



THE SOUTH AFRICAN MODEL AIRCRAFT ASSOCIATION



MANUAL OF PROCEDURE

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

ARO APPROVAL NUMBER
SACAA / ARO 010





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STATEMENT OF CONFIDENTIALITY

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

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ABBREVIATIONS

ABBREVIATION	DESCRIPTION
AGM	Annual General Meeting
ARO	Aviation Recreation Organization
CAP	Corrective Action Plan
CTR	Control Zone. Controlled Traffic Region
DCA	Director of Civil Aviation
DIRECTOR	Director of South African Civil Aviation Authority
E: ASO	Executive: Aviation Safety Operations
FAI	Fédération Aéronautique Internationale
FPV	First Person View
GAD	General Aviation Department
ICASA	Independent Communication Authority of South Africa
LOP	Letter of Procedure, Local Operating Procedure
MOP	Manual of Procedures
PAJA	Promotion of Administrative Justice Act 3 of 2000 South
QAS	Quality Assurance System
SACAA	South African Civil Aviation Authority
SA-CAR'S	Civil Aviation Regulations, 2011 as amended
SA-CATS	Civil Aviation Technical Standards



SAE	Special Air Events
SAMAA	South African Model Aircraft Association
SGM	Special General Meeting
SIG	Special Interest Group
SOP	Standard Operating Procedure
TGM	Technical Guidance Material
TMA	Terminal Manoeuvring Area
WADA	World Anti-Doping Agency

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DEFINITIONS

ARO

Aviation Recreation Organisation in terms of Part 149

Buddy box

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

Club instructor

A person, who in the view of the club committee, is qualified to assist a beginner to learn to fly. A member who in their views, is proficient, or has obtained a proficiency level which makes him competent to instruct beginners. If circumstances dictate, and a club does not have qualified members, a member with a Solo or Bronze with at least 12 months practical flying could be appointed a club instructor. Unless there are special circumstances, a club instructor shall hold a SAMAA silver proficiency. Any two club instructors with SAMAA Silver or higher, may test a pupil pilot and award a “Solo” status. The club instructor is critical to the future of model flying. Teaching of beginners and pupil pilots in the club, and achieving Solo status, is an essential service to the hobby.

Competition

Event run by club, SIG or group to test the skill of pilots in competition

Definition of model aircraft

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

Event

Get-together, fly-in, display, exhibition, air show

Failsafe

Transmitter programming, to ensure that if any interference occurs between the pilot's transmitter and the model, the control **servos** will return to a preprogrammed setting, ie throttle to idle.

Frequency

Operating frequency within the spectrum, allocated by ICASA

Frequency peg board

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

Frequency peg/marker

A marker used to identify the radio frequency being used by the pilot at the field

Member

A paid-up member of the SAMAA, who is in good standing with the Association or a member who has been accorded honorary, emeritus, or honorary life membership of the SAMAA.

Mobile phone

Cell phone, portable telephone



Model aircraft

A conventional, powered, fixed-wing model aircraft. The final decision on the type of model aircraft that may be used for the proficiency test, remains with the judges (see clause 8.2).

Permit to fly

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

Pilot

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

Pilot box/Pilot area

Designated area from which pilots fly their model aircraft.

Pit area

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

Pupil pilot

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

Registered, approved site

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

Registered Club

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

Government Rules & Regulations

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

SAMAA Social Rules & Regulations

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

SAMAA

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

SAMAA Instructor

A pilot who has satisfactorily obtained his SAMAA instructor proficiency and who has demonstrated to the SAMAA instructor judges that he has a thorough understanding of the



safety rules, and comparative scoring system. He shall be allowed to judge when accompanied by a second qualified SAMAA instructor, to award the SAMAA proficiencies for Solo, Bronze, Silver, and Gold.

SAMAA Instructor Judge

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

- a) Shall be a paid-up member of SAMAA and be in good standing with regards to previous payments.
- b) Shall have a minimum of seven years' involvement in model flying.
- c) Shall be mature and shall be respected in the flying fraternity and at his club.
- d) Shall be entitled to judge, together with a SAMAA Gold proficiency pilot, any proficiency up to Gold.
- e) Shall be entitled to judge, together with another SAMAA instructor, a pilot for his Instructor rating.

It is the decision of the SAMAA management committee as to how many judges are appointed in a region, and instructor judges shall only be appointed when the need arises, with no limit of the number of instructor judges in a region/club.

An application shall be made in writing to the SAMAA office, and must be properly motivated, endorsed by the applicant's club chairman and another club committee member. This application is tabled at a SAMAA management committee meeting, for approval of the appointment. This instructor judge status may be revoked by the SAMAA management, if the appointee becomes inactive, irresponsible, or does not perform the duties and responsibilities. The appointment is one of responsibility, and service to the aeromodelling community, and must not be seen as a status symbol or a personal achievement.

Standard Operating Procedure

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

Simulator

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

Solo-rated pilot

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

Transmitter

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

Tx control

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



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INTRODUCTION

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

A philosophy of sound governance is entrenched across our association and clubs, through the services SAMAA provides to its member Clubs.

This service includes, but is not limited to:

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

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

Election of office bearers takes place every two years, to ensure a steady stream of new ideas and enthusiasm.

All management members are suitably qualified for their roles and have extensive experience and specialist skills across a range of model activities.

This enables them to provide balanced and independent advice and judgement in the decision-making processes.

Management members are responsible for attending to their own continuing professional development requirements and are kept apprised of any regulatory changes that are relevant to the association. They have access to professional advisers, at the association's cost, if required.

There are a number of clubs and flying sites in South Africa, where members of the SAMAA may practice their hobby and sport. The major metropolitan centres are well served with a variety of clubs. There are also clubs in the bigger towns, and even clubs and flying sites in rural locations.

The majority of SAMAA members, are recreation fliers (or Sunday fliers). They are content to go to their local club, fly for fun or relaxation, and share their hobby experiences with fellow club members on a social level. About 10 percent of SAMAA members are interested in competitive activities and pit their skills against each other and against competition rules.



Each member is covered by a great insurance policy, against accidents or incidents. Each member receives a regular electronic newsletter, and two-weekly memos and communiques through the various communication platforms SAMAA utilized.

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

As an association, we strive and are committed, at all relevant times, to good corporate governance principles and practices.

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REGULATORY COMPLIANCE

We adhere to governance principles which facilitate value creation without adding burdensome compliance requirements. Our association has clear guidelines and policies, which are enforced through the Approved Manual of Procedure.

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

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

1. The South African Civil Aviation Regulations (SA-CAR)
2. The Civil Aviation Technical Standards (SA-CATS) of the South African Civil Aviation Authority (SACAA).
3. The constitution of The SAMAA

Other Manuals, Procedures, Policies and Documents to be used in conjunction with this Manual

Please note that not all of the documents below form part of the MOP or are annexed to the MOP, please refer to the SAMAA Important Information Page on our website, <http://www.samaa.org.za/important-information/> for the following downloadable documents:

- SAMAA AGM
- SAMAA Application Form
- SAMAA Insurance Policy
- Documents
- Management Procedures
- Policies
- Procedures
- History
- Member Proficiency
 - Control Line Proficiencies
 - Fixed-Wing booklet
 - FPV Proficiency
 - Gold Instructor Proficiency
 - MR-LOS Proficiency
 - AMPE Safety Rules & Proficiencies
 - Turbine Jet Proficiency
 - SAMAA Turbine Jet Proficiency Description
 - Flying Schedule – Basic Sport Jet – Scale– Turbine Jet Proficiency
 - SAMAA Turbine Jet Qualified Judges
 - Turbine Jet Scoresheet and Declaration
- SAMAA Constitution
- SAMAA Safety Codes



Other Documents & Manuals

DOC Reference	Description	Part of MOP
DOC-SAMAA-001	List of Personnel/Directors/Officers/Committee members	YES
DOC-SAMAA-002	Sample Letter of Authorisation from SAMAA Management Committee	YES
DOC-SAMAA-003	Constitution of the SAMAA	NO
DOC-SAMAA-004	Code of Conduct of the SAMAA	NO
DOC-SAMAA-005	List of SAMAA clubs, sites, locations, scope of activity	YES
DOC-SAMAA-007	Sample of Letter of Authorisation from Club Safety Officers	YES
DOC-SAMAA-011	List of Assets and Resources of the SAMAA	YES
DOC-SAMAA-013	Emergency Response Plan - Events	YES
DOC-SAMAA-014	Member Privileges & Benefits	NO
DOC-SAMAA-015	Disciplinary Procedure & Rights	NO

Standard Operating Procedures

SOP Reference	Description	Part of MOP
SOP-SAMAA-003	SAMAA Rules, Guidelines and Procedures	YES
SOP-SAMAA-005-Annex	Flow Chart – Club Registration	YES
SOP-SAMAA-009	Proficiency, Fixed Wing, Powered	YES
SOP-SAMAA-009-Annex	Flow Chart – Member Proficiency	YES
SOP-SAMAA-009-01	Proficiency Progress Certificates, Junior	YES
SOP-SAMAA-009-02	Multi Discipline Membership Card	YES
SOP-SAMAA-012	Special Interest Groups & Competitions	YES
SOP-SAMAA-016	Events	YES

Quality Assurance Documents

DOC Reference	Description	Part of MOP
QAS-DOC-002	Internal Audit Schedule	YES

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

The term “SAMAA”, whenever used herein, shall mean the South African Model Aircraft Association.

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



Regulatory References in this Manual of Procedure

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

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CERTIFIED STATEMENT

The **SOUTH AFRICAN MODEL AIRCRAFT ASSOCIATION** manual of procedures contains a true and accurate reflection of our policies, procedures, social rules and regulations in terms of Standard Operating Procedures and includes all aspects relating to the management, control, and regulation of all forms of model aircraft activities in South Africa to ensure ongoing compliance with SA CARs and CATS 149.

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

The SAMAA shall ensure that all model aviation activities are only performed at sites and at the lateral and vertical limits as approved by the SACAA, and published in a NOTAM, AIC, or AIP as the case may be.

The SAMAA shall apply to SACAA for approval, for all events provided for in AIC19 .1, and remain subject to the processes, standards, and timeframes for all special air events.

The SAMAA shall undertake the duties as agreed with the Independent Communications Authority of South Africa as applicable to radio controlled model aviation and apply those without discrimination to all operations in the interest of National Safety.

The SAMAA shall ensure that all its members abide by its code of conduct and disciplinary procedures.

The SAMAA operates on a Club structure, and each club's management is responsible for enforcing the requirements of the SAMAA MOP, Constitution, Safety Rules, and to ensure compliance with such. Each club has at least one elected or appointed safety officer, empowered by the SAMAA to ensure compliance.

The SAMAA shall actively promote safety awareness, through application of the proficiency scheme that recognises flying skills of its members.

The SAMAA is a non-profit public benefit organisation, which is apolitical, does not support gender, racial, or any other discrimination, and creates equal opportunity for all South Africans.

This is to certify that I, **DANIEL POTGIETER**, (Accountable Manager) of the **SOUTH AFRICAN MODEL AIRCRAFT ASSOCIATION** know and understand the contents of this manual of procedures and all other manuals and documents referenced in this manual of procedures, and that I shall comply in accordance with document SA-CATS 149 (South African Civil Aviation Technical Standards).

Signed		01-02-2022
ACCOUNTABLE MANAGER	DANIEL POTGIETER	DATE



AMENDMENT/REVISION RECORD SHEET

REVISION NO.	REVISION DATE	REVISED BY	DESIGNATION
Original	31-01-2022	Linda Dold	Quality Assurance

NOTE

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

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LIST OF EFFECTIVE PAGES

PAGE	REVISION NO	EFFECTIVE DATE	PAGE	REVISION NO	EFFECTIVE DATE
1 of 50	Original	01-02-22	27 of 50	Original	01-02-22
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3 of 50	Original	01-02-22	29 of 50	Original	01-02-22
4 of 50	Original	01-02-22	30 of 50	Original	01-02-22
5 of 50	Original	01-02-22	31 of 50	Original	01-02-22
6 of 50	Original	01-02-22	32 of 50	Original	01-02-22
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15 of 50	Original	01-02-22	41 of 50	Original	01-02-22
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19 of 50	Original	01-02-22	45 of 50	Original	01-02-22
20 of 50	Original	01-02-22	46 of 50	Original	01-02-22
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23 of 50	Original	01-02-22	49 of 50	Original	01-02-22
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NOTE

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



DISTRIBUTION

The approved Manual of Procedure, Code of Conduct, Quality Assurance System, Constitution, and any other important and regulatory documentation shall be published for download in PDF electronic format on the SAMAA official Website and all communication platforms utilised by the SAMAA to communicate with its members, Clubs and committee members.

The SAMAA ARO Manual of Procedures is maintained in electronic format, in the cloud, for security and easy access by the Accountable Manager and the Quality Assurance Manager, and on the SAMAA website. However, hard copies may be provided in the SAMAA's administration office.

The manual is distributed in PDF electronic format to the directors, officers, committee members, members, and entities mentioned in the following table:

DOCUMENT COPY	DISTRIBUTED TO / LOCATION
Digital	Offices of the Aero Club of South Africa
Master Digital Path	SSD of Laptop (Quality Control Officer) HDD of PC (Accountable Manager)
Digital	Uploaded to SAMAA Website members information section
Digital	Accountable Manager
Digital	Quality Assurance Manager
Digital	General Admin Manager
Digital	Head of Technical/Compliance
Digital	Head of Training/ Development
Digital	SAMAA WhatsApp Committee Group
Digital	SAMAA Appointed Aviation Consultant
Digital	SAMAA WhatsApp Members Group
Digital	SACAA – General Aviation Department



1. GENERAL

1.1. Applicability

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

1.2. Scope of Approval

Any model aircraft in flight, utilising the airspace (except where there is an exemption or exclusion in the CARs) is subject to the regulations imposed by the SACAA. The Civil Aviation Regulations (CARs), and the Civil Aviation Technical Standards (CATS), cover all manned aircraft operations, as well as all model aircraft flying operations, including:

- Promote Recreation RC flying within South Africa.
- Governing / Oversight Clubs.
- Member Proficiencies.
- Offering Comprehensive Insurance.
- Quality Control
- Compliance in terms of MOP and operational procedures

Model aircraft which are exempt from the CARs, but not from the SAMAA Manual of Procedures and rules, are:

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

The operation of RPAS (Remote Piloted Aircraft Systems) is excluded from the SAMAA brief, as these are not considered recreational or sporting model aircraft. RPAs are subject to specific sections of the CAA Regulations (Part 101).

Operation of model aircraft for financial reward or gain is excluded from the SAMAA control, and these model aircraft operations are only permitted under separate CAA rules.

1.3. Type of Model Aircraft

- Fixed Wing.
- Rotary wings.
- Quad copters.
- Parachutes.
- Jets.
- Large Scale.
- Gliders

1.4. Areas of Operations

Current areas of operation (Flying Sites)

- South Africa
 - Gauteng
 - Mpumalanga



- Limpopo
- KZN
- Northern Cape
- North-West
- Eastern Cape
- Free State
- Western Cape

1.5. Approval in terms of Part 149

- Participate in establishing of safety standards relating to Model Aircraft operations.
- Participate in determining of standards for the operation of model aircraft operations.
- Participate in determining proficiency standards for members involved in Model Aircraft operations.
- Issue proficiencies in terms of set standards and guidelines to members of the SAMAA involved in Model Aircraft operations.
- Advising the Director on any matter connected with the operations of Model Aircraft or the proficiency issued to members of SAMAA involved in Model Aircraft operations.

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

1.6. Display of Aviation Recreation Organisation Approval

SAMAA's aviation recreation organisation approval shall be displayed in a prominent place and be digitally available via our website which is accessible by the public, at our principal place of business and, if a copy of the approval is displayed, shall produce the original approval to an authorised officer, inspector, or authorised person if requested by such officer, inspector, or person.

1.7. Advertisements

Any advertisement by SAMAA indicating that it is an aviation recreation organisation, shall reflect the number of our aviation recreation organisation approval issued by the Director and contain a reference to the aviation recreation for which such approval was issued.

1.8. Safety Inspections and Audits

It is understood that SACAA shall perform its duties in terms of its functions, which includes the approval, control, and oversight of manuals of procedure and the operations of all aviation organisations and sites that operate for sport and recreational purposes. Accordingly, SAMAA shall afford the SACAA authorised officer, inspector, or authorised person full access to the organisation's operations, documentation, and its members' activities for the purposes of oversight and audits, both *ad hoc* and scheduled.



1.9. Register of Approval

The Director of Civil Aviation shall maintain a register of all aviation recreation organisation approvals issued in terms of these regulations.

1.10. Application for Amendment of the ARO

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

1.11. Period of Validity

An aviation recreation organisation approval shall be valid for the period determined by the Director, which period shall not exceed five years, calculated from the date of issuing or renewal thereof.

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

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

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

1.12. Application for Renewal of the ARO

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

1.13. Transferability

An aviation recreation organisation approval shall not be transferable. A change in ownership of the holder of an approval to undertake aviation recreation, shall be deemed to be a change of significance

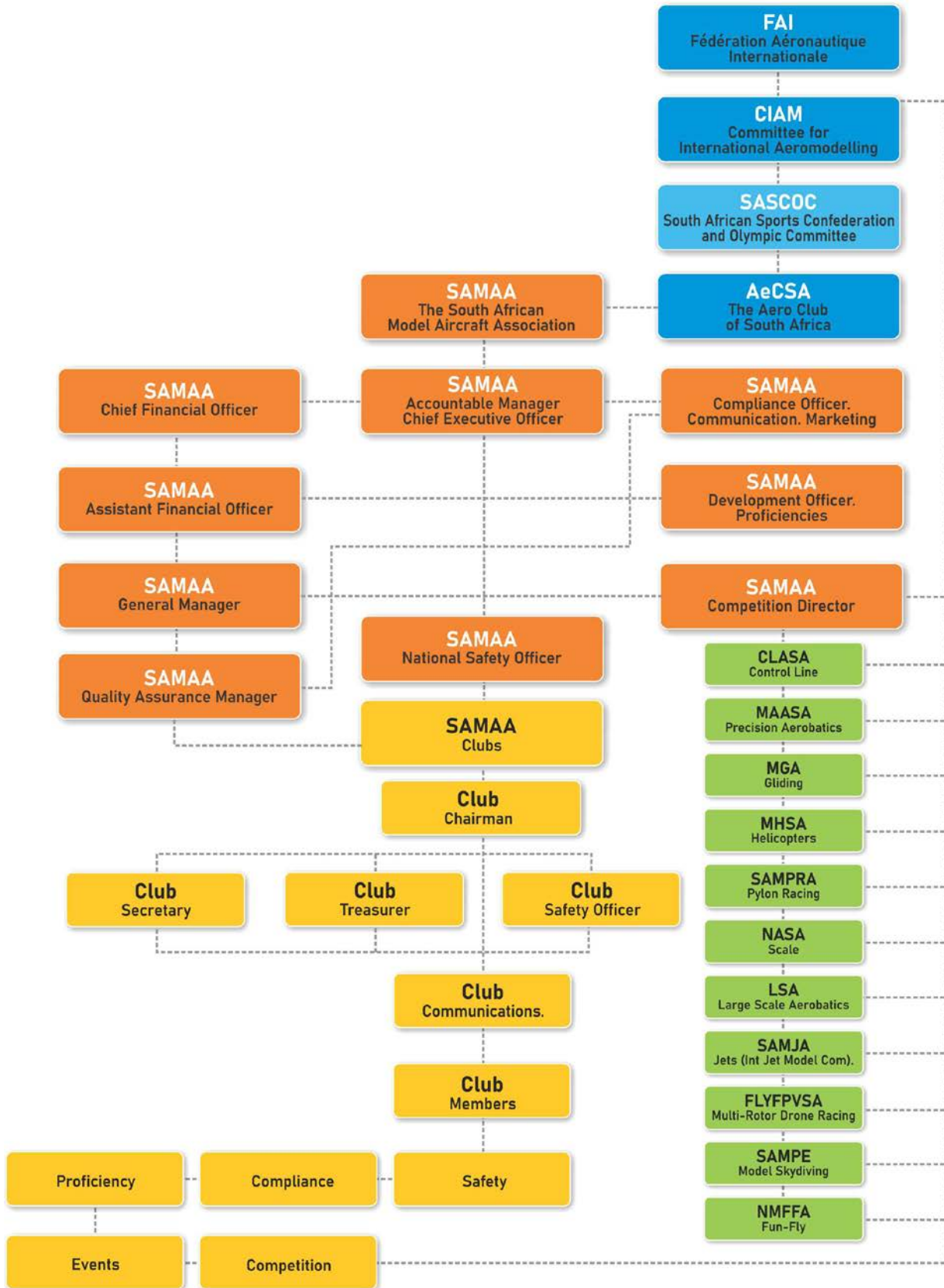
1.14. Duties of SAMAA as an ARO Approval holder

Hold at least one complete and current digital copy of its manual of procedure referred to in regulation at each Club, comply with all procedures detailed in the manual of procedure, make each applicable part of the manual of procedure available to the personnel who require those parts to carry out their duties; and continue to comply with the appropriate requirements prescribed in Part 149.



2. ORGANISATION CHART

ORGANISATION CHART OF STRUCTURE, and SAMAA POSITION





3. PERSONNEL

The SAMAA is managed by a Management Committee, referred to for the purposes of this manual as directors and officers.

3.1. Elected Personnel and Authorisations Granted

- 3.1.1 The Directors and Officers of the SAMAA are democratically elected every two years.
- 3.1.2 The Quality Control Officer, and the Accountable Manager of the SAMAA are full-time employed by the Association.
- 3.1.3 The directors and other officers are contracted for the positions and portfolios which they manage.
- 3.1.4 Document **DOC-SAMAA-001** contains the names, locations and delegation granted by the DCA of the following elected and appointed personnel:
 - a) Chief Executive Officer
 - b) Accountable Manager
 - c) Chief Financial Officer
 - d) Compliance Officer
 - e) Competition Director
 - f) Quality Control Officer
 - g) National Safety Officer
 - h) Assistant Financial Officer
 - i) Development Officer
- 3.1.5 Document **DOC-SAMAA-005** contains the affiliated Club names, locations, and delegation granted by SAMAA to the Club Safety Officers.
- 3.1.6 Any portfolio position on the Operational Committee may, at the discretion of the executive committee, be shared by one or more persons.
- 3.1.7 After the appointment of the Accountable Manager and the Quality Assurance Manager position, they shall be required to sign a **Letter of Authorisation** as per Document **DOC-SAMAA-002** accepting their duties and responsibilities. This document shall be signed by the remaining members of the executive committee.
- 3.1.8 After the approval of a Club, the Safety Officer shall be required to sign a **Letter of Authorisation** as per Document **DOC-SAMAA-007** accepting his/her duties and responsibilities. This document shall be signed by the SAMAA National Safety Officer and by the Accountable Manager.



3.2. Procedure for assessing Personnel authorised by the ARO

- 3.2.1 The Accountable Manager, in conjunction with the Quality Assurance Manager, shall determine and where applicable review the required competency level of personnel employed and contracted by the SAMAA as well as the minimum required competency level for the Safety Officer at the affiliated Clubs.
- 3.2.2 Should any amendments to the competency requirements be required to the MOP, such shall be submitted to the committee for approval.
- 3.2.3 The nominated candidate must comply with the competency criteria as set out in the requirements sections for the position nominated as per the section detailing the *requirements, duties and responsibilities of the personnel* and or contracted personnel.
- 3.2.4 Election, and confirmation of these individual candidates' positions will follow the procedure as set out in the constitution of SAMAA.

3.3. General Competency requirements

- 3.3.1 The elected officers are appointed to perform the functions required for good governance of the SAMAA.
- 3.3.2 Appointments are based on experience, qualifications, knowledge, competencies, and skills transferred by previous directors and officers of the Association, with clearly defined responsibilities and mandates.
- 3.3.3 Directors and officers shall have managerial, administration, and people skills.
- 3.3.4 Directors and officers shall have access to suitable communication devices.
- 3.3.5 Shall be able to speak, read, and write English fluently.
- 3.3.6 It would be an advantage if the individual can show experience in the position applying/ contracted or nominated for.

3.4. Procedure for Maintaining the Competence of personnel authorised by the ARO.

- 3.4.1 In addition to the minimum requirements as per section 4 and where applicable and required, the Accountable Manager, in conjunction with the Quality Assurance Manager shall identify additional courses/workshops/seminars/conferences/meetings should the position require such, and in the event of a regulatory requirement.
- 3.4.2 The directors and officers are encouraged to broaden their knowledge by viewing and studying material of foreign events, competitions, and aeromodelling air shows.



- 3.4.3 In the event of any new revisions issued for the SA CAR and SA CATS as well as this organisation's Manual of Procedure (MOP), personnel, clubs and members affected shall be made aware of these revisions by the Quality Assurance Manager, using the communication platforms and distribution list as per section 13 of this MOP.

- 3.4.4 Proficiency and safety tests are conducted for members of the Association. (Refer 9.3)

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4. REQUIREMENTS, DUTIES AND RESPONSIBILITIES OF THE PERSONNEL SPECIFIED

4.1. GENERAL MANAGER

- a) The General Manager of the SAMAA is a full-time appointment.
- b) The General Manager is empowered to ensure that all activities undertaken by the SAMAA, are conducted in accordance with the SAMAA MOP and Constitution.

4.1.1 Competency/Requirements

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

4.1.2 Duties and Responsibilities of General Manager

- a) Shall provide support, advise, technical information, and guidance to members of the Association, clubs, groups, and external parties.
- b) Shall provide information and arranging for correspondence in this regard.
- c) Ensure that the administration of the SAMAA is conducted in an approved and acceptable manner, to set standards.
- d) Perform general duties as required to further the objectives of the Association.
- e) Ensure that the third-party public liability insurance policy is adequate and updated as necessary, in consultation with the Directors and Officers of the Association, and the insurance broker.
- f) Together with the Quality Control Officer, ensure that subscriptions are receipted, proof of membership is issued, kept up to date, and that that all membership queries are expedited in an expeditious manner.
- g) Approve requests for participation in full-size air events, of known, experienced, and qualified instructed-rated pilots of the SAMAA.
- h) Liaise with ICASA on all matters related to model radio control frequencies, and compliance of equipment to the radio spectrum.



- i) Liaise with CIAM (Commission for International Aeromodelling) and FAI (Fédération Aéronautique Internationale), and represent the SAMAA and aeromodelling in South Africa, through the Aero Club of South Africa, as FAI member.
- j) Issue periodical newsletter of association activities, events, competition results, and calendar of events.
- k) Publish and manage process for nomination and election of directors and officers of the Association, under the supervision of the association's auditors.
- l) Maintain historical records, donations, trophies, museum of historical items and equipment, library, and plans library.
- m) Communicate timeously with the Directors and Officers of the SAMAA of problems and recommend remedial action.
- n) Ensure that the ARO Renewal application is submitted at least 60 days immediately preceding the date on which the approval expires, accompanied by the prescribed fee as per Part 187.

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4.2. COMPLIANCE OFFICER

4.2.1 Competency/Requirements

The Compliance Officer is an elected officer of the Association

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

4.2.2 Duties and Responsibilities Compliance Officer

- a) The Compliance Officer's primary responsibility is to ensure that the SAMAA members, clubs, and sub-structures adhere and comply to the SA Civil Aviation Regulations, the SAMAA MOP, the SAMAA Constitution, and safe flying practices.
- b) The Compliance Officer is responsible to maintain and update the various SAMAA MOPs, with assistance of the Accountable Manager and the Quality Control Officer.
- c) The Compliance Officer, in conjunction with the Accountable Manager and the Quality Control Officer, shall conduct annual risk assessments of the SAMAA-registered clubs and sites, to ensure compliance to the conditions of the SAMAA third-party public liability insurance, and safe flying practices.
- d) The Compliance Officer is responsible for drafting general communiques, notices, and disease procedures, to be distributed by the Quality Control Officer.
- e) The Compliance Officer is responsible for marketing and publicity of Association activities, and the promotion of aeromodelling, both internally (to members, clubs, and groups), and externally (to public, corporations, authorities).



4.3. ACCOUNTABLE MANAGER (CHIEF EXECUTIVE OFFICER)

4.3.1 Competency/Requirements

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

4.3.2 Duties & Responsibilities

- a) The Accountable Manager/Chief Executive Officer of the SAMAA is an elected officer of the Association, for a maximum of six years, thus three two-year terms.
- b) Shall be responsible for conducting the affairs of the SAMAA in accordance with the SAMAA MOP and Constitution, and ARO MOP, in a manner which will achieve and fulfil the goals of the Association.
- c) Shall represent the SAMAA at the Aero Club Council meetings or make arrangement for a stand-in should he not be available.
- d) Consult, by various means, the rest of the Directors and Officers on matters concerning the short- and long-term planning and strategies of the SAMAA.
- e) Shall represent the interests of the SAMAA and aeromodelling activities when dealing with the SA CAA, either through the Aero Club, or directly if required.
- f) Shall maintain regular contact with each Directors and Officer of the Association, to ensure that the delegated functions of the various portfolios are performed to satisfaction, following agreed timelines, and to acceptable standards.



4.4. QUALITY ASSURANCE MANAGER

4.4.1 Competency/Requirements

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

4.4.2 Duties & Responsibilities

- a) The Quality Assurance Manager of the SAMAA, is a full-time position.
- b) Shall be responsible for the administration and membership of the Association.
- c) Shall function in conjunction with the Accountable Manager to ensure that all policies, procedures, and rules are maintained, updated, and communicated to the membership, either directly or through the club structures.
- d) Shall collaborate with the Accountable Manager to update the SAMAA MOP, rules, and regulations.
- e) Shall assist the members and clubs of the Association with information, answer queries, and provide the required forms and documentation for events, exemptions from CARs, and registrations of clubs and flying sites.
- f) Shall have a good working knowledge of the processes and procedures of ATNS and the CAMU and is qualified to liaise with and request NOTAMS and apply for Flexible Use of Airspace.
- g) Tasked with the general administration of the Association, and membership updates and matters.
- h) Shall arrange for meetings, either in person, or by virtual platforms (MS Teams or Zoom), send invitations, issue agendas and information packs, record the proceedings of meetings, and issue minutes of such meetings.
- i) Shall publish general notices and communiques by automated bulk electronic means to all association members.
- j) Shall maintain the membership database, with integrity and confidentiality, in conjunction with the appointed service provider.



- k) Shall maintain and provide material for the website in conjunction with the appointed service provider.
- l) Shall be responsible for processing proficiency test results, issuing of badges, certificates, and updated membership cards.
- m) Shall work closely with the Assistant Financial Officer, to record daily entries from the financial statement, and to maintain accurate petty cash.
- n) Shall maintain a register of operators of model aircraft over 25kg, up to 35kg in weight.
- o) Shall determine a date for the SAMAA AGM, to be conducted either in person or via web conferencing, issue notices, publish information, agenda, and meeting material.

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5. DUTIES, RESPONSIBILITIES OF ADEQUATE PERSONNEL TO CARRY OUT AND SUPERVISE THE AVIATION RECREATION COVERED BY THE APPLICATION

5.1. CHIEF FINANCIAL OFFICER

5.1.1 Competency/Requirements

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

5.1.2 Duties and Responsibilities

- a) The CFO is an elected officer and is appointed for six years, thus three two-years terms in this portfolio position.
- b) Is the understudy to the Chief Executive Officer, and as part of his duties, ensures that all activities of the management committee are conducted in conformance with the MOP and Constitution of the SAMAA, and accepted management procedures.
- c) Shall be responsible for legal council to the SAMAA. This includes investigations and enquiries of disciplinary matters and disputes, if required.
- d) Tasked with the financial management of the Association, the annual budget, tracking of the budget, financial audits, and transparent reporting to the membership, during the year, and at the Annual General Meetings of the Association.
- e) Is appointed as the National Safety Officer, and together with the Compliance Officer, they shall provide oversight of model flying operations that occur at registered model flying clubs and sites, and events with public participation.
- f) Shall be responsible for HR functions of the personnel of the Association.



5.2. COMPETITION DIRECTOR

5.2.1 Competency/Requirements

- a) Must have a general knowledge of the aviation sector falling under SAMAA
- b) Must have good people skills.
- c) Must have good organisational and managerial skills.
- d) Must have good knowledge of competition activities.
- e) Must be well versed in aviation related topics.
- f) Must be contactable by cell phone and email.
- g) Must have access to the internet
- h) Must have served for at least one year on the SAMAA committee, or as a chairman of a Special Interest Group.

5.2.2 Duties & Responsibilities

- a) The Competition Director of the SAMAA is elected by the eleven Special Interest Groups and appointed as a member of the Directors and Officers for a period of two years, which may be extended for a total period of service of six years (three two-year terms of office).
- b) Shall manage the eleven SIGs, which operate autonomously, but under the auspices of the SAMAA. Each of the SIGs manage competitive activity of the members of the SAMAA, and each SIG is responsible for its own:
 - o Objectives.
 - o Membership.
 - o Finances, budget, sponsorship, donations.
 - o Sporting code, local rules, safety guidelines.
 - o Proficiencies.
 - o Training and appointment of judges.
 - o Publication of team selection procedures.
 - o Selection of teams to participate at international and world championships.
 - o Calendar of activities.
- c) The Special Interest Groups liaise closely with SAMAA-registered clubs for the use of their sites and facilities.
- d) The Competition Director is responsible for managing the organisation of an annual national championship, in conjunction with the Special Interest Groups, and the host club, with the assistance of the Accountable Manager and the Quality Assurance Officer.



5.3. ASSISTANT FINANCIAL OFFICER

5.3.1 Competency/Requirements

- a) Must have a general knowledge of the aviation sector falling under SAMAA.
- b) Must have good people skills, and managerial skills.
- c) Must have good financial accounting, bookkeeping, and administration skills.
- d) Must have a good knowledge of assets, liabilities, budget management.
- e) Must be contactable by cell phone and email.
- f) Must have access to the internet.
- g) Must have previously served in a bookkeeping and accounting capacity on a club or sporting committee.

5.3.2 Duties & Responsibilities

- a) The Assistant Financial Officer of the SAMAA is appointed by the management committee, following a process of invitation, advertising, interview, and appointment, for a two-year term, which may be extended.
- b) Qualified to execute the financial functions required by the Association.
- c) Liaises with the auditors of the association for conducting an annual audit, and to issue annual financial statements.
- d) Manages the trust funds of the Special Interest Groups and allocates funds to teams attending international championships.
- e) Responsible for the daily bookkeeping and accounting of the Association, and liaises closely with the Chief Financial Officer, to ensure:

5

- Accountable and transparent financial management.
- Accurate recording of income and expenditure.
- Design of an annual budget.
- Approved disbursements.
- Maximal-interest investments.
- Reporting to the Directors and Officers of the SAMAA.
- Managing signing powers for financial instruments at a registered and licenced financial institution and service provider.



NATIONAL SAFETY OFFICER

5.4.1 Competency/Requirements

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

5.4.2 Duties and Responsibilities

- a) The National Safety Officer is responsible for ensuring that SAMAA members are trained at club level.
- b) Shall operate closely with club safety officers to encourage a culture of safe and responsible flying.
- c) Shall do inspections during club visits, if so required.
- d) Shall collaborate with the Development Officer and instructors at club level to promote the proficiency scheme.



5.4. DEVELOPMENT OFFICER

5.5.1 Competency/Requirements

- a) Must have a general knowledge of the aviation sector falling under SAMAA.
- b) Must have good people skills and managerial skills.
- c) Must be well versed in aviation related topics.
- d) Must be well-versed with the SAMAA's proficiency scheme
- e) Must be contactable by cell phone and email.
- f) Must have access to the internet
- g) Must have served for at least one year on the SAMAA committee, or in a similar capacity on a club committee.

5.5.2 Duties & Responsibilities

- a) Responsible for oversight of the proficiency scheme.
- b) Shall maintain and revise the proficiency scheme, and issue booklets, for fixed-wing, helicopter, multi-rotor, turbine jets, model skydiving, and gliding.
- c) Shall be responsible for the appointment and sign-off of instructor judges, who are empowered to test instructors.
- d) Shall have the responsibility to arrange seminars for ensuring a consistent national standard of instruction, judging, and evaluation.
- e) Shall work in conjunction with the National Safety Officer, to promote the proficiency scheme, and to ensure safe flying of all disciplines at club level.



6. LOCATIONS

6.1 Personnel

Details of the locations of all elected, appointed, and co-opted personnel including the Accountable Manager and the Quality Assurance Manager and where they are to exercise their functions, are contained in Document **DOC-SAMAA-001**.

6.2 Clubs

- a) The SAMAA has a number of clubs where the model flying activities take place, located all around the country, and concentrated in the metropolitan areas.
- b) These club and site locations are detailed in the AIRAC AIP Supplement ENR5.5, listed by designation, and lateral and vertical limits of operation.
- c) The majority activity is that of recreational and social flying, commonly referred to as Sunday Flying. A few clubs cater for their members to fly thermal soaring gliders, slope soaring gliders, helicopters, FPV Multi-rotor Drone Racing, Indoor flying, and Park flying.
- d) Clubs and sites are made available for use by the competitive disciplines, as shown in the organogram under the portfolio of Competition Director.
- e) Details of all SAMAA affiliated clubs, airfields, aerodromes, sites that have temporary grants where SAMAA members operate from is contained in Document **DOC-SAMAA-005**



7. RESOURCES

7.1 Personnel

- a) Elected/co-opted personnel must have access to cell phone, computer, internet connection.
- b) The Accountable Manager, Quality Assurance Manager, and Safety Manager of each club to have the above resources as a minimum to perform their duties and responsibilities

7.2 Clubs

- a) All elected/co-opted Club personnel shall have access to basic resources like a cell phone/tablet and/or a computer/laptop, and an internet connection.
- b) The Safety Manager of each club shall have the above resources as a minimum, to be able to perform his duties and responsibilities.
- c) Each club has a functional, elected management committee, typically consisting of a chairman, vice-chairman, secretary, treasurer, safety officer, a webmaster, communications officer, and a sports organiser.
- d) Smaller clubs may not have the full complement of officers.
- e) The club management conducts training and information sessions with its members, to ensure that awareness is created of the current safety and operational requirements.

8. AUTHORISATIONS OR DELEGATIONS GRANTED

8.1 By the Director of SA Civil Aviation Authority.

SAMAA has been applied for ARO Approval in terms of Part 149.

8.2 By the SAMAA

The SAMAA has authorised the Management Committee members, Directors, and Officers as listed in Document **DOC-SAMAA-001**, and the Club Safety Officers of the clubs listed in Document **DOC-SAMAA-005** to perform duties and functions as listed in SECTION 4 & 5 of this MOP.



9. OPERATIONAL PROCEDURES

9.1 SAMAA CLUBS

9.1.1 SAMAA Club Registration Flow Chart

- a) Refer to document **SOP-SAMAA-005-Annex**.

9.1.2 Compliance and Risk Assessment of New and Affiliated Clubs

- a) The SAMAA performs formal risk assessment exercises, to ensure that clubs comply with the conditions and exceptions of our third-party public liability policy.
- b) The risk assessment covers the distance that flying operations occur from personnel, spectators, property, facilities, public roads, flammable surroundings, national key points, installations, and urban areas.
- c) The club management of each club demonstrates oversight by conducting internal audits and communication of such to the Quality Assurance Manager of the SAMAA.

9.1.3 Requirements/Compliance, Duties and Responsibilities of Club Committee Members

- a) The chairman of a club shall be suitably experienced to lead the club, its committee, and members.
- b) The club committee shall deal with all matters concerning the development of the clubs, its facilities, its activities, and its members.
- c) The committee shall maintain discipline and ensure orderly conduct within the club and apply disciplinary action should this be necessary.
- d) Shall ensure compliance with the SAMAA MOP, the CAA Regulations, Technical Standards, and the club's constitution and safety regulations.
- e) Shall promote a culture of safe and responsible flying.
- f) Shall assist club members in developing competitive capabilities.
- g) Shall actively promote the SAMAA Proficiency Scheme.
- h) Shall arrange events to promote the club, and aeromodelling to the public.
- i) Shall make rules, not inconsistent with the club's constitution, to promote and support safe and responsible flying.

9.1.4 Member Proficiency & Airmanship

- a) Refer to **SOP-SAMAA-009** for the SAMAA Member Proficiency Flow Chart



- b) The SAMAA ensure “airmanship” through the member proficiency procedures to ensure the consistent use of good judgment and well-developed knowledge, skills and attitudes to accomplish flight objectives.
- c) The club shall actively promote the SAMAA Proficiency Scheme, and endeavour to have all its flying members with a minimum of Solo proficiency in the applicable discipline.
- d) The members of the club shall be encouraged to attain higher proficiencies, which lead to increased skill levels, ability, confidence, and experience, and an overall lowering of the risks that may be associated with model aircraft operations.
- e) The attainment of proficiencies by club members will percolate through the membership base and serve as encouragement to other members of the club.
- f) The SAMAA proficiency scheme will enable the more skilled and experienced members to become qualified as instructors, which will ensure that capacity is available to train and test the various levels of proficiency.
- g) Instructor Judges may be appointed upon request of the club chairman, by the SAMAA management committee, to be able to test other instructors of the club.

9.2 SELECTION & USE OF FLYING AND LANDING SITES/AIRFIELDS

- a) Refer to **DOC-SAMAA-005 Annex**

9.3 RESIGNATION OF CLUBS

- a) Any Club who wishes to resign from the SAMAA, to formally inform SAMAA Chairman in writing of such resignation.
- b) Any Club that resigns from the SAMAA, forfeits all SAMAA member privileges.

9.4 SPECIAL INTEREST GROUPS & COMPETITION PROCEDURES

- a) Refer to **SOP-SAMAA-012**

9.5 EVENTS, FLY-INS, AIRSHOWS & DISPLAY PROCEDURES

- a) Refer to document **SOP-SAMAA-016** detailing the policy and procedures.

9.6 EMERGENCY RESPONSE PLAN

- a) Refer to **DOC-SAMAA-013**



10. QUALITY ASSURANCE SYSTEM

10.1 Level of Quality

- a) Quality Assurance by this ARO is to ensure that all the planned and systematic actions necessary to provide adequate confidence that all organisational activities satisfy given standards and requirements.
- b) The level of Quality to be monitored, achieved, and maintained, by conducting an internal audit and using the internal Quality Assurance Checklists, shall include the following:
 - o MOP compliance to Part 149 of the SACARs and Technical Standards 2011, as amended.
 - o Organisational Compliance, suitability, and effectiveness to a standard and/or procedure as documented in in this organisation's relevant manuals & operational procedures.
 - o Continuous improvement when identified during the audit process of this organisation's Manuals, standards, and procedures as applicable.
 - o Suitability and effectiveness of operational procedures and communication with the affiliated Clubs and members of this ARO.
 - o Achievement of goals and objectives as required and indicated during and Management review.

10.2 Internal Reviews

- a) SAMAA shall subject itself to a minimum of ONE full audit per annum of its operations by the Director. In addition, the SAMAA shall subject itself to at least ONE internal review by the Quality Assurance Manager ((149.02.4(1)(b)) to ensure full compliance to the approved MOP and Part 149 of the SA-CAR.
- b) The SAMAA conducts internal reviews of the operations at its registered clubs and sites, either by means of a club visit, or a desktop review.
- c) Please refer to the Internal Audit Schedule **QAS-DOC-002** used as a guideline to plan the oversight responsibilities for the year.

10.3 Procedure for Recording Findings and Communication thereof

10.3.1 Internal Audits

- a) Any findings/non-compliances identified during an internal audit by the Quality Assurance Manager, shall be recorded in writing in the audit report and or compliance tracker.



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

10.3.2 External Audits

- a) Any finding during an external audit by the Director shall be submitted to the Accountable Manager by formal notification of such finding, in the form of an audit report, together with the required time frame, in which to rectify the finding.
- b) The Corrective Action Plan shall be drafted by the Quality Assurance Manager and submitted to the Accountable Manager.
- c) Notification of the findings and the Corrective Action Plans shall be communicated to the committee and forwarded to the Director.
- d) The Accountable Manager shall be responsible for the CAP, in response to the finding.

10.4 Responsible Persons

Responsible person	Areas of responsibility
SAMAA Quality Assurance Manager	Ensure all cases of non-compliance are recorded in detail.
Accountable Manager	Ensure non-compliance cases are raised as agenda items, for consideration at the earliest meeting of the Directors and Officers.
Compliance Officer	Maintenance of the Quality Assurance System.

10.5 Other Quality Indicators

10.5.1 Facility malfunction

Not applicable.



10.5.2 Incidents, Occurrences and Complaints

- a) Any incidents, occurrences or complaints of any nature shall be brought to the attention of the Chairman/Accountable Manager and/or Safety Officer, as applicable, and be recorded by the Quality Assurance Manager (Administration Officer).
- b) Due to the demographic nature of the SAMAA Committee, these items shall be discussed via the management committee WhatsApp Group. In addition, the items may be tabled for discussion at the next physical management committee meeting as a New Matters Arising, should a physical meeting be possible. If not, to be tabled on the WhatsApp Group or through a virtual management committee meeting.
- c) The results of the discussions and recommended remedial action shall be recorded by the Quality Assurance Manager (Administration Officer) and be actioned by the relevant committee member for attention and distribution to the members, if necessary.
- d) The same applies to any incident, occurrence, and or complaint received from SAMAA members to the Director.

10.5.3 Incidents

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

10.5.4 Occurrences

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

10.5.5 Complaints

- a) Complaints of model aircraft operations are rare and may be internal (by a member or a club), or external (by a member of the public).
- b) The SAMAA-registered clubs are generally remote from urban areas, and complaints regarding noise are uncommon.
- c) Complaints are ordinarily made to the Accountable Manager and Quality Assurance Manager since they are full-time employees of the SAMAA. These complaints are usually in the form of an enquiry.
- d) The nature of the complaint is acknowledged to the complainant, and an undertaking given of a response within a reasonable time limit.



- e) If the complainant so wishes, he may choose to put it in writing, preferably in an e-mail message, with details to enable investigation.
- f) Opportunity shall be afforded to the individual, club, or group to respond (*audi alteram partem*) before a response is offered to the complainant.
- g) Should the complaint not be satisfactorily resolved, it may be escalated for resolution.

10.5.6 Defects

- a) Any items identified as defects in the Quality Assurance System must be brought to the attention of the Directors and Officers of the SAMAA.
- b) The defects in the QAS shall be investigated and reviewed.
- c) The appropriate remedial actions shall be implemented, which may include:
 - o Amendments to the MOP.
 - o Amendments to safety rules.
 - o Issue of a general notice or communique to the SAMAA members, and clubs.

10.6 Management Review

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

10.7 Review Process

10.7.1 Internal review procedures

- a) The Quality Assurance System shall be reviewed annually by the Quality Assurance Manager to identify deficiencies, and to identify whether the system needs to be amended, improved, or updated.
- b) The organisation, its MOP and its supporting documents shall be reviewed using the Quality Assurance System, to ensure that all areas of the organisation have been audited.
- c) The documented process shall be followed as per paragraph 10.3 for all findings / non compliances and deficiencies above until finalisation of the review process.



- d) The review process and outcomes to the findings of the Quality Assurance System shall be made available to the SACAA during any inspection and audit.
- e) If required, the MOP shall be amended and submitted to the SACAA for approval.

11. TECHNICAL RECORDS & REGULATORY DATA

- a) SAMAA shall keep copies of all relevant instructions, legislation, and any other documents which may be necessary to establish procedures for the aviation recreation specified in its manual of procedure, as per the storage and safekeeping procedures documented in this MOP.
- b) Documents are identified by document number and are revision controlled where applicable.
- c) All current active documents and manuals relevant to Clubs and Members are shared on The SAMAA website.
- d) Any obsolete documents shall be removed from our website and replaced with the latest revision.

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12. AMENDMENT PROCEDURE

12.1 Amendments to Manual of Procedure (MOP)

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

12.2 Amendments to Quality Assurance System

- a) The MOP amendment procedure in Section 12.1 to be followed should SAMAA desire to make any change in the quality assurance system which is significant to the showing of compliance with the appropriate requirements prescribed in Part 149, application shall be made to the Director for the approval of such change.

12.3 Amendments to Quality Assurance Documents

- a) Quality assurance documents used as checklists for the quality assurance system, may be amended by the Quality Assurance Manager as required, without approval by the Accountable Manager.

12.4 Amendments to Operational Documents

- a) Any suggestions from a committee member or member needs to be addressed to the Quality Assurance Manager.
- b) The amendment shall be prepared and put into a OneDrive folder and shared on the WhatsApp Group for the Executive Committee members to peruse, discuss, and approve or reject.
- c) Upon approval of the amendments, the amended versions of the operational documents shall be distributed electronically to all members and personnel by placing the amendments onto the website and all relevant communication platforms used by the SAMAA.



13. RECORDS STORAGE AND SAFEKEEPING

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

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