MANUAL OF AIR NAVIGATION SERVICES OPERATIONS (MANSOPS)

1.0 PURPOSE

1.1 This Advisory Circular (AC) provides guidance for the development of the Manual of Air Navigation Services Operations (MANSOPS). The MANSOPS is the principal document supporting the application for an ANSP certificate.

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

2.0 REFERENCES

2.1 The Civil Aviation (Air Navigation Services) Regulations;
2.2 The Manual of Air Navigation Services Standards.

3.0 CONTENTS OF THE MANSOPS

The basic structure of the MANSOPS should follow the standard format outlined below.

3.1. Foreword

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 ANSP 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 operations manual,
3.2.5. A list and brief description of the various parts of the MANSOPS, 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 organisational structure of the ANSP. 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 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 MANSOPS. The applicability of this information and the responsibilities for its promulgation shall be included.

3.4. **Services to be provided**

(i) Type of services provides (e.g. Air Traffic Services, Aeronautical information services, Search and rescue co-ordination, CNS etc);

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

(iii) Location from which the services shall be provided

3.5. **Personnel requirement(s)**

(i) Minimum number of personnel required for each functional area;

(ii) Duties and responsibilities of personnel;

(iii) Qualifications of personnel;

(iv) Working hours;

(v) Shift;

(vi) Fatigue management;

(vii) Recruitment procedures;

(viii) Training, performance assessment and tracking of information;

(ix) 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**

(i) Procedures for the provision of Aerodrome Control Services, Approach Control Services, Area/ Airways Control Services, Approach Radar control, Area Radar Control, Search and Rescue, Meteorological Services for Air Navigation and Construction of Visual and Instrument flight Procedures.

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

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

(iv) Contingency plans for part or total system failure;
(v) Security measures as required in the Civil Aviation (Security) Regulations;
(vi) Fault and defect reporting;
(vii) Maintenance of documents and records;
(viii) 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 stand alone documents but they will form part of the MANSOPS.

4.0 SUBMISSION AND APPROVAL OF THE MANSOPS

4.1. The MANSOPS is one of the requirements for Certification of the ANSP. Two copies shall be submitted at the time of application for ANSP Certificate or as requested by the Authority.

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

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

5.0 AMENDMENT OF THE MANSOPS

5.1 For the purpose of maintaining the accuracy of the information in MANSOPS, the:

5.1.1 ANSP Certificate holder shall whenever necessary, amend the manual;
5.1.2 Authority may issue a written directive requiring ANSP Certificate holder to alter or amend the manual.

5.2 The holder of a certificate shall submit the proposed amendment to the Authority for approval.

5.3 Procedures for the amendment of MANSOPS by ANSP

5.3.1 Applicant shall identify the areas to be amended and draft amendment to the existing MANSOPS
5.3.2 The ANSP will submit the proposed amendment to the Authority for review
5.3.3 If the proposed amendment is acceptable, the Authority shall approve and submit it to the ANS provider
5.3.4 If not acceptable, the Authority shall forward the proposed amendment to the ANS provider for necessary corrections.
5.3.5 ANS provider shall make the necessary corrections and resubmit the proposed amendment to the Authority for review
5.3.6 Upon satisfaction, the Authority shall approve the proposed amendment and submit it to ANS provider.

5.4 Procedure for the amendment of MANSOPS by the Authority

5.4.1 the Authority shall inform the ANS provider in writing of the areas to be amended
5.4.2 ANS provider shall study the proposed amendment and submit their comments where applicable to the Authority.
5.4.3 The Authority shall submit the amendment to the ANSP for inclusion in the MANSOPS
6.0 CIRCULATION AND AVAILABILITY OF THE MANSOPS

It is required that a complete MANSOPS is maintained at the ANS provider and a complete manual provided to the Authority. In addition, it is required that the ANS 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.

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Civil Aviation Authority