

THE SOUTH AFRICAN MODEL AIRCRAFT ASSOCIATION



MANUAL OF PROCEDURE


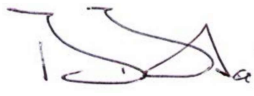


IN ACCORDANCE WITH PART 149 OF THE SOUTH AFRICAN CIVIL AVIATION
REGULATIONS, 2011 AS AMENDED

ARO APPROVAL NUMBER
SACAA / ARO 010

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1. SACAA APPROVAL

PROCESS	NAME	SIGNATURE	DATE
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Reviewed by the Compliance Officer	Alec Groenewald		12-12-2022
Approved by the South African Civil Aviation Authority	N de Lange SM:GAD		11-03-2023

2. TABLE OF CONTENTS

1.	SACAA APPROVAL	2
2.	TABLE OF CONTENTS	3
3.	AMENDMENT/REVISION RECORD SHEET	6
4.	LIST OF EFFECTIVE PAGES	7
5.	STATEMENT OF CONFIDENTIALITY	8
6.	ABBREVIATIONS	9
7.	DEFINITIONS	10
8.	INTRODUCTION	13
9.	REGULATORY COMPLIANCE	13
10.	COMMITMENT STATEMENT.....	14
11.	DISTRIBUTION	15
12.	GENERAL	16
	12.1 Applicability.....	16
	12.2 Scope of Approval	16
	12.3 Type of Model Aircraft.....	17
	12.4 Areas of Operations.....	17
	12.5 Approval in terms of Part 149	17
	12.6 Display of Aviation Recreation Organisation Approval	17
	12.7 Advertisements	17
	12.8 Safety Inspections and Audits	17
	12.9 Register of Approval	18
	12.10 Application for Amendment of the ARO	18
	12.11 Period of Validity	18
	12.12 Application for Renewal of the ARO	18
	12.13 Transferability	18
	12.14 Duties of SAMAA as an ARO Approval holder	18
13.	SAMAA ORGANISATION CHART	19
14.	PERSONNEL	19
	14.1 SAMAA Appointed Post Holders/Committee Members and Authorisations Granted.....	19
	14.2 Procedure for assessing SAMAA Appointed Post Holders/Committee Members Competency.	20
	14.3 General Competency requirements.....	20
	14.4 Procedure for Maintaining the Competence of SAMAA Appointed Post Holders/Committee Members.....	21
15.	REQUIREMENTS, DUTIES AND RESPONSIBILITIES OF SAMAA PERSONNEL	21
	15.1 ACCOUNTABLE MANAGER.....	21

	Competency/Requirements	21
	Duties and Responsibilities	21
15.2	COMPLIANCE OFFICER	22
	Competency/Requirements	22
	Duties and Responsibilities	22
15.3	QUALITY ASSURANCE MANAGER	23
	Competency/Requirements	23
	Duties and Responsibilities	23
16.	LOCATIONS	24
16.1	SAMAA appointed Post Holders / Committee Members.....	24
16.2	SAMAA Affiliated Clubs	24
17.	RESOURCES	24
17.1	SAMAA Appointed Post Holders/Committee Members	24
17.2	SAMAA Affiliated Clubs	24
18.	AUTHORISATIONS GRANTED.....	25
18.1	By the Director of SA Civil Aviation Authority.....	25
18.2	By the SAMAA	25
19.	OPERATIONAL AND MAINTENANCE PROCEDURES	25
19.1	SAMAA Affiliated Clubs	25
19.2	SAMAA Proficiency System.....	25
19.3	Selection and use of Flying and Landing Sites/Airfield	26
19.4	Emergency Response for Clubs	26
20.	QUALITY ASSURANCE SYSTEM	26
20.1	Level of Quality	26
20.2	Internal Reviews	27
20.3	Procedure for Recording Findings and Communication thereof	27
	20.3.1 Internal Audits	27
	20.3.2 External Audits	27
20.4	List of Responsible Persons	28
20.5	Other Quality Indicators	28
	20.5.1 Facility malfunction	28
	20.5.2 Incidents, Occurrences, and Complaints	28
	20.5.3 Incident.....	29
	20.5.4 Occurrences	29
	20.5.5 Complaints.....	29
	20.5.6 Defects	29
20.6	Management Review	30
20.7	Quality Assurance System Review Procedures	30
21.	TECHNICAL RECORDS AND REGULATORY DATA	30

22. AMENDMENT PROCEDURE 31
22.1 Amendments to Manual of Procedure (MOP)..... 31
23. RECORDS STORAGE AND SAFEKEEPING..... 31

3. AMENDMENT/REVISION RECORD SHEET

REVISION NO.	REVISION DATE	REVISED BY	DESIGNATION
Original	31-01-2022	Linda Dold	Quality Assurance
1	12-12-2022	Yolande Combrinck	Quality Assurance Consultant

NOTE

It is the responsibility of the holder of this manual to maintain the manual in a status that is always current. When in doubt, contact the Quality Assurance Manager to confirm the current status.

4. LIST OF EFFECTIVE PAGES

PAGE	REVISION NO	EFFECTIVE DATE	PAGE	REVISION NO	EFFECTIVE DATE
1 of 31	Original	01-02-2022	27 of 31	1	12-12-2022
2 of 31	1	12-12-2022	28 of 31	1	12-12-2022
3 of 31	1	12-12-2022	29 of 31	1	12-12-2022
4 of 31	1	12-12-2022	30 of 31	1	12-12-2022
5 of 31	1	12-12-2022	31 of 31	1	12-12-2022
6 of 31	1	12-12-2022			
7 of 31	1	12-12-2022			
8 of 31	Original	01-02-2022			
9 of 31	Original	01-02-2022			
10 of 31	Original	01-02-2022			
11 of 31	Original	01-02-2022			
12 of 31	Original	01-02-2022			
13 of 31	Original	01-02-2022			
14 of 31	1	12-12-2022			
15 of 31	1	12-12-2022			
16 of 31	1	12-12-2022			
17 of 31	1	12-12-2022			
18 of 31	1	12-12-2022			
19 of 31	1	12-12-2022			
20 of 31	1	12-12-2022			
21 of 31	1	12-12-2022			
22 of 31	1	12-12-2022			
23 of 31	1	12-12-2022			
24 of 31	1	12-12-2022			
25 of 31	1	12-12-2022			
26 of 31	1	12-12-2022			

NOTE

The holder of a printed manual shall remove the superseded page(s), insert latest revised page(s) and destroy the superseded page(s).

5. STATEMENT OF CONFIDENTIALITY

- 5.1 This Manual of procedures contains information that is confidential and proprietary to The South African Model Aircraft Association (hereinafter referred to as the SAMAA). The SAMAA submits this document with the understanding that it will be held in strict confidence and will not be disclosed, duplicated, or used, in whole or in part, for any purpose other than the purpose for which it is provided, without the prior written consent of the SAMAA.

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6. ABBREVIATIONS

ABBREVIATION	DESCRIPTION
AGM	Annual General Meeting
ARO	Aviation Recreation Organization
CAP	Corrective Action Plan
CTR	Control Zone. Controlled Traffic Region
DCA	Director of South African Civil Aviation Authority
DIRECTOR	Director of South African Civil Aviation Authority
E: ASO	Executive: Aviation Safety Operations
FAI	Fédération Aéronautique Internationale
FPV	First Person View
GAD	General Aviation Department
ICASA	Independent Communications Authority of South Africa
LOP	Letter of Procedure, Local Operating Procedure
MOP	Manual of Procedures
PAJA	Promotion of Administrative Justice Act 3 of 2000 as amended
QAS	Quality Assurance System
SACAA	South African Civil Aviation Authority
SA-CAR'S	Civil Aviation Regulations, 2011 as amended
SA-CATS	Civil Aviation Technical Standards
SAE	Special Air Events
SAMAA	The South African Model Aircraft Association
SGM	Special General Meeting
SIG	Special Interest Group
SOP	Standard Operating Procedure
TGM	Technical Guidance Material
TMA	Terminal Manoeuvring Area
WADA	World Anti-Doping Agency

7. DEFINITIONS

ARO

- 7.1 Aviation Recreation Organisation in terms of Part 149 of the Civil Aviation Regulations, as read with the Civil Aviation Act, No 13 of 2009.

Buddy box

- 7.2 A system where the instructor has a “master” transmitter, and the pupil pilot has a “slave” transmitter. The instructor can assume control of the transmission to the model aircraft as required.

Club instructor

- 7.3 A person, who in the view of the club committee, is qualified to assist a beginner to learn to fly. A member who in their views, is proficient, or has obtained a proficiency level which makes him competent to instruct beginners.

Competition

- 7.4 An event (not a special air event) run by club, SIG, or group to test the skill of pilots in competition

Definition of model aircraft

- 7.5 A fixed-wing, rotor-wing, multi-rotor, or model parachute used for the purpose of recreational and sporting model aviation. A craft of limited dimensions, unable to carry a human being.

Event

- 7.6 Display, exhibition or air show attended by member of the public, usually paying an entrance fee (special air event)

Failsafe

- 7.7 Transmitter programming, to ensure that if any interference occurs between the pilot’s transmitter and the model, the control **servos** will return to a pre-programmed setting, i.e. throttle to idle.

Frequency

- 7.8 Operating frequency within the spectrum, allocated by ICASA

Frequency peg board

- 7.9 The frequency control system used by the club to ensure management of all the frequencies used at the field.

Frequency peg/marker

- 7.10 A marker used to identify the radio frequency being used by the pilot and displayed at the flying field.

Member

- 7.11 A paid-up member of the SAMAA, or a member who has been accorded honorary, emeritus, or honorary life membership of the SAMAA.

Mobile phone

- 7.12 Cell phone, portable telephone

Permit to fly

- 7.13 A document issued by a SAMAA inspector or nominated person, following an inspection of any non-standard model aircraft. This permit and certification are applicable to the model aircraft and the pilot, and is not transferable.

Pilot

- 7.14 A SAMAA member who can fly a model aircraft and has achieved a proficiency level of Solo or better.

Pilot box/Pilot area

- 7.15 Designated area from which pilots fly their model aircraft.

Pit area

- 7.16 The area between the club house and the pilot boxes on the runway nearest to the club house and facilities.

Pupil pilot

- 7.17 A pupil pilot is a SAMAA member who is learning to fly a radio-controlled model aircraft and has not yet obtained any proficiency level. When flying with others present, he shall be accompanied by a SAMAA-qualified club instructor.

Registered, approved site

- 7.18 A flying site approved by the SAMAA and the SACAA for SAMAA members to fly model aircraft.

Registered Club

- 7.19 A field or flying site that has been developed for model aircraft flying. The club or site shall have a responsible committee elected by the members to manage and run all model flying activities.

Government Rules & Regulations

- 7.20 Shall mean the applicable rules and regulations as Gazette by the Government as well as the Civil Aviation Act, Regulations and Technical Standards and any other national and safety regulations as published by Government that shall be incorporated and complied with at all SAMAA clubs.

SAMAA Rules and Regulations

- 7.21 Shall mean the SAMAA rules and regulations in terms of standard operating procedures, as well as the club rules and regulations in terms of standard operating procedures that shall be incorporated and complied with at all SAMAA clubs.

SAMAA

- 7.22 The South African Model Aircraft Association, coordinating and managing body for aeromodelling activities for SAMAA members, and registered clubs in South Africa.

SAMAA Instructor

- 7.23 A pilot who has satisfactorily obtained his SAMAA instructor proficiency and who has demonstrated to the SAMAA instructor judges that he has a thorough understanding of the safety rules, and comparative scoring system.

SAMAA Instructor Judge

- 7.24 After a pilot has obtained his SAMAA instructors' proficiency, he could be appointed as a SAMAA Instructor Judge at the discretion of the SAMAA management committee.

Standard Operating Procedure

- 7.25 A set of step-by-step instructions, social rules and regulations compiled by the SAMAA for model aircraft flying at registered sites, clubs, and approved venues in South Africa. Social Rules in terms of SOP's aim is to ensure that the SAMAA achieves efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply with national rules and regulations.

Simulator

- 7.26 A good and affordable method to learn to fly. In principle, it is an application on a computer which allows a pupil to learn to fly a model aircraft on a computer screen.

Solo-rated pilot

- 7.27 A pilot of a model aircraft who has flown and passed a SAMAA solo test.

Transmitter

- 7.28 A purpose-made, commercially available unit which shall operate on an ICASA-approved frequency and comply with ICASA specifications.

Tx control

- 7.29 The area at the back of the pit area where transmitters are impounded in an area and in a switched-off state when not in use.

8. INTRODUCTION

- 8.1 The South African Model Aircraft Association's management framework is based on the principles of accountability, transparency, ethical management, and fairness to its members.

- 8.2 A philosophy of sound oversight is entrenched across our association and clubs, through the services SAMAA provides to its member Clubs. This service includes, but is not limited to:

- a) Advice and guidance on issues of a technical and legislative nature.
- b) Technical, registration of clubs and flying sites.
- c) Public liability insurance cover.
- d) SAMAA defined Event approvals.
- e) Communication through a newsletter and the web.
- f) Flying proficiencies.
- g) Arranging local, regional, national, and international competitions.
- h) Managing shared use of airspace at club level, and
- i) Affiliations to other organisations with similar modelling interests.

- 8.3 An elected management committee, consisting of volunteers, perform various functions, like marketing, promotions, finances, compliance, development, special interest groups, clubs, etc, and recognise that good governance, achieved through an ethical culture, competitive performance, effective control, and legitimacy, can create a sustainable future for model aircraft activities in South Africa.

- 8.4 There are several clubs and flying sites in South Africa, where members of the SAMAA may practice their hobby and sport.

- 8.5 For the competitive members, there is affiliation to the Fédération Aéronautique Internationale, the international aviation federation, governing international air sport activities.

- 8.6 As an association, we strive and are committed, at all times, to the laws that govern this sport, and to ensure the promotion of recreational RC flying in South Africa.

9. REGULATORY COMPLIANCE

- 9.1 This Manual of Procedures (MOP) has been compiled in accordance with the South African Civil Aviation Regulations and Technical Standards Part 149 and sets out the operational procedures of the organisation which represents **MODEL AIRCRAFT** that are operated for recreational and sporting purposes in terms of CAR Part 149.

- 9.2 This Manual of Procedure should be read in conjunction with, and considered supplementary to the following documents:

- a) The South African Civil Aviation Regulations (SA-CAR).
- b) The Civil Aviation Technical Standards (SA-CATS) of the South African Civil Aviation Authority (SACAA).

Controlled Documents

DOC Reference	Description
DOC-MOP-001	SAMAA Manual of Procedures
DOC-SAMAA-001	List of Personnel/Directors/Officers/Committee members
DOC-SAMAA-005	List of SAMAA clubs, sites, locations, scope of activity

Quality Assurance Documents

DOC Reference	Description
QAS-DOC-002	Internal Audit Schedule

9.3 SAMAA members shall be bound by the provisions of this manual and its supporting documents.

9.4 The term “SAMAA Management Committee” shall mean the duly elected, appointed, and co-opted directors and officers who constitute the management committee of the SAMAA.

Regulatory References in this Manual of Procedure

9.5 Where it refers to specific regulation or technical standard in this manual, pertaining to the Civil Aviation Regulations of 2011 and as amended, please ensure reference to the following website: <http://caa.mylexisnexis.co.za/> for the most up to date information .

10. COMMITMENT STATEMENT

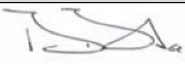
10.1 The SAMAA MOP contains all aspects relating to the management, control, and regulation of all forms of model aircraft activities in South Africa to ensure ongoing compliance with SA CARs and CATS 149.

10.2 The SAMAA will manage the organisation, affiliated clubs and members in terms of its approved Manual of Procedures, Quality Assurance System, Part 94.05.1 (1), 94.06.11 (b) and those contained in Part 24 and 149 of the South African Civil Aviation Regulations and associated Technical Standards as applicable.

10.3 The SAMAA shall ensure that all model aviation activities are only performed at sites as published in a NOTAM, AIC, or AIP as approved by the SACAA.

10.4 The SAMAA to notify, as and when required, the SACAA in of any Part 11 exemption approval process where application was made and approved by the Director in terms of airspace dispensation.

- 10.5 The SAMAA shall undertake the duties as agreed with the Independent Communications Authority of South Africa as applicable to radio controlled model aviation and apply those without discrimination to all operations in the interest of National Safety.
- 10.6 The SAMAA shall ensure through continuous communication that all its members is made aware of the code of conduct and disciplinary procedures of the SAMAA.
- 10.7 The SAMAA operates on a Club structure, and each club’s management is responsible for enforcing the requirements of the SAMAA MOP and to ensure compliance with such.
- 10.8 The SAMAA shall actively promote safety awareness, through application of the proficiency scheme that recognises flying skills of its members.
- 10.9 The SAMAA is a public benefit organisation, which is apolitical, does not support gender, racial, or any other discrimination, and creates equal opportunity for all South Africans.
- 10.10 This is to certify that I, **BURT BOTHA**, (Accountable Manager) of the **SOUTH AFRICAN MODEL AIRCRAFT ASSOCIATION** know and understand the contents of this manual of procedures and if applicable other manuals and documents referenced in this manual of procedures, and that I shall comply in accordance with document SA-CATS 149 (South African Civil Aviation Technical Standards).

ACCOUNTABLE MANAGER	BURT BOTHA	DATE
Signed		12-12-2022

11. DISTRIBUTION

- 11.1 Relevant documentation together with any other important and regulatory documentation shall be published for download in either PDF electronic format or the URL links provided on either or all of the SAMAA communication platforms utilised by the SAMAA to communicate with its members, Clubs, and committee members, as deemed fit.
- 11.2 The SAMAA ARO Manual of Procedures is maintained in electronic format, in the cloud, for security and easy access by the Accountable Manager, Compliance Officer and the Quality Assurance Manager.
- 11.3 The Approved Manual of Procedure is distributed electronically in digital format to the members, clubs, committee members, directors, officers and entities mentioned in the following table and is downloadable from the SAMAA website:

DOCUMENT COPY	DISTRIBUTED TO / LOCATION
Digital	Offices of the Aero Club of South Africa
Digital	SAMAA Website – Members Section
Digital	SAMAA WhatsApp SMC Group
Digital	SAMAA Appointed Aviation Consultant
Digital	Affiliated Clubs
Digital	SACAA – General Aviation Department

12. GENERAL

12.1 Applicability

12.1.1 To administer Model Aircraft activities through established policies, procedures, and an approved MOP in terms of Part 149 of the SACARs 2011, as amended.

12.2 Scope of Approval

12.2.1 Any model aircraft in flight, utilising the airspace (except where there is an exemption or exclusion in the CARs) is subject to the regulations and technical standards imposed by the SACAA. The SAMAA ARO MOP covers all model aircraft in flight and its operations, including:

- (a) Model aircraft which weigh less than 100 grammes (3.5 oz.).
- (b) Line Control model aircraft (tethered circular flight).
- (c) Any model aircraft flown indoors (contained by walls and a roof).

12.2.2 In terms of Part 94.06.11 Model aircraft are exempt from the these regulations except from regulation 94.05.1 Conditions for Flight, and provided that no model aircraft shall be flown higher than 150 feet above the surface or from or above a public road, unless with the prior approval of the DCA and on conditions determined by him or her, or in airspace specifically approved for the purpose by the DCA and on conditions set by him or her for the use of such airspace.

12.2.3 Due to the exemption in terms of Part 94.06.11, operation of NTCA aircraft the SAMAA will:

- a) Establish and implement safety standards relating to model aircraft operations applicable to its members.
- b) Determine and implement standards for the operation of model aircraft applicable to its members.
- c) Determine and manage proficiency standards for its members
- d) Issue proficiencies in terms of set standards and guidelines as set by The SAMAA.
- e) Advise the Director on any matter connected with the operations of model aircraft or its members where such notification is required in terms of the SACARs.

12.3 Type of Model Aircraft

- a) Fixed Wing.
- b) Rotary wings.
- c) Quad copters.
- d) Parachutes.
- e) Jets.
- f) Large Scale.
- g) Gliders

12.4 Areas of Operations

12.4.1 Current areas of operation (Flying Sites) include various sites within the borders of South Africa

12.5 Approval in terms of Part 149

12.5.1 The approval received in terms of Part 149 shall be exercised and performed according to the conditions, rules, requirements, procedures, or standards as prescribed in this MOP.

12.6 Display of Aviation Recreation Organisation Approval

12.6.1 SAMAA's aviation recreation organisation digital approval as received from the SACAA shall be digitally available via our website and any other communication platform utilised by the SAMAA, which is accessible by the public and SAMAA members.

12.6.2 In the case where the SAMAA is issued with an original printed certificate by the SACAA and a copy of the approval is displayed, the SAMAA shall produce the original approval to an authorised officer, inspector, or authorised person if requested by such officer, inspector, or person.

12.7 Advertisements

12.7.1 Any advertisement by SAMAA indicating that it is an aviation recreation organisation in terms of Part 149 of the CARs, shall reflect the #010 Aviation Recreation Organisation approval number issued by the Director and contain a reference to the aviation recreation for which such approval was issued.

12.8 Safety Inspections and Audits

12.8.1 The SMC of this Aviation Recreation Organisation approval shall permit an authorised officer, inspector or authorised person to carry out such safety inspections and audits which may be necessary to verify the validity of any application made in terms of regulation 149.02.6.

12.8.2 The holder of an Aviation Recreation Organisation approval shall permit an authorised officer, inspector or authorised person to carry out such safety inspections and audits which may be necessary to determine compliance with the appropriate requirements prescribed in Part 149.

12.8.3 Any non-compliances or findings determined as a result of safety inspection or audit shall be categorised and prescribed in Document SA-CATS 149.

12.9 Register of Approval

12.9.1 The Director of Civil Aviation shall maintain a register of all aviation recreation organisation approvals issued in terms of Part 149.01.6 (2).

12.10 Application for Amendment of the ARO

12.10.1 Amendment procedure to be followed as documented in this MOP. The amendment to be made to the Director on the appropriate prescribed form accompanied by the appropriate fee as prescribed in Part 187.

12.11 Period of Validity

12.11.1 An Aviation Recreation Organisation approval shall be valid for the period determined by the Director, which period shall not exceed five years, calculated from the date of issuing or renewal thereof.

12.11.2 The approval shall remain in force until it expires or is suspended by an authorised officer, inspector, or authorised person, or cancelled by the Director.

12.11.3 The holder of an approval which expires, shall forthwith surrender the approval of the Director. The holder of an approval which is suspended, shall forthwith produce the approval upon suspension thereof, to the authorised officer, inspector or authorised person concerned for the appropriate endorsement.

12.11.4 The holder of an approval which is cancelled, shall, within 30 days from the date on which the approval is cancelled, surrender such approval to the Director.

12.12 Application for Renewal of the ARO

12.12.1 Application for renewal of the ARO shall be made at least 60 days immediately preceding the date on which the approval expires. Application to be made to the Director on the appropriate prescribed form accompanied by the appropriate fee as prescribed in Part 187.

12.13 Transferability

12.13.1 An Aviation Recreation Organisation approval shall not be transferable. A change in ownership of the holder of an approval to undertake aviation recreation shall be deemed to be a change of significance.

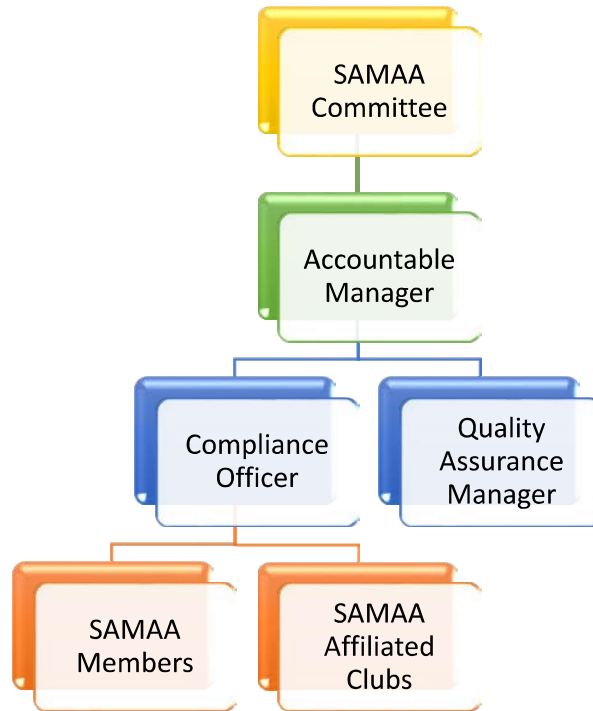
12.14 Duties of SAMAA as an ARO Approval holder

12.14.1 Make available to the SAMAA members and affiliated Clubs the approved Manual of Procedure as amended.

12.14.2 Ensure compliance with all procedures detailed in the Manual of Procedure

- 12.14.3 Make each applicable part of the MOP available to the personnel who require those parts to carry out their duties;
- 12.14.4 Continue to comply with the appropriate requirements prescribed in Part 149.

13. SAMAA ORGANISATION CHART



14. PERSONNEL

14.1 SAMAA Appointed Post Holders/Committee Members and Authorisations Granted

- 14.1.1 The SAMAA is managed by a Management Committee (SMC), referred to as committee members.
- 14.1.2 The committee members of the SAMAA are democratically elected every two years.
- 14.1.3 All management committee members are suitably qualified for their roles and have extensive experience and specialist skills across a range of model activities. This enables them to provide balanced and independent advice and judgement in the decision-making processes.
- 14.1.4 The committee members are elected for the positions and portfolios which they manage, furthermore the SMC has the right to contract, and employ persons as required from time to time either on a fixed term or part time basis.

- 14.1.5 Document **DOC-SAMAA-001** contains the SAMAA Management Committee members' names and locations as well as the names and locations of the personnel as required in terms of Part 149.02.4, the Accountable Manager, Compliance Officer and Quality Assurance Manager.
- 14.1.6 Any portfolio position in terms of the personnel required as per Part 149.02.4 may be shared by one or more persons.
- 14.1.7 After the appointment of the Accountable Manager and the Quality Assurance Manager position, the SMC shall supply the personnel as referred to in Part 149.02.4 with written proof of the scope of their authorisation.
- 14.1.8 Management committee members are responsible for attending to their own continuing professional development requirements and are kept apprised of any regulatory changes that are relevant to the association. They have access to professional advisers, at the association's cost, if required.

14.2 Procedure for assessing SAMAA Appointed Post Holders/Committee Members Competency

- 14.2.1 The Accountable Manager, in conjunction with the Compliance Officer, shall determine and where applicable review the required competency level of personnel employed and contracted by the SAMAA.
- 14.2.2 Should any amendments to the competency requirements be required to the MOP, such shall be submitted to the SMC for approval.
- 14.2.3 The nominated candidate must comply with the competency criteria as set out in the requirements sections for the position nominated as per the section detailing the *requirements, duties and responsibilities of the personnel* and or contracted personnel.
- 14.2.4 Election, and confirmation of these individual candidates' positions will follow the procedure as set out in the Constitution of the SAMAA.

14.3 General Competency requirements

- 14.3.1 The personnel appointed are responsible to carry out and supervise the aviation recreation covered by this MOP.
- 14.3.2 Appointments are based on experience, qualifications, knowledge, competencies, and skills transferred by previous committee members of the Association, with clearly defined responsibilities and mandates.
- 14.3.3 Committee members shall have managerial, administration, and people skills.
- 14.3.4 Committee members shall have access to suitable communication devices.
- 14.3.5 Shall be able to speak, read, and write English fluently.
- 14.3.6 It would be an advantage if the individual can show experience in the position applying/contracted or nominated for.

14.4 Procedure for Maintaining the Competence of SAMAA Appointed Post Holders/Committee Members

- 14.4.1 In addition to the minimum requirements as per section 15 and where applicable and required, the Accountable Manager, in conjunction with the Compliance Officers, shall identify additional courses / workshops / seminars / conferences / meetings, should the position require such, and in the event of a regulatory requirement. Committee members are encouraged to broaden their knowledge by viewing and studying material of foreign events, competitions, and aeromodelling air shows.
- 14.4.2 In the event of any new revisions issued for the SA CAR and SA CATS as well as this organisation's MOP, personnel, clubs and members affected shall be made aware of these revisions by the SMC, using the communication platforms and distribution list as per section 11 of this MOP.
- 14.4.3 It is each member's responsibility to self-study any documents and manuals shared by the SMC.
- 14.4.4 Ignorance of the law or any other communication is not an excuse when pertinently made available by the SMC on the various SAMAA communication and digital platforms, for ease of reference.

15. REQUIREMENTS, DUTIES AND RESPONSIBILITIES OF SAMAA PERSONNEL

15.1 ACCOUNTABLE MANAGER

- 15.1.1 Adequate personnel have been elected to carry out and supervise the aviation recreation covered by the SAMAA.
- 15.1.2 The Accountable Manager of the SAMAA is also the Chairman of the SMC and is an elected committee member of the Association for a maximum of six years, thus three two-year terms.

Competency/Requirements

- a) Must have a general knowledge of the aviation sector falling under SAMAA.
- b) Must have good people skills.
- c) Must have good managerial skills.
- d) Must be available for meetings, conferences, seminars, and workshops arranged by the CAA, and the Aero Club of South Africa.
- e) Must be well versed in aviation-related topics.
- f) Must be contactable by cell phone and email.
- g) Must have access to the internet.
- h) Must have served for at least one year on the SAMAA committee.

Duties and Responsibilities

- a) Shall represent the SAMAA at all invited and relevant industry meetings or make arrangement for a stand-in should he not be available.

- b) Consult, by various means, the rest of the SAMAA committee members on matters concerning the short- and long-term planning and strategies of the SAMAA.
- c) Shall represent the interests of the SAMAA and aeromodelling activities when dealing with the SACAA, either through the Aero Club, or directly if required.
- d) Shall maintain regular contact with each committee member of the Association, to ensure that the delegated functions of the various portfolios are performed to satisfaction, following agreed timelines, and to acceptable standards.
- e) Ensure that the ARO Renewal application is submitted at least 60 days immediately preceding the date on which the approval expires, accompanied by the prescribed fee as per Part 187.
- f) In the event that the Accountable Manager is absent for a period of time, the Compliance Officer will be responsible for his or her duties and responsibilities.

15.2 COMPLIANCE OFFICER

15.2.1 The Compliance Officer is an elected officer of the Association.

Competency/Requirements

- a) Must have a general knowledge of the aviation sector falling under SAMAA.
- b) Must have good people skills.
- c) Must have good managerial skills.
- d) Must be well versed in aviation related topics.
- e) Must have a general knowledge of compliance processes and procedures.
- f) Must be contactable by cell phone and email.
- g) Must have access to the internet
- h) Must have served for at least one year on the SAMAA committee.

Duties and Responsibilities

- a) The Compliance Officer's primary responsibility is to ensure that the SAMAA members, clubs, and sub-structures adhere and comply to the SA Civil Aviation Regulations the SAMAA MOP and safe flying practices.
- b) The Compliance Officer, in conjunction with the Accountable Manager and the Quality Assurance Manager, shall conduct ad-hoc risk assessments of the SAMAA registered clubs and sites, to ensure compliance to the conditions of the SAMAA under their scope of approval, third-party public liability insurance, and safe flying practices.
- c) In the event that the Compliance Officer is absent for a period of time, the Compliance Officer may delegate his or her duties and responsibilities to a person suitable to fill this position.
- d) Delegation of these duties and responsibilities is limited to day-to-day compliance functions only.

15.3 QUALITY ASSURANCE MANAGER

Competency/Requirements

- a) Must have a general knowledge of the aviation sector falling under SAMAA.
- b) Must have good people skills.
- c) Must have good managerial, administration, and organisational skills.
- d) Must be well versed in aviation related topics, and the functions of ATNS and CAMU.
- e) Must be contactable by cell phone and email.
- f) Must have access to the internet.
- g) Must have served for at least one year on the SAMAA committee.

Duties and Responsibilities

15.3.1 The Quality Assurance Manager, who may not be the Accountable Manager, is directly responsible to the Accountable Manager for quality control.

15.3.2 The Quality Assurance Manager, responsible for the quality assurance within the SAMAA, shall ensure:

- a) That application for the renewal of the ARO approval, or an amendment thereof shall be made to the Director for Civil Aviation (DCA) on the appropriate form as prescribed in document SA-CATS-149 and be accompanied by the appropriate fee as prescribed in Part 187 of the SA CAR.
- b) Monitoring of compliance with, and the adequacy of, the procedures required to ensure that the standards required by the DCA, and any additional requirements defined by this ARO are being met ensuring SAMAA maintains its ARO Approval with the SACAA.
- c) Any additional tasks that may be assigned with respect to the financial and non-operational efficiency aspects of this ARO.
- d) Maintain and keep current all quality, audit, and inspection records for review.
- e) That access to the MOP is made available to the individuals who require the MOP to carry out their duties and to ensure that compliance is met through the electronic document system of this ARO
- f) To verify, by monitoring activities in the field of model aircraft that the standards established by the ARO, and any other additional requirements of the Director are being carried out properly.
- g) The Quality Assurance Manager has the full authority of the Accountable Manager for the maintenance of the Quality Assurance System across this ARO and its affiliated Clubs without being affected or influenced by pressure from any individual or group whose activities he/she is required to evaluate.
- h) The Quality Assurance Manager has the authority to request information on any operational activities of the company to ensure compliance in terms of the Quality System.
- i) The Quality Assurance Manager remains ultimately responsible for the quality assurance of the ARO.
- j) In the event that the Quality Assurance Manager is absent for a period of time, the Quality Assurance Manager may delegate his or her duties and responsibilities to a person suitable to fill this position.

- k) Delegation of the QAM duties and responsibilities is limited to day-to-day quality control functions only, i.e. excluding quality assurance rule-making within this organisation which are to be discussed with the SMC at all times.

16. LOCATIONS

16.1 SAMAA appointed Post Holders / Committee Members

- 16.1.1 Details of the locations of all committee members and co-opted personnel and where they are to exercise their functions are contained in Document **DOC-SAMAA-001**, and is available on request.

16.2 SAMAA Affiliated Clubs

- 16.2.1 The SAMAA has several approved clubs where model flying activities take place.
- 16.2.2 These club and site locations are detailed in the AIRAC AIP Supplement ENR5.5, listed by designation, and lateral and vertical limits of operation. However the updated list on affiliated Clubs and sites where SAMAA applied for dispensation in terms of airspace is as per the SAMAA website.
- 16.2.3 Details of all SAMAA affiliated clubs, airfields, aerodromes, sites that have temporary grants where SAMAA members operate from, is contained in Document DOC-SAMAA-005, and is available on request, subject to compliance with the POPI Act.

17. RESOURCES

17.1 SAMAA Appointed Post Holders/Committee Members

- 17.1.1 Appointed Post Holders/Committee Members must have access to cell phone, computer, internet connection.

17.2 SAMAA Affiliated Clubs

- a) All elected/co-opted Club personnel shall have access to basic resources like a cell phone/tablet and/or a computer/laptop, and an internet connection.
- b) The Safety Officer of each club shall have the above resources as a minimum, to be able to perform his duties and responsibilities.
- c) Each club has a functional, elected management committee, typically consisting of a chairman, vice-chairman, secretary, treasurer, safety officer, a webmaster, communications officer, and a sports organiser.
- d) Smaller clubs may not have the full complement of officers.

18. AUTHORISATIONS GRANTED

18.1 By the Director of SA Civil Aviation Authority.

18.1.1 SAMAA has obtained ARO Approval in terms of Part 149 of the SACARs 2011, as amended on 15 February 2022 with ARO Number 010 according to the Scope of approval contained in this MOP.

18.2 By the SAMAA

18.2.1 The SAMAA has authorised the Management Committee members and co-opted individuals and consultants as listed in Document **DOC-SAMAA-001** to perform duties and functions as listed in **SECTION 15** of this MOP.

19. OPERATIONAL AND MAINTENANCE PROCEDURES

19.1 SAMAA Affiliated Clubs

19.1.1 SAMAA club affiliation registration is required and based on a risk assessment exercise, documents of landowner approvals, SAMAA application form, all which form part of the club registration and risk assessment process.

19.1.2 The majority activity is that of recreational and social flying, commonly referred to as Sunday Flying. A few clubs cater for their members to fly thermal soaring gliders, slope soaring gliders, helicopters, FPV Multi-rotor Drone Racing, Indoor flying, and park flying, and RC Skydiving.

19.1.3 Clubs and sites are made available for use to the competitive disciplines.

19.1.4 The SAMAA may apply on behalf of an affiliated club to the DCA for dispensation in terms of airspace where a height of more than 150 feet is required as per Part 94.06.11.

19.1.5 To maintain club affiliation the SAMAA performs from time-to-time risk assessment desktop exercises to ensure that affiliated clubs comply with the initial affiliation requirements as well as the conditions and exceptions of our third-party public liability policy.

19.1.6 Any Club who wishes to resign from the SAMAA, must formally inform the SAMAA Chairman in writing of such resignation and will forfeit all SAMAA member privileges.

19.2 SAMAA Proficiency System

19.2.1 The SAMAA ensures “airmanship” through the SAMAA Proficiency scheme. This assists to ensure the consistent use of good judgment and well-developed knowledge, skills and attitudes to accomplish flight objectives.

19.2.2 SAMAA affiliated clubs actively promote the SAMAA Proficiency Scheme, and endeavour to have all its flying members with a minimum of Solo proficiency in the applicable discipline.

- 19.2.3 The members of the club shall be encouraged to attain higher proficiencies, which lead to increased skill levels, ability, confidence, and experience, and an overall lowering of the risks that may be associated with model aircraft operations.
- 19.2.4 The attainment of proficiencies by club members will percolate through the membership base and serve as encouragement to other members of the club.
- 19.2.5 The SAMAA proficiency scheme will enable the more skilled and experienced members to become qualified as instructors, which will ensure that capacity is available to train and test the various levels of proficiency.
- 19.2.6 Instructor Judges may be appointed upon request of the club chairman, by the SAMAA management committee, to be able to test other instructors of the club.

19.3 Selection and use of Flying and Landing Sites/Airfield

- 19.3.1 Selection of flying sites is based on a risk assessment exercise of the site, and in accordance with the SAMAA insurance policy and procedures.
- 19.3.2 The risk assessment covers the distance that flying operations occur from personnel, spectators, property, facilities, public roads, flammable surroundings, national key points, installations, and urban areas.

19.4 Emergency Response for Clubs

- 19.4.1 All SAMAA members will adhere to the SAMAA Affiliated Clubs Emergency Response Plan for generally flying activities and approved SAMAA & Club Events when an event is hosted at the club.

20. QUALITY ASSURANCE SYSTEM

20.1 Level of Quality

- 20.1.1 Quality Assurance by this ARO is to ensure that all the planned and systematic actions necessary to provide adequate confidence that all organisational activities satisfy given standards and requirements.
- 20.1.2 The level of Quality to be monitored, achieved, and maintained, by conducting an internal audit and using the internal Quality Assurance Checklist/s as applicable, shall include the following:
 - 20.1.3 Compliance to Part 149 of the SACARs and Technical Standards 2011, as amended.
 - 20.1.4 Compliance to the SAMAA MOP in terms of Organisational Compliance, suitability, and effectiveness to a standard and/or procedure as documented.
 - 20.1.5 Continuous improvement when identified during the audit process of this organisation's Manuals, standards, and procedures as applicable.

20.2 Internal Reviews

- 20.2.1 The SAMAA shall subject itself to ad hoc and renewal audit per annum of its operations by the DCA.
- 20.2.1 In addition, the SAMAA shall subject itself to at least ONE internal review which is both visual and documented by the Quality Assurance Manager ((149.02.4(1)(b)) to ensure full compliance to the approved MOP and Part 149 of the SA-CAR.
- 20.2.2 The SAMAA from time to time conducts risk-based assessments and the operations at its affiliated clubs and sites, either by means of a visual club visit and or a desktop review.
- 20.2.3 The internal Audit Schedule QAS-DOC-002 is used as a guideline to plan the oversight responsibilities for the year.

20.3 Procedure for Recording Findings and Communication thereof

20.3.1 Internal Audits

- a) Any findings/non-compliances identified during an internal audit by the Quality Assurance Manager, shall be communicated to the SMC by means of an agenda item on the next SMC meeting and added to the electronic To Do List for action.
- b) Where an Audit Report is required to be issued, it shall be forwarded to the relevant personnel member/club chairman to rectify the deficiencies within a suitable time period.
- c) The Quality Assurance Manager shall follow up on the findings/non-compliances and ensure that it has been rectified.
- d) Where a Corrective Action Plan (CAP) is requested, this shall be communicated with the relevant parties.
- e) Cases of non-compliance shall feature as an agenda item at the earliest meeting of the SMC for consideration of remedial action, unless such action is urgent, where it will be communicated on the relevant WhatsApp platforms for urgent attention by Management.

20.3.2 External Audits

- a) Any finding during an external audit by the DCA shall be submitted to the Accountable Manager by formal notification of such finding, in the form of an audit report, together with the required time frame, in which to rectify the finding.
- b) The Corrective Action Plan shall be drafted by the Quality Assurance Manager and discussed with the SMC before submitting it to SACAA.

20.4 List of Responsible Persons

Responsible person	Areas of responsibility
SAMAA Quality Assurance Manager	Ensure all cases of non-compliance are recorded in detail and are raised as agenda items for consideration at SMC Meetings
Accountable Manager	Ensure appropriate remedial action is taken.
Compliance Officer	Maintenance of the Quality Assurance System.

20.5 Other Quality Indicators

20.5.1 Facility malfunction

Not applicable.

20.5.2 Incidents, Occurrences, and Complaints

- a) Any incidents, occurrences, or complaints of any nature shall be brought to the attention of the Accountable Manager and be recorded by the Quality Assurance Manager as per the internal audit recording procedures.
- b) Due to the demographic nature of the SAMAA Committee, these items shall be discussed via the management committee WhatsApp Group. In addition, the items may be tabled for discussion at the next physical management committee meeting as New Matters Arising, should a physical meeting be possible. If not, to be tabled on the WhatsApp Group or through a virtual management committee meeting.
- c) The results of the discussions and recommended remedial action shall be recorded by the Quality Assurance Manager and be actioned by the relevant committee member for attention and distribution to the members club if necessary.
- d) The same applies to any incident, occurrence, and or complaint received from SAMAA members to the DCA.
- e) It is the responsibility of the SMC to handle any complaints from any members where it is a non-regulatory issue or where the nature of the complaint is not safety related and in contradiction with the Civil Aviation Act, regulations, and technical standards. All operational and member complaints towards SAMAA are not the responsibility of the SACAA.
- f) The SACAA in terms of its mandate is responsible to handle matters of a regulatory and safety nature which are matters pertaining to non-compliance in terms of the Civil Aviation Act, regulations, and technical standards by either the SAMAA or its member or affiliated Club.

- g) The SACAA is not the operational complaints or notification office of the SAMAA. Members and affiliated Clubs to follow the line of authority within the SAMAA framework to notify the SAMAA of any Incident, Occurrence, or the raising of a complaint.

20.5.3 Incident

- a) An incident is defined as an occurrence, but not an accident involving third party or member-to-member damage to property or injury.
- b) An incident is associated with the operation or malfunction of a model aircraft, which has the potential to affect the safety of model aircraft operations.
- c) Incident reports shall be made in writing and shall comply with the requirements as stated by the SAMAA.

20.5.4 Occurrences

- a) Occurrences in terms of model aircraft operations shall be considered the same as incidents.

20.5.5 Complaints

- a) Complaints of model aircraft operations are rare and may be internal (by a member or a club), or external (by a member of the public).
- b) The SAMAA-registered clubs are generally remote from urban areas, and complaints regarding noise are uncommon.
- c) Complaints are ordinarily made to the Accountable Manager and Quality Assurance Manager of the SAMAA. These complaints are usually in the form of an enquiry.
- d) The nature of the complaint is acknowledged to the complainant, and an undertaking given of a response within a reasonable time limit.
- e) If the complainant so wishes, he may choose to put it in writing, preferably in an e-mail message, with details to enable investigation.
- f) Opportunity shall be afforded to the individual, club, or group to respond (*audi alteram partem*) before a response is offered to the complainant.
- g) Should the complaint not be satisfactorily resolved, it may be escalated for resolution.

20.5.6 Defects

- a) Any items identified as defects in the Quality Assurance System must be brought to the attention of the SMC.
- b) The defects in the QAS shall be investigated and reviewed.

- c) The appropriate remedial actions shall be implemented, which may include:
 - (i) Amendments to the MOP.
 - (ii) Amendments to safety rules.
 - (iii) Issue of a general notice or communique to the SAMAA members, and clubs.

20.6 Management Review

- a) Any data accumulated during an audit period will be analysed by the SAMAA executive committee and be presented at a SMC Meeting.
- b) Statistical data regarding (1) membership levels, (2) safety incidents, (3) occurrences, (4) Internal & External Audits and (5) complaints shall be discussed at this Management Review and analysed.
- c) Review outcomes shall be shared and/or tabled at the AGM or SGM called for that purpose.

20.7 Quality Assurance System Review Procedures

- a) The Quality Assurance System shall be reviewed annually by the Quality Assurance Manager to identify deficiencies, and to identify whether the system needs to be amended, improved, or updated, as per the internal review procedure.
- b) The documented process shall be followed as per the Procedure for Recording Findings and Communication thereof.

21. TECHNICAL RECORDS AND REGULATORY DATA

- 21.1 The SAMAA shall keep copies of all relevant instructions, legislation, and any other documents which may be necessary to establish procedures for the aviation recreation specified in its Manual of Procedure, as per the storage and safekeeping procedures documented in this MOP.
- 21.2 Documents are identified by document number and are revision-controlled where applicable.
- 21.3 All current active documents and forms relevant to Clubs and Members are shared on the SAMAA website.
- 21.4 Any obsolete documents shall be removed from the SAMAA website and replaced with the latest revision.

22. AMENDMENT PROCEDURE

22.1 Amendments to Manual of Procedure (MOP)

- a) Amendments to this MOP to be pre-approved by the SAMAA executive committee, and details of any changes shall be submitted for approval to the DCA before incorporation. The procedure to follow will be as follows:
 - (i) Any suggestions from a committee member or member needs to be addressed to the Quality Assurance Manager.
 - (ii) The amendment shall be prepared and put into a OneDrive folder and shared on the WhatsApp Group for the SMC to peruse, discuss, and approve or reject.
 - (iii) The amendment shall be discussed, and if approved, the MOP amendment application to the DCA shall be prepared.
 - (iv) The amended MOP with updated list of effective pages shall be sent to the SACAA for approval.
 - (v) The new approved copy of the MOP shall be placed onto the SAMAA website and all relevant communication platforms used by the SAMAA as specified in the distribution list contained in this MOP.

23. RECORDS STORAGE AND SAFEKEEPING

- 23.1 All records, including quality review records, shall be stored (archived and preserved), kept legible, in such a way as to protect it against fire, theft, flooding, rodents, insects or other damage which may destroy the contents of the records or the record itself.
- 23.2 All records and documents handled electronically shall be protected against loss by storing these records in the cloud.
- 23.3 All records and documents shall be kept for at least **five years** calculated from the date of the last entry made in such records.