various laws, rules, regulations, and other authoritative instructions, including all rules, signs, and instructions relating to personal safety
- k. Uphold with integrity the public trust involved in the position to which assigned
- l. Report known or suspected violations of law, regulations, or policy through appropriate channels
- m. Not engage in private activities for personal gain or any other unauthorized purpose while on government property.
- n. Give any supervisor or official conducting an official investigation or inquiry all information and testimony about all matters inquired of, arising under the law, rules, and regulations administered by the CAASL.
- o. Not use illicit drugs or abuse alcohol or other substances
- p. Not participate in telephone eavesdropping (Advance notice must be given whenever any other person is placed on the line for any purpose whatsoever). An advance verbal warning must be given when an automatic recording device or a speaker telephone is used. The use of recording devices, portable or otherwise, on telephones shall be limited to areas involving air safety.)
- q. Not make irresponsible, false, or defamatory statements that attack, without foundation, the integrity of other individuals or organizations (Inspectors are accountable for the statements they make and the views they express.)

3. OUTSIDE EMPLOYMENT, FINANCIAL INTERESTS, AND GIFTS

- 3.1 **Business Interests.** Inspectors and their immediate families should seek clarification and guidance before engaging in any airline or other business activity for which the CAASL has oversight responsibility. If an Inspector holds any interest that may give the appearance of impropriety, the Inspector should immediately consult his superior and the legal department for a determination.



- 3.2 **Conflict of Interest.** Inspectors may hold employment or own businesses that do not present a conflict of interest with their official job functions. Inspectors who wish to participate in outside aviation activities (such as flight instruction, commercial flying, or any other aviation-related activity) should seek clarification and approval from the Director General.
- 3.3 **Public Speaking.** Inspectors may not receive payment for speaking on issues that deal with their official job functions. Teaching or instructing at colleges, universities, or vocational schools may be acceptable, but should be coordinated and approved by the Director General.
- 3.4 **Fund Raising.** OI's may not participate in fund raising or soliciting donations from any business or activity for which their office is assigned oversight responsibility. Exceptions to this requirement may exist for donation of prizes/gifts for speakers in aviation safety seminars arranged under the aviation safety program. They should, however, seek official approval.
- 3.5 **Gifts avoiding Conflict of Interest.** Gifts should be accepted only when the Inspector knows that the gift will not give the appearance of a conflict of interest.

NOTE: Inspectors shall exercise the utmost discretion when giving or receiving gifts.

4. DRESS

- 4.1 Inspector should be aware that their personal appearance affects their professional image; therefore, they should adhere to the guidelines below:
- 4.2 On visits to operator facilities, Inspectors should dress semi-formally (Jacket and tie for men, dress or slacks for women).
- 4.3 During pilot proficiency checks in aircraft or simulators, the semi-formal wear noted above is recommended, regardless of air operator practices.
- 4.4 During training Inspectors dress should be compatible with the air operator's practice but should lean towards formality.
- 4.5 During in-flight inspection, the Inspectors are required to be attired in the uniform provided. The sight of a non-uniformed person moving in and out of the flight deck can be disturbing to hijack - conscious passengers. For this reason, Inspectors should maintain a low profile, dress appropriately and restrict movements between cabin and flight decks and wear the Airport Security Pass.
- 4.6 When conducting Inspector duties at an airport, the Airport Security Pass must be used to follow crew access routes and shall be worn at all times on the ramp and air-side of the terminal



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Chapter 4

Operations Inspector Credentials

1. GENERAL

- 1.1 This section contains information for Inspectors concerning the types of Flight Operations Inspector credentials and the Inspector eligibility requirements and application procedures for those credentials. This section also contains direction and guidance to be used by Inspectors when using credentials during the performance of inspector tasks.

2. TYPES OF CREDENTIALS

- 2.1 Inspectors are issued two types of credentials: (1) CAASL Inspector Identification that identifies the Inspector as an “Authorized Person” for the purpose of Rule 5 of the Air Navigation Regulations of 1955 and authorized to perform the duties and exercise the powers under said regulation; and (2) Functionary Identification from Airports Security which provides for access to different areas of any Sri Lanka airport and aircraft, as indicated on the credential

3. ELIGIBILITY REQUIREMENTS.

- 3.1 Inspectors who are assigned to positions involving air transportation inspections and surveillance are eligible to receive the CAASL credential; however, the inspector must have also completed a "Basic Flight Operations Inspector" course. To be eligible for the Airport credential, the Inspectors must possess (or be concurrently issued) the CAASL credential; have fulfilled the requirements set forth in this handbook authorizing the conduct of en-route inspections; and have a job function that requires the conduct of inspections.

4. APPLICATION PROCEDURES

- 4.1 Inspectors shall apply for the two credentials by completing an application for a CAASL Inspector Credential and an Airport Security Credential in accordance with the procedures as stated in the SLCAP 5000. To expedite the issuance of the credentials, the application may be initiated before the inspector meets the training and qualification requirements outlined in this manual.

5. USE OF CREDENTIALS

- 5.1 Although the credentials contain the general authorization for the inspector to conduct CAASL work functions, specified work functions may only be performed after the inspector has been authorized by an appropriate supervisor and has satisfied the training and qualification requirements specified in this handbook. The work functions for the two credentials are as follows:
- 5.2 CAASL Inspector Credential. The CAASL Inspector credential identifies an individual as an “authorized Person” for the purposes of Rule 5 of Air Navigation Regulations of 1955 and section 113 of the Civil Aviation Act No.14 of 2010 and authorizes that individual to perform the duties and exercise the powers under the rules. These official duties include the conduct of cockpit en-route inspections. An inspector who meets all training and qualification requirements, with the exception of not yet possessing an Airline Transport Pilot (ATPL) licence, with an airplane type rating, may conduct cabin en-route inspections.



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- 5.3 Airport Security Pass. The Airport Functionary credential contains authorization for an inspector to be given free and uninterrupted access to restricted areas at airports governed by the CARs while the inspector is performing official duties to the extent stated on the credential. These official duties include those types of inspections such as ramp inspections etc. An inspector must display this credential on an outer garment to be permitted entry into airport secured areas, and while working in these areas. While employing the Airport Functionary credential, inspectors should consider the following procedures:
- 5.4 Physical Barriers: Although this credential is an authorization for inspectors to be in secured areas, for physical barriers such as locked doors and gates, an inspector may need to seek local assistance to gain access. Inspectors should ask at the time of entry if the operator has any specific security program practices and procedures that need to be followed.
- 5.5 Passenger Screening Points: Inspectors approaching passenger screening points may not bypass that screening; however, if the inspector is unable to afford the delay that may be involved in passenger screening, then arrangements should be made with the airport or operator personnel to enter the secured areas at other entry points.
- 5.6 Lost or Stolen Credentials. If either one or both of these credentials are lost, stolen, or damaged, the inspector should report the occurrence immediately to the inspector's supervisor and to the Director, Flight Safety.



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APPENDIX – A

Operations Inspector On-the-Job-Training Guide

1. The following guide has been developed to assist Supervisors with the training of Operations Inspectors. It is only a guide and should not be considered limiting. Some of the subject areas are dealt with into in greater detail in other manuals and these manuals should be used to assist with training (i.e. OI Manual, DCP Manual).
 2. Operations Inspector activities often interact with Airworthiness, Cabin Safety , Dangerous Goods and Ground Handling procedures. These specialty activities are briefly mentioned within this checklist.
 3. The following Branches will normally deal with issues listed:
 - 3.1 Cabin Safety:*
- a. Safety Features Cards
 - b. Cabin Crewmember Manuals
 - c. Cabin Crewmember Training Programs
4. Dangerous Goods:*
- a. Company Operations Manual DGs Chapter Review
 - b. Company DGs Permit(s) for Equivalent Level of Safety
 - c. DGs Specialty Audits and Inspections
 - d. DGs Cargo Facility Inspections
 - e. DGs Random Ramp Inspections
 - f. DGs Passenger Terminal Inspections
 - g. DGs Surveillance Operations
 - h. DGs Packaging Inspections
 - i. DGs Investigations and Compliance Actions
 - j. Company DGs Records and Document Retention programs
 - k. ICAO Doc 9284 Technical Instructions for Safe Transport of DG, by Air

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5. Airworthiness:
 - a. MELs
 - b. Defect Procedures (Operations Manuals)
 - c. Type Approvals
 - d. Maintenance Programs
6. This checklist has been written with the intent of capturing most activities encountered by Air Carrier Operations Inspectors. It is not meant to reflect specific tasks, such as certain office routines or methods on how particular situations are dealt with.

*Note: * If these Inspectors are not available/catered for in the organization, the qualified OI's shall be entrusted with these activities as deemed appropriate by the Director Flight Safety.*

Table of Contents

- a. **Section 1 - Office Administration Activities**
- b. **Section 2 - Operational Activities (Admin).....**
- c. **Section 3 - Flying Activities**
- d. **Section 4 - Field Activities**

On-Job-Training Activities Checklist

Section 1 - Office Administration Activities

1. **Meet the staff and receive a brief outline of their responsibilities.**
2. **Review the following documents.**
 - a. Job Description
 - b. Delegation of Authority
 - c. Access to Information
3. **Explain Office Procedures and Policy.**
 - 3.1 Approval of Leave
 - 3.2 Working Hours

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3.3 Employee In/Out Board

3.4 Vehicle Sign Out

3.4.1 Procedures for accident reporting

3.5 Personal vehicle use

3.6 Inspector Scheduling System

3.6.1 Booking of rides

3.6.2 Use of receipt book

4. Explain Administrative Procedures

4.1 Forms, training, flight pay

4.2 Travel Claims and Advances

4.3 Cheque Pick-up

4.4 File Register - Correspondence

4.5 Work at home

5. Review Documents:

5.1 Civil Aviation Rules/Regulations

5.2 Flight Operations Inspector Manual

5.3 Manual of Regulatory Audits

5.4 Designated Check Pilot Manual

5.5 MMEL /MEL Policy and Procedures Manual

5.6 Policy Letters

5.7 Air Safety Circulars & ASN's

5.8 Air Navigation Orders

5.9 Enforcement/Compliance Manual

5.10 ICAO Annexes 1 to 18

5.11 ICAO Docs 8335, 9376, 9481 and other related documents

5.12 ICAO Doc 7300 Convention on International Civil Aviation



6. Training

6.1 Review Training Policy Letters.

6.2 Training Calendar of Courses

- a. Basic Operations Inspector Course
- b. Advance Operations Inspector Course (To include - ETOPS, CAT II & III, RVSM/MNPS, MMEL)
- c. Audit Policy and Procedures Course
- d. Designated Check Pilot Course
- e. Aircraft Performance Course
- f. Aircraft Type Training (as required)
- g. Crew Resource Management Course
- h. Simulator Evaluation and Approval Course (Depending on Assigned Duties)
- i. Dangerous Goods Course (Depending on Assigned Duties)
- j. Aviation Safety Promotion Course (Depending on Assigned Duties)
- k. Accident Investigation Course (Depending on Assigned Duties)
- l. Personnel Licensing Course (Depending on Assigned Duties)
- m. Aerodrome Certification Course (Depending on Assigned Duties)

7. Personal Development

- a. Development Course
- b. Computer and Work Processing Courses

Section 2 - Operational Activities (Admin.)

Process Applications for Operating Certificates

1. Check and confirm application is complete

1.1 Inspector must know:

- a. what comprises a complete application package
- b. refer to Certification Manual and Air Carrier Flight Operations Inspector Manual and ICAO Doc 8335
- c. details required to complete application



- d. what form application should take
 - e. Circulate forms to appropriate branches
- 1.2 Inspector must know:
- a. Which sections share certification responsibilities
 - b. What forms to circulate
 - c. Verify management personnel qualifications
- 1.3 Inspector must know:
- a. What qualifications are required from CARs
 - b. Whether the qualifications submitted are consistent with company operations
- 1.4 Review manuals ensure they are compatible with requirements
- 1.5 Inspector must understand:
- a. The requirements of the ANRs
 - b. That Operations Manual must accurately reflect carrier's operation
 - c. The Cabin Safety Manual must cover all Safety Emergency Procedures
 - d. Flight Dispatch Manual
 - e. the Aircraft Manuals including Training Manual
 - f. Dangerous Goods Manual
 - g. Recommend required approvals
- 1.6 Inspector must know:
- a. How to make an overall assessment of company submission to ensure compliance with terms of licence and applicable CARs
 - b. How to complete all relevant forms
 - c. The Certification Manual
 - d. What approvals are required for Dangerous Goods (DGs)
 - e. Approve training program
- 1.7 Program Should include
- a. A/C Type (To Include Initial, Recurrent, upgrade and Line Indoctrination)
 - b. CBT Training

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- c. MEL
 - d. Company Orientation
 - e. DGs
 - f. Dispatch Training
- 1.8 Confirm Cabin Safety material has been approved
- a. Approval of evacuation procedures
 - b. Approve carriage of passengers
 - c. Accept instructor qualifications
- 1.9 Arrange for Base Inspection
- 1.9.1 Inspector must know:
- a. How to plan and conduct an initial inspection as per Manual of Regulatory Audits;
 - b. Who to contact to make arrangements
 - c. Arrange PPC's (if required)
- 1.10 Inspector must know:
- a. How to coordinate, conduct and process initial PPC's during certification process
 - b. How to conduct an initial PPC
- 1.11 Ensure file is complete and all recommendations received
- a. Attach pax safety recommendation
 - b. Passenger safety requirements for certification
 - c. Dangerous goods authorities signed off.
- 2. Process amendments to Operations Manual and Operations Specifications**
- 2.1 Confirm change is consistent with operation
- 2.2 Inspector must know the:
- a. scope of the operation
 - b. operator's authority



2.3 Advise carrier of necessary changes (if required)

Inspector must know:

2.3.1 The standards relative to change requested

2.3.2 Effective writing techniques

2.4 Verify accuracy of final draft

2.5 Recommend acceptance/approval

2.6 Differentiate between approvals and acceptances

2.7 Recommendation procedure

3. Minimum Equipment List Approvals

3.1.1 Compare proposed MEL to MMEL

3.1.2 Research standards, legislation, requirements and procedures

3.1.3 Aircraft systems

3.1.4 Purpose of proposed MEL

3.1.5 Location of master MEL

3.2 Ensure proposed MEL does not conflict with any legislation

3.3 Review pertinent legislation

3.4 Ensure proposed MEL is appropriate to operation

3.5 review particular type of operation

3.6 Recommend changes to MEL/MMEL

3.6.1 Inspector must be familiar with:

a. Minimum equipment required to proposed type of operation

b. The approving authority for MEL's

3.7 Issue approval

3.8 The approval procedure



4. Regulatory Compliance Investigations

- 4.1 Conduct preliminary investigation
 - a. How to collect information
 - b. How to complete Preliminary Investigation Report

Section 3 - Flying Activities

In-Flight Inspections

- 4.2 Planning an in-flight inspection
- 4.3 Determine the objectives of the inspection
 - a. Types of inspections
 - b. Routine
 - c. Special
 - d. What is scope of inspection
 - e. Where authority is found
 - f. What type of a/c is to be used.
- 4.4 Review all company files and pertinent documentation
 - a. Operating certificates
 - b. Operations specifications
 - c. What is scope of inspection
 - d. Where authority is found
 - e. What type of a/c is to be used
- 4.5 Review Company Operating Procedures
 - a. What operating procedures to review
 - b. Company operations manual
 - c. Cabin safety manual
- 4.5.2 Review Route Manual
 - a. Where to find route information

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- b. Operations manual
 - c. Published schedule
 - d. Approved route inventory
- 4.6 Develop itinerary
- a. Where to record itinerary information
 - b. Form
- 4.7 Coordinate scheduling
- a. Who to call to coordinate schedule
 - b. Company contacts
 - c. Regional contacts
- 4.8 Make travel and accommodation arrangements
- a. Domestic
 - b. International
 - c. How to book using local travel procedures
 - d. Advance
 - e. Authorization
 - f. What is needed for travelling
 - g. Passport
 - h. Currencies
 - i. Inoculations
 - j. Visas
- 5. Evaluate Pre-Flight Activities**
- 5.1 Check airport and air carrier security
- a. Purpose of security
 - b. What to check
 - c. Limits of current local system
 - d. What to do about breaches of security



- e. Appropriate credentials
- 5.2 Determine crew qualifications
- a. What crew qualifications are required Personnel Licensing Regulations and Standards
- 5.3 Monitor weather briefing
- a. Whether briefing is adequate
 - b. What should be in complete weather briefing
- 5.4 Evaluate dispatch system
- a. What is in Company Operations Manual concerning dispatch system
 - b. Duties of a dispatcher as per standards
- 5.5 Evaluate flight planning
- a. Company authorized forms
 - b. Specific a/c performance
 - c. Company sops
 - d. Canned weight and balance forms
- 5.6 Inspect load control
- a. A/c basic weight and balance data
 - b. System that is used by company to establish weight and balance
 - c. Classification of cargo
 - d. Cargo manifest
 - e. Weight and balance report
 - f. Cargo security system
 - g. Pertinent regulations
 - h. ICAO dangerous goods instructions
- 5.7 Evaluate passenger handling facilities
- 5.8 Special passenger handling requirements:
- a. Stretchers
 - b. Prisoners

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- c. Disabled pax
 - d. Deportees
 - e. Animals
 - f. Passenger transfer vehicles
 - g. Vehicles
 - h. Standard pax handling facilities
 - i. Pax assembly
 - j. Pax loading equipment
 - k. Baggage handling
 - l. Check-in counter
- 5.9 Inspect aircraft servicing and ramp safety
- a. Refuelling procedures
 - b. With or without pax
 - c. Crowd control
 - d. Fire regulations
 - e. Loading pax while engines/rotors are running
 - f. A/C evacuation procedures
 - g. Vehicle control
 - h. Airport lighting
- 5.10 Monitor cabin safety briefing
- a. What should be in a complete Cabin Crewmember briefing
 - b. Emergency position
 - c. Emergency equipment
 - d. Special pax
 - e. First aid
 - f. Minimum crew



5.11 Inspect cabin

- a. What emergency equipment should be carried
- b. Its location
- c. How to operate it
- d. Demonstration equipment
- e. A/c galley systems
- f. Intercommunication system
- g. Unauthorized objects

5.12 Inspect aircraft/crew documentation

- a. A/c journey log
- b. Crew certificates
- c. Certificate of airworthiness
- d. Certificate of registration
- e. Radio licence
- f. Weight and balance report
- g. Flight manual
- h. Company operations manual
- i. Pilots licenses, medical certificate, PPC cards, radio operators certificate

5.13 Monitor pre-flight check

- a. A/C check list
- b. Assigned company duties

6. Evaluate the Flight

6.1 Check company manuals and aircraft equipment required for the flight

- a. What manuals and equipment are required for the flight
- b. Company operating procedures (passenger safety)
- c. Ensure required equipment is operated or properly deferred



- 6.2 Monitor crew coordination and procedures
 - a. Check cabin crew boarding positions
 - b. How to use the checks lists, company SOP's
 - c. How to evaluate coordination between cockpit and cabin crews
 - d. Role of cabin crew
 - e. **Sri Lanka** minimum cabin crew requirement
 - f. Monitor cabin service on the ground
- 6.3 Monitor carrier's operating procedures and flight watch
 - a. What pre-flight paper work and computations are needed to initiate the flight
 - b. Aircraft performance and handling characteristics
 - c. Company radio procedures (domestic and international)
 - d. Company flight watch system
 - e. Regulations governing airspace usage and international flight requirements, customs and immigration procedures
- 6.4 Check carryon baggage stowage
 - a. observe pre-take-off passenger briefing
 - b. observe Cabin Crew seating position for T/O
 - c. monitor in-flight service procedures
 - d. monitor pre-landing announcements and cabin checks
- 6.5 Monitor Cabin Crew seating position for landing
- 6.6 Check after landing procedures
 - a. Observe taxi procedures
 - b. Observe deplaning procedures
 - c. Observe ramp safety



7. Evaluate miscellaneous Items within the Flight Environment

7.1 Evaluate Airport and en-route facilities

- a. En-route ATS procedures (dom. & int.)
- b. En-route weather facilities

7.2 Assess Air Traffic Services

- a. Approach aids
- b. Airport lighting and marking
- c. Condition of taxiways, runways and ramp areas
- d. Ramp control
- e. Standards for ATC clearances, flow control procedures (techniques)
- f. Standard terminal arrival (STARS)
- g. Standard instrument departures (SID's)

8. Evaluate Post-Flight Activities

8.1 Unloading of aircraft

- a. How to clear customs and immigration
- b. How to complete a journey log
- c. How to complete a crew duty flight sheet
- d. How to complete all associated paper work generated by flight and methods of filing
- e. How to arrange for off-loading of passengers and/or cargo
- f. Snag reporting
- g. Refuelling
- h. Securing aircraft

8.2 Observe special passenger handling



9. Verify cabin log book unserviceable items

10. Follow-Up Action

10.1 Complete In-Flight Inspection Form

- a. Which form to use
- b. Form numbering and forwarding instructions
- c. ICAO technical instructions for transportation of dangerous goods

10.1.2 Debrief Crew and Supervisors (as required)

- a. Discuss safety related discrepancies with the Captain (in the presence of the in-charge cabin crew)
- b. The discrepancies - when and how to brief the crew
- c. How to deal effectively with people
- d. System/versus personal fault

10.1.3 Prepare formal report if required

- a. How to write effective reports and letters
- b. Who to contact in event of an incident

10.2 Submit expense claim

- a. Expense allowances
- b. Expense form
- c. Expense claim procedure
- d. Local administrative procedures

11. Conduct Check Rides

11.1 Check candidates licenses and training file

- a. Licensing and qualification requirements
- b. Records required

11.2 Brief the candidate or company training pilot

- a. Flight check requirements
- b. Briefing techniques



11.3 Fees

- a. Methods of payment
- b. Schedule of fees

12. Conduct the In-Flight Check

- a. Flight check procedures
- b. Safe training practices
- c. Aircraft performance and limitations
- d. Local ATS procedures
- e. Pass/fail parameters
- f. Aircraft handling techniques
- g. Testing techniques

13. Complete appropriate “flight check” form

- a. Content of the flight check form - rotary and fixed wing
- b. Form completion procedure

13.2 Debrief candidate

- a. Pilot grading and evaluation
- b. Candidate’s strengths and weaknesses
- c. Flight check parameters
- d. Debriefing techniques

13.3 Take licensing action as necessary

13.4 Process documentation

13.5 Which forms and file processing procedure

14. Monitor Designated Check Pilots

14.1 Verify Designated Check Pilot’s qualifications

- a. How to locate information in Designated Check Pilot Manual
- b. Qualifications of candidate
- c. The DCP authority requested



14.2 Brief Designated Check Pilot

- a. The check pilot duties
- b. Pertinent cars and standards
- c. How to complete a PPC and line check form
- d. Instructional and assessment techniques
- e. Manual of all-weather operations
- f. Personnel licensing regulations and standards
- g. Designated check pilot manual
- h. Techniques for pre-flight and post-flight briefings
- i. Techniques for organizing and conducting a flight check

14.3 Evaluate Designated Check Pilot's flight test

14.4 Limits and performance standards required by pertinent publications

14.5 Complete "Pilot Monitor Form"

14.6 How to complete "Pilot Monitor Form"

14.7 Debrief Designated Check Pilot

14.8 How to assess candidates strengths and weaknesses debriefing techniques

14.9 Process documents

14.10 Branch procedure for processing retaining form

14.11 Update file

Section 4 - Field Activities

Aircraft Inspections

1. Inspect aircraft documents
 - a. Documents that are required
 - b. C of A requirements
 - c. Registration and leasing requirements
 - d. Weight and balance report, amendments and validity
 - e. Aircraft flight manual

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- f. Supplements and amendments
- g. Journey log requirements
- 1.2 Inspect instrumentation and associated navigation equipment
 - a. Instruments and navigation equipment required for particular type of operation
 - b. Instrument markings
 - c. Compass card validity
 - d. Auto-pilot/stabilization augmentation systems
 - e. De-ice/anti-ice systems
- 1.3 Inspect emergency equipment and emergency exits
 - a. Safety equipment
 - b. Proper exit marking and lighting
 - c. Exit accessibility
 - d. ELT requirements
 - e. What emergency equipment required when transporting dgs
 - f. Fire extinguishers
- 1.4 Check safety information is available and adequate
 - a. Requirements
 - b. Acceptable format
 - c. Where located
 - d. Passenger, safety information card
- 1.5 Inspect cargo restraint system and other auxiliary equipment
 - a. Operate load release systems
 - b. Restraining loads
 - c. Various methods of restraint
 - d. External load release
 - e. External load methods
 - f. Segregation (DG's)



2. Ramp Checks

2.1 Use of scales



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APPENDIX – B

CABIN SAFETY AND GROUND OPERATIONS INSPECTORS TRAINING GUIDE

1. TRAINING FOR CABIN SAFETY INSPECTORS

- 1.1 Each Cabin Safety Inspector shall accomplish training requirements specified in CAASL Master Training Plan prior to embarking on job functions. This training may be accomplished from several sources. Another government Civil Aviation who offers a course that is approved for use in that country for their inspectors can conduct this training. Another means is by taking advantage of ICAO Projects that offer training courses throughout the world.
- 1.2 Cabin Safety Inspectors should attend when possible other courses such as; Safety Oversight Conferences and Airline Safety Programs.
- 1.3 The Training of Cabin Safety Inspectors may be accomplished from several sources. These can be contracted to an operator who offers a course that is approved for use in that country for use by their citizens, or from aircraft manufactures or from operators of Sri Lanka. Of these, the least desirable is from an operator over which CAASL has certificated and surveillance jurisdiction.
- 1.4 While it is not a good idea to accept training from an operator over which CAASL Sri Lanka has jurisdiction, it is acceptable to require an operator to arrange and pay for training when the aircraft to be inducted by that operator to arrange is a type that the CAASL has no inspector(s) type rated on. The training spoken to here is type rating training for one or more types of aircraft.
- 1.5 An Inspector should undergo a full aircraft type course before embarking on surveillance activities on that type of aircraft. Routine surveillance activities can be accomplished on any aircraft in airline service whether or not the Inspector is type rated on that particular type. In cases where the inspector is conducting a surveillance function on an aircraft in which he/she is not type rated, he/she must limit the observations and remarks to those elements that are not specific to that type of aircraft unless the occurrence is self-evident and would not take training on that type to make an observation of that nature.

The organization of the Operations Division and the Cabin Safety Inspectors are presently designated to carry out initial certification operational surveillance inspections. Its staff is drawn from the airlines, and General Aviation. Its functions cover both surveillance and certification of aircrew and operators. The Operations Division requires a dedicated specialized staff to carry out its function. A specialized training course for Cabin Safety Inspectors is a necessary pre-requisite for the Inspectors to carry out their Safety Oversight task(s). In the final analysis, the inspectors will have to grow to keep pace with the growth of aviation in the country. This will have to be borne in mind whenever the inspection system and its structure is reviewed (an exercise which must be done periodically).

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- 1.6 In view of the increasing complexity of modern operating techniques, aircraft and equipment, there is a continuous need to review the scope of inspections and related techniques and procedures in order to better evaluate specific areas of interest and assure effective use of the Operations Division resources
- 1.7 **Inspector recurrent/ refresher training;** Cabin Safety Inspectors must be scheduled for a minimum of one refresher/ recurrent training course followed once in two years. This training can be accomplished by following an approved Initial training Programme conducted by an operator.
- 1.8 There may be an occasion where there is no inspector qualified and current on a particular type of aircraft and there is a need for one to accomplish a task that normally required training on type. In such a case, an inspector with a type rating on a similar aircraft could accomplish the required task after being issued a letter of authorization from the Director General or his designated representative.
- 1.9 In order to ensure that there is, to the maximum extent possible, an inspector available to carry out a required function on a particular aircraft, each inspector should be trained and maintain currency on one or two types of aircraft. Type training can be obtained by following a type training programme conducted by an operator or by following a manufacturer's induction course.
- 1.10 **On the Job Training (OJT):** OJT for Cabin Safety Inspectors shall be carried out by a Senior Cabin Safety Inspector (If Available) or by FOI trained to carry out cabin safety inspections prior certifying the inspector as a Cabin Safety Inspector.

2. TRAINING FOR GROUND OPERATIONS INSPECTORS

- 2.1 Each Ground Operations Inspector shall accomplish training requirements as specified in CAASL Master Training Plan prior to embarking on job functions. This training may be accomplished from several sources. Another government Civil Aviation who offers a course that is approved for use in that country for their inspectors can conduct this training. Another means is by taking advantage of ICAO Projects that offer training courses throughout the world.
- 2.2 Ground Operations Inspectors must hold a Dispatcher Licence and attend a formal Dangerous Goods Inspectors course. GOI responsible for inspection of DGR shall comply with the training requirements as specified in SLCAP 4410- Dangerous Goods Inspector Guidance Manual.
- 2.3 While it is not a good idea to accept training from an operator over which CAASL Sri Lanka has jurisdiction, it is acceptable to require an operator to arrange and pay for training when the aircraft to be inducted by that operator is a type that the CAASL has no inspector(s) qualified in. The training spoken to here is aircraft type rating.
- 2.4 Routine ground surveillance activities can be accomplished in the airline at any time.

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- 2.5 **Inspector recurrent/ refresher training;** Ground Operations Inspectors should be scheduled for a minimum of one refresher/ recurrent training course each year. This training can be accomplished either in house at the CAASL or another government Civil Aviation Authority who offers a course that is approved for use in that country for their inspectors. It is preferable for this training not to be conducted by an airline over which CAASL has certification and surveillance responsibilities for.
- 2.6 **On the Job Training (OJT):**OJT for Ground Operations Inspector and Dangerous Goods Inspectors shall be carried out by a Senior Ground Operations Inspector and a Dangerous Goods Inspector or an Operations Inspector prior certifying the inspector as a Ground Operations/Dangerous Goods Inspector.

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APPENDIX – C

LINE FLYING CURRENCY PROGRAMME FOR FLIGHT OPERATIONS INSPECTORS

1 POLICY

- 1.1 Civil Aviation Operations Inspectors (Inspectors) may participate in a Line Flying Currency Program (LFCP) with an air operator or private operator in keeping with the specific conditions of this directive.
- 1.2 Upon termination of an LFCP agreement, a OI will be considered as having qualified for Flying Allowance as applicable.

2 OBJECTIVE

- 2.1 The LFCP will provide training to Inspectors to ensure they become or remain technically competent and have a complete understanding of operating practices, norms, and company (Air Operator) cultures by direct participation in company (Air Operator) operations on a periodic or continuing basis.

3 COST EFFECTIVENESS OF THE PROGRAM

- 3.1 Since all Inspectors are eligible to participate in the LFCP, and in order to make it cost effective, a supervisor must take into consideration the type of aircraft experience the OI already has (or is about to have) in relation to his/her duties and responsibilities.
- 3.2 The LFCP must be managed to be cost neutral and every effort is to be made to realize its potential for significantly reducing overall training costs.

4 COST EFFECTIVE PROGRAM MANAGEMENT

- 4.1 Sound management of the LFCP is critical to its success. It is important to note that savings are dependant not only on proper management, but also on the kind of contractual agreement between the air operator and CAASL and may vary from one case to another. In order to ensure that cost effective management is maintained throughout the LFCP, this training directive includes the following direction/guidelines to managers:
- 4.2 Director, Flight Safety may only allow Inspectors to train on aircraft that they are currently qualified on, or are about to be qualified on as a result of their duties and responsibilities. Deviations from this requirement may be allowed if it has been demonstrated to be cost effective.
- 4.3 Director Flight Safety Regulation may be required to limit the number of Inspectors that are participating in the program in order to ensure that there is no disruption of service to CAASL clients.
- 4.4 Managing the number of days the Inspectors may be allowed to train is paramount in ensuring the effectiveness of this program. The OI's Supervisor and the air operator are required to work out an arrangement that is suitable to everybody's needs. These needs may vary from one case to another depending on the type of operation and the supervisor's ability

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to release his/her OI to conduct training duties. Frequency of training must be limited in order to ensure that the benefits of the program are fully realized.

5 PROGRAM OPERATING PRINCIPLES

- 5.1 The principles fundamental to the success of the LFCP are:
- 5.2 The program must be of benefit to both CAASL and industry;
- 5.3 CAASL regulatory programs must operate free from bias, and hence the LFCP must be managed in a manner that withstands public scrutiny;
- 5.4 The LFCP must not increase, and should substantially reduce CAASL overall program costs;
- 5.5 Supervisors delegated the responsibility to approve a FOI to conduct LFCP training shall be accountable to ensure adherence to the directive in a manner that is consistent with CAASL objectives and in a manner so as not to subject the department to public criticism;
- 5.6 Participant operators in this program shall be advised of all conditions under which they must operate, and enter into a written agreement setting out their commitment to those conditions; and
- 5.7 Participating Inspectors must be fully briefed and acknowledge in writing their duties and responsibilities under this directive.

6 CONFLICT OF INTEREST

- 6.1 The potential for a real or perceived conflict of interest is a valid and serious concern with respect to the implementation of this directive.
- 6.2 As in the Air Carrier Designated Check Pilot Program, the risk of real or perceived conflict of interest is addressed by making all aspects of the program and its controls public and open to scrutiny.
- 6.3 The following controls apply:
- 6.4 Before being allowed to participate on the LFCP, the OI will be provided with written guidance and direction on how to avoid and/or deal with perceived conflict of interest issues associated with training.
- 6.5 Any OI suspected to be in a conflict of interest with the operator shall be immediately removed from all training activities pending a review.
- 6.6 Operations Inspectors are to conduct themselves as company line pilots while at the host operator, and will not act as a training or Air Carrier Designated Check Pilot. Inspectors shall adhere to all requirements of the CAASL approved Company Operations Manual and other related documents.
- 6.7 Irregularities shall be acted upon and reported to the operator's supervisory personnel through normal company channels in the manner that would be expected of a conscientious company employee.

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- 6.8 A OI shall invoke his/her full authority in situations that involve an immediate threat to aviation safety including detaining the aircraft and/or issuing a Notice of Suspension as deemed appropriate. These situations shall be reported immediately to **CAASL** and the air operator.
- 6.9 Any situation that involves an accident/incident and/or has a potential for media attention shall be reported to OI's supervisor immediately.
- 6.10 A OI shall not participate in any certification, inspection or audit of the host air operator while actively in the program with the host operator.

7 LFCP AGREEMENT CONDITIONS

7.1 Priority and Responsibilities

- 7.1.1 A participating Operations Inspectors primary duty is to **CAASL** Training duties shall not interfere with **CAASL** tasking.

7.2 Qualification for Duty

- 7.2.1 The participating OI shall meet all air operator hiring requirements, undergo all relevant air operator and aircraft training and in all respects qualify for and exercise their flight deck duties as a normal air operator pilot.

7.3 Remuneration and Compensation

- 7.4 A Operations Inspector will receive no remuneration from the hosting operator. An OI is entitled to normal company-provided items such as uniforms and company standard crew rest facilities.

- 7.5 **CAASL** will remain the Employer for the purposes of remuneration and benefits.

- 7.6 **CAASL** will fund initial and recurrent aircraft training up to the point of completion of the Pilot Proficiency Check and Type Rating, if required.

8 PROGRAM ASSESSMENT

- 8.1 The Operations Inspectors Supervisor retains the mandate to ensure his or her staffs are fully qualified to perform their intended roles. In support of this mandate, the supervisor may elect to review the Inspectors participation in an LFCP and make recommendations or re-assignments as required.

- 8.2 A Inspectors performance in connection with training, as in any other regulatory program, is subject to review under the performance review process. The **CAASL** supervisor may request information in support of program and Inspectors performance review from the host operator as required.

9 SUSPENSION OR TERMINATION OF THE AGREEMENT

- 9.1 An LFCP training agreement may be terminated at any time by **CAASL** or the hosting operator. Termination will normally occur with sufficient notice to minimize disruption at the hosting operator.

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- 9.2 An LFCP training agreement may be temporarily suspended at either party's request in such cases as an audit or pending regulatory action, a complaint regarding the program or other unusual circumstance. A request for suspension should include the reason for suspension and its anticipated duration.

10 LIABILITY

- 10.1 Although liability to third parties cannot be limited by an agreement between the CAASL and the operator, an agreement between CAASL and the host air operator as to who shall pay the damages assessed in respect of the negligence of the OI is required. The agreement shall include a waiver and indemnity provision whereby the operator agrees, first not to sue the CAASL for any damages caused by the OI and, secondly to pay any damages to third parties assessed against the CAASL as a result of Inspectors actions while in the LFCP. The operator would also be required to maintain insurance to cover possible damages.
- 10.2 The fact that the inspector is or is not the pilot-in-command would have no bearing on the CAASL's liability.

11 PROCEDURE TO ESTABLISH AN LFCP

- 11.1 An operator initiates the process with a letter of invitation naming the assigned OI. This letter should be directed to the Director General, Civil Aviation Authority, **Sri Lanka**
- 11.2 The DG CAASL and host operator agree on specifics such as company-reimbursed items, training requirements and liability issues;
- 11.3 An LFCP Agreement which sets out all associated conditions is signed by the DFS, hosting operator and participating OI.
- 11.4 Upon termination of an LFCP, the OI qualifies automatically for Flying Allowance as appropriate (if applicable).

12 REVIEW

- 12.1 This directive on training will be reviewed two years after implementation to ensure the objectives of the program are being met, it remains cost-effective and conflict-of-interest is not an issue.



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APPENDIX – D

QUALIFICATIONS REQUIRED FOR INSPECTOR ACTIVITIES

1. The following is a summary for the qualifications required by an inspector to carry out various activities under the DGCA Safety Oversight Programme.
2. **Cabin Safety Inspector**
 - 2.1.1 **Inspectors Duties**
 - a. Cabin Safety Inspector duties will be as specified in Chapter 1.4.3.4 of SLCAP 4200.
 - b. Completion of type rating training on that type of aircraft within the preceding 12 months or if the initial training was completed more than 12 months and have completed recurrent training.
 - c. Conduct cabin en-route checks or any other checks as directed.
 - 2.1.2 **Surveillance Activities**
 - a. Completion of a basic inspector course; approved by the DGCA and
 - b. Be qualified on at least one type of aircraft in scheduled airline service in Sri Lanka. This type of duty includes:
 - Conduct Cabin en- route inspections,
 - Any other surveillance checks as directed
3. **Ground Operations Inspectors**
 - 3.1.1 **Inspector Duties:**
 - a. Ground Safety Inspector duties will be as specified in Chapter 1.4.3.6 of SLCAP 4200.
 - b. Completion of a basic inspector course; and
 - c. Completion of initial dispatcher training and Dangerous Goods training within the preceding 12 months or if the initial training was completed more than 12 months and have completed recurrent training.
 - d. Conduct ground inspections, dangerous goods inspection on air operators or any other checks as directed.
 - 3.1.2 **Surveillance Activities**
 - a. Completion of a basic inspector course approved by DGCA; and
 - b. Be qualified as a dispatcher on least one of aircraft in scheduled airline service in Sri Lanka and as a Dangerous Goods Inspector. This type of duty includes:



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- Conduct Flight Operations Inspections
- Conduct Dangerous Goods Inspections
- Any other surveillance checks as directed



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