

## ReOC Application Guidelines – Operations Manual and Library

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### A.. PREFACE

Please read this document carefully.

Our aim is to undertake your application process as efficiently and cost effectively as possible. To do this your application documents need to be accurate, conforming, complete and all capable of being emailed (some exceptions may apply). The majority of all applications and applicant Chief Remote Pilots, succeed!

There is a checklist below. Use it before you press send!

You will have by now registered and received a quote for services by the Delegate. Payment is required in full before the application and evaluation process commences. Payment details should be on the quotation/invoice that has been sent to you.

If your application documents are complete and don't require any modifications we can generally complete the process in 2-3 weeks. If modifications are needed this may extend the application process as required.

The Delegate will issue the ReOC certificate not CASA.

You will need to LOGIN (using your username and password) at [www.reocapplication.com](http://www.reocapplication.com) and click on 'Members Area' to confirm that you have accepted the quote.

### B.. DOCUMENT PREPARATION

You have choice... if you use the provided Operations Manual and Library documents, (you can download these from our website) and make only minor modifications to the Operations Manual Parts A to D (as outlined in the documents) your application will move forward quickly.

If you decide to make major changes to the Operations Manual (and you can) that will be classified as a 'complex application' and it will need to be sent on to CASA for processing (which may take months). This does not mean that your complex application will not succeed.

**Make sure** you have used the latest version of the Operations Manual Parts A to D and Library documents i.e. **February 17**. If you don't have the latest versions, this will delay your application.

The ReOC Operations Manual is for the purposes of CASR 101.335 (Part 101).

The Operations Manual forms part of a ReOC holder's manual suite that also includes the Remotely Piloted Aircraft System (RPAS) Operational Library. The Library includes:

- the ReOC holder's operational procedures for normal and non-normal operations, specific operations, and other administrative processes.
- details on key personnel
- a specific section for each RPAS type operated under the authority of the ReOC holder that includes its user manuals, maintenance manuals, checklists, etc., relevant to the RPA, ground station and role equipment (cameras, etc.). Ensure that all RPAS listed in your Form 101-06 are included in the Library.

The sample manual is a mixture of requirements and guidance to assist in compliance with Part 101. It is not the only means of compliance and in some cases the ReOC applicant or holder may wish to provide alternative processes to capture the intent of these requirements. However, it is highly recommended that ReOC applicants retain the headings (expanded as necessary). The content of the sample manual has been arranged into parts, sections and subsections. The aim is to collate all processes and procedures related to a particular subject under the relevant section.

The text provided under each section or subsection of the sample manual provides guidance on the nature of contents to be included. The sections and subsections should be further expanded according to the complexity of the ReOC holder's processes and procedures.

In some cases, information has been included in the sample manuals in **blue** to provide an option of sample text to be included in the document. **Some of this blue text (mainly in the Library document) needs to be deleted as it is provided for guidance or instruction only.** The ReOC applicant should carefully consider their particular requirements and circumstances with regard to this material and vary/delete this information as required. Areas in the manual that are highlighted in *red italics* require information to be provided by the ReOC applicant holder such as the company's name or profile. Where there is text prompting you to include details remember to delete the prompting text.

It is important for users of this document to appreciate that no single sample operations manual can meet the needs of all types and sizes of organisations or reflect the different organisational structures, policies and procedures. This document is for guidance only with the structure and content of the ReOC applicant's own operational manual reflecting their specific structures, policies and procedures.

Where the operations manual content requires processes and procedures to be provided, these need to be included in the Operations manual and RPAS Operational Library. Processes and procedures included or referred to in the operations manual should be of adequate depth and include enough details to demonstrate and establish compliance with the applicable requirements of Part 101.

Duties and responsibilities of individuals mentioned in the operations manual should relate to the obligation of the organisation or the individual under Part 101 and are not meant to cover employment conditions, performance criteria or administrative functions. Where content of the manual requires identifying the individual responsible for an action or a decision that is part of a process, the individual should be identified by their position title, e.g. Chief Remote Pilot.

Worksheets, checklists, forms, lists of items and personnel etc. that are required by the operations manual should be included as appendices to the manual. However, these items may alternatively be included in the RPAS Operational Library if it is more convenient for the organisation to do so.

**TIP:** Ensure that your Operations Manual, Library and Form 101-06 are consistent. By this we mean that the RPAS to be operated listed at section B2 of the Form 101-06 must match the details of the RPAS to be operated as listed in Schedule 1 of the Operations Manual. For each RPAS listed in the Form 101-06 and Schedule 1 to the Operations Manual, you will need to include a section in your Library specific to the RPAS regarding pre-flight and post flight checks, maintenance and battery management etc.

## **C.. WRITTEN ASSESSMENT AND INTERVIEW**

### **Written Assessment**

As soon as you have submitted your application documents the nominated Chief Remote Pilot will be contacted by the Delegate who will request that they undertake an assessment of a typical client requested mission. You have 3 days from downloading the job brief to complete it. Read the instructions carefully.

Use the documents in your Operations Manual (**4.2 to 4.4.3.10**) and (**Appendix 3**) to complete this task. If you do not complete this task to the Delegates satisfaction you may be required to undertake further reviews until knowledge and competency is determined.

### **Interview**

Not long after you submit your written assessment the Delegate will make contact and set up a time to undertake a 1.5 to 2-hour interview with you. Topics covered include details relevant to your mission assessment, Operations Manual and Library, aviation charts, ERSA, **CASR 1998 & Parts 101** (relevant to RPA ops), RPAS batteries (**how its calculated**) allowed on manned aircraft, etc. We also recommend you familiarize yourself with the documents provided on the [www.reoapplication.com](http://www.reoapplication.com) website under 'RPA OPS LIBRARY'.

If you have difficulty with some subjects you will be required to prepare a Knowledge Deficiency Report (KDR) and submit this to the Delegate. A second interview may also be required if your knowledge is deficient on too many subjects.

## **D.. DISCLAIMER**

*CASA and Kelvin Hutchinson (the IoD Delegate) make no representations, express or implied, as to the accuracy of the information supplied and accepts no liability however arising from any loss resulting from the use of the information or any reliance placed on it. Use of the information is at your sole risk.*

## **E.. IN CONCLUSION**

One of the things I have witnessed over the years of being involved in the aviation industry (as a manned Pilot, Chief Flying Instructor, RePL holder, ReOC operator and a CASA Delegate) is that aviation regulators worldwide have changed rules and regulations recently for a number of reasons. One of the objectives is to shift responsibility onto the pilot (RePL holder) and aviation business operator (ReOC holder) for their actions and procedures. You will have noticed that Regulators in all industry sectors are pursuing this course of action.

So how does that effect you? The most important documents you will produce are the day-to-day working documents (Check lists, risk assessments etc) you have in the Manual and Library or as an appendix to your Operations Manual Parts A to D. If they are robust, accurate, professional and risk management orientated and an accident occurs (where human, animal or fixed assets are involved) you will be, in most cases, in good shape. If your operational documents are weak and poor in substance and you have an accident your liabilities could be substantial. Consider your options! Get this right.

Remember as a delegate (same with CASA) it is **not** our responsibility to critique the quality of your operational procedures but simply check its complete, in the Library or as an appendix.

As a Chief Remote Pilot you have great responsibility! Every flight, staff member, contractor you use, client brief and job is YOUR responsibility even if someone causes an accident you are not directly involved with.

As Chief Remote Pilot you will be subject to audits by CASA or a delegate so prepare and keep your paperwork in good shape, maintain professional operations and keep **all** job paperwork on file for at least 3 years (that's the law). Keep a separate RPAS flight time Log Book.

## **E.. CHECKLIST**

Checklist of what to email to the delegate:

1. ARN number confirmation from CASA (normally emailed or a letter) relating to the applicant (individual, sole trader, trust or company).
2. If your application is by a Trust we need proof that the name of the Chief Remote Pilot or name principal of the business is in the trust deed. A copy of that proof must be supplied.
3. ARN for all senior members of your team (Remote Pilots, CEO, Deans, Vice Chancellor's, other directors etc) mentioned in the application documentation. A copy of the ARN email or letter from CASA is required.
4. The Operations Manual Parts A to D. Have you checked that you have the latest version of this document? Download it from our website.
5. Library or Appendix documents. Check carefully in the Library document and Operations Manual for any attachments referred to and ensure they are suitably prepared and included.
6. Application form 101-06 fully and neatly completed.
7. Application form 101-08 fully and neatly completed.
8. A copy of your CASA issued RePL or CC.
9. Details on the ReOC training organisation you attended.
10. If you have been issued with a CASA infringement notice we need to see a copy of the email or document sent to you.

11. If you have a criminal conviction, we need to see summarized court documents.
12. A copy of any aviation Radio Qualifications you may have.
13. Included in your 'Library' RPAS (Drone) manuals and maintenance documents from OEMs (hyperlinks are OK) or documents you have prepared in that regard (if you manufacture your own RPAS).
14. Included in your 'Library' - Checklists, battery and the risk assessment
15. Submit **all** documents via the 'login/members area' section at the [www.reocapplication.com](http://www.reocapplication.com) website (drag and drop documents as instructed)