

GUIDANCE MATERIAL FOR MAINTENANCE ORGANISATION CERTIFICATE HOLDERS AND APPLICANTS – GENERAL PROVISIONS

CAAT-GM-AIR-500

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Director General
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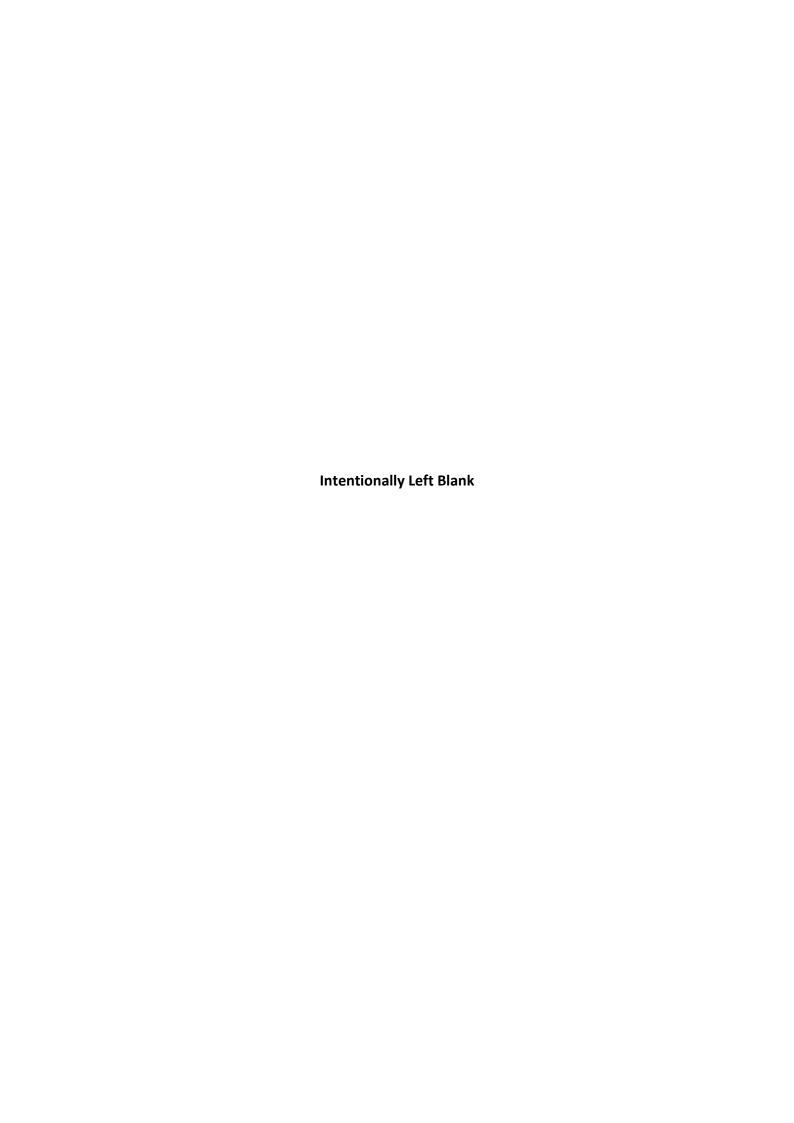




TABLE OF CONTENTS

IA	BLE	BLE OF CONTENTS1				
ΑB	BRE	VIATIONS	3			
0.	INTRODUCTION					
		Scope and Applicability				
		Purpose				
		Associated Instructions				
		Communication				
		Management of Approvals by CAAT				
		References				
1.	INIT	TIAL APPROVAL	6			
	1.1	Phase 1 Pre-Application	6			
	1.2	Phase 2 Formal Application	6			
	1.3	Phase 3 Document Evaluation	7			
		1.3.1 Review of Submitted Documentation	7			
		1.3.2 Pre-Audit	8			
		1.3.3 Preparation for the CAAT Audit				
		1.3.4 Inspection Fee Payment				
	1.4	Phase 4 Demonstration and Inspection				
		Phase 5 Certification				
2.	. CHANGE		10			
	2.1	Application	10			
	2.2	Document Evaluation, Demonstration and Inspection, and Certification	11			
3.	CON	NTINUED SURVEILLANCE	11			
	3.1	Principles	11			
		3.1.1 Continuous Monitoring Approach and Number of Auditors	11			
		3.1.2 Allocation of the Audit Team	11			
	3.2	Audit	11			
		3.2.1 Audit Report	11			
		3.2.2 Level 1 Finding				
		3.2.3 Level 2 Finding				
		3.2.4 Corrective Action				
		3.2.5 Closure				
		3.2.6 Occurrence Report				
4.	CER	TIFICATE RENEWAL	13			
5.	SUR	RRENDER OF AN APPROVAL	13			
	5.1	Notification	13			
		Repair Station Obligations				
6.	SUS	PENSION AND REVOCATION OF AN APPROVAL	14			
	6.1	Legal Basis	14			
	6.2	Notification of CAAT Decision	14			
	6.3	Organisation Action and Response	14			



7.	APPROVAL REINSTATEMENT		
8.	LIST OF ASSOCIATED DOCUMENTS	15	



ABBREVIATIONS

AMC	Acceptable Means of Compliance
AMO	Approved Maintenance Organisation
CAAT	The Civil Aviation Authority of Thailand
EASA	European Union Aviation Safety Agency
FAA	Federal Aviation Administration
FAMO	Foreign Approved Maintenance Organisation
GM	Guidance Material
MOE	Maintenance Organisation Exposition
NAA	National Aviation Authority
PAPSI	Prospective Applicant's Pre-assessment Statement of Intent
SMS	Safety Management System
TPM	Training Program Manual
TCAR	Thailand Civil Aviation Requirements



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0. INTRODUCTION

0.1 Scope and Applicability

The Civil Aviation Authority of Thailand (CAAT) is the Competent Authority for maintenance organisations¹ that are involved in the maintenance of Thai registered aircraft and components intended for fitment thereto as established by TCAR Part 145.A.1 General. CAAT is therefore responsible for the final approval of these maintenance organisations and for establishing procedures detailing how TCAR Part 145 applications and approvals are managed.

This Guidance Material (GM) is applicable to TCAR Part 145 applicants and TCAR Part 145 maintenance organisations regardless of whether their principal place of business is located within Thailand or internationally. The provisions of this GM are complementary to the maintenance organisation certification requirements detailed in TCAR Part 145 and do not supersede or replace any associated regulatory requirements.

0.2 Purpose

The purpose of this GM is to describe the process for TCAR Part 145 approval and continued oversight.

0.3 Associated Instructions

CAAT has developed associated provisions (guidance, forms, checklists, and templates) that detail specific matters, which need to be considered as an integral part of this GM. This information is available on the CAAT website (www.caat.or.th)

0.4 Communication

All documents and correspondence between the maintenance organisation and CAAT shall be in English. The official e-mail is air-amo@caat.or.th.

0.5 Management of Approvals by CAAT

All process phases (management of approvals, including issuance of audit reports and findings management) are conducted in CAAT-EMPIC.

0.6 References

- Air Navigation Act B.E. 2497
- Requirements of the CAAT Issue 2 on Repair Station Certificate
- Requirements of the CAAT Issue 5 on Foreign Repair Station Certificate
- Requirements of the CAAT Issue 22 on Reporting of Civil Aviation Occurrences
- Thailand Civil Aviation Regulation on Repair Station Certificate Requirements (TCAR PART 145)
- Acceptable Means of Compliance to Thailand Civil Aviation Regulation on Repair Station Certificate Requirements (AMC to TCAR Part 145)

¹ The terms "Maintenance Organisations" and "Repair Stations" should be read interchangeably in this Guidance Material.



1. INITIAL APPROVAL

Applications will be considered using a 5-phase approval process:

- Phase 1 Pre-Application
- Phase 2 Formal Application
- Phase 3 Document Evaluation
- Phase 4 Demonstration and Inspection
- Phase 5 Certification

1.1 Phase 1 Pre-Application

An applicant needs to submit, to CAAT, an official letter/statement indicating the intention to initiate the certification process, along with a Prospective Applicant's Pre-Assessment Statement of Intent (PAPSI) (CAAT-AIR-RI-101). The official letter should be submitted via air-amo@caat.or.th.

The applicant will be required to meet (face to face meeting, video conference, etc.) with CAAT to discuss the application and approval processes in order to ensure that all applicable regulations and requirements are met.

1.2 Phase 2 Formal Application

An initial application package, submitted through CAAT-EMPIC, must include:

- Transmittal Letter
- CAAT Form 2
- The statement of compliance to Part 145; (To be submitted after acceptance of draft MOE/CAAT MOE Supplement/TPM)
- The company registration certificate (certificate of trade registration) as detailed on CAAT Form 2 with a translation in English. A courtesy translation may be accepted. The Certificate of Registration should display the Principal Place of Business and the legal entity name
- Copy of juristic person certificate
- Copy of financial statement
- Maintenance Organisation Exposition Manual (MOE) and/or CAAT supplement capability list with revision date
- Training Program Manual (TPM)
- SMS manual (if any)
- Pre-audit result in accordance with 145.A.15(b). (To be submitted after acceptance of draft MOE/CAAT MOE Supplement/TPM)
- Completed AIR-RI-301 TCAR Part 145 Maintenance Organisation Exposition review compliance review and approval checklist
- Completed AIR-RI-302 Training Program Manual/Program compliance review and approval checklist

Note:

- A maintenance organisation with the principal place of business located in Thailand should develop an MOE as detailed in CAAT-GM-AIR-501.
- A maintenance organisation with the principal place of business located outside Thailand should develop an MOE or a CAAT MOE Supplement as detailed in CAAT-GM-AIR-502.

When incorrect or incomplete information is supplied, the maintenance organisation will be notified as soon as possible, by CAAT-EMPIC, detailing the omissions and errors. In cases where an application is refused, the



maintenance organisation will be notified of this by CAAT-EMPIC together with the associated reasons. CAAT will acknowledge acceptability of the formal application.

According to the CAAT General Conditions and Terms of Payment:

- all communications from CAAT to applicants and approval holders will be in electronic format only (including formal notifications, approval letters, decisions for suspension, etc.)
- only the original certificates (original CAAT maintenance organisation certificate) will be sent by surface mail. An advance copy will be sent in electronic format.

Note: Details regarding CAAT's regulation related to fees and charges are available on the CAAT website (www.caat.or.th).

A CAAT audit team, with an appointed lead auditor, will carry out the certification process and advise a main contact point, which should be used for discussions relating to technical issues.

The number of auditors is normally limited to two; however, in some cases this may be increased based on the following criteria:

- Complexity of the approval
- Number and location of sites to be audited
- Size of the maintenance organisation
- Nature of the services to be covered and the direct impact on aviation safety
- Appropriate technical experts
- Specific situations that may arise

CAAT staff under training may participate in certification teams at no direct cost to the maintenance organisation.

1.3 Phase 3 Document Evaluation

1.3.1 Review of Submitted Documentation

a) MOE (Applicable to AMO/FAMO)

CAAT will review the draft MOE (including associated lists and procedures as applicable) to ensure full compliance with TCAR Part 145 and applicable requirements.

b) CAAT MOE Supplement (Applicable to FAMO)

CAAT will review the draft CAAT MOE Supplement together with the reference MOE (including associated lists and procedures as applicable) to ensure full compliance with TCAR Part 145 and applicable requirements.

c) TPM (Applicable to AMO/FAMO)

CAAT will review the draft TPM to ensure full compliance with TCAR Part 145 and applicable requirements.

Note:

- If any of the above draft documents are not acceptable (i.e. procedures or required information are
 not included, or not compliant, or in the case of a CAAT MOE Supplement do not identify procedures
 to fulfill the gap between TCAR Part 145 and NAA/EASA/FAA regulations), CAAT will cease the review
 and send the appropriate documents back to the maintenance organisation for revision.
- In all cases, the maintenance organisation will be formally notified, by CAAT-EMPIC, of the result of the documentation review.
- It is important to note that all revisions should be finalised within 60 days from the date of receipt of findings, otherwise CAAT may consider terminating the application.



d) Accountable Manager and Nominated Persons

CAAT will verify the compliance of the accountable manager and nominated persons with the applicable requirements detailed in CAAT-GM-AIR-505 Management Personnel.

1.3.2 Pre-Audit

Once the drafts of the MOE or MOE CAAT Supplement, TPM and the applicable Nominated persons are confirmed as being acceptable, the maintenance organisation's quality department should conduct a preaudit of the repair station in accordance with TCAR Part 145 item 145.A.15 and submit a copy of the audit report to CAAT.

A TCAR Part 145 statement of compliance, CAAT-AIR-RI-103, shall be provided by the organisation's compliance monitoring manager before the CAAT audit takes place. This means that all findings raised during the internal pre-audit, or other relevant internal audit reports, must have been closed with appropriate corrective actions before the issuance of this statement.

1.3.3 Preparation for the CAAT Audit

After receipt of an acceptable:

- draft of the MOE or CAAT MOE Supplement with associated NAA/EASA/FAA MOE
- associated documents (Capability List, SMS, Internal procedures, etc.)
- completed TCAR Part 145 MOE Review Compliance Review and Approval Checklist (AIR-RI-301)
- Training Program Manual Compliance Review and Approval Checklist (AIR-RI-302)
- TCAR Part 145 Statement of Compliance Checklist (CAAT-AIR-RI-103)
- internal quality audit report (pre-audit)

CAAT will initiate Phase 4 demonstration and inspection activities.

CAAT will liaise regarding a suitable schedule for the audit program. The maintenance organisation is required to provide any necessary administrative support, such as for obtaining Visas (letters of invitations), hotel reservations, transportation, etc.

In case of a modification to the initial application, the maintenance organisation must notify CAAT before the audit takes place by sending a revised CAAT Form 2.

1.3.4 Inspection Fee Payment

CAAT will notify the fee details to the maintenance organisation together with an invoice through email. The inspection fee payment must be completed before the CAAT audit.

1.4 Phase 4 Demonstration and Inspection

CAAT will start Phase 4 with an opening meeting with the maintenance organisation's management and, where possible, the accountable manager. The following points will be addressed:

- Confirmation of the audit schedule including objectives and scope of the audit
- Confirmation of the required interviews and availability of the people involved in the certification process
- Explanation of the method used for reporting non-conformities
- Confirmation of the applicable regulations and standards

The accountable manager and all nominated persons will be met and interviewed.

The audit will be conducted in accordance with TCAR Part 145, the associated AMC/GM and relevant procedures and manuals.



The audit findings and evidence collected will be reviewed against the current/intended scope of approval. Findings and corrective action timescales and the audit conclusions will be prepared for presentation to the maintenance organisation.

A closing meeting will be held to present the audit findings and conclusions to the management of maintenance organisation in order to ensure that they are understood and accepted. The maintenance organisation will be given an opportunity to discuss any non-compliances and timeframes.

A draft audit report will normally be provided to the maintenance organisation at the closing meeting. In cases where this is not possible, CAAT will clearly debrief the maintenance organisation during the closing meeting on the number of findings, level and due date, including a description of each finding raised against the applicable requirement. A formal notification of findings will be sent to the maintenance organisation within a maximum of 10 working days from the end of the audit.

The audit report is generated and forwarded to the maintenance organisation via CAAT-EMPIC. Findings will be issued in accordance with the provisions of TCAR Part 145 and the associated AMC/GM.

Should the initial audit lead to significant or numerous findings, this would show an insufficient level of understanding or compliance on the part of the maintenance organisation and a lack of effectiveness of its management system. In that case, CAAT may terminate the application and will inform the maintenance organisation accordingly.

For an initial audit, findings will not be classified as Level 1 as the maintenance organisation is not yet approved. A maximum of 60 days is allowed for corrective actions for each finding raised during the initial audit. If the organisation is unable to complete the corrective actions within the 60-day period, an extension request may be submitted to CAAT. This may be granted for up to a maximum of 30 days. Inability to comply within the permitted timescale may lead to the termination of the application.

When CAAT is satisfied that corrective actions have been adequately implemented, acceptance will be notified through CAAT-EMPIC.

Depending upon the extent and nature of the findings and any delay in the implementation of corrective actions, an additional audit may be necessary.

Where it is necessary to adjust the scope of approval and after all findings have been closed, the CAAT Form 2 must be revised and submitted to CAAT.

1.5 Phase 5 Certification

1.5.1 Certification fee payment

CAAT will issue an invoice for the fee and payment must be completed prior to the certificate issuance.

If the payment is not completed within 30 days following the date of the invoice, CAAT will consider termination of the certification project.

1.5.2 Issuance of an approval

The approval will consist of the following and be formally communicated to the maintenance organisation:

- A maintenance organisation certificate.
- An approval letter for the MOE or CAAT MOE supplement, TPM, and associated documents and lists.

Note: Acceptance of nominated persons will be through MOE approval.



2. CHANGE

This chapter applies only after an approval is granted.

2.1 Application

An application for change of a maintenance organisation approval shall be made in accordance with CAAT TCAR Part 145, 145.A.85 and appendix IIIA, by using CAAT Form 2 and the associated completion instructions detailed in CAAT-GM-AIR-504. The application form should be submitted by CAAT-EMPIC.

In order to keep the administrative workload at a reasonable level and to minimise possible associated costs, certificate holders are advised to combine change requests as far as possible, instead of submitting several requests within a short period of time (e.g. several applications within one month).

When incorrect or incomplete information is supplied, the maintenance organisation will be notified as soon as possible, by CAAT-EMPIC, detailing the omissions and errors. In cases where an application is refused, the maintenance organisation will be notified of this by CAAT-EMPIC, together with the associated reasons.

An application for change must include:

- Transmittal letter
- CAAT Form 2
- The statement of compliance to Part 145; (To be submitted after acceptance of draft MOE/CAAT MOE Supplement/TPM)
- In cases of name change, a certificate of Incorporation (certificate of trade registration) as detailed on the CAAT Form 2 with a translation in English
- Copy of local authority certificate or FAA Certificate or EASA certificate (if any)
- Maintenance Organisation Exposition Manual (MOE) and/or CAAT supplement, capability list with revision date
- Training Program Manual (TPM)
- SMS manual (if any)
- Pre-audit result in accordance with 145.A.15(b). (To be submitted after acceptance of draft MOE/CAAT MOE Supplement/TPM)

Any fee impact for the change will be advised by CAAT.

A CAAT audit team, with an appointed lead auditor, will carry out the certification process and advise a main contact point, which should be used for discussions relating to technical issues.

The number of auditors is normally limited to two, however in some cases this may be increased based on the following criteria:

- Complexity of the approval
- Number and location of sites to be audited
- Size of the maintenance organisation
- Nature of the services to be covered and the direct impact on aviation safety
- Appropriate technical experts
- Specific situations that may arise

CAAT staff under training may participate in certification teams at no direct cost to the maintenance organisation.



2.2 Document Evaluation, Demonstration and Inspection, and Certification

The process for a change of approval is similar to the initial process described in Chapters 1.3, 1.4 and 1.5 of this GM. However, the following points should be considered:

- The pre-audit must cover at least all the areas impacted by the requested changes
- Changes cannot be implemented prior to CAAT formal approval
- Should the CAAT audit lead to significant or numerous findings, this would show insufficient understanding or compliance on the part of the maintenance organisation and a lack of effectiveness of the management system. In such cases, CAAT will consider terminating the application and raising a finding against the management system. Requested changes would not be able to be approved and the lack of effective implementation could lead CAAT to limit or suspend the current approval
- All findings that have an impact on the requested change must be closed before the change is approved. Other findings, not directly related to the change, will be managed as part of the ongoing regular surveillance
- Changes of management personnel may not necessarily require an on-site audit and can be managed in accordance with management personnel instructions (CAAT-GM-AIR-505)

For a change audit, findings will not be classified as Level 1 as the maintenance organisation is not yet approved. A maximum of 60 days is allowed for corrective actions for each finding raised during the audit. If the organisation is unable to complete the corrective actions within the 60-day period, an extension request may be submitted to CAAT. This may be granted for up to a maximum of 30 days. Inability to comply within the permitted timescale, may lead to the termination of the application.

3. CONTINUED SURVEILLANCE

3.1 Principles

3.1.1 Continuous Monitoring Approach and Number of Auditors

As per TCAR Part 145, 145.A.90, an approval shall be issued for a maximum of 3 years. A continuous monitoring approach is applied between consecutive approvals. The number of audits depends upon the CAAT risk-based assessment (e.g. weakness when dealing with serious or numerous findings, difficulties with closing findings, incidents, etc.). An audit for change does not replace an ad-hoc audit.

3.1.2 Allocation of the Audit Team

A CAAT audit team, with an appointed lead auditor, will carry out the surveillance audit and the number of auditors is normally limited to two. However, in some cases, this may be increased following the risk-based assessment.

3.2 Audit

3.2.1 Audit Report

The audit process for continued surveillance is similar to the initial process described in Chapter 1.4 of this GM. However, the following points will be considered:

- all findings will be classified with a Level in accordance with TCAR Part 145, 145.A.95
- formal notification of findings will be sent to the maintenance organisation within a maximum of 10 working days from the completion of the audit. Should the audit lead to no findings, a formal notification will still be sent
- the audit report and the findings are notified by CAAT-EMPIC



3.2.2 Level 1 Finding

When a Level 1 finding is identified, CAAT will formally notify the maintenance organisation of the finding using an official Non-Conformity Form (NCF) by CAAT-EMPIC.

It is the responsibility of the maintenance organisation to take appropriate and immediate corrective action as specified in the Chapter 6 Suspension and Revocation of this GM.

3.2.3 Level 2 Finding

When a Level 2 finding is identified, CAAT will formally notify the maintenance organisation of the finding using an official NCF by CAAT-EMPIC. When received, the maintenance organisation should formally respond by CAAT-EMPIC.

The maintenance organisation must provide CAAT with a high-level corrective action plan and confirmation that a root cause analysis has been started, together with the associated proposed timeframes. Corrective action evidence should be provided in advance of the finding due date in order to permit a review by CAAT within the due date.

Should the maintenance organisation require an extension of the initially agreed finding due date, this should not exceed 30 days and must be justified and requested in writing to CAAT. Such a justification must consist of a corrective action plan detailing the corrective actions along with the associated timeframe and intermediate actions, as necessary. Such an extension is not systematically granted.

Where a maintenance organisation cannot meet the timescales specified for Level 2 findings and no request for an extension has been made, CAAT may decide to suspend, in whole or in part, the approval.

All actions related to findings management, including root cause analysis and corrective action reports, are to be carried out directly in CAAT-EMPIC, by the maintenance organisation.

3.2.4 Corrective Action

To be acceptable, a proposed corrective action plan should address at least the following issues for each finding:

- The results of the root cause analysis
- Corrective actions based upon the identified root causes, which must detail:
 - Immediate or short-term corrective actions
 - Long-term corrective actions preventing recurrence of such a non-conformity

The implementation of the whole corrective action should not exceed the agreed timeframe to close the finding. The agreed corrective action plan and the relevant evidence should be submitted with enough time to permit CAAT to undertake a review and to formally close the related findings by the due date.

Note: A voluntary reduction of the scope of approval cannot be considered as an appropriate corrective action to a finding.

3.2.5 Closure

When CAAT is satisfied with the proposed corrective actions and has closed a finding, notification will be made by CAAT-EMPIC.

The acceptance of a corrective action may require an on-site audit prior to formal closure of the related finding.



3.2.6 Occurrence Report

As part of continued surveillance, the maintenance organisation may be requested to investigate occurrence reports. Such reports may have been received by CAAT either from the maintenance organisation itself (according to the MOE 2.18 procedure to report occurrences to CAAT) or from a third party (e.g. customers operators, manufacturers, investigation authorities, etc.).

The maintenance organisation is required to provide an investigation report, detailing the analysis of the event, conclusions and, where applicable, preventive and corrective actions to avoid reoccurrence, in accordance with The Civil Aviation Authority of Thailand Requirement No.22/2562 On "Reporting of Civil Aviation Occurrences".

Depending upon the result of the investigation, CAAT may decide to undertake a remote or on-site audit.

4. CERTIFICATE RENEWAL

At the end of each 3-year validity cycle, an application for renewal may be made in accordance with TCAR Part 145. This must be submitted to CAAT at least 60 days prior to the expiration of the certificate. A renewal application package must include:

- Transmittal letter
- CAAT Form 2
- Approved Maintenance Organisation Exposition Manual (MOE) and/or CAAT Supplement with revision date
- CAAT Accepted capability list with revision date
- Repair Station Self-Assessment checklist AIR-RI-012
- Copy of local authority certificate or FAA Certificate or EASA certificate (if any)

The renewal process is as described in Chapters 1.2 - 1.5 of this GM.

5. SURRENDER OF AN APPROVAL

5.1 Notification

In cases where a maintenance organisation wishes to surrender a certificate, this should be notified to CAAT by completion of CAAT Form 2 and submitted by email to air-amo@caat.or.th. CAAT will acknowledge receipt of the form.

5.2 Repair Station Obligations

According to TCAR Part 145, 145.A.55(a)(4), where an organisation terminates its operation, all retained maintenance records covering the last three years must be distributed to the last owner or customer of the respective aircraft or component. In addition, in accordance with 145.A.90(c), the certificate of approval must be returned to CAAT.



6. SUSPENSION AND REVOCATION OF AN APPROVAL

6.1 Legal Basis

CAAT may:

- Suspend an approval on reasonable grounds in the case of a potential safety threat
- Revoke or suspend an approval in whole or in part, depending upon the extent of a significant noncompliance (Level 1 finding), until successful corrective action has been taken by the maintenance organisation
- Suspend, in whole or in part, an approval in cases of failure to comply with the timescales granted by CAAT

A suspension of an approval means that CAAT removes, partially or in whole, the ratings endorsed on the certificate and the MOE.

Revocation means that the approval granted is removed in whole and definitively.

6.2 Notification of CAAT Decision

Where a decision is taken to suspend or revoke the approval of a maintenance organisation, CAAT will formally notify the certificate holder regarding:

- the decision to suspend or revoke the certificate
- the audit report detailing the Level 1 and any Level 2 findings
- a timeframe for the maintenance organisation to provide CAAT with:
 - an acceptable corrective action plan for the findings
 - evidence that additional measures as required by CAAT have been taken

6.3 Organisation Action and Response

The maintenance organisation is expected to:

- confirm that restrictions required by CAAT have been implemented
- take immediate corrective action for Level 1 findings, based upon the results of the root cause analysis and inform CAAT accordingly
- identify the TCAR Part 145 signed maintenance release certificates that are relevant to the significant non-compliance (aircraft/engine/part/component)
- ensure, where necessary, that additional maintenance or re-certification of all affected products is accomplished
- inform the relevant customers and associated competent authorities, where necessary, about the significant non-compliance and the results of the associated investigation
- provide CAAT with an acceptable corrective action plan for any Level 2 findings within the defined timeframe. This corrective action plan can also include long-term corrective actions related to the Level 1 findings.

Where the maintenance organisation does not comply with any of the above-mentioned requirements, CAAT may suspend or revoke the certificate.



7. APPROVAL REINSTATEMENT

The following applies to suspended approvals only.

Following the acceptance of a corrective action plan by CAAT, the maintenance organisation should commence the implementation of the corrective actions.

At the completion of the implementation process, the maintenance organisation should undertake a full audit to assess compliance with TCAR Part 145. Before CAAT can undertake a reinstatement audit, a statement of compliance to Part 145, signed by the maintenance organisation's compliance monitoring manager, and the relevant audit report must be provided to confirm the effective implementation of the corrective actions. CAAT will formally notify the maintenance organisation of any reinstatement of approvals.

8. LIST OF ASSOCIATED DOCUMENTS

Document Title	Reference Number
Guidance Material for Maintenance Organisation Exposition	CAAT-GM-AIR-501
Guidance Material for MOE Supplement (FAMO only)	CAAT-GM-AIR-502
Guidance Material for Training Program Manual	CAAT-GM-AIR-503
Guidance Material for Completion of TCAR Part 145 Form 2	CAAT-GM-AIR-504
Guidance Material for Management Personnel	CAAT-GM-AIR-505
Guidance Material for Maintenance Organisation Staff Number	CAAT-GM-AIR-506
Guidance Material for Aircraft Certifying Staff and Support Staff	CAAT-GM-AIR-507
Guidance Material for Aircraft Type Training (Theoretical and Practical)	CAAT-GM-AIR-508
Guidance Material for Demonstration of 6/24 months Maintenance Experience	CAAT-GM-AIR-509
Guidance Material for Components, engines and APU certifying staff	CAAT-GM-AIR-510
Guidance Material for Tools and Equipment	CAAT-GM-AIR-511
Guidance Material for Parts Fabrication	CAAT-GM-AIR-512
Guidance Material for Aircraft Maintenance	CAAT-GM-AIR-513
Guidance Material for Composite Repair Station Workshops	CAAT-GM-AIR-514
Guidance Material for EWIS	CAAT-GM-AIR-515