

Terms and Definitions

Accountable Manager: The person accountable to the designated body “SACAA”, the accountable manager has the corporate authority to ensure that all operations and maintenance activities are financed and carried out to the standard required by the designated body and any additional requirements as further defined by SSSA. He additionally has the overall responsibility for the SSSA Quality and Safety Management Systems including the frequency, format and structure of the internal management evaluation as described in this Manual.

AOC: Aircraft Operator Certificate

Association: The SSSA (Soaring Society of South Africa) a company not for profit.

ATF: Authority to Fly, a certificate detailing the duration for which an aircraft is certified to be authorised to fly as contemplated in part 24 of the SA CAR. This document remains valid for the specified date, subject to the CAR.

CAA: The Civil Aviation Authority of South Africa.

CAR: Civil Aviation Regulations

CFI: Chief Flying Instructor.

Emergency Response Procedure (ERP) A documented set of procedures and information defining the response to and management of any accident or incident occurring within the span of control of the SSSA or one of its affiliates.

Exco The Executive Committee of the SSSA as appointed by the Board of SSSA in accordance with the Articles of Association of the company.

International Gliding Commission (IGC) The International commission of the FAI that is responsible for competitive Gliding (excluding Aerobatics), records and international competition. The IGC sanctions and ratifies contests in South Africa via delegation to the SSSA.

Quality Assurance: All those planned and systematic actions necessary to provide adequate confidence that operational and maintenance practices satisfy relevant requirements as detailed in this Policy document.

Quality Control: The person responsible for the management of the Quality System monitoring function and requesting of corrective actions. This position may be contracted out.

Quality Management System: The organizational structure, responsibilities, procedures and resources for implementing and maintaining quality assurance within the Company.

Risk: A combination of the likelihood of a hazard occurring and the severity of the event (accident or incident) that could result; e.g. the higher the risk, the more likely the accident or incident will occur and/or the more severe will be the consequence

Safety Management Systems (SMS) A formal method of managing risk and procedures relating to hazards, accidents and incidents.

SPE Severity, Possibility, Exposure – process for analysing risk.

Safety Officer (SO) The person responsible for Safety Management in an affiliate or for the duration of an event.

1. Operational Governance

1.1 Membership

To qualify as a member, the applicant shall complete an application form and forward it to SSSA together with the yearly fees as determined by SSSA from time to time.

Membership is renewable annually.

All members will abide by SSSA's MOI and Code of Conduct.

1.2 Pilot Qualification

As Per Part 61, Part 62 and/or Part 68.

1.3 Flight Authorisation

As per Part 24, Part 43 and Part 44.

1.4 General Airworthiness

As per Part 24, Part 43, Part 44 and Part 94.

1.5 Airworthiness

As per Part 24, Part 44 and Part 94

1.6 Civil Aviation Regulations

Civil Aviation Regulations, 2011, as amended, shall be observed and complied with always by all members

1.7 Type and Class Rating of Touring Motor Glider, and Gliders

1.7.1 Definitions - As per Part 1 of the CARs

1.7.2 Type rating - As per Part 21 and Part 68 of the CARs.

1.7.3 Class rating - As per Part 68.01.3 and Part 145.01.6 of the CARs.

Editorial note: See AIC 003/2015 for the issuance of operational permits for sailplanes and powered sailplanes (gliders, power-assisted gliders and touring gliders))

1.8 Rules of The Air

As par Part 91 Subpart 6 of the CARs

1.9 Instruction and Introduction

As per Part 141 and/or Part 62/68 of the CARs

1.10 Use of Radio Communication

ACT. As per Part 91 of the CARs and the current Electronic Communications

1.11 **Equipment**

A person shall not operate a Touring Motor Glider, or Glider unless it is equipped with the basic equipment required by the class of airspace the flight will take place in.

1.12 **Conduct**

Members shall conduct themselves in a manner that will not bring the sport into disrepute.

Members shall not make a nuisance of themselves to persons or property (property to be understood as to include farm or game animals).

Members shall not cause harm to the sport of aviation in any way.

1.13 **Review of Advisory Function for the issue of personnel certificates and ratings**

The SSSA is the ARO for the recommending of gliding personnel certificates and ratings for all pure glider, self-launch, sustained and touring motor glider certificates as contemplated in CAR Part 62 and 68 where such recommendation is required.

2. LICENCES

As per CAR Part 61, 62, and 68.

2.1 Medical Certificate

As per CAR Part 67.

2.2 Age Limitations

As per CAR Part 61, 62, and 68.

2.3 New Licence Applications

As per CAR Part 61 and/or Part 62 and/or Part 68.

2.4 Fees

As per CAR Part 187.

2.5 Foreign Licence Validations

As per CAR Part 61 and/or Part 62 and/or Part 68.

2.6 Licences Requirements

As per CAR Part 61, 62 and 68.

2.7 Licenses Renewals

As per CAR Part 61, 62 and 68.

1 Responsibilities – SSSA

1.1 Operational Structure

Each affiliate has a structure with responsible officers for specific areas of responsibility.

To be objectively able to comply with the governance requirements of the SSSA an affiliated gliding club is required to conform to the minimum definition – specifically the club must be of sufficient membership to allow the election of officers as listed below:

- Chairman/Accountable Manager
- Safety Manager
- Quality Control Manager
- Technical Manager / Person responsible aircraft
- CFI or Operations Officer

To facilitate safe operation from the club airfield, it is necessary that the club produces a set of Airfield Operating Procedures specific to that airfield.

Clubs shall produce an Emergency Response Plan (ERP) based on the guidelines in this MOP specific to that club.

It must be noted that gliding clubs are operated under a non-profit club structure and that the CAA shall require any commercial gliding operation to obtain an Air Services Licence and AOC.

This excludes training and visiting foreign pilot operations.

Clubs shall maintain such records and log books as are required by law, SSSA, and the club's constitution.

Attention is drawn to aircraft log books, daily inspection books, flight time sheets, membership lists and club financial records.

Clubs shall take responsibility for and ensure the proper reporting of all accidents and incidents occurring on their premises or under their jurisdiction.

Clubs shall take responsibility for and ensure the proper registration and serviceability of aircraft operating from their premises and under their jurisdiction.

Clubs shall take responsibility for and oversee the competence of both pilots and instructors operating from their premises and under their jurisdiction.

Clubs shall appoint a Chief Flying Instructor (CFI) or Operations Manager and shall delegate to him authority to control all aspects of flying safety and instruction.

Clubs shall appoint a Safety Officer.

Where applicable clubs shall appoint a Chief Tug Pilot, operating under the authority of the CFI or Operations Manager.

1.2 Gliding Operations

The MOP sets out operational responsibilities and contains the procedures for operations, as follows:

- Operational responsibilities

- Use of airspace by gliders
- General Operations
- Combined power and glider operations
- Launching
- Final glides and competition finishes
- Functional checks and test flights.

These Operations are regulated by the South African Civil Aviation Regulations, 2011 (SA-CARs) and the SSSA MOP.

1.3 Operational Responsibilities

1.3.1 Overview

The Chairman is accountable to the designated body for the conduct of gliding operations.

SSSA acknowledges that the gliding movement is based on the principle that its affiliates are responsible bodies.

Accordingly, it is SSSA policy to expect individual SSSA affiliates to take responsibility for their gliding operations and to conduct such operations with appropriate supervision.

SSSA supervision will be in the form of advice and where necessary, control to the extent necessary to ensure safety and regulatory compliance.

Where safety is compromised or non-compliance with relevant rules and procedures is not corrected to the satisfaction of the Chairman, the Chairman may take appropriate action against a member from SSSA in accordance with SSSA's MOI and in accordance with the Promotion of administrative Justice act.

Any such action may include reporting the affiliate to the designated body for further action.

Within SSSA, there are various levels of operational responsibility.

The individual Pilot of an aircraft involved in gliding operations (this means both gliders and tow-planes) is responsible to their CFI and may be held directly responsible to the Designated body for regulatory compliance.

The CFI or Operations Manager is responsible to their affiliate Chairman who in turn is responsible to the SSSA.

1.3.2 Operational Responsibilities of Clubs

SSSA Affiliates exist to facilitate the operation of soaring and co-ordination with the SSSA and other oversight bodies.

To this end there are operational guidelines provided by the SSSA to ensure that an affiliate can operate safely and in compliance with minimum standards.

Affiliation of gliding clubs to the Soaring Society of South Africa (SSSA) requires acceptance by the affiliated club and its members of the requirements of the SSSA.

Clubs shall formulate rules such that these are not contrary to SSSA Regulations or to current legislation.

Both club and SSSA Rules and Regulations will be available on the club premises such that they are available for inspection by all members.

Clubs shall pay to the SSSA such affiliation fees as shall be determined to sustain the continued functioning of the SSSA.

Such fees shall be paid in by each club member on or before the date prescribed by the SSSA.

Clubs shall ensure that they and their members observe all SSSA regulations and statutory requirements.

1.3.3 **Minimum Operating Standards.**

To operate, a Gliding Club should ensure that at minimum personnel,

- a Duty Officer, Only during training – depends on club rules
- an Assistant or Full Instructor - only if non GPL rated pilots are flying are present at the launch point when flying activities takes place.

The **Duty Officer** is responsible for:

- Safe and efficient conduct of airfield operations during flying activities
- Under the authority of the Club CFI or Operations Officer and Committee, he has the authority to ensure that all club members and visitors comply with the rules governing airfield operations.
- He oversees maintaining the airfield operation within the criteria defined by the SSSA Manual of Procedure.
- He acts as Launch Marshall
- He acts as Launch Point Controller.
- For touring glider training only the instructor and CFI or Operations officers permission are required.

The **Instructor** is responsible for:

- Safe and efficient instruction of any club members.
- Helping the Duty Officer in the organisation of the Launch point.
- He acts under the CFI's authority to maintain the airfield operation within the criteria defined by the SSSA Manual of Procedure.

1.3.4 **Away camps**

Operations taking place at an airfield away from the club's principle site of operation the minimum requirement is the appointment of an event director and a safety officer who is required to ensure that the above mentioned daily operations activities can be complied with to ensure safe operations.

Due to the unique nature of away camps often a camp may follow the operational format of a normal club, or, an operational part thereof. Hence the Safety Manager must ensure that he appoints and co-ordinates the activities appropriate to the flying activities being performed.

1.3.5 Touring glider (TMG) division:

The Touring Glider Division is a virtual Club that exists to facilitate the co-ordination and oversight of Touring Gliders both non-resident and resident at SSSA affiliated clubs.

TG member's resident at SSSA affiliated clubs are automatically members of this club in addition to their membership of their home club.

Those residents at an airfield where there is no SSSA club are only required to be members of the SSSA Touring Glider Division to comply with the Memorandum of Incorporation of the SSSA.

This association operates according to similar guidelines as that of a normal SSSA gliding club.

1.3.6 Affiliates Operating Records

Clubs shall maintain such records and log books as are required by law, SSSA, and the club's constitution.

Attention is drawn to aircraft flight folio and log books and daily inspection books, flight time sheets and authorisations, membership lists, safety manuals, indemnity forms, emergency manuals and club financial records. Records to be migrated to myGlidingClub in due course.

1.3.7 Radio (Communication and Navigation equipment)

Gliders and TG's are urged to be equipped with FLARM situational awareness systems

All gliders flown in RSA must be fitted with an aeronautical radio transceiver capable of maintaining contact with the glider's base and capable of operating in all mandatory frequencies for the areas in which the Pilot intends or may be forced to fly.

All radio equipment shall be of a type approved by CAA and licensed by ICASA.

Radio installations shall be approved with the glider required to have the radio station license from ICASA or a copy thereof in the glider always, or a license issued by the relevant authority of the country of registration of the glider.

(A receipt as proof of payment is acceptable while the issue of a radio station license is awaited)

1.3.8 Daily Operational Procedures -Duty Officer

The Duty Officer is responsible for safe and efficient conduct of airfield operations during flying activities.

Under the auspices of the CFI and Club Committee, he/she has the authority to ensure that all club members and visitors comply with the rules governing airfield operations.

During flying operation, he/she acts as Launch Marshall and Launch Point Controller or delegates if sufficient helpers are available.

1.3.8.1 On Duty Day - Prior To Flying Operations

The Duty Officer is to ensure that a full crew is available. A full crew consists of the following:

- Flying Instructor(s)
- 1 Tug Pilot and / or Winch crew
- Contact ATNS to open the gliding window if applicable. Write on the timesheet the time at which ATNS was contacted.
- Oversees the removal of aircraft and equipment from the hangars
- Decides where the launch area will be, consulting the instructors on duty
- Set -up launch equipment:
 - Emergency Response Procedure available
 - Enough timesheets for the day
 - Enough Indemnity forms for the day
 - Club membership forms
 - Glider equipment
 - First Aid box
 - Fire extinguisher
 - Communication equipment for the Launch Marshall
- Checks that instructors, tug pilots and students are familiar with rules and procedures
- Makes sure he / she knows what to do, whom to contact in case of accident

1.3.8.2 During Flying Operations

- Co-ordinates launch procedures
- Acts as Grid Manager who has final authority regarding glider scheduling
- Acts as the Launch Marshall. I.e. performs the launch commands for winch launches and monitors the launch till cable release and landing of parachute.
- Responsible for radio communications
- Ensures that always, a properly trained person is available to oversee glider launch I.e.: hooking-up gliders, running the wing, pushing the gliders off the runway, moving the gliders into position for the next flight, etc.
- Checks that pilots and instructors are familiar with rules and procedures
- Ensures that parked gliders are secured and away from runway

- Solves schedule conflicts in an impartial and graceful manner. He / she has ultimate authority regarding flight scheduling over that of any member (including Flight Instructors and Committee Members)
- Manages the retrieval of landed club gliders
- Ensures that visitors are made welcome and given any help or advice with respect to introductory flights, joining the club, etc.
- Ensures, as far as possible, that members carry out their duties.
- Co-ordinates Emergency Response in the event of an accident.

Notes:

- With consultation with the Instructors on duty, he / she may decide to stop flying operation because of weather conditions or any other reason.
- He /she is present at the launch point till flying operation stops. Flying operation stops when all gliders have landed or are accounted for.
- He / she should preferably not hook on gliders, assist with winch cable, etc. If there are insufficient helpers available, he / she may shut down flying operations.

1.3.8.3 After Flying Operations

- Contact ATNS to close the gliding window if applicable. Write on the timesheet the time at which ATNS was contacted.
- Oversees return of aircraft and equipment to hangars.
- Ensures that all hangars doors are locked before going home.
- Ensures the whereabouts all gliders which were launched are accounted for.

1.3.9 Daily Operational Procedures -Duty Instructor

The Flight Instructor is responsible for safe and efficient instruction of any club members.

He / she is also there to help the Duty Officer in the organisation of the Launch point.

The Flight Instructor acts under the CFI's authority.

1.3.9.1 On duty day prior to Flying Operations

- Manages the removal of aircraft and equipment from the hangars
- Decides with the Duty Officer where the launch area will be.
- Prepares the gliders for flight (batteries, DI, etc.)

1.3.9.2 During Flying Operations

- When on the ground; seconds the Duty Officer to ensure that always a properly trained person is available to oversee glider launch. I.e.: hooking-up gliders, running the wing, pushing the gliders off the runway, moving the gliders into position for the next flight, etc.
- Trains new members to hook gliders, run wings, handle winch cables, push / park gliders
- Helps the Duty Officer where he / she needs.
- At all times, keeps an eye open on safe and smooth running of the flight operation
- Instructs.

- Assumes control and executes the ERP in the event of an accident or incident.

1.3.9.3 **After Flying Operations**

- Gives feed back to the CFI about the instruction conducted and student's training progress covered previously

1.3.10 **Operational Responsibilities of the - Individual Pilot**

Responsibility for the safety of the aircraft and for compliance with South African Civil Aviation Regulations and technical standards etc. rests with the Pilot in Command.

The Pilot shall be responsible for the aircraft from commencing preparation for flight to the time the aircraft is secured after flight.

When flying an aircraft after a previous Pilot has flown it, there must be a clear hand-over of responsibility for the aircraft if it has not been secured.

The Pilot shall ensure that, always, the aircraft is flown in strict accordance with the established procedures, techniques and rules of SSSA and the affiliate under which the operations are being conducted.

The Pilot shall ensure they are appropriately qualified to conduct the operation being undertaken

The Pilot shall ensure the aircraft is airworthy prior to flight and that any event that renders it not airworthy for further flight is reported to an appropriate person.

The Pilot is responsible for ensuring that all required documentation is on board the aircraft prior to launch. Either original or copies of each of:

- Form 47b registration,
- Current Authority to Fly Certificate,
- Current weight and balance form (within 5 years) ,
- ICASA Aircraft Radio Station license or proof of payment
- Approved sealed first aid kit.
- Pilot GPL OR current student glider pilot license
- Aviation map of the flight task area (electronic or paper, but paper is preferred) Must be available to the Pilot in flight.

The Pilot is responsible for the safety and security of an aircraft when operated away from the home base. I.e. after an out landing in a glider until it is returned to its usual place of storage.

The Pilot shall always plan and conduct the flight with safety as the paramount factor and with achievement of sporting goals as a desirable accomplishment.

1. ACCIDENT REPORTING

As per CAR Part 12.

2. COMMUNICATION

2.1 Membership Communication

2.1.1 Email - E-mail will be the main form of communication to members.

2.1.2 Internet –The SSSA will encourage all members to monitor the official SSSA website page, where regular bulletins will be posted.

2.2 Instructor, Approved Person and School Communication

2.2.1 Email or Fax - E-mail is the preferred method of communication

2.2.2 Record keeping will be electronic via email, but eventually to be on myGliding. (once system is approved)

2.3 Committee Communication

2.3.1 Distribution of This Manual of Procedure, Code of Conduct, Quality Management System and any other important and regulatory documentation shall be published for Download on the SSSA official Website and Facebook Files Pages. Copies of the documentation are also available for hard copy inspection at SSSA registered offices.

2.4 Committee Meetings –

2.4.1 Committee meetings will be convened at least 4 times per year. The committee meetings will take place in the boardroom of the Head Office or at a venue to be decided by the committee prior to the meeting. Meetings may also be conducted in part or completely by e-mail, telephone or other electronic/digital etc. means provided proper minutes are taken and distributed to the General Committee. After approval the minutes may be published on the SSSA web page, e-mail, newsletter or magazine which publication shall be at the discretion of the Chairman or any two Executive Committee members. The purpose of the meeting is to allow all the committee members to get to know each other better and discuss further matters which have arisen.

2.4.2 The meeting's date, place and agenda will be available on the committee internet forum at least 14 days before the meeting. The meeting's agenda will always include a financial audit, and discussion on how to improve the service provision on the members, procedures for rectifying any deficiencies that have arisen and changes to the reporting systems in place if required. Any matters that have or are not able to be solved internally will be forwarded to SACAA.

3. SCHOOLS and TRAINING

As per Part 141 and SSSA TPM

4. DISCIPLINARY PROCEDURE

It is the responsibility of every SSSA member to adhere to all the rules and regulations as specified in the SA-CARs, this manual of procedures and the SSSAMOI and Code of Conduct. All executive committee members of SSSA will use all possible means to oversee and motivate the members. Ultimately all pilots are responsible for themselves, their aircraft, their passengers, other people or property. The role of SSSA is to motivate its member to take responsibility, by means of a communication and information support system.

4.1 Reporting of Breach of Rules and Regulations

The following procedure is to be followed when carrying out disciplinary actions against members of the Association for contravention of the rules and regulations laid down in this Manual of Procedures and/or the SSSA MOI and the code of conduct.

in the event of a suspension this shall be done against the person's membership.

SACAA and/or SACAA shall be informed of the decision including all evidence and minutes of the hearing.

SACAA and/or SACAA may decide to take further action against a person licence or rating or an aircraft's ATF.

Any transgressions against the regulations and or illegal activities shall be reported to SACAA, who will deal with the matter and in turn report this to the SACAA or SAPS if required.

SSSA may not suspend or revoke any licences or ATF's.

All hearings and disciplinary actions should be done in accordance with PAJA and all correspondence, meetings and hearings recorded.

Members not part of the association and not part of the ARO will be immediately handed over to SACAA for actioning

4.2 Reporting will occur as follow

- 4.2.1 A written, and signed complaint shall be received by the Executive Committee of SSSA within three months of the alleged infringement having taken place for SSSA to investigate and decide whether disciplinary proceedings should be implemented.

- 4.2.2 Clubs acting against a member for continuous breach of rules should provide documentation to back up the allegations and detail the warnings issued to the member and show that SSSA was notified.
- 4.2.3 The Chairman, after consultation with the executive committee shall determine the meetings, appoint members to serve on an ad hoc disciplinary committee, (should one be required), to investigate the matter and be convinced by the evidence available that an infringement of the rules and regulations did take place.
- 4.2.4 For any violation, at the discretion of the SSSA executive committee, a verbal warning can be given followed by a written warning if necessary or if the infringement warrants, hand them immediately over to SACAA and/or SACAA. If there is continued infringement then written notification of a Formal Disciplinary Hearing shall be sent to the alleged offender via email or registered letter, giving at least 14 days' notice of the time, date, venue of the hearing and the charge.
- 4.2.5 The SSSA executive committee will appoint a person to chair the disciplinary hearing.
- 4.2.6 A formal disciplinary hearing is to be held where the charges are described, and the defendant is given the opportunity to offer a defence. The defendant is responsible for their own cost to attend the hearing.
- 4.2.7 All meetings shall keep records of proceedings.
- 4.2.8 If, after weighing up all the evidence and considering mitigating factors, the chairman of the disciplinary hearing shall pass its findings to the General Committee for ratification and if the defendant is found guilty, then an appropriate penalty will be applied.
- 4.2.9 The General Committee shall hand its final decision on the matter to the relevant authority for record and/or further action.
- 4.2.10 Should the defendant wish to take the matter further then, upon receipt of a written request from the defendant, within 7 days of the hearing, the SSSA Executive Committee will review the case and make a final decision. The defendant may further appeal to SACAA for review of the decision.
- 4.2.11 The severity of the disciplinary action taken should consider the seriousness of the offence, the consequences of the action, the defendant's past offences and the circumstances under which the offence took place.
- 4.2.12 Should the defendant not attend the formal hearing and not offer a valid excuse for his failure to appear, a decision will be handed down by the Chairman of the hearing, after review by the SSSA Executive Committee, in the absence of the defendant, which will be binding

4.3 Governing regulations

The procedures are governed by the CARs and SSSA MOP and the penalties and regulation infringements will be as per CAR Part 185.

4.4 Record keeping

SSSA will keep record of all infringements and rulings for a period of 2 years unless a gross violation or a CAR Part 185 prosecution has taken place, wherein this will remain upon the pilot's record for a period of 10 years.

4.5 Examples of Offences that can be handed over to SACAA for immediate Action Inter alia, a person;

4.5.1 Hindering any inspection by an authorised person.

4.5.2 Providing false information to an authorised person.

4.5.3 Preventing any person from performing his duty or enjoying his privileges.

4.5.4 Operates or authorises the operation of any aircraft which is not airworthy, does

not have a valid ATF, without a licence or without a valid medical.

4.5.5 Acts in any way to affect the airworthiness of an aircraft.

4.4.6 Acts in any way to affect the safety of any person.

4.5.7 Operates an aircraft without the necessary licence or who has obtained a licence in a fraudulent manner.

4.5.8 Ignores or does not adhere to a decision made by an authorised person or body,

such as SSSA, also during a process of appeal or arbitration.

4.5.9 A person who wilfully does damage to 3rd party property or ignores rules pertaining to 3rd party property.

4.6 Disciplinary action

Disciplinary action by SSSA should be consistent and follow the following format:

4.6.1 First offence:- verbal warning.

4.6.2 Second offence or non-compliance with the verbal warning:- Written warning

4.6.3 Third offence or a Gross Violation:-

final written warning with immediate handover to SACAA and/or SACAA for application of part 185 regulations with up to one-year suspension of membership.

4.6.4 Continuing violations -

Should any member or non-member continue to contravene the rules and regulations and fail to respond to disciplinary action, then the executive committee shall report the matter to SACAA and/or SACAA for further action.

4.7 **Penalties**

Should any member or non-member commit offences as detailed in 8.4 of this MOP, SSSA will hand over the member or non-member to SACAA and/or SACAA immediately to be dealt with under CAR Part 185 of the CIVIL aviation regulations.

1. SAFETY MANAGEMENT SYSTEM

1.1 Safety Policy

Soaring is an extreme sport, and as such demands that safety be deliberately addressed and managed to minimise and mitigate the exposure to risk.

The policy of the SSSA to maintain high standards of safety and inculcate best safety practices which comply with the Civil Aviation Regulations (SA-CAR) and the Manual of Procedures (MOP) in all aspects of operation.

The SSSA is committed to promoting safety as a principle concern of all activities sanctioned and managed by the SSSA. The SSSA policy is to entrench a safety awareness and culture in the Soaring community in South Africa. To this end Safety officers actively monitor, report, publish and educate members on all aspects of safety.

To manage safety activities, it is imperative that there is appropriate safety oversight and procedures in place for all SSSA sanctioned activities. The affiliate structures for affiliates cover all normal club operations with the SSSA approved procedures and forms included in this document.

The SSSA Chairman has committed the SSSA to Safety Management.

1.2 Responsibilities

The Chairman is the accountable manager for safety in the SSSA and will manage the Safety Management System and provide oversight and audit the safety processes. Club Safety Officers and Chairmen are the accountable officers at affiliate level. This section summarises the SSSA Safety Management practice.

Further detail is contained in the Safety Management Manual SSSA_SMS-1.

In compliance with CAR Part 12, the SSSA Safety Officer and Sub-Committee are responsible for:

1. Co-operate with and assist the CAA Accidents and Incidents investigation board (AIID) with their investigation of glider and motor glider accidents and incidents as domain and subject experts
2. Reporting back to the gliding community on glider and motor glider accidents and incidents with appropriate comments or recommendations.
3. Reporting on accident trends which may indicate where greater attention to safety and/or procedures needs to be directed to avoid accidents
4. Monitoring aviation safety and making recommendations for the maintenance and improvement of safety standards
5. Educating and training of Club Safety officers in accident and incident investigation and reporting procedures.
6. Ensuring that safety awareness is created and maintained at all levels in the soaring movement.

7. Training and education of Pilots and Instructors in topics related to aviation safety (through safety seminars)
8. Supervision and support of Club Safety officers.
9. Ensuring compliance with the current legislation and SSSA Manual of Procedures.
10. Evaluating and approval of the appointment or election of Club Safety officers.
11. Exercising control over the Club Safety officers.
12. Ensuring that clubs define their Emergency Procedures.
13. Maintaining a register of all Club Safety Officers.
14. Maintaining a register of all accidents and incidents.
15. Assisting in the amendment and maintenance of the Manual of Procedures in terms of safety-related issues.

1.3 Corrective Actions

Where the actions of a member of the SSSA is in contravention of the MOP, Code of Conduct and is contrary to safe operation, such person may be subject to sanction by the SSSA.

In this case a report to the SSSA and designated body is required.

At the discretion of the Safety sub-committee, members involved in hazardous activities may be exempt from disciplinary action where they acted under the direct supervision and instruction of an instructor or other authority.

All members are required to be acquainted with the MOP and relevant legislation.

Where a report exposes a weakness in the MOP the SSSA will act to mitigate risk.

This may take the form of interim operating restrictions, while a revision of the appropriate approved procedures is updated.

Where an operational deficiency or shortcoming is noted the SSSA Accountable manager will make the appropriate recommendation to effect corrective action.

Corrective actions will be communicated in writing.

1.4 The SSSA SMS Implementation

Safety Management processes are intrinsic to the approved procedures of the SSSA and are subject to the normal review and update process as necessary or required.

Club chairmen and safety officers are the responsible persons under SMS as it applies to the operations of S.A. gliding clubs.

All gliding clubs are required to have posted emergency procedures in a prominent position as they apply to the individual club. See Appendix E for an example.

The Safety officer at SSSA sanctioned events will conduct regular safety briefings relevant to the event.

Guidelines for competition briefings, away events and a safety document guideline are provided in the Appendix.

Processes specifically pertinent to SMS are:

- Safety officer training
- Safety review and audit process for affiliates
- Away Event Safety Management
- Contest Safety Management
- Hazard, incident and accident Reporting
- Safety Promotion, incentives and education

1.5 Safety Objectives:

- To monitor aviation safety and make recommendations for the maintenance and improvement of safety standards specific to soaring.
- To promote and maintain safety awareness at all levels the SSSA.
- To ensure compliance with the current legislation and SSSA MOP.
- To maintaining a register of all Club Safety officers.

1.6 Safety Targets:

The small number of incident and accident reports in the SSSA makes meaningful metrics difficult.

The primary target is to have zero serious injuries or fatalities.

The secondary target is to increase hazard and accident reporting, even when no damage or injury occurred.

The third target is to achieve zero non-compliances with safety management processes.(e.g. 100% on time submission of annual safety audit reports by affiliates.)

1.7 Training

The principle training event for safety officers of the SSSA is the bi-annual national safety officer's meeting. Where required, dedicated sessions are held. E.g. Human Factors training.

Club Safety officers are mentored by the Club CFI and other Safety officers.

The regulatory requirements under SMS are presented at the national Safety officers meeting and are made available to SO's via the MOP.

1.8 Hazard reporting.

The reporting of hazards is critical for the development of meaningful statistics.

The SSSA accident/incident/hazard reporting form has been simplified and revised to make reporting easier.

It is the responsibility of members to report hazards to the responsible person directly they become aware of a hazard.

Members involved in any incidents, or accidents are additionally responsible for reporting the event to the Club Safety officer and/or the Club CFI.

Reporting - Serious accidents. CAR Part 12 Applies.

All accidents that cause serious injury to persons or substantial damage to aircraft must be reported by the pilot in charge or the owner:

- To the Civil Aviation Authority (Accident and Incident Division), or Air Traffic Navigation Services
- To the Police.
- To the SSSA (as above in Hazard Reporting) within 24 hours of the occurrence.

Serious injury is any injury that requires physical treatment by a doctor, nurse, or paramedic.

Substantial damage is damage or structural failure that adversely affects the structural strength, performance, or flight characteristics of the aircraft, and would normally require major repairs or replacement of the affected component.

The accident will be reported using the CAA forms that are available from the website, included in the MOP appendices and which also are on our website.

The 'initial report' must be submitted as soon as humanly possible, the two other reports within a reasonable time.

Where the owner or operator and the pilot are the same, both reports must still be completed.

Reporting other accidents, incidents, or hazards

All accidents, incidents or hazards shall be reported on the CAA form included in the appendices and available on the CAA Website.

It is important to ensure that these reports are comprehensive (fully completed).

There is space for the CFI/Safety Officer to countersign the report, and where possible any additional relevant comments are welcomed.

All clubs and all members of the SSSA are required to report all accidents, incidents, and hazards to the CAA – however trivial they may appear to be.

Such reports assist in developing statistics from which trends can be observed, to provide guidance in training and safety oversight.

Contact details are therefore important.

1.9 Event Safety Management

Specific safety procedures and are applied to Contests and Away Events.

To obtain SSSA sanction of these events it is necessary to appoint a Safety officer and lodge the necessary records with the Safety Office.

The Event Safety officer becomes the responsible person for the event.

This appointment must be acknowledged in writing by the SSSA and confirmed in writing by the responsible CFI.

The Event SO is responsible for providing SSSA and SACAA with the Safety and Emergency Management Plan for the event.

1.10 **Aerodrome Management**

SSSA Affiliated clubs and events may only operate from SSSA approved sites.

Approval of an aerodrome or site for gliding requires a completed safety audit and site approval form, approval is provided by the CAA based on information provided.

1.11 **Aerodrome Emergency Management**

Each affiliate or club is responsible for producing an Emergency Response Procedure (ERP) for every location at which the affiliate operates.

This will detail the process of what to do in the event of an accident on or adjacent to (up to 10 km radius) the airfield.

The Duty Officer, Event Safety Officer or Senior Instructor present, depending on circumstances will be the 'person responsible' on any day when flying activities take place.

The ERP must be available at a readily accessible location (preferably the launch point) and accessible to all.

1.12 **General**

It is the duty of all members to acquaint themselves with the location and extent of rescue and medical equipment that is available on the airfield

Affiliates must have at least the standard mini first aid kit available

Current emergency contact numbers – are to be included in the ERP and should be available on any club or event website.

Members who are qualified in first aid should communicate their qualification and contact details to the SO

1.13 **Specifics in the event of an accident.**

At the scene of an accident there are two imperatives

The witness of any incident should first render aid to the occupants of the aircraft. This may take the form of relaying the location of an out-landing accident via radio, or by physically assisting on the ground.

At the earliest opportunity the responsible person should be appraised of the situation.

The duty officer and duty instructor are responsible for the day's flying activities and will immediately assume responsibility in the event of an emergency.

The more experienced will assume control.

The most important 'FIRST OBJECTIVE' is to **Preserve Life**, then avoid further injury to person or damage to property and PREVENT PANIC.

Stop, prevent, or discourage 'all and sundry' from rushing to the accident scene.

After this, the following actions are required:

Ensure that the appropriate rescue/aid agencies (official and unofficial) are contacted immediately (delegate if necessary, in fact delegation is the preferred procedure)

Ensure that the wreckage site is 'secured' – which is that only 'necessary helpers' have access to it.

Nothing to be moved – or removed – unless it is necessary for people to exit the wreckage or for the treatment of injured people.

Ensure the easiest-possible access to the site for the rescue and fire services.

Dispatch a marshal to the entrance of the site to direct these vehicles.

Ensure that the appropriate 'reporting authorities' are advised (again delegate, where appropriate) In order, report accidents and incidents to – the Affiliate or Event Safety officer, who will refer to and to CAA/ATNS as appropriate.

Ensure that the activities do not prevent safe conclusion of flight for other contestants.

To this end the Duty officer will advise aircraft in the air of any hazards resulting from the incident and what alternative runways etc. are available.

Encourage witnesses to write down their observations as soon as possible (first impressions are often the most valid).

This applies especially to the first people who are delegated to examine the accident site).

If the media become involved, everybody should be made aware that only the 'person in charge' should deal with them.

Be positive, be approachable...say as little as possible.

Type of a/c - "the accident is subject to investigation and we await the CAA Accident Division".

Should the CAA become involved, please ensure that they are given the fullest co-operation.

The Affiliate Safety officer and the CFI will assume control should they consider this appropriate.

1.14 **Delegation guidelines:**

Each situation is unique; however, the basic principles detailed below serve as an appropriate guideline.

- Duty Instructor is in control by default as he will generally be more experienced than the Duty Officer.
- The nature of an accident normally requires the appointment of several persons to co-ordinate the various activities.
- To respond appropriately the roles should be allocated according to capability.
- The Safety officer is responsible and will act under delegation of the CFI and/or the SSSA appropriate persons.
- In the absence of the Safety officer the club CFI may assume responsibility should the situation warrant this.

- Club chairman or committee members may assume control in the absence of the above.
- No officer should assume control without clearly communicating to all concerned who now is in control, and such action must be undertaken with due tact and courtesy towards the other involved members.

The CAA remains the final Authority.

Civil Aviation Regulations

Key Civil Aviation Regulations affecting gliding are:

SA-CARS Part	Description
	The Civil Aviation Regulations (CARs), organised into Parts covering specific aviation activities, are published under the authority of the Civil Aviation Act 13 of 2009 and apply to all aircraft in or over South African territory
Part 12 Aviation Accidents and incidents	<i>Details our responsibilities for reporting incidents and accidents.</i>
Part 67 Medical Certification	<i>Details the process and certificates relating to Pilot medical fitness</i>
Part 94 Operation of non-type certificated aircraft	<i>Details the operational procedures and requirements of non-type certificated aircraft</i>
Part 141 Aviation Training Organisations	<i>Details the requirements, procedures and certificated of the SSSA as an ATO</i>
Part 66.04 Aircraft maintenance engineer licensing	<i>Details the requirements for approved persons qualifications</i>
Part 24 Certification of products and parts	<i>Details requirements for Airworthiness Certificates and aircraft modifications</i>
Part 44 General maintenance rules	<i>Details glider maintenance procedures.</i>
Part 47 Aircraft registration and marking	<i>Details the rules for registration, change of ownership</i>
Part 68 – Pilot licences and ratings	<i>Gives details for the GPL licence</i>
Part 62.17 – National Pilots license: Touring motor gliders	
Part 91 – General operating and flight rules	<i>Details numerous general operating rules that glider Pilots must comply with.</i>
Part 94 – Gliders – operating rules	<i>Details some operating rules and exemptions specific to gliders.</i>
Part 149 – Aviation recreation organisations – approval	<i>Details how SSSA is certificated by CAA to administer gliding activities.</i>

SSSA Away Events and Contest Safety

1. **Safety** is the responsibility of every single individual who is part of the event. If anyone knows of or sees anything which may be a hazard (could possibly be the cause of an incident or accident), it is that person's responsibility either to take action to remove/eliminate the hazard or to report it to the SO, the event organiser, or any other person who is in a position to take the necessary action.
2. **Event Preparation**
 - 2.1. The event SO must be formally appointed by the event organiser, and approved by the relevant CFI or club SO. The Safety discipline SO will have ultimate authority on safety matters. If there are issues to be resolved, the event organiser will have to agree the outcome in conjunction with the SO
 - 2.2. Check the airspace and any restrictions and, where necessary, inform and discuss with the local ATNS unit, to keep things going smoothly
 - 2.3. Ascertain from whoever oversees the airfield, the local contacts for emergency assistance – fire, ambulance, hospital, first aid, emergency rescue, police. If necessary, arrange security – 24-hour or dusk-to-dawn. Prepare an event ERP contact list
 - 2.4. Participating aircraft to have current ATF and all trailers currently licensed. Mainly applies to club equipment, but a tough decision for you if someone has come a long way without the necessary and you must ground him/her, so remind participants
 - 2.5. Participants must be up to date with memberships – club and Soaring Society (insurance cover) –qualified and current on the launch method to be used, and on the type of aircraft they plan to fly. If not, appropriate plans must be made to ensure that they can safely become current
 - 2.6. All participants must have the minimum documentation listed including appropriate aeronautical maps for the area
3. **On Arrival**
 - 3.1. *Ascertain the physical location of emergency assistance – fire, ambulance, hospital, police*
 - 3.2. Check the condition of the airfield – runways, taxiways, glider and tug parking areas. Areas to avoid – mark them if possible (emergency tape is a useful addition to your equipment list)
 - 3.3. Identify fire hazards and provide fire control equipment
 - 3.4. Mobile hazards – people and animals and their regular crossing point.
 - 3.5. T/O and landing hazards – where to go in the event of an emergency – rope/cable break or engine failure.
 - 3.6. X-winds – curl-over from buildings, trees and local topography
 - 3.7. If not already done, designate the desired landing threshold – all landings beyond that line – to avoid obstacles on the runway approach(es)
 - 3.8. Ground safety – people, aircraft, vehicles and equipment

- 3.9. Communications – frequencies, radio discipline
- 3.10. Fuelling safety – fire extinguishers (do you need to bring your own?)
- 3.11. General flying safety – circuits away from built-up areas, terrain hazards, out landing prospects (strips, airfields, etc.)

4. Briefing.

Ensure that all participants and crews are properly briefed and, if possible, post the more important safety issues – on a blackboard, portable notice board, or hand a copy of your briefing to each participant.

A daily briefing between the designated SO and the event organiser is an excellent discipline to follow

5. Delegation.

Delegation is affected by separating the tasks according to the capabilities of the participants. Assignments should have a report back set within a reasonable deadline.

An 'away camp' works better the wider the participation in its organisation.

6. Checklists

6.1. Before departure:

- 6.1.1. Event Safety officer appointed
- 6.1.2. ERP Completed - Emergency assistance – contact numbers, names
- 6.1.3. Security assessed and arranged
- 6.1.4. Aircraft compliance- ATF's and trailer licences
- 6.1.5. Participants properly qualified, licensed, current
- 6.1.6. Maps – buy a supply and re-sell them
- 6.1.7. Blackboard/ notice board/ emergency tape

6.2. On Arrival

- 6.2.1. Physically locate emergency services
- 6.2.2. Airfield check and approval (the approval form is a record)
- 6.2.3. Fire hazards
- 6.2.4. Mobile hazards
- 6.2.5. T/O and landing hazards
- 6.2.6. X-winds
- 6.2.7. Landing threshold
- 6.2.8. Ground safety
- 6.2.9. Communications
- 6.2.10. Fuelling safety
- 6.2.11. Circuits, out landing conditions

- 6.3. **Briefings** an event briefing is to be conducted (the pilot's briefing) before commencement of flying. For away events it is advisable, to hold a daily briefing, for contests a daily briefing is mandatory

SOARING SOCIETY OF SOUTH AFRICA	Appendix2 Quality Control Inspection Process (QCIP)
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A system of Quality Control (QC) is needed to ensure that the Quality Assurance Programme is being effectively followed.

QC is defined as “The process by which it is determined that the policies and procedures previously found (in the QAP) are being effectively utilised to ensure that the SSSA and satellite clubs are functioning safely, effectively and to the standards set by the respective management bodies and regulating authorities”.

QC is achieved by an Inspection Process. Documents and procedures are selected, on a random basis and checked to determine that the SSSA and satellite clubs are functioning as listed in the QC definition above.

It is not necessary to inspect all documents and procedures, a “sampling inspection” will be sufficient. However, if a finding is recorded, then an in-depth inspection may be necessary.


In terms of the QCIP the SSSA and the satellite Facilities will need to appoint a “Quality Assurance Manager”.

The QA Manager(s) will be responsible for monitoring compliance with and the adequacy of procedures, to ensure safe operational practices and airworthy gliders.

To achieve this the QA Manager(s) will:

Draw up a “Quarterly Inspection Schedule”. This will cover the following aspects of the SSSA/satellite Facilities operations, on a progressive basis. (Not all aspects need to be cover at once.). Areas to be inspected are as follows:

- Flying Operations (Time sheets, indemnities, pilot currency, safety procedures, etc.)
- Training Standards (Adherence to the TPM, currency of Instructors, adequacy of training facilities etc.)
- Maintenance (Winch and winch cables, retrieve vehicle(s), radios, tug aircraft etc. to ensure that they are in a safe and reliable condition)
- Technical Standards (ALL gliders, club and private, are properly maintained, have the required equipment on board, as well as a valid and appropriate ATF etc.)
- Facilities (Hangars, airfield surface and boundary fencing, fire extinguishers, etc.)
- Admin/Record Keeping (Up to date student training files, instructors’ files, time sheets etc.)

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	QUALITY ASSURANCE MANUAL
SOARING SOCIETY OF SOUTH AFRICA	Appendix 2 Quality Control Inspection Process

2. Ensure that the scheduled inspections are carried out on time.
3. Ensure that a record of each inspection is kept.
4. Ensure that any findings are corrected within an agreed time frame.
5. Ensure that the corrective action taken, is documented and that the defects have been rectified.
6. Sign off the inspection and keep the documentation on file for the prescribe period of 5 years.
7. Send copies of the inspection documentation to the SSSA's QA Manager within 30 days of completion audit
8. Example of an Inspection Schedule below.

Area of Responsibility	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Flying Operations	X Date	X Date	X Date	X Date
Training Standards	X Date	X Date	X Date	X Date
Equipment Maintenance	X Date		X Date	
Technical Standards	X Date			X Date
Admin/Record Keeping	X Date		X Date	
Facilities	X Date		X Date	

NB Check lists to be used will be in line with ATO audit requirements.

[It is required that the SSSA and all satellite Facilities adhere to this process.](#)

AMENDMENT: Original

EFFECTIVE DATE: 01 June 2018



QUALITY ASSURANCE MANUAL

Signature: _____

Compiled by: F R Bebington
SSSA National Safety Officer

Signature: _____

Approved by: D Smit
SSSA Chairman



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RECORD OF REVISION

Ensure that upon receipt of this manual, all instructions, about the issuing of revision pages, are carefully read.

Revision	Date	Revised By
Original	01 JUNE 2018	Original
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All revisions must be approved by the person responsible for the manual.

Hand written revisions are not permitted.

Temporary revisions will be made in the form of a safety notice, which will be binding until replaced or withdrawn.



DISTRIBUTION LIST

Facility Name	Location
Adamsfontein Gliding Club	Adamsfontein (No training)
AkaVlieg	Potchefstroom
Bloemfontein Gliding Club/ Soaring Safaris	Bloemfontein (No Training)
Bosveld Falke Gliding Club	Potchefstroom
Cape Gliding Club	Worcester
Drakensberg Soaring Club	Underberg
East Rand Gliding Club	Springs
Eastern Province Gliding Club	Uitenhage
Gariep Gliding Club	Gariep
Garden Route Gliding Club	Plettenberg Bay
Goldfields Gliding Club	Welkom
Howick Gliding Club	Howick
Kranskop Gliding Club	Brits
Kroonstad Gliding Club	Kroonstad
Magalies Gliding Club	Magaliesberg
Middleburg Gliding Club	Middleburg
Swellengrebel Gliding Club	Swellendam
Vaal River Gliding Club	Orkney
Whispering Wings Gliding Club	Parys



SECTION 1 GENERAL

1.1 Terminology (Refer Appendix 1)

1.2 Quality Assurance Policy

QUALITY POLICY STATEMENT

The SSSA is committed to maintaining the highest standards of safety. This Quality Assurance Manual describes the SSSA Quality Management System (QMS) which has been designed to ensure the achievement of this aim, whilst fulfilling the requirements of the SA-CARS and SA-CATS as well as the SSSA's documented policies and procedures.

The SSSA and the individual Facility Accountable Managers, together with the QA Managers, will ensure that all Facility members assigned to, or directly involved in flight operations, are properly instructed, have demonstrated their abilities in their particular duties and are aware of their responsibilities and the relationship of such duties to the operation.

To this end the SSSA and the Facilities Accountable Managers:

1. Will ensure that the Quality Management System defines and establishes the SSSA's and Facilities quality policies and objectives.
2. Will ensure that the QMS procedures are carried out consistently, that problems are identified and resolved, and that the SSSA/Facility continuously reviews and improves its procedures.
3. Will monitor that all laid down SSSA procedures, as described in the SSSA's Safety Management System Manual, MOP and this QAM, are fully adhered to.

1.3 Purpose of the Quality System

The QMS purpose is to ensure that there are systems and procedures for the application, implementation, monitoring and updating of all internal procedures and administration of the ATO/[ARO](#) and approved Facilities, to ensure a quality and up to date administration framework and infrastructure is implemented and upheld.

1.4 Quality Assurance Manager

The Quality Assurance Manager (SSSA and Facilities) will be responsible for the management of the Quality System monitoring function and requesting of corrective actions.



SECTION 2 QUALITY MANAGEMENT SYSTEM

2.1 Basic Structure of the Quality System

The QMS, as structured, will:

Adhere to the Quality Policy contained in this document.

Monitor that the relevant provisions of the SA-CATS, SA-CARS and the SSSA's TPM and MOP are fully complied with.

Monitor that all laid down SSSA standard procedures, as described in the SSSA Safety Management System Manual, MOP and TPM, are fully adhered to.

Ensure that all SSSA documentation, manuals, reports and records are up-to-date and available for inspection by the SACAA, or any other approved person.

Require that the Quality Assurance Manager has free access to all the relevant premises, documents, training aids and records at any interval as he/she may deem fit.

Ensure that immediate suitable rectification measures are taken when cases of non-compliance are detected.

Be formally reviewed and revised annually by the Accountable Manager to ensure effective functioning and continuous improvement of the QMS.

2.2 Occurrence Reporting Process/System

Refer to the SSSA SMS Manual Section 1 Para 1.3

SECTION 3 QUALITY ASSURANCE PROGRAMME (QAP)

3.1 Introduction

The QAP includes all planned and systematic actions necessary to provide confidence that all SSSA's operations are conducted in accordance with applicable requirements, standards and procedures as specified by the SACAR's.

3.2 Quality Inspection (Refer Appendix 2)

A quality inspection is an act of observing an event/action/document etc., to verify whether established procedures and requirements are being followed and the required standard is being achieved.

Typical subject areas for quality inspections are:

Operations procedures and policies.
Maintenance/Technical Standards

Training Standards.



3.3 Audit(Refer to Appendix 1 – Terminology).

3.4 The SSSA Quality Assurance Manager Responsibility and Authority

The SSSA Quality Assurance Manager has the responsibility and authority to:

- Appoint appropriately qualified persons within the SSSA to perform inspections and audits,
- Initiate evaluations, audits and inspections as part of ongoing Quality Assurance.
- Ensure that any concerns of findings and the evidence necessary to substantiate such concerns are identified and recorded.
- Verify, by monitoring activities in the field of training, that the standards as established by the SSSA and any additional requirements of the Director are being carried out properly.
- Ensure that the Quality Assurance System is properly implemented, maintained and continuously reviewed and improved.

In addition, the Quality Assurance Manager shall:

- Have direct access to the accountable manager; and
- Have access to all parts of the SSSA's organisation.
- Be responsible for ensuring that personnel training relating to the quality assurance system is conducted.

3.5 The Facilities Quality Assurance Managers.

The Facility Quality Assurance Manager has the responsibility and authority to:

- Initiate evaluations, audits and inspections as part of ongoing Quality Assurance.
- Ensure that any concerns of findings and the evidence necessary to substantiate such concerns are identified and recorded.
- Verify, by monitoring activities in the field of training, that the standards as established by the SSSA and any additional requirements of the Director are being carried out properly.
- Ensure that the Quality Assurance System is properly implemented, maintained and continuously reviewed and improved.

In addition, the Facility Quality Assurance Manager shall:

- Have direct access to the National QA Manager; and
- Have access to all parts of the Facility's organisation.
- Be responsible for ensuring that personnel training relating to the quality assurance system is conducted.



SECTION 4 AUDIT SCOPE

The SSSA is required to monitor compliance with the procedures it has designed to ensure safe operations, airworthy gliders and Touring Motor Gliders and the serviceability of safety equipment. In doing so the SSSA and the Facilities should, as a minimum and where appropriate monitor the following aspects of the operation:

- Organisation and Management
- Operational Procedures
- Safety
- Certification
- Communications equipment
- Manuals, logs and Records
- Training

SECTION 5 AUDIT/INSPECTION SCHEDULING (Refer to Appendix 2 & 3)

- Internal “Safety Audits” are to be conducted by the SSSA approved Facilities on an annual basis. These audits are to be received by the National Safety Officer before the commencement of the SSSA AGM.
- In addition, regular inspections should be carried out as per the Audit Schedule, drawn up by the QA Officer, to ensure that if an ad-hoc audit is carried out, all documentation is in order.
- Annual ATO/AROFacility audits are to be conducted by either SSSA appointed auditors or SACAA auditors. SACAA is to be provided with a Master Surveillance Plan and regular reports.
- SACAA may schedule ad-hoc audits on randomly selected Facilities

SECTION 6 MONITORING AND CORRECTIVE ACTION

6.1 Aim

Monitoring is based on inspections, audits, corrective action and follow ups.

The aim of “monitoring” is to investigate and judge the effectiveness of the Quality Management System, to ensure continuous compliance with defined policies and standards. It is also aimed at eliminating the cause of unsatisfactory performance.

Monitoring should be an on-going activity.

6.2 Reporting

Any non-compliance is to be reported to the SSSA Accountable Manager or the Facility Accountable Manager, to ensure that corrective and preventative action is taken. Non-compliances are to be recorded



6.3 Quality Procedures

The SSSA QAP includes procedures to ensure that corrective action and preventative measures, which have been implemented, are effective. The Responsible Person – Quality will ensure that the actions taken have re-established compliance with the standard required by the Authorities and the SSSA.

6.4 Corrective and Preventative Action

A report, covering the following points, is to be compiled after an inspection/audit.

- A list of findings
- Causes of the findings
- Corrective action(s) required and time schedule for the completion of the action(s)
- Persons responsible for the completion of the corrective action(s).

In the event of the required corrective actions NOT having been completed within the time schedule agreed upon at the time of the audit, all training at the Facility will be suspended until satisfactory corrective action has been taken.

6.5 Confirmation

The Quality Assurance Manager will confirm that the corrective and preventative action(s) have been implemented and that they conform to the items listed in Para 6.4.

SECTION 7 MANAGEMENT EVALUATION

A comprehensive, systematic and documented review of the quality system, operational policies and procedures, is to be undertaken by the Accountable Manager.

This review should cover:

- The results of inspections and audits
- The effectiveness of the QAP in achieving stated objectives.

The Accountable Manager will decide upon the frequency, format and structure of the evaluation activities. These will be recorded in the form of meeting minutes.

SECTION 8 RECORDING

Accurate, complete and reliable records, documenting the results of the QAP are to be maintained by the SSSA/affiliated Facilities.

The following records are to be kept for a period of 5 years.

- Quality inspection and audit documents
- Responses to findings
- Corrective and preventative action reports
- Follow up and closure reports
- Management evaluation reports



SECTION 9 AUDITORS

All Facilities will make use of SSSA auditors, who have had the required training and operational experience. This training will be conducted, when required, by qualified trainers at approved training organisations.

9.1 Responsibilities of Auditors

The principal duties and responsibilities of an Auditor are:

- Adherence to the defined audit scope.
- Complying with the applicable audit requirements.
- Communicating and clarifying audit requirements to the auditees.
- Planning and carrying out assigned responsibilities effectively and efficiently.
- Recording audit issues in an approved and standard manner.
- Reporting the audit/examination issues to the SSSA Quality Assurance Manager and suggesting issues classification.
- Retaining and safeguarding documents pertaining to the audit.
- Submitting documents pertaining to the audit as required.
- Ensuring documents pertaining to the audit remain confidential.
- Treating privileged information with discretion.



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QUALITY ASSURANCE MANUAL

SOARING SOCIETY OF
SOUTH AFRICA

Appendix 1 Terminology

Definitions

Accountable Manager

The person acceptable to the Commissioner who has the corporate authority to ensure that all operations carried out to the standard required by the Authority and any additional requirements as further defined by the Soaring Society of South Africa (SSSA). He additionally has the overall responsibility for the SSSA Quality Management System including the frequency, format and structure of the internal management evaluation as described in Section 7 of this Manual.

Accident

The civil aviation regulations define an accident as: an occurrence associated with the operation of an aircraft which takes place between the time any person boards the aircraft with the intention of flight, until such time as all such persons have disembarked, during which time:

A person is fatally or seriously injured as a result of:

- Being in the aircraft.
- Being in direct contact with any part of the aircraft.
- Being struck by a propeller. or

The Aircraft sustains damage or structural failure which:

- Adversely affects the structural strength, performance or flight characteristics of the aircraft.
- Requires major repair or replacement of the affected component, except for engine failure or damage when the damage is limited to the engine, its cowling or accessories.

Audit

Audits are systematic and independent comparisons of the way in which operations are conducted compared to the way in which the published procedures say they should be conducted.

EXCO

Executive Committee (of the Soaring Society)



QUALITY ASSURANCE MANUAL

SOARING SOCIETY OF
SOUTH AFRICA

Appendix 1 Terminology

Hazard

Any act, omission, event or condition or a combination thereof that could lead to or result in an incident or accident.

Incident

An occurrence, other than an accident, associated with the operation of an aircraft which affects or could affect the safety of the operation.

Investigation

A study of the events surrounding an accident, incident, threat or hazard that involves the gathering and analysis of information, the drawing up of conclusions, including the determination of causes and, when appropriate, the making of recommendations to prevent a re-occurrence. Blame will not be apportioned on the individual(s) involved unless specific rules, regulations, procedures or directives were blatantly or negligently ignored.

Non-Compliance

Non-compliance is a condition, supported by objective evidence that demonstrates nonconformity with a specific requirement of law.

Non-Conformity

Non-fulfillment of specifications contained in the MOP, TPM, SMS and or QA manuals, as determined by the Auditor in terms of having been documented and/or implemented by the Operator.

RAASA

Recreation Administration of South Africa

Quality Assurance (QA)

Quality Assurance is the process by which it is determined that systems, procedures and policies are in place to ensure that the SSSA has the ability to carry out its function as a Soaring Association safely, effectively and to the standards set by the (EXCO) and documented in the MOP and in accordance with the applicable rules and regulations.

Quality Control (QC)

Quality Control is the process by which it is determined that the policies and procedure, previously found to be in place, are being effectively utilized to ensure that the SSSA is functioning as a Soaring Society, safely, effectively and to the standards set by the (EXCO) and documented in the MOP and in accordance with the applicable rules and regulations.



QUALITY ASSURANCE MANUAL

SOARING SOCIETY OF
SOUTH AFRICA

Appendix 1 Terminology

Quality Inspection (QI)

A Quality Inspection observes a particular event, action or document in order to verify whether established operational procedures and requirements are followed during the accomplishment of that event and whether the required standard is achieved.

Quality Management System (QAS)

The organizational structure, responsibilities, procedures and resources for implementing and maintaining quality assurance within the Company.

Reporting Process

A system whereby any hazard or incident that is identified by personnel, regarding Company operations, is reported to the Safety Office or Quality Assurance Manager for analysis, conclusion and remedial action.

Responsible Person - Quality

The Manager responsible for the management of the Quality System, monitoring function and requesting of corrective actions. In the SSSA this position is held by the Chairman (or National Operations Manager)

Risk

A combination of the likelihood of a hazard occurring and the severity of the accident that could result; e.g. the higher the risk, the more likely the accident will occur and/or the more severe will be the consequence.

SSSA

Soaring Society of South Africa

SOARING SOCIETY OF SOUTH AFRICA	Appendix2 Quality Control Inspection Process (QCIP)
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A system of Quality Control (QC) is needed to ensure that the Quality Assurance Programme is being effectively followed.

QC is defined as “The process by which it is determined that the policies and procedures previously found (in the QAP) are being effectively utilised to ensure that the SSSA and satellite clubs are functioning safely, effectively and to the standards set by the respective management bodies and regulating authorities”.

QC is achieved by an Inspection Process. Documents and procedures are selected, on a random basis and checked to determine that the SSSA and satellite clubs are functioning as listed in the QC definition above.

It is not necessary to inspect all documents and procedures, a “sampling inspection” will be sufficient. However, if a finding is recorded, then an in-depth inspection may be necessary.


In terms of the QCIP the SSSA and the satellite Facilities will need to appoint a “Quality Assurance Manager”.

The QA Manager(s) will be responsible for monitoring compliance with and the adequacy of procedures, to ensure safe operational practices and airworthy gliders.

To achieve this the QA Manager(s) will:

Draw up a “Quarterly Inspection Schedule”. This will cover the following aspects of the SSSA/satellite Facilities operations, on a progressive basis. (Not all aspects need to be cover at once.). Areas to be inspected are as follows:

- Flying Operations (Time sheets, indemnities, pilot currency, safety procedures, etc.)
- Training Standards (Adherence to the TPM, currency of Instructors, adequacy of training facilities etc.)
- Maintenance (Winch and winch cables, retrieve vehicle(s), radios, tug aircraft etc. to ensure that they are in a safe and reliable condition)
- Technical Standards (ALL gliders, club and private, are properly maintained, have the required equipment on board, as well as a valid and appropriate ATF etc.)
- Facilities (Hangars, airfield surface and boundary fencing, fire extinguishers, etc.)
- Admin/Record Keeping (Up to date student training files, instructors’ files, time sheets etc.)

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	QUALITY ASSURANCE MANUAL
SOARING SOCIETY OF SOUTH AFRICA	Appendix 2 Quality Control Inspection Process

2. Ensure that the scheduled inspections are carried out on time.
3. Ensure that a record of each inspection is kept.
4. Ensure that any findings are corrected within an agreed time frame.
5. Ensure that the corrective action taken, is documented and that the defects have been rectified.
6. Sign off the inspection and keep the documentation on file for the prescribe period of 5 years.
7. Send copies of the inspection documentation to the SSSA's QA Manager within 30 days of completion audit
8. Example of an Inspection Schedule below.

Area of Responsibility	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Flying Operations	X Date	X Date	X Date	X Date
Training Standards	X Date	X Date	X Date	X Date
Equipment Maintenance	X Date		X Date	
Technical Standards	X Date			X Date
Admin/Record Keeping	X Date		X Date	
Facilities	X Date		X Date	

NB Check lists to be used will be in line with ATO audit requirements.

[It is required that the SSSA and all satellite Facilities adhere to this process.](#)

AMENDMENT: Original

EFFECTIVE DATE: 01 June 2018