



Civil Aviation Authority of Sri Lanka

STANDARDS FOR MANUALS

2nd Edition - 2022



CIVIL AVIATION AUTHORITY OF SRI LANKA

STANDARDS FOR MANUALS

2nd Edition - 2022

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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 provider certificates to develop manuals 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 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 Manuals of varying standards, maintenance of which have become a problem. The Standards for CAA Manuals 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 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. Also it may be issued to industry personnel to have a clear understanding of the standards expected by the CAA from them.

Capt. Themiya Abeywickrama,
Director General of Civil Aviation and Chief Executive Officer,
Civil Aviation Authority of Sri Lanka

01.05.2022

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Chapter 1 - CAA Manual Standards

1 General

Any Manual 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 Manual Reference Number

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

Section/ Division	Range of Numbers
Authority, Legal Affairs & Enforcement	0001-0200
Aviation Security	1000-1999
Air Navigation Services	2000-2500
Aerodromes	2501-2999
Training Organization, Personnel Licensing & Aviation Medicine	3000-3999
Aircraft Operations	4000-4999
Human Resources & Property Management	5000-5999
Aircraft Registration & Airworthiness	6000-6999
Revenue & Finance Management	7000-7999
Air Transport & Economic Regulations, Facilitation	8000-8999
For other publications – Audit, Statistics, Accident Investigations, Information Communication Technology	9000-9999

Table 1 – SLCAP Reference Numbers for Sections/Divisions

1.2 CAA logo

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

1.3 Title of the Manual

This shall be printed on the cover page and the immediate inner page after the cover page in bold Uppercase. Minimum font size of 20 must be used for the title of the manual.

1.4 Edition Number & Year of edition

This shall be printed on the cover page and immediate inner page both in bold sentence case.

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1.5 The Authority for Printing

The title of the person who authorized the production/printing of the Manual 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.

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.

1.8 List of effective pages

This shall contain a table of three 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, 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. This sheet must include all the revisions incorporated onto the manual from its inception irrespective of the manual current edition.

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 person responsible for update/amendment. The preamble of a Manual shall be signed by the Director General of Civil Aviation and Chief Executive Officer, if it forms part of the CAA office procedures.

1.12 Abbreviations

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

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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, 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.

1.14 Separation of 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 chapters shall be identified with distinctive separators. There should be a line after completion of each chapter and to be treated as end of chapter.

1.15 Header

There shall be a header for each page of a Manual except on the cover page, and it shall contain the CAA logo and name of the organization. The font size of the header shall be 12.



Figure 1 - Header

1.16 Footer

There shall be a footer for each page which shall contain the revision number, date of revision, Manual name & number, Section, 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. Contents of the footer must fit the table.

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Figure 2 - Footer

1.17 Index

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

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1.18 Master Distribution Record

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

1.19 Development Records

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

1.20 Registration of Manual

All Manuals prepared for the use or guidance of the CAA Staff or industry personnel shall be registered with Technical Library. The officer responsible for the maintenance of the Manual shall be informed to the Technical Library at this stage. The Manual which contains Control Number “one” (which may be suffixed with appropriate number of zeroes) shall be deposited with the Technical Library with an electronic copy of the Manual for preservation.

1.21 Binding

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

1.22 Fonts

The fonts used for the body text of the CAA Manuals shall be “Calibri (body)” and font size 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.

1.24 Attachments

If any attachments are to be incorporated into a CAA Manual, they shall be included at the end of the manual text and appendixes.

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1.25 List of Guidance Material

Each manual must include a list of guidance material developed by the respective section. The Title and the assigned serial number of each manual must be clearly mentioned in order.

1.26 Software

The software “Microsoft Word” or “Google Docs” shall be used for the development of CAA Manuals unless otherwise approved by the DGCA/CEO. It is necessary that a format of a Manual is first formulated before commencing the development of a Manual. 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 manuals with subsequent amendments shall be forwarded to the library with PDF format.

The price of saleable CAA Manual shall be marked on back of the cover page of the Manual 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).

1.27 Page Number

The pages of a Manual 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.

1.28 Margin requirements

When printing the text, the CAA Manuals shall have the following margins;

Page Size	A-4 Size	A-5 Size
Top	point five (0.5”) inch	point five (0.5”) inch
Bottom	point five (0.5”) inch	point five (0.5”) inch
Left	one and quarter (1.25”) inches	One inch (1”)
Right	point seven-five (0.75”) inch	point seven-five (0.75”) inch
Header	point five (0.5”) inches from top	point five (0.5”) inches from top
Footer	point two (0.2”) inches from bottom	point two (0.2”) inches from bottom

Table 2 – Margin Requirements



1.29 Numbering Tables and Pictures

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

1.30 Mirror Margins

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

1.31 Format of the Manual

A Manual shall be organized as per the following sequence.

- a. Cover page with items 1.1, 1.2 with Civil Aviation Authority of Sri Lanka, 1.3, 1.4 and 1.5 above
- b. Title page (Inner page after cover page) with items 1.3, 1.4, 1.6 and 1.15 above
- c. Record of Revision
- d. List of Effective pages
- e. History of Revision
- f. Table of Contents
- g. List of Tables/Figures
- h. Preamble / Foreword
- i. Abbreviations
- j. Definitions
- k. Chapters as applicable
- l. Appendixes
- m. Attachments
- n. Index
- o. List of Guidance Material

1.32 CAA Manuals in Electronic Format

Sections must ensure that the final copy of manual are forwarded to Manager – Documents and Web Management in electronic format for preservation.

Final electronic copy of these manuals must be submitted in the form of both;

- PDF Format, and
- Original editable format.

Manager – Documents and Web Management shall preserve PDF format of the electronic copies on the CAASL server folders facilitated by the ICT Unit.

Head of the ICT Unit will be responsible for preserving the soft copies for the future use.

Manager – Documents and Web Management shall maintain a list of records of such preserved electronic manuals section wise.

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Chapter – 2 Responsibility of Development / Update

2 General

Development of a Manual 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.

Head of Section is responsible for determining if the changes to a manual are to be incorporated through a new edition or an amendment.

2.2 Internal coordination within the CAA

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

2.3 Approval

If the Manual will form part of the CAA office procedures, the Manual shall receive prior approval of the DGCA/CEO and when the final Manual is submitted for approval, it shall be completed in all aspects with regard to grammar, spellings, 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 Manager – Documents and Web Management shall be responsible for the reproduction of the Manuals for sale either as a printed or electronic copy. Distribution of the Manual 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 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 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 publication shall be published in PDF format in order to avoid changes by unauthorized personnel. The Manager - Documents and Web Management shall be responsible for the publishing in CAASL Web, once the manual is authorized for publishing via respective Head of Division/Section.

2.7 Responsibility for updating

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

2.8 Amending style

When amending an existing text or inserting a new text into a Manual such amendments shall be identified by a vertical bar placed on the right hand side of the text. When a revision/amendment is published for an existing manual edition, the action officer should forward below amended pages for approval as stipulated in this manual.

- a. Cover Page & title page (existing details for information)
- b. Record of revision
- c. List of Effective Pages
- d. History of Revision
- e. Table of Contents
- f. Other amended pages

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