
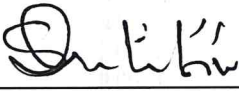

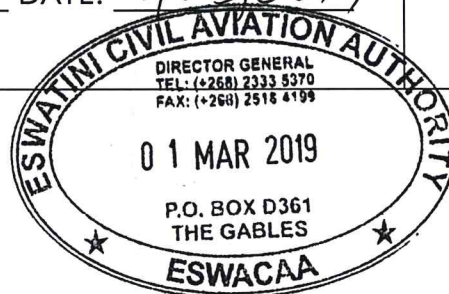




**ESWATINI CIVIL AVIATION AUTHORITY**

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**Subject:** ANSP Certification

**AC No:** ES/FSSD/ANS/AC/002

**Date:** 1 March 2019  
and supersedes CAA-AC-ANS003A

**Change:** This AC cancels

## CERTIFICATION OF AIR NAVIGATION SERVICES PROVIDERS

### 1.0 GENERAL

Section 31 (3) of the Civil Aviation gives the powers to the Director General, Eswatini Civil Aviation Authority (ESWACAA) to make and amend general or special rules and procedures pursuant to and in accordance with the provision of the Act. Sections 34 (a) and (c) of the Civil Aviation Act further requires the Director General to provide for the publication of documents issued under the act in such form and manner as may be best adapted for public information and use, and technical guidance document.

Advisory Circulars are issued and published under the Authority of the Director General, pursuant to sections 34 (a) and (c) of the Civil Aviation Act, to provide guidance for compliance with Eswatini standards. They define an acceptable means, but not the only means, of accomplishing or showing compliance with Eswatini Standards.

### 2.0 PURPOSE

This Advisory Circular provides guidance for the certification of the following Air Navigation Services Providers (ANSPs):

- (a) **Air traffic Services (ATS)**
- (b) **Aeronautical Information Services (AIS)**
- (c) **Communication, Navigation and Surveillance (CNS)**
- (d) **Procedure for Air Navigation Services – Operations (PANS-OPS)**
- (e) **Search and Rescue Services (SAR)**
- (f) **Meteorological services for air navigation**
- (g) **Aeronautical Cartography/MAPS**

### 3.0 REFERENCE

- 1) Civil Aviation Act NO 10, 2009

- 2) Civil Aviation (Air Navigation Services) Regulations, 2013, and associated advisory circulars, directives, and orders
- 3) Civil Aviation (Rules of the Air) Regulations 2011, and associated advisory circulars, directives, and orders.

#### 4.0 FOCUS

This AC is for air navigation services providers who wish to apply for certification, or amendment of certificates in line with the Civil Aviation (Air Navigation Services) Regulations, 2013.

#### 5.0 BACKGROUND

Civil Aviation (Air navigations services) Regulations 4 requires air navigation services providers to be certified.

Organisations currently providing ANS and/or those new applicants for ANSP certificate shall use this Advisory Circular for guidance in meeting the requirements for certification and understanding the obligations of an ANS provider.

Service providers will be briefed in as much detail as necessary regarding the preparation of manuals and other required documents during meetings with the Authority personnel. However, it is the responsibility of the applicant to ensure he understands all the requirements and processes involved in the certification process. The information in this AC and the reading material referenced will assist the provider in completing the process with minimal delays and complications.

#### 6.0 USE OF THIS CIRCULAR

This AC discusses the certification of ANSP in Eswatini. The term “applicant” is used throughout this document to refer to the ANSP, as well as to any personnel or entity, as appropriate, that the provider has designated to perform tasks under its ANSP certificate it is applying for.

Issued by



Director General – ESWACAA

## RECORD OF AMENDMENTS

All amendments to this AC shall contain the authorisation of ESWACAA.

Version Number	Date of issue	Section/Page Comments	Entered By
A	January 2014	ALL	SS
B	1 April 2019	ALL	KD
C			
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## 1. FORMS OF APPLICATION

### 1.1. FORMS OF APPLICATION

An ANSP who wishes to apply for certification or amendment thereof shall submit its application in the form prescribed by the Authority.

The forms are available at the following:

Aerodromes & Air Navigation Services Department

Fight Safety Standards Division

Eswatini Civil Aviation Authority

Matsapha International Airport,  
Matsapha, Kingdom of Eswatini

Tel: +268 2518 4049 /4081

Email: [inspectorate@eswacaa.co.sz](mailto:inspectorate@eswacaa.co.sz)

## 2. DOCUMENTS TO BE SUBMITTED TOGETHER WITH THE FORM

### 2.1. Initial Certification

An application for initial certification of an ANSP shall be accompanied with:

- (1) a copy of the applicant's proposed Manual of Air Navigation Service Operations (MANSOPS) developed in accordance with the guidelines developed by the Authority;
- (2) a written statement setting out the services and physical locations at which they will be provided;
- (3) fees as prescribed by the Authority;
- (4) A proof of a third party insurance policy acceptable to the Director General;  
and
- (5) Other documents that may be required for processing the application will include:
  - a) Company General Manuals – Manuals, which may be issued in separate parts for specific users, contain information about the service provider's general policies, duties and responsibilities of personnel, operational control policy, and procedures;
  - b) Training manuals – Training manual for all technical staff, including the provisions for initial, OJT, refresher, recurrence, proficiency and examinations;
  - c) Safety Management Systems – The SMS manual if provided as a separate document;
  - d) Quality Manual – The Quality Manual if provided as a separate document;
  - e) Security Manual – The Security Manual if provided as a separate document;
  - f) Initial Statement of Compliance – This attachment should be a complete listing of all Regulations applicable to the proposed operation. Pertinent regulation and subparts of the regulation should be identified and accompanied by a brief description, or preferably a specific reference to a manual or other document which describes method of compliance for the regulation or subpart of the regulation.

## 2.2. Amendment of ANSP Certificate

An ANSP may submit an application for amendment of an ANSP certificate in one or more of the following cases:

- 1) There is a change in the ownership or management structure of the ANSP that affects the safety management and accountabilities;
- 2) There is a change in the type of use or services provided;
- 3) There is a change in the boundaries of the ANSP; or
- 4) There is a change in the facilities of the ANSP that affects the conditions specified in the ANSP certificate or type of use/services.

An application for amendment of an ANSP certificate shall be accompanied with:

- (1) A description of the changes in the ownership, management structure of the operator, type of use or operations of the ANSP boundaries/types of services as applicable;
- (2) Two copies of the MANSOPS as amended;
- (3) A compliance statement, and where applicable, the particulars of non-compliance with, or deviations from -
  - i. the appropriate ANSP services design, operation, or equipment standards prescribed in Civil Aviation (Air Navigation Services) Regulations; or
  - ii. the appropriate airspace classification requirements prescribed in Civil Aviation (Air Navigation Services) Regulations;
- (4) A proof of payment of the appropriate application fee as prescribed by related regulations;
- (5) In case of a change ownership, evidence of lawful entitlement to use the place as an ANSP;
- (6) In cases of a change of boundaries,/types of services a designation of the ANSP and its facilities; and
- (7) A proof of a third party insurance policy acceptable to the Director General.

## 2.3. Renewal of ANSP Certificate

The holder of the certificate shall at least 60 days immediately preceding the date on which such certificate expires, apply for the renewal of such certificate.

An application for the renewal of an ANSP certificate must be submitted in the form prescribed to that effect, and accompanied by: -

- (1) Two copies of revised MANSOPS;
- (2) A documentation of periodic review of the MANSOPS;
- (3) A statement of compliance statement, and where applicable, the particulars of non-compliance with, or deviations from -
  - (a) the appropriate design, services, or equipment standards prescribed in Civil Aviation (Air Navigation Services), or
  - (b) the appropriate airspace classification requirements prescribed in Civil Aviation (Air Navigation Services).
- (4) A payment of the appropriate application fee as prescribed by related regulations;

- (5) A proof of a third party insurance policy acceptable to the Director General.

### 3. CONDITIONS THAT MUST BE SATISFIED TO GRANT THE ANSP CERTIFICATE

#### 3.1. REQUIREMENTS

Civil Aviation (Air navigation services) Regulation 6 contains the requirements that must be met before the grant of an ANSO certificate. They are summarized in Table 1 for ease of reference.

Infrastructure/Service/Procedure/System	Status
Personnel of the applicant	adequate in number and have the necessary competency and experience to provide the service
MANSOPS	contains all the relevant information
facilities, services and equipment	approved by the Authority
Operating procedure	make satisfactory provision for the safety of aircraft
Safety Management System	Approved by the Authority
Security procedures	approved by the Authority as meeting the requirements of the Civil Aviation Authority (Security) Regulations
financial capability to provide the service	Demonstrated to the Authority
Insurance policy	Acceptable to the Director General

Table 1 – Requirements to be met before granting an ANSP certificate

To meet the above requirements for the granting an ANSP certificate, a provider shall:

- (1) Submit an application for ANSP certification together with the documentation outlined in 2.1,
- (2) permit an officer, inspector or any person authorized by the Authority to carry out safety inspections or audit as part of the assessment of the application, and
- (3) complete all the certification activities as outlined in 4.1, including the implementation of the corrective action plans as applicable.

An ANSP certificate is not transferable. In case of ownership or management change, an application for amendment shall be submitted to the Authority as provided for in 2.2.

#### 3.2. ASSESSING THE APPLICATION FOR ANSP CERTIFICATION

In assessing an application for an ANSP certificate, the Director General will be looking particularly for evidence that:

- (a) the MANSOPS prepared for the applicant's services and submitted with the application contains all the relevant information

- (b) the ANSP site, facilities, services, equipment are accurately described in the MANSOPS and conform to specified standards applicable to the types of services it is intended for
- (c) the operational procedures are provided in the MANSOPS and Offer safer environment for the operation of the aircraft it is intended to service,
- (d) there are adequate security measures in place;
- (e) the safety management system is acceptable to the Authority; and
- (f) any additional requirements presented to the applicant have been complied to.

### 3.3. ASSESSING THE APPLICATION FOR AMENDMENT OF ANSP CERTIFICATE

In assessing an application for amendment of ANSP certificate, the Director General will be looking particularly for evidence that:

- a. the MANSOPS prepared for the applicant's services and submitted with the application contains:
- b. all the relevant information reflecting the changes in ownership or management, boundaries, use or services
- c. operating procedures that make satisfactory provision for the safety of aircraft; and
- d. an acceptable safety management system for the supervision and control of the operations and maintenance of the ANS;

### 3.4. ASSESSING THE APPLICATION FOR RENEWAL OF ANSP CERTIFICATE

In assessing an application for renewal of ANSP certificate, the Director General will be looking particularly for evidence that:

- (1) the MANSOPS prepared for the applicant's services and submitted with the application contains all the relevant information reflecting the changes in the services provided, and its organisation as applicable.
- (2) the conditions in 3.2 (b) to (f) are met.

### 3.5. SURRENDER OF ANSP CERTIFICATE

In line with Civil Aviation (Air navigation services) Regulation 10, an ANSP must give the Authority at least 180days notice of the date he intends to surrender the certificate.

## 4. ESWCAA ANSP CERTIFICATION PHASES

### 4.1. *Five phases certification process*

ESWCAA subscribes to the five-phase services providers / operator's process. The five phases are:

- (1) Phase 1 – Pre-application,
- (2) Phase 2 - Formal application,
- (3) Phase 3 – Document Evaluation
- (4) Phase 4 - Demonstration and Inspection and
- (5) Phase 5 – Issuance of the certificate.

#### 4.2. Phase 1 – Pre-application

In this phase the applicant expresses its intention to provide ANS by sending an application letter to the Authority. The applicant will be invited to meet with the Authority personnel to discuss basic information and general certification requirements. Following the discussion, the applicant will be provided with the application form.

#### 4.3. Phase 2 - Formal Application

- (1) Formal application shall be made on the prescribed form
- (2) The Authority will review the application to determine that it contains the required information and attachments. If there are omissions or errors, the formal application and all attachments will be returned with a letter outlining the reasons for its return. If the applicant has a good understanding of the requirements, the formal application should be of sufficient quality to allow any omission, deficiency or open question to be resolved during the formal application meeting.
- (3) The applicant is called to a formal application meeting.
- (4) The service provider's key management personnel should attend the formal application meeting. The purpose of the meeting is to discuss the formal application and resolve omissions, deficiencies or answer questions from either party.
- (5) Following the application meeting the ANSP will be provided with a letter acknowledging receipt and acceptance of the package. The Authority's acceptance of a formal application does not constitute approval or acceptance of individual attachments. These documents will be evaluated thoroughly during subsequent phases of the certification process.
- (6) If the formal application is not accepted, it will be returned with a written explanation of the reasons for its return.
- (7) A non-refundable prescribed application fee shall accompany the application form.

#### 4.4. Phase 3 – Document Evaluation

- (1) After the application has been accepted, inspectors will begin a thorough evaluation of all the manuals and documents. The Authority will endeavour to complete these evaluations in accordance with the accepted operator's schedule of events. If a manual or document is incomplete or deficient, or if non-compliance with the regulations or safe operating practices is detected, the manual or document will be returned for corrective action. If the manuals and documents are satisfactory, they will be approved, as required by the Regulations. Approvals may be indicated by letter as appropriate, or by approval of MANSOPS. Acceptance of information that does not require formal approval will be indicated by letter.
- (2) The time involved in the processing of information which must be addressed in the applicant's manuals and other documents depends on the complexity of the planned operation.
- (3) Upon completion of the evaluation phase, a date for the on-site-inspection will be arranged with the applicant.

#### 4.5. Phase 4 - Demonstration and Inspection

- (1) It is necessary for the ANSP to demonstrate the ability to comply with regulations and safe operating practices as provided in the Regulations. Demonstrations of ability include actual performance of activities and/or operations while being observed by the ANS inspectors. During this phase, the Authority will evaluate the effectiveness of the policies, methods, procedures and instructions as described in the MANSOPS and associated documents. Emphasis is placed on the applicant's safety and management effectiveness. Deficiencies will be brought to the attention of the ANSP for corrective action.
- (2) The Demonstration and Inspection Phase outlined above is only applicable to the initial certification of an ANS provider.
- (3) An ANSP who is already providing services during the initial certification or recertification, need not do the demonstrations a second time unless the Authority deems it necessary for safety reasons.

#### 4.6. Phase 5 – Issue of Certificate

- (1) After the demonstration and inspection phases have been completed satisfactorily, the Authority will approve the MANSOPS and prepare an ANSP Certificate, sample indicated at Annex II. The approved MANSOPS and the ANSP Certificate will be delivered to the ANSP who will, upon receipt, acknowledge to the Authority in writing.
- (2) The certificate holder is responsible for continued compliance with the Regulations and the authorisations, limitations and provisions of its certificate. Changes in the MANSOPS will involve a process similar to the certification though it may be a less complex. The Authority is responsible for conducting periodic inspections of the certificate holder's operations in order to ensure continued compliance with the Regulations and safe operating practices.

### 5. RENEWAL, AMENDMENT, SUSPENSION AND REVOCATION OF CERTIFICATES

#### 5.1. Renewal of certificate

- (1) An applicant for the renewal of a certificate shall submit an application to the Authority not less than 60 days before the expiry of the certificate using *the prescribed form*
- (2) The renewal of a certificate shall be conducted following steps 4.3 to 4.6.

#### 5.2. Amendment of certificate

- (8) An application for amendment of a certificate shall be submitted to the Authority using *the prescribed form*. The Authority shall require that the application be accompanied by two copies of MANSOPS and fee as prescribed by the Authority.
- (9) The Authority may, where necessary, amend the certificate if –

- (a) there is change in the use or operation,
- (b) the holder of the certificate requests an amendment, or
- (c) the Authority deems it necessary.

### 5.3. Suspension and revocations of certificates

The Authority may suspend or revoke a Certificate in accordance with the provisions of Regulation 14 of the Civil Aviation (ANS) Regulations 2013.

-END-