

	<b>TANZANIA CIVIL AVIATION AUTHORITY AIR NAVIGATION SERVICES INSPECTORATE</b>	<b>Revision: 1</b>
<b>Document No: TCAA/QSP/SR/AC/ANS - 09</b>	<b>Title: Development of ANS Technical Material</b>	<b>Page 1 of 5</b>

## 1.0 PURPOSE

- 1.2 This Advisory Circular (AC) is issued to provide general information and guidance to be used in developing manuals as may be necessary to facilitate the provision of Air Navigation Services. It also provides guidelines on the process required for reviewing, and acceptance or approval of the manuals.

## 2.0 REFERENCES.

- 2.1 The Civil Aviation (Certification of ANSP) Regulations,

## 3.0 GUIDANCE AND PROCEDURES

### 3.1 General

The Civil Aviation (Certification of ANSP) Regulations require Service provider to prepare and keep current various manuals for provision of Air Navigation Services. The number and type of documents will depend on the type and volume of service provided. Guidance and procedures for the format, development, approval, distribution and amendment remains common to all types of manuals irrespective of the type.

### 3.2 Adequacy of Procedures

The manuals shall address the requirements of the Civil Aviation (Certification of ANSP) Regulations be consistent with safe operating practices and based on sound rationale or demonstrated effectiveness. The following should be clearly demonstrated:

- a) **Objective.** The objective of each procedure provided in the manual,
- b) **Logical sequence.** Procedures are to flow in a logical step-by-step sequence rather than a narrative format. The most effective procedures are usually simple and contain only the information necessary for accomplishing that procedure.
- c) **General considerations.**
  - i. A procedure must be an acceptable method for accomplishing and achieving the intended objective.
  - ii. The individual responsible for each step of a procedure must be clearly identified.
  - iii. The acceptable standards of performance for a procedure are to be stated if those standards are not commonly understood or clearly obvious.
  - iv. Since a variety of personnel with differing degrees of expertise are involved in the procedures, adequate information concerning the accomplishment of a procedure must be provided for the least experienced individual.
  - v. A procedure is described very briefly and concisely to enable the user achieve intended objectives without extensive direction or detail.

<b>This is a controlled document</b>		<b>Issued on: 31 March 2020</b>
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<b>Document No: TCAA/QSP/SR/AC/ANS - 09</b>	<b>Title: Development of ANS Technical Material</b>	<b>Page 2 of 5</b>

- vi. When the user has limited training or experience, a procedure must be described in enough detail for the user to correctly accomplish it.
- vii. When the user has limited access to other sources of information and guidance while performing a procedure, enough details should be provided to make the user independent of other sources of information.
- viii. When a form, checklist, or tool is necessary to accomplish a procedure, the location of that item must be indicated in the procedure.
- ix. Enough time should be available under normal circumstances for the user to accomplish a procedure. If sufficient time is not available to the user for accomplishing a procedure, either the procedure itself or the user's duties must be revised.

### 3.3 Review of Manuals

Manuals must be reviewed periodically to ensure compliance with current regulations, safe operating practices and procedures.

### 3.4 Submission of the manuals for review

For the initial approval copies of the manuals to be approved shall be submitted to the Authority for the cursory review in hard and/or soft copies.

### 3.5 Initial Approval Review

In the initial approval review of the manuals, a comprehensive review shall be conducted by the Authority to verify that the manuals conform to the format and style as follows;

- a) **Format.** The manuals has been prepared and maintained in conventional manual format and provided in both hard and soft copy.
- b) **Introduction or preface.** The first page of a manual requiring approval by the Authority shall contain a description introducing the philosophy, goals and a preface page containing a brief statement of the manual's purpose and intended users. The introduction or preface section contain a statement signed by an accountable manager, which emphasizes that the procedures and policies in the user manual are expected to be used by company personnel. The manuals should include endorsement and approval as follows;

**Endorsed by: accountable manager**

	<b>Accountability/ Responsibility</b>	<b>Name</b>	<b>Signature</b>	<b>Date</b>
Issued by				

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<b>Document No: TCAA/QSP/SR/AC/ANS - 09</b>	<b>Title: Development of ANS Technical Material</b>	<b>Page 3 of 5</b>

Responsible				
Endorsed by				

**Approved By: Tanzania Civil Aviation Authority**

In pursuant to the current Civil Aviation (Certification of ANSP) Regulations the Director General of the Tanzania Civil Aviation Authority has hereby approved the Manual.

<b>Tanzania Civil Aviation Authority Approval</b>		
<b>Name</b>	<b>Signature and Stamp</b>	<b>Date</b>

- c) **Revision control.** The manuals are easy to revise and contain a revision control page or section from which the user can readily determine whether the manual is current or not. This page or section should follow the cover page. The control date of the most recent revision of each individual page must appear on each page. ANSPs shall establish a bulletin system to bring temporary information or changes that should not be delayed by a formal revision process, to the attention of the user.

The bulletin system should have a means of control that includes giving bulletins a limited life and systematically incorporating them into appropriate manuals in a timely manner. Users should be able to easily determine whether they possess all current bulletins.

- d) **Table of contents.** Each manual has a table of contents containing lists of major topics with their respective page numbers.
- e) **A Statement of compliance.** A statement that indicates where in the manual each regulatory requirement for the manual subject has been compiled with.
- f) **References.** Manuals may include references to other manuals when it is necessary to clarify the intent of the text or when it is useful to the user for looking up specific subject matter. References should not be made to Advisory Circular(AC) as these sources are advisory. Operators should use caution when adapting the text of advisory documents into their manuals. AC text may not necessarily translate into a Regulation.
- g) **Definitions. Significant** terms used in manuals should be defined. Any acronym or abbreviation not in common use should also be defined.
- h) **Elements of style.** Manuals should be composed in the style of general technical

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<p><b>Document No:</b> TCAA/QSP/SR/AC/ANS - 09</p>	<p><b>Title: Development of ANS Technical Material</b></p>	<p style="text-align: right;"><b>Page 4 of 5</b></p>

writing. This style should be clear, concise and easy to understand.

**Note:**

- i. if found satisfactory the applicant will be advised in writing to submit two hard copies of each manual for the in-depth review;
- ii. if found unsatisfactory the manual will be returned with a cover letter indicating the shortcomings.

**3.6 The Approval and Acceptance Process**

The satisfactory manuals should be issued with an approval note by the Authority. The approved manuals shall contain the following:

- a) Control sheets shall have the Authority stamp with the phrase TCAA Approved, the effective date of approval and signature.
- b) One copy of the approved manual will be returned to the operator with a notification letter stating that the material is approved. The letter should also contain a statement advising the operator to maintain, for its records, the signed control sheets with the approval annotation.
- c) Each approved manual shall have an approval note on its front page.

**3.7 Distribution, availability and control of manuals**

3.7.1 It is required that a complete each manual (or set of manuals) is maintained at the operational units for easy of reference. The manuals may be provided in conventional paper format or in another form that is convenient for the user. Each employee to whom the manual or a user manual is furnished must keep it current.

3.7.2 ANS technical guidance materials are distributed and controlled by the Director of Safety Regulation. Normally, an AIC will be issued to introduce new TGMs to the industry. Advisory Circulars, Orders and selected manuals will be published in the Tanzania Civil Aviation Authority web site, <http://www.tcaa.go.tz> in PDF format.

**3.8 Amendments to the approved manuals**

3.8.1 The Authority will review all amendments to the manuals and during this process it will not limit itself to the amendments alone but also the impact of the changes on the overall manual system.

3.8.2 Continuous review of the manuals by the operator is necessary because both the aviation environment and the operations are constantly changing.

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<b>Document No: TCAA/QSP/SR/AC/ANS - 09</b>	<b>Title: Development of ANS Technical Material</b>	<b>Page 5 of 5</b>

### 3.9 Enquiries

Any enquiries, comments or clarifications on the TGMs should be directed to; Director of Safety Regulation,  
Tanzania Civil Aviation Authority  
P. O. BOX 2819  
Dar es Salaam  
Telephone +255 22 2115079/80, +255 22 2111951  
Fax: +255 22 2118905



**Tanzania Civil Aviation Authority**