



**RWANDA**

**CIVIL AVIATION AUTHORITY**

**ADVISORY CIRCULAR  
RCAA-AC-GEN- ATS 002**

## **GUIDANCE ON DEVELOPMENT OF MANUAL OF OPERATIONS (MANOPS) FOR THE PROVISION OF ATS**

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### **1.0 PURPOSE**

1.1 Reference is made to the 22.110 of civil aviation regulation where an applicant of an air traffic service certificate is required to provide manual of operations. This Advisory Circular (AC) provides guidance for the development of the Manual of Operations (MANOPS) for the provision of Air Traffic Services. The MANOPS is the principal document supporting the application for an ATS Provider certificate.

1.2 Applicants for the certificate will be briefed in as much detail as necessary regarding the preparation of the MANOPS and any other related documents.

1.3 The MANOPS is based on the requirements outlined in the civil aviation related regulations, Rwanda Civil Aviation Technical Standards (RCATS) and associated ICAO documents

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## **2.0 REFERENCES**

- 2.1 Part 21- Aeronautical Telecommunication
- 2.2 Part 22- Air Traffic Services
- 2.3 Part 23- Instrument flight procedures
- 2.4 Part 24- Aeronautical Meteorological
- 2.5 Part 25- Aeronautical Information Service
- 2.6 Part 30- Safety Management
- 2.7 Part 31- Aeronautical Charts
- 2.8 Part 38- Units of Measurements
- 2.9 Part 40- Rules of the Air
- 2.10 Related Rwanda Technical Standards

## **3.0 CONTENTS OF THE MANOPS**

The basic structure of the MANOPS shall follow the standard format outlined in this circular as shown below;

### **3.1. Foreword**

This is an introductory note often written by the accountable executive. The foreword provides background information of the material contained in the manual and a statement of commitment to compliance.

### **3.2. Introduction**

3.2.1. Purpose and scope of the manual,

3.2.2. A statement that the manual complies with all applicable regulations and requirements and with the terms and conditions of the applicable ATS Certificate,

3.2.3. A statement that the manual contains operational instructions to be complied with by the relevant personnel in the performance of their duties,

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- 3.2.4. List of manuals comprising operations manual,
  - 3.2.5. A list and brief description of the various parts of the MANOPS, their contents, applicability and use,
  - 3.2.6. Responsibility for the content of the manual,
  - 3.2.7. Responsibility for amendment of the manual,
  - 3.2.8. List of effective pages,
  - 3.2.9. Distribution of manuals and amendments.

### **3.3. Management organization**

- 3.3.1. A description of the Organizational structure of the ATS Provider and/or supporting departments. The relationship between departments within the Air navigation services. In particular, the subordination and reporting lines of all divisions, departments etc., which pertain to the provision of ANS, shall be shown;
- 3.3.2. Duties and responsibilities of management personnel;
- 3.3.3. Qualifications of management personnel;
- 3.3.4. Description of the system for supervision. This description shall show how the services are supervised and the qualifications of supervisors involved. In particular, the procedures related to the following items shall be described –
  - a) Control, analysis and storage of records, documents, additional information, and safety related data,
  - b) A description of any system for promulgating information which may be of an operational nature but is supplementary to that in the MANOPS. The applicability of this information and the responsibilities for its promulgation shall be included.

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### **3.4. Services to be provided**

3.4.1 Type of services provided (Air Traffic Services, Aeronautical information services/ Charts, Search and rescue co-ordination, Aeronautical Telecommunication Services, and Aeronautical meteorological services);

3.4.2 Description of the services (Scope, hours of operation, etc),

3.4.3 Location from which the services shall be provided

### **3.5. Personnel requirement(s)**

3.5.1 Minimum number of personnel required for each functional area;

3.5.2 Duties and responsibilities of personnel;

3.5.3 Qualifications of personnel;

3.5.4 Working hours;

a) Shift;

b) Fatigue management where applicable;

3.5.5 Training, performance assessment and tracking of information;

3.5.6 Leave requirements.

### **3.6. Facilities and equipment**

(i) Facilities used for the provision of Air Navigation services.

(ii) Requirements for installation, maintenance and calibration.

### **3.7. Procedures and processes**

3.7.1 ATS Procedures for the provision of Aerodrome Control Services, Approach Control Services, Area Control Services, Approach Radar control, Area Radar Control,

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Search and Rescue coordination, and Construction of Visual and Instrument Flight Procedures.

3.7.2 CNS Procedures for installation, maintenance and flight check for navigation aids and other auxiliary facilities including power supply, computers and commissioning new facilities, equipment.

3.7.3 AIS Procedures for provision of Aeronautical Information Services at AIS Aerodrome Units, International NOTAM Office (NOF), AIS Headquarters Unit and production of Maps and Charts.

3.7.4 Aerodrome MET Procedures for the provision of meteorological services for air navigation services

3.7.5 Systems and procedures to ensure separation between controlled flights and active special use airspace

3.7.6 Contingency plans for part or total system failure;

3.7.7 Security measures as required in the Civil Aviation (Security) Regulations;

3.7.8 Fault and defect reporting;

3.7.9 Maintenance of documents and records;

3.7.10 Facility operations, maintenance plan and procedure.

### **3.8. Safety Management System (SMS)/Quality System (QS)**

(i) A description of the main aspects of the Safety Management Programme/quality system adopted including a summary of safety factors considered before seeking certification;

(ii) The SMS/QS manuals may be provided as standalone documents but they will form part of the MANOPS.

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## **SUBMISSION AND APPROVAL OF THE MANOPS**

4.1. The MANOPS is one of the requirements for Certification of the ATS provider. Two copies shall be submitted at the time of application for ATS Provider Certificate or as requested by the Authority or as determined by the ATS provider.

4.2 If the MANOPS is found satisfactory subsequent to evaluation by the Authority, the ATS provider shall be informed in writing with an approved copy of the MANOPS.

4.3 If found unsatisfactory, the MANOPS will be returned to the ATS provider with a cover letter indicating the shortcomings to be addressed before re submission for approval.

## **AMENDMENT OF THE MANOPS**

5.7 For the purpose of maintaining the accuracy of the information in MANOPS, the:

5.7.1 ATS Provider Certificate holder shall whenever necessary, amend the manual;

5.7.2 Authority may issue a written directive requiring ATS provider Certificate holder to alter or amend the manual.

### **Procedures for the amendment of MANOPS by ATS Provider**

5.8.1 The Applicant shall identify the areas to be amended and draft amendment to the existing MANOPS

5.8.2 The ATS Provider will submit the proposed amendment to the Authority for evaluation

5.8.3 If the proposed amendment is acceptable, the Authority shall approve and submit it to the ATS provider

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5.8.4 If not acceptable, the Authority shall forward the proposed amendment to the ATS Provider for necessary corrections.

5.8.5 ATS provider shall make the necessary corrections and resubmit the proposed amendment to the Authority for evaluation

5.8.6 Upon satisfaction, the Authority shall approve the proposed amendment and submit it back to the ATS provider.

### **Procedure for the amendment of MANOPS by the Authority**

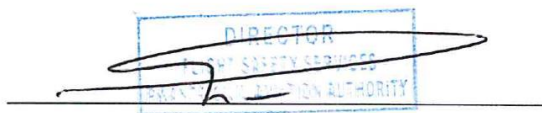
5.9.1 The Authority shall inform the ATS provider in writing of the areas to be amended

5.9.2 ATS provider shall study the proposed amendment and submit their comments where applicable to the Authority.

5.9.3 The Authority shall submit the Approved amendment to the ATS Provider for inclusion in the MANOPS

### **CIRCULATION AND AVAILABILITY OF THE MANOPS**

It is required that a complete MANOPS is maintained at the ATS provider and a complete manual provided to the Authority. In addition, it is required that the ATS provider makes available or furnish applicable parts of the manual to the operational personnel performing assigned duties. The manual may be in conventional paper format or a format that is convenient for the user. Each employee to whom the manual is furnished must keep it current.



Director Flight Safety Services  
Rwanda Civil Aviation Authority