



Civil Aviation Authority of Sri Lanka

STANDARDS FOR MANUALS AND DOCUMENTS

1st Edition - 2005

Issued under the authority of the Director General of Civil Aviation and Chief Executive Officer



CIVIL AVIATION AUTHORITY OF SRI LANKA

STANDARDS FOR MANUALS AND DOCUMENTS

Control Number:



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Foreword

The CAA is the State's regulatory agency charged with the responsibility for the initial certification of organizations and personnel entering the civil aviation arena in Sri Lanka and conducting post certification safety oversight and surveillance on such organizations or personnel to ensure continued compliance with the applicable international standards, recommended practices and associated published requirements.

The CAA requires the persons applying for air operator certificates and aeronautical service operator certificates to develop manuals / documents specifying the arrangements and procedures that would be in place in the conduct of the proposed activities to enable the CAA to ascertain whether or not the applicant has understood clearly his actual and potential obligations within the governing legislative framework and taken adequate and reasonable measures to provide an efficient and regular services conforming to the applicable safety and security requirements.. The CAA requires these Manuals and Documents to be prepared conforming to published standards.

As an organization which set standards to the industry personnel, the CAA shall always be taking a professional approach and be exemplary in the discharge of its regulatory obligations and services. It is however observed that due to lack of uniformity of procedures, the CAA has been issuing for the use and guidance of both CAA Staff and industry personnel, the Manual and Documents of varying standards, maintenance of which have become a problem. The Standards for CAA Manuals / Documents have been prepared with this objective eliminating this problem. All employees of the CAA are expected to be familiar with these standards and apply them consistently when formulating Manuals and Documents for the use or guidance of the CAA employees or industry personnel. This Manual has been prepared in strict accordance with the procedures explained in this Manual and therefore it may be used as a reference when developing CAA Manuals/ Documents. Also it may be issued to industry personnel to have a clear understanding of the standards expected by the CAA from them.

H.M.C.Nimalsiri,
Director General of Civil Aviation and
Chief Executive Officer,
Civil Aviation Authority of Sri Lanka

12.07.2005

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Chapter -1 CAA Manual Standards

1 General

Any Manual /Document prepared by any Section / Division of the CAA for the use of CAA Staff and/or industry personnel shall satisfy the following requirements.

1.1 Document Reference Number

There shall be a unique number printed on top of the right hand corner of the cover page and on each subsequent page of the Manual / Document for the purpose of identification. This number shall be chosen from the range of numbers allocated to each Section.

1.2 CAA logo

The CAA logo shall be printed in correct proportion on the cover page as appropriate and on top left-hand corner on each page of the Manual / Document. This can be part of the Header of the Manual / Document.

1.3 Title of the Manual / Document

This shall be printed on the cover page and the immediate inner page after the cover page.

1.4 Edition Number & Year of edition

This shall be printed on the cover page and immediate inner page too.

1.5 The Authority for Printing

The title of the person who authorized the production/printing of the Manual / Document should be printed at the bottom of the cover page.

1.6 Control Number

The inner page immediately after the cover page shall contain the control number which shall be incremented sequentially, for the ease of distribution and control of the Manual / Document.

1.7 Record of Revision

This shall contain a table of three running columns to indicate the Revision Number, date entered and name of the person making the revision. A single page can have two such tables.

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1.8 List of effective pages

This shall contain a table of two running columns to indicate the Page Number and last date of revision or effective date. A single page can have three such tables.

1.9 History of Revision

A CAA Manual / Document, if amended after the initial issue, shall contain a History of Revision which outlines the reasons for revision. It shall contain a table of four (4) columns indicating the revision number, source for revision, major areas revised and the effective date.

1.10 Table of Contents

The table of contents shall be expanded to cover at least two sublevels of the headings, with page numbers placed on section basis.

1.11 Preamble / Foreword

This shall at least contain information relating to the purpose of the Manual in brief, the level of compliance expected from the user, mode and manner used to update the Document, the person responsible for update/amendment. The preamble of a Manual /Document shall be signed by the Director General of Civil Aviation and Chief Executive Officer, if it form part of the CAA office procedures.

1.12 Abbreviations

All abbreviations and acronyms used in the Manual or Documents should be clearly explained in full.

1.13 Definitions

All words, which have or require specific meaning in relation to the place of use, shall be defined clearly in order to avoid ambiguities. Also in all CAA Manuals/ Documents, the following words shall have the meanings as given below.

- a) The words '**must**' or '**shall**' indicate that compliance is compulsory.
- b) The word '**should**' indicates a recommendation.
- c) The word '**may**' indicates an option.
- d) The word '**will**' is used to express the future.

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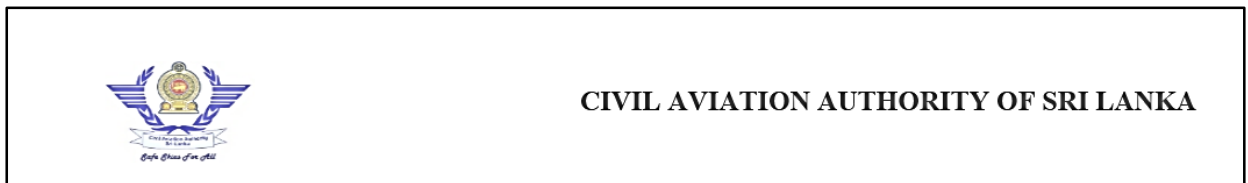


1.14 Separation of sections/chapters

Manuals should be divided into chapters or sections based on topics being dealt with in view of the necessity of future updating requirements. Each new chapter or section shall start with a new page and such sections/chapters shall be identified with distinctive separators. There should be a line after completion of the each chapters and to be treated as end of the chapter.

1.15 Header

There shall be a header for each page of a Manual or Document and it shall contain the CAA logo and name of the organization. The font size of the header shall be 10.



1.16 Footer

There shall be a footer for each page which shall contain the revision number, date of revision, Document name, Section, Chapter and Page. The font size of the footer shall be 10. A footer is a must on CAA official's letters which runs into more than one page, if it is printed on a blank paper.

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1.17 Index

It is required that the CAA Manuals / Documents shall include an index for important terms for ease of reference.

1.18 Master Distribution Record

There shall be a Master Distribution Record in relation to the production and distribution of the Manual/Document and its subsequent amendments. The Master copy which shall contain control number with all zeros shall be retained in the Section which produces the Manual / Document.

1.19 Development Records

The Section / Division which produced the Manual / Document shall maintain a record (file) to contain all information /correspondence relating to the development and subsequent amendments.

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1.20 Registration of Manual / Document

All Manuals / Documents prepared for the use or guidance of the CAA Staff or industry personnel shall be registered with Technical Library of Human Resources and Office Management Section. The officer responsible for the maintenance of the Manual / Document shall be informed to the Technical Library of HR & OM Section at this stage. The Manual / Document which contains Control Number “one” (which may be suffixed with appropriate number of zeros) shall be deposited with the Human Resources and Office Management Section with an electronic copy of the Manual / Document on a CD having marked on it the name of the Document in indelible ink.

1.21 Binding

All Manuals / Documents which contain information/instructions which are subject to periodic change shall be compiled in a loose binder (ring binders) and All CAA Manual / Documents shall be printed on papers of A4 – size, unless otherwise decided by the DGCA/CEO specifically. If a document contains more than twenty five pages (25) it is advisable to have a ring binder else have a ring bind.

1.22 Fonts

The fonts used for the body text of the CAA Manual / Documents shall be “Calibri (body)” and size of fonts shall be 12, unless a variation is required due to unavoidable reasons.

1.23 Appendixes

If a subject matter to be addressed under a particular chapter or item requires a large volume of space and if the information itself is somewhat in detail or takes a different nature, it is advisable to place them in Appendixes, without prejudice to the generality of the text of the Manual / Document.

1.24 Software

The software “Word” shall be used for the development of CAA Manuals / Documents unless otherwise approved by the DGCA/CEO. It is necessary that a format of a Document is first formulated before commencing the development of a Manual / Document. The inbuilt facilities in the software packages for formatting shall be used especially for placing the title, headings, subheadings, table of contents, index etc. The completed manual printed in word format shall be converted to the PDF format and forwarded to the Technical Library. If there any amendments, completed documents with subsequent amendments shall be forwarded to the library with PDF format.

The price of saleable CAA Manual / Document shall be marked on back of the cover page of the Manual / Document itself and approval of the DGCA/CEO shall be obtained prior to determination of the price. Such correspondence shall be handled in the applicable file referred to in para (1.19).

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1.25 Page Number

The pages of a Manual / Document shall be numbered using the inbuilt facility of the software package. It is advisable to have page numbers along with the applicable Chapter numbers. Page numbers up to Table of Content shall be in roman numerals. Pages of the Index shall be numbered using alphabet.

1.26 Margin requirements

When printing the text, the CAA Manual / Documents shall have the following margins on A-4 papers

Top : point zero five (0.5") inch

Bottom : point zero five (0.5") inch

Left: one and quarter (1.25") inches

Right : point zero three (0.3") inches

Header : point zero five (0.5") inches

Footer : point zero two (.02") inches

1.27 Numbering Tables and Pictures

If Tables or Pictures are included in a CAA Manual or Document it shall also be numbered chronologically using the facilities in the software packages.

1.28 Mirror Margins

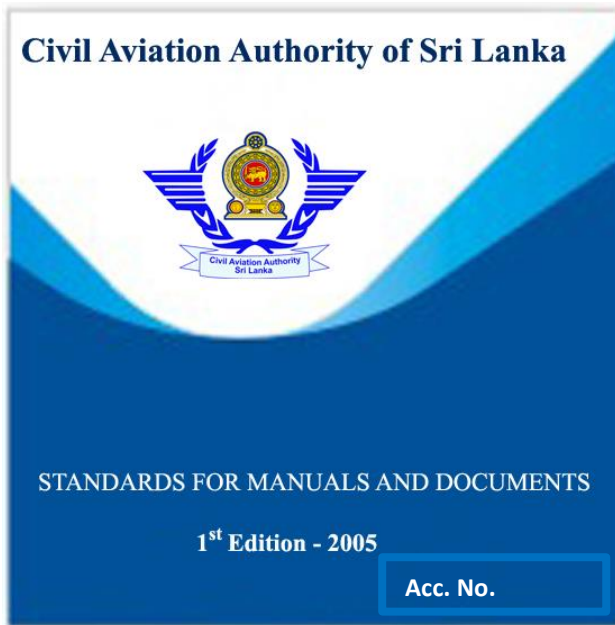
Manuals / Documents to be printed on both sides of A4- papers shall be printed using the mirror margin facility provided in software packages.

1.29 Format of the Manual / Document

A Manual / Document shall be organized as per the following sequence.

- a. Cover page with item 1.1, 1.2 with Civil Aviation Authority of Sri Lanka, 1.3, 1.4 and 1.5 above
- b. Inner page after cover page with item 3 and 1.6 above
- c. Record of Revision
- d. List of Effective pages
- e. History of Revision
- f. Table of Contents
- e. Preamble / Foreword
- g. Abbreviations
- h. Definitions
- f. Chapters as applicable
- g. Index
- i. Appendixes

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1.30 CAA Manuals in CD format

If any section is supposed to provide any manual/document as soft copy, following requirements have to be compiled with.

- a. CAA Logo
CAA logo to be printed on the top of the CD sticker and the “Civil Aviation Authority of Sri Lanka” wording to be included below the logo.
- b. Publication no. & name
Document no. & name to be included on the bottom of the CD. Edition & year shall be included after the document number.
- c. Registration of CD
Since all CDs are prepared for the use or guidance material of the CAA staff or industry personnel each sectional heads should ensure to hand over the master copy of guidance material approved DGCA to the main technical library for duly authentication. When new amendments are developed by the relevant section, same procedure shall be followed.

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Chapter – 2 Responsibility of Development / Update

2 General

Development of a Manual / Document for the use or guidance of the CAA Staff and / or industry personnel may be initiated consequent to the following;

- a. Direction of the CAA;
- b. Decision of the DGCA/CEO; and,
- c. Decision of the respective Division or Section

2.1 Responsibility of development

In any event mentioned above, the Section responsible for the subject matter shall be responsible for development of the first draft and accordingly the Head of relevant Section shall develop the first draft in consultation with all parties concerned and with due respect to applicable literature/data/information available taking into account the CAA policies governing such matters.

2.2 Internal coordination within the CAA

The first draft shall be perused by the Head of Division and be presented at the DPIG meeting for internal co-ordination and further discussion. It is the responsibility of the Head of Division to ensure that the decisions taken at the DPIG meeting are incorporated.

2.3 Approval

If the Manual / Document will form part of the CAA office procedures, the Document shall receive prior approval of the DGCA/CEO and when the final Document is submitted for approval, it shall be complete in all aspects in regard to grammar, spelling, format, type setting etc. and the Head of relevant Division shall be responsible for attending to this task. Ensuring accuracy of the contents, its currency (update) completeness, and appropriateness shall be the responsibility of the Head of the relevant Section.

2.4 Responsibility for distribution

The Documentation Officer, Human Resources and Office Management shall be responsible for the reproduction of the Manuals / Documents for sale either as a printed or electronic copy. Distribution of the Manual/ Document and its subsequent amendments amongst recipients listed in Master Distribution Record shall be the responsibility of the Section which prepares it.

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2.5 Cost of Production

Anticipated cost of production, revision or amendment of a Manual / Document should be included in the Programme Budget for the respective Section and additional budgetary provision should not be sought in the middle of a financial year.

2.6 Web Publishing

If a CAA Manual or document is required to be published in the CAA website it may be done so with due regard to preventing it be amended by unauthorized personnel. (With write protect on) Every web publications shall be published in PDF format in order to avoid changes by unauthorized personnel.

2.7 Responsibility for updating

Head of Division and Head of Section are jointly responsible for updating such Manuals / Documents.

2.8 Amending style

When amending an existing text or inserting a new text into a Manual / Document such amendments shall be identified by a vertical bar placed on the right hand side of the text.

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