



RWANDA

CIVIL AVIATION AUTHORITY

ADVISORY CIRCULAR
RCAA-AC-CNS006C

GUIDANCE ON DEVELOPMENT OF CNS MANUAL OF OPERATIONS

1.0 PURPOSE

1.1 This Advisory Circular (AC) provides guidance for the development of the CNS Organisation Manual of Operations. The CNS Organisation Manual of Operations is the principal document supporting the application for CNS Servicer Provider certificate.

1.2 Applicants for the certificate will be brief in as much detail as necessary regarding the preparation of the CNS Organisation Manual of Operations and any other related documents.

2.0 REFERENCES

2.1 Part 21, Civil Aviation (Aeronautical Telecommunication Services) Regulations, Regulation 21.070.

3.0 CONTENTS OF THE CNS MANUAL OF OPERATIONS

The basic structure of the CNS Manual of Operations shall follow the standard format outlined below.

3.1 Foreword

The CNS Manual of Operations – Aeronautical Telecommunications shall contain the standards, requirements and procedures pertaining to the planning, operation and maintenance of aeronautical telecommunications facilities.

3.2 Introduction

3.2.1. Purpose and scope of the manual,

The CNS Servicer Provider shall develop a CNS Manual of Operations which shall serve to demonstrate how the CNS Servicer Provider will comply with the requirements of the Manual of Standards - Aeronautical Telecommunications. It also serves as a reference document agreed between the CNS Servicer Provider and the Regulator with respect to the standards, conditions and level of service to be maintained for the aeronautical telecommunications service.

The contents of the Manual of Operations shall contain:

- (a) the information required of the CNS Servicer Provider as mentioned in this Manual;
- (b) an organization chart of the CNS Servicer Provider and its maintenance contractors, if any, that shows the position of each personnel and the name,

qualification, experience, duties and responsibilities of personnel who are responsible for ensuring the compliance of the organization with the set requirements;

- (c) an overall operation and maintenance plan for the aeronautical telecommunications service, and for each facility, an operation and maintenance plan, as described in Manual of Standards - Aeronautical Telecommunications;
- (d) for each facility, information on the compliance of the facility with the applicable requirements of Manual of Standards - Aeronautical Telecommunications;
- (e) the system performance target of each facility, such as its availability and reliability.
- (f) The Manual of Operations may consist of a main manual covering the main areas that need to be addressed, as well as separate supporting documents and manuals (such as the operation and maintenance plan of each facility) that are referred to in the main manual; and
- (g) The Manual of Operations is an important document and shall be issued under the authority of the CNS Service Provider. The CNS Service Provider shall control the distribution of the Manual of Operations and ensure that it is amended whenever necessary to maintain the accuracy of the information in the Manual of Operations and to keep its contents up to date.

3.2.2. A statement that the manual complies with all applicable regulations and requirements and with the terms and conditions of the applicable CNS Service Provider 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,

3.2.4. List of manuals comprising Manual of Operations,

3.2.5. A list and brief description of the various parts of the CNS Manual of Operations, 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 CNS provider. The relationship between departments within the ANS. In particular, the subordination and reporting lines of all divisions, departments etc., which pertain to the provision of CNS, 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:

- Control, analysis and storage of records, documents, additional information, and safety related data,
- A description of any system for promulgating information which may be of an operational nature but is supplementary to that in the CNS Manual of Operations. The applicability of this information and the responsibilities for its promulgation shall be included.

3.4. Services to be provided

- Type of services provided in CNS ;
- Description of the services (Scope, hours of operation, etc);
- Location from which the services shall be provided;
- Interface arrangement for support services.

3.5 Personnel requirement(s)

- Minimum number of personnel required for each functional area;
- Duties and responsibilities of personnel;
- Qualifications of personnel;
- Working hours;
- Shift;
- Recruitment procedures;
- Training, performance assessment and tracking of information;
- Leave requirements

3.6 Facilities and equipment

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- Facilities used for the provision of Air Navigation services.
 - Requirements for installation, maintenance and calibration.

3.7 Procedures and processes

- Procedures for installation, maintenance and flight check for navigation aids and other auxiliary facilities including power supply, computers and commissioning new facilities, equipment.
- Contingency plans for part or total system failure;
- Security measures as required in the Civil Aviation (Security) Regulations;
- Fault and defect reporting;
- Maintenance of documents and records;
- Facility operations, maintenance plan and procedure.

3.8 Safety Management System (SMS)

- A description of the main aspects of the Safety Management Programme adopted including a summary of safety factors considered before seeking certification;
- The SMS manuals may be provided as stand-alone documents but they will form part of the CNS Manual of Operations.

3.9 SUBMISSION AND APPROVAL OF THE CNS MANUAL OF OPERATIONS

3.9.1 The CNS Manual of Operations is one of the requirements for Certification of the CNS Servicer Provider. Two copies shall be submitted at the time of application for CNS Servicer Provider Certificate or as requested by the Authority.

3.9.2 If the CNS Manual of Operations is found satisfactory subsequent to evaluation by the Authority, the CNS Servicer Provider shall be informed in writing with an approved copy of the CNS Manual of Operations.

3.9.3 If found unsatisfactory, the CNS Manual of Operations will be returned to CNS Servicer Provider with a cover letter indicating the shortcomings to be addressed before re submission for approval.

4.0 AMENDMENT OF THE CNS MANUAL OF OPERATIONS

4.1 For the purpose of maintaining the accuracy of the information in CNS Manual of Operations, the:

4.1.1 CNS Servicer Provider Certificate holder shall whenever necessary, amend the manual;

4.1.2 Authority may issue a written directive requiring CNS Servicer Provider Certificate holder to alter or amend the manual.

4.2 Procedures for the amendment of CNS Manual of Operations by CNS Servicer Provider

4.2.1 Applicant shall identify the areas to be amended and draft amendment to the existing CNS Manual of Operations.

4.2.2 The CNS Servicer Provider will submit the proposed amendment to the Authority for evaluation.

4.2.3 If the proposed amendment is acceptable, the Authority shall approve and submit it to the CNS Servicer Provider.

4.2.4 If not acceptable, the Authority shall forward the proposed amendment to the CNS Servicer Provider for necessary corrections.

4.2.5 CNS Servicer Provider shall make the necessary corrections and resubmit the proposed amendment to the Authority for evaluation.

4.2.6 Upon satisfaction, the Authority shall approve the proposed amendment and submit it to the CNS Servicer Provider.

4.3 Procedures for the amendment of CNS Manual of Operations by the Authority

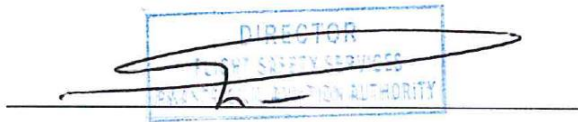
4.3.1 The Authority shall inform the CNS Servicer Provider in writing of the areas to be amended.

4.3.2 CNS Servicer Provider shall study the proposed amendment and submit their comments where applicable to the Authority.

4.3.3 The Authority shall submit the amendment to the CNS Servicer Provider for inclusion in the CNS Manual of Operations.

4.4 circulation and availability of the CNS manual of operations

It is required that a complete CNS manual of Operations is maintained at the CNS Servicer Provider and a complete manual provided to the authority. In addition, it is required that the CNS servicer 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.

A blue rectangular official stamp is positioned over a handwritten signature. The stamp contains the text: "DIRECTOR", "FLIGHT SAFETY SERVICES", and "RWANDA CIVIL AVIATION AUTHORITY". The signature is written in black ink and is partially obscured by the stamp.

Director Flight Safety Services
Rwanda Civil Aviation Authority