

A stylized paper airplane icon in shades of blue is positioned above a dashed line that represents a flight path, curving upwards and then downwards. The background features large, light grey abstract shapes.

**CIVIL AVIATION DIRECTIVE – 8602**

**LIMITED MAINTENANCE  
ORGANISATION APPROVAL**

**CAAM PART M SUBPART F**

**CIVIL AVIATION AUTHORITY OF MALAYSIA**

**ISSUE 01**  
REVISION 00 – 1<sup>ST</sup> May 2021

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## Introduction


In exercise of the powers conferred by section 24O of the Civil Aviation Act 2019 [Act 3], the Chief Executive Officer makes this Civil Aviation Directive (CAD) 8602 – Limited Maintenance Organisation Approval (CAAM Part M Subpart F), pursuant to Regulation 30, 31, 189 and 193 of the Malaysian Civil Aviation Regulations (MCAIR) 2016.

This Civil Aviation Directive provides the requirements for the issuance, renewal and variation of a certificate of approval for the limited maintenance of aeronautical product.

This Directive is published by the Chief Executive Officer under section 24O of the Civil Aviation Act 1969 [Act 3] and come into operation on 1 May 2021.

### Non-compliance with this CAD

Any person who contravenes any provision in this CAD commits an offence and shall on conviction be liable to the punishments under Section 24O (2) of the Civil Aviation Act 1969 [Act 3] and/or under Malaysia Civil Aviation Regulation 2016.



(Captain Chester Voo Chee Soon)  
Chief Executive Officer  
Civil Aviation Authority of Malaysia

## Civil Aviation Directive components and Editorial practices

This Civil Aviation Directive is made up of the following components and are defined as follows:

**Standards:** Usually preceded by words such as “*shall*” or “*must*”, are any specification for physical characteristics, configuration, performance, personnel or procedure, where uniform application is necessary for the safety or regularity of air navigation and to which Operators must conform. In the event of impossibility of compliance, notification to the CAAM is compulsory.

**Recommended Practices:** Usually preceded by the words such as “*should*” or “*may*”, are any specification for physical characteristics, configuration, performance, personnel or procedure, where the uniform application is desirable in the interest of safety, regularity or efficiency of air navigation, and to which Operators will endeavour to conform.

**Appendices:** Material grouped separately for convenience but forms part of the Standards and Recommended Practices stipulated by the CAAM.

**Definitions:** Terms used in the Standards and Recommended Practices which are not self-explanatory in that they do not have accepted dictionary meanings. A definition does not have an independent status but is an essential part of each Standard and Recommended Practice in which the term is used, since a change in the meaning of the term would affect the specification.

**Tables and Figures:** These add to or illustrate a Standard or Recommended Practice and which are referred to therein, form part of the associated Standard or Recommended Practice and have the same status.

**Notes:** Included in the text, where appropriate, Notes give factual information or references bearing on the Standards or Recommended Practices in question but not constituting part of the Standards or Recommended Practices;

**Attachments:** Material supplementary to the Standards and Recommended Practices or included as a guide to their application.

It is to be noted that some Standards in this Civil Aviation Directive incorporates, by reference, other specifications having the status of Recommended Practices. In such cases, the text of the Recommended Practice becomes part of the Standard.

The units of measurement used in this document are in accordance with the International System of Units (SI) as specified in CAD 5. Where CAD 5 permits the use of non-SI alternative units, these are shown in parentheses following the basic units. Where two sets of units are quoted it must not be assumed that the pairs of values are equal and interchangeable. It may, however, be inferred that an equivalent level of safety is achieved when either set of units is used exclusively.

Any reference to a portion of this document, which is identified by a number and/or title, includes all subdivisions of that portion.

Throughout this Civil Aviation Directive, the use of the male gender should be understood to include male and female persons.



### Record of revisions

Revisions to this CAD shall be made by authorised personnel only. After inserting the revision, enter the required data in the revision sheet below. The '*Initials*' has to be signed off by the personnel responsible for the change.

<b>Rev No.</b>	<b>Revision Date</b>	<b>Revision Details</b>	<b>Initials</b>



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## 1 General

### 1.1 Citation

- 1.1.1 These Directives are the Civil Aviation Directive 8602 – Limited Maintenance Organisation Approval (CAAM Part M Subpart F), issue 01/Revision 00, and comes into operation on 1<sup>st</sup> May 2021.
- 1.1.2 This CAD, in conjunction with CAD 6801 – Continuing Airworthiness of Aircraft (CAAM Part M), Issue 01/Revision 00 will remain current until withdrawn or superseded.

### 1.2 Applicability

- 1.2.1 This CAD, be read together with CAD 6801 – Continuing Airworthiness of Aircraft (CAAM Part M) shall be subject to any organisation approved under regulation 31(1)(b) of the MCAR for maintenance of aeronautical product, other than the following aircraft (including its component)—
- a) large aircraft;
  - b) aircraft operated by Air Operator Certificate (AOC) holder;
  - c) aircraft operated for the purpose of aerial work; or
  - d) aircraft operated by ATO.

### 1.3 Revocation

- 1.3.1 This CAD, in conjunction with CAD 6801 – Continuing Airworthiness of Aircraft (CAAM Part M), Issue 01/Revision 00 revokes Airworthiness Notice 6502 Issue 1, dated 1 June 2017 – Limited Maintenance Organisation Approval (DCAM Part M Subpart F).

### 1.4 Definitions

In this Directive, unless the context otherwise requires—

**Aerial work** means an aircraft operation in which an aircraft is used to provide specialised services in agriculture, construction, photography, surveying, observation and patrol, search and rescue, aerial advertisement and other similar activities;

**ATO** means an approved training organisation under regulation 64 of the MCAR;

**Aircraft** means a machine that can derive support in the atmosphere from reactions of the air, other than reactions of the air against the surface of the earth;

**AOC** means a certificate issued under regulation 110 of the MCAR;

**Certificate of Release to Service** means a document which contains a certification confirming that the maintenance work to which it relates has been completed in a satisfactory manner, either in accordance with the approved data and the

procedures described in the maintenance organisation's procedures manual or under an equivalent system. It includes certificate of release to service – schedule maintenance inspection and authorised release certificate;

**Certifying Staff** means personnel of a maintenance organisation under regulations 31 and 32 of MCAR who is responsible for the release of an aircraft or a component after maintenance;

**Component** means any engine, propeller, part or appliance;

**Large aircraft** means—

- (a) an aeroplane with a maximum certificated take-off mass exceeding 5,700 kg;
- (b) an aeroplane equipped with turbojet engine(s) or more than one turboprop engine;
- (c) a rotorcraft with a maximum certificated take-off mass exceeding 3,175 kg; or
- (d) a rotorcraft with more than one engine;

**Maintenance** means, in relation an aircraft, the performance of tasks required to ensure the continuing airworthiness of the aircraft, including any one of combination of overhaul, inspection, replacement, defect rectification, and the embodiment of a modification or repair;

**Maintenance organisation manual** means the document or documents that contain the material specifying the scope of work deemed to constitute approval and showing how the organisation intends to comply with this CAD; and

**MCAR** means Civil Aviation Regulations 2016.



## **2 Application For Limited Maintenance Organisation Approval (M.602)**

- 2.1 An application for the issuance of a certificate of approval shall be made to the CEO of the CAAM.
- 2.2 An applicant shall submit—
- a) an application form CAAM/AW/8602-01;
  - b) a Maintenance Organisation Manual (MOM);
  - c) CAAM Form 4 forms for each of the persons as specified in Chapter 7 of this CAD; and
  - d) the prescribed fee.
- 2.3 The application form shall be signed by the nominated accountable manager.



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### **3 Issuance Of Provisional Certificate Of Approval And Certificate Of Approval**

- 3.1 An organisation may be entitled to have a provisional certificate of approval for maintenance organisation if it complies with the applicable requirements under this CAD.
- 3.2 A holder of provisional certificate of approval shall be entitled to perform maintenance activity in accordance with the conditions as specified in the certificate to demonstrate technical competency.
- 3.3 A holder of provisional certificate of approval shall not be entitled to issue maintenance release.
- 3.4 A holder of a provisional certificate of approval may be entitled to have a certificate of approval, issued by the CAAM, if the CAAM is satisfied that it has—
  - a) demonstrated technical competency; and
  - b) fulfilled the applicable requirements under this CAD.
- 3.5 Provisional certificate of approval is terminated upon the issuance of the certificate of approval.



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**5 Maintenance Organisation Manual****(M.604)**

- 5.1 The organisation shall provide a MOM containing at least the following information—
- a) a statement signed by the accountable manager to confirm that the organisation will continuously work in accordance with this CAD and the MOM at all times;
  - b) the organisation's scope of work;
  - c) the title(s) and name(s) of person(s) referred to in paragraph 7.2 of this CAD;
  - d) an organisation chart showing associated chains of responsibility between the person(s) referred to in paragraph 7.2 of this CAD;
  - e) a list of certifying staff with their scope of approval;
  - f) a list of locations where maintenance is carried out, together with a general description of the facilities;
  - g) procedures specifying how the organisation ensures compliance with this CAD;  
and
  - h) the MOM amendment procedure(s).
- 5.2 The MOM and its amendments shall be approved by the CAAM.
- 5.3 Notwithstanding paragraph 5.2 of this CAD, minor amendments to the MOM may be approved in accordance with the approved procedure in the MOM.



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## **6 Facilities**

**(M.605)**

### **6.1 The organisation shall ensure that—**

- a) facilities are provided for all planned work, specialised workshops and bays are segregated as appropriate, to ensure protection from contamination and the environment;
- b) office accommodation is provided for the management of all planned work including in particular, the completion of maintenance records; and
- c) secure storage facilities are provided for components, equipment, tools and material. Storage conditions shall ensure segregation of unserviceable components and material from all other components, material, equipment and tools. Storage conditions shall be in accordance with the manufacturers' instructions and access shall be restricted to authorised personnel.



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## 7 Personnel Requirements

(M.606)

- 7.1 The organisation shall nominate an accountable manager, who has corporate authority for ensuring that all maintenance required by the customer can be financed and carried out to the standard required by this CAD.
- 7.2 The organisation shall nominate a person or group of persons with the responsibility of ensuring that the organisation is always in compliance with this CAD. Such person(s) shall be ultimately responsible to the accountable manager.
- 7.3 The person under paragraph 7.2 of this CAD shall not be nominated unless he is able to show relevant knowledge, background and appropriate experience related to aircraft and/or component maintenance.
- 7.4 The organisation shall have appropriate staff for the normal expected contracted work.
- 7.5 The organisation may engage temporary sub-contracted staff in the case of higher than normally expected contracted work and only for personnel not issuing a maintenance release.
- 7.6 The qualification of all personnel involved in maintenance shall be demonstrated and recorded.
- 7.7 Personnel who carry out specialised tasks such as welding, non-destructive testing/inspection other than colour contrast shall be qualified in accordance with a standard recognised by the CAAM.
- 7.8 The organisation shall have sufficient certifying staff to issue aircraft maintenance release and component maintenance release.
- 7.9 By derogation from paragraph 7.8 of this CAD, the organisation may use certifying staff qualified in accordance with the following provisions when providing maintenance support to operators subject to appropriate procedures to be approved as part of the organisation's MOM—
- a) for a repetitive pre-flight airworthiness directive which specifically states that the flight crew may carry out such airworthiness directive, the organisation may issue a limited certifying staff authorisation to the aircraft commander on the basis of the flight crew licence held, provided that the organisation ensures that sufficient practical training has been carried out to ensure that such person can accomplish the airworthiness directive to the required standard; or
  - b) in the case of aircraft operating away from a supported location, the organisation may issue a limited certifying staff authorisation to the aircraft commander on the basis of the flight crew licence, provided that the organisation ensures that sufficient practical training has been carried out to ensure that such person can accomplish the task to the required standard.



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## 8 Certifying Staff

(M.607)

- 8.1 In addition to paragraph 7.8 of this CAD, certifying staff can only exercise their privileges, if the organisation has ensured that the certifying staff—
- a) can demonstrate that they meet the requirements of CAD 1801; and
  - b) have an adequate understanding of the relevant aircraft and/or aircraft component(s) to be maintained together with the associated organisation procedures.
- 8.2 In the following unforeseen cases, where an aircraft is grounded at a location other than the main base where no appropriate certifying staff is available, the organisation contracted to provide maintenance support may issue a one-off certification authorisation—
- a) to one of its employees holding type qualifications on aircraft of similar technology, construction and systems; or
  - b) to any person with not less than three years maintenance experience and holding a valid aircraft maintenance licence, issued in accordance with International Civil Aviation Organisation (ICAO) Annex 1, rated for the aircraft type requiring certification provided there is no organisation appropriately approved under this CAD at that location and the contracted organisation obtains and holds on file evidence of the experience and the licence of that person.
- All such cases must be reported to CAAM within seven days after issuing such certification authorisation. The organisation issuing the one-off certification authorisation shall ensure that any such maintenance that could affect flight safety is re-checked.
- 8.3 The organisation shall record all details of the certifying staff and maintain a current list of all certifying staff together with their scope of approval as part of the MOM in accordance with paragraph e) of this CAD.



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## 9 Components, Equipment and Tools

(M.608)

- 9.1 The organisation shall—
- a) hold the equipment and tools specified in the maintenance data described in chapter 10 of this CAD or verified equivalents as listed in the MOM as necessary for day-to-day maintenance within the scope of the approval; and
  - b) demonstrate that it has access to all other equipment and tools used only on an occasional basis.
- 9.2 The organisation shall control and calibrate tools and equipment to an officially recognised standard acceptable to the CAAM. Records of such calibrations and the standard used shall be kept by the organisation.
- 9.3 The organisation shall inspect, classify and appropriately segregate all components into the following categories—
- a) components which are in a satisfactory condition, released on a CAAM Form 1;
  - b) unserviceable components which shall be maintained in accordance with this CAD;
  - c) unsalvageable components which are classified in accordance with paragraph 9.9 of this CAD;
  - d) standard parts used on an aircraft, engine, propeller or other aircraft component when specified in the manufacturer's illustrated parts catalogue and/or the maintenance data; and
  - e) material, both raw and consumable, used in the course of maintenance when the organisation is satisfied that the material meets the required specification and has appropriate traceability. All material must be accompanied by documentation clearly relating to the particular material and containing a 'conformity to specification' statement plus both the manufacturing and supplier source.
- 9.4 Prior to installation of a component, the organisation shall ensure that the particular component is sourced from components classified in accordance with paragraph a) of this CAD.
- 9.5 By derogation to paragraph 9.4 of this CAD, component which are in a satisfactory condition, marked accordingly maybe accepted with the following maintenance release document:-
- a) FAA Form 8130-3 issued by the FAA approved repair station; or
  - b) TCCA Form One issued by TCCA Canada approved maintenance organisation;  
or
  - c) EASA Form 1 issued by EASA Part 145 organisation location; or



- d) UK CAA Form 1 issued by UK CAA Part-145 organisation.
  
- 9.6 In addition to paragraph 9.5 of this CAD, the organisation issuing the maintenance release of component, shall be appropriately evaluated and assessed as an approved supplier.
  
- 9.7 In the case of, a new manufactured, overhauled, repaired, modified or inspected component is issued with a maintenance release by an original manufacturer the CEO is prepared to permit acceptance of such components subject to the organisation being under the control of the aircraft, engine or propeller Type Certificate holder and being authorised by the Certifying Authority for that particular purpose.
  
- 9.8 Prior to installation of a component, the organisation shall ensure that the particular component is eligible to be fitted when different modification and/or airworthiness directive standards may be applicable.
  
- 9.9 Components which have reached their certified life limit or contain a non-repairable defect shall be classified as unsalvageable and shall not be permitted to re-enter the component supply system unless certified life limits have been extended or a repair solution has been approved by the CAAM.



## **10 Maintenance Data**

**(M.609)**

- 10.1 The organisation shall hold and use applicable current maintenance data, as specified in paragraph 4.1 of CAD 6801, in the performance of maintenance including modifications and repairs. In the case of customer provided maintenance data, it is only necessary to have such data when the work is in progress.



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## **11 Maintenance Work Orders**

**(M.610)**

- 11.1 Before the commencement of maintenance, a written work order shall be agreed between the organisation and the organisation requesting maintenance to clearly establish the maintenance to be carried out.



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## **12 Maintenance Standards**

**(M.611)**

- 12.1 All maintenance shall be carried out in accordance with the requirements as specified in paragraph 4 of CAD 6801.



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## **13 Aircraft Maintenance Release (M.612)**

**13.1** At the completion of all required aircraft maintenance in accordance with this CAD, an aircraft maintenance release shall be issued according to paragraph 13.2 of this CAD.

### **13.2 Aircraft maintenance release (M.801)**

- a) the maintenance release shall be issued in accordance with this CAD;
- b) no aircraft can be released to service unless a maintenance release is issued at the completion of any maintenance, when satisfied that all maintenance required has been properly carried out, by appropriate certifying staff on behalf of maintenance organisation approved in accordance with this CAD;
- c) by derogation from paragraph b) of this CAD, in the case of unforeseen situations, when an aircraft is grounded at a location where no maintenance organisation appropriately approved in accordance with this CAD or CAD 8601 and no appropriate certifying staff are available, the owner (or in the case of lease, the lessee) may authorise any person, with no less than 3 years of appropriate maintenance experience and holding the proper qualifications, to maintain according to the maintenance standards set out in paragraph 4 of CAD 6801 and release the aircraft. The owner (or in the case of lease, the lessee) shall in that case—
  - 1) obtain and keep in the aircraft records details of all the work carried out and of the qualifications held by that person issuing the certification;
  - 2) ensure that any such maintenance is rechecked and released by a maintenance organisation approved in accordance with this CAD or CAD 8601 at the earliest opportunity but within a period not exceeding 7 days; and
  - 3) notify the organisation responsible for the continuing airworthiness management of the aircraft when contracted in accordance with paragraph 2.1.7 of CAD 6801 or the CAAM in the absence of such a contract, within 7 days of the issuance of such certification authorisation;
- d) a maintenance release shall contain as a minimum—
  - 1) basic details of the maintenance carried out;
  - 2) the date such maintenance was completed;
  - 3) the identity of the organisation and/or person issuing the maintenance release, including the approval reference of the maintenance organisation approved in accordance with this CAD and the certifying staff issuing such a release; and
  - 4) the limitations to airworthiness or operations, if any; and



- e) A maintenance release shall not be issued in the case of any known non-compliance which endangers flight safety.



**14 Component Maintenance Release (M.613)**

14.1 At the completion of all required component maintenance in according with this CAD, a component maintenance release shall be issued according to paragraph 14.2 of this CAD.

**14.2 Component maintenance release (M.802)**

- a) a maintenance release shall be issued at the completion of any maintenance on an aircraft component in accordance with paragraph 5.2 of CAD 6801
- b) the authorised release document identified as CAAM Form 1 constitutes the maintenance release for component.
- c) a CAAM Form 1 shall be issued at the completion of any maintenance on an aircraft component except when such maintenance on aircraft components has been performed in accordance with paragraph 5.2.2 of CAD 6801 in which case the maintenance is subject to aircraft release procedures in accordance with chapter 13 of this CAD.



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**15 Maintenance Records****(M.614)**

- 15.1 The organisation shall record all details of work carried out. Records necessary to prove all requirements have been met for issuance of the maintenance release including the sub-contractor's release documents shall be retained.
- 15.2 The organisation shall provide a copy of each maintenance release to the aircraft owner (or in the case of lease, to the lessee), together with a copy of any specific repair or modification data used for repairs or modifications carried out.
- 15.3 The organisation shall retain a copy of all maintenance records and any associated maintenance data for three years from the date the aircraft or aircraft component to which the work relates was released from the organisation and—
- a) the records shall be stored in a manner that ensures protection from damage, alteration and theft;
  - b) all computer hardware used to ensure backup shall be stored in a different location from that containing the working data in an environment that ensures they remain in good condition; and
  - c) where the organisation terminates its operation, all retained maintenance records shall be distributed to the last owner (or in the case of lease, to the lessee) or customer of the respective aircraft or component or shall be stored as specified by the CAAM.



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**16 Privileges of the Organisation****(M.615)**

- 16.1 The organisation approved in accordance with this CAD, may—
- a) maintain any aircraft and/or component for which it is approved at the locations specified in the certificate of approval or MOM;
  - b) arrange for the performance of specialised services under the control of the organisation at another maintenance organisation appropriately qualified, subject to appropriate procedures being established as part of the MOM approved by the CAAM;
  - c) maintain any aircraft and/or component for which it is approved at any location subject to the need of such maintenance arising either from the un-serviceability of the aircraft or from the necessity of supporting occasional maintenance, subject to the conditions specified in the MOM; and
  - d) issue maintenance release on completion of maintenance, in accordance with chapter 13 or 14 of this CAD.
- 16.2 The organisation shall only maintain an aircraft or component for which it is approved when all the necessary facilities, equipment, tooling, material, maintenance data and certifying staff are sufficient and available.



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## **17 Organisational Review**

**(M.616)**

- 17.1 To ensure that the organisation continues to meet the requirements of this CAD, it shall organise, on a regular basis, organisational reviews.



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## **18 Mandatory Occurrence Reporting – Airworthiness Aspect**

- 18.1 The organisation shall report to the CAAM and the organisation responsible for the design of the aircraft or component, any condition of the aircraft or component identified by the organisation that has resulted or may result in an unsafe condition that hazards seriously the flight safety.
- 18.2 The organisation shall establish an internal reporting system as detailed in the MOM to enable the collection, evaluation and investigation of such reports, including the analysis, assessment and extraction of those occurrences to be reported under paragraph 18.1 of this CAD. This procedure shall identify adverse trends, corrective actions taken or to be taken by the organisation to address deficiencies and include evaluation of all known relevant information relating to such occurrences and a method to circulate the information as necessary.
- 18.3 The organisation shall make such reports in accordance with CAD 1900 and ensures that they contain all pertinent information about the condition and evaluation results known to the organisation.
- 18.4 Where the organisation is contracted by an owner (or in the case of lease, by the lessee) to carry out maintenance, the organisation shall also report to the owner (or in the case of lease, to the lessee) any such condition affecting the operator's aircraft or component.
- 18.5 The organisation shall produce and submit such reports as soon as practicable but in any case within 48 hours of the organisation identifying the condition to which the report relates.



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## **19 Changes to the Organisation**

**(M.617)**

- 19.1 In order to enable the CAAM to determine continued compliance with this CAD, the organisation shall notify the CAAM of any proposal to carry out any of the following changes, before such changes take place—
- a) the name of the organisation;
  - b) the location of the organisation;
  - c) additional locations of the organisation;
  - d) the accountable manager;
  - e) any of the persons specified in paragraph 7.2 of this CAD; and
  - f) the facilities, equipment, tools, material, procedures, work scope and certifying staff that could affect the approval.
- 19.2 In the case of proposed changes in personnel not known to the management beforehand, these changes shall be notified at the earliest opportunity.



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## 20 Continued Validity Of Approval

**(M.618)**

- 20.1 A provisional certificate of approval issued by the CAAM shall be valid for a period not exceeding 1 year and shall not be renewed. Upon expiry of the provisional certificate of approval, the application for the certificate of approval is terminated.
- 20.2 A certificate of approval issued by the CAAM shall be valid for a period not exceeding 1 year.
- 20.3 The conditions for the provisional certificate of approval or certificate of approval are as follows—
- a) The approval is limited to that specified in the provisional certificate of approval or certificate of approval;
  - b) The provisional certificate of approval or certificate of approval requires compliance with the procedures specified in the MOM;
  - c) The approval is valid whilst the organisation remains in compliance with this CAD; and
  - d) The approval shall remain valid unless the certificate has been surrendered, suspended or revoked.
- 20.4 Upon revocation, the certificate shall be returned to the CAAM.
- 20.5 An application to renew or vary of the certificate of approval shall be made to the CAAM by submitting—
- a) application form CAAM/AW/8602-01;
  - b) proposed revision of MOM; and
  - c) prescribed fee.



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## 21 Findings

**(M.619)**

- 21.1 A level 1 finding is any significant non-compliance with requirements laid down in this CAD which lowers the safety standard and hazards seriously the flight safety. The certificate of approval shall cease to be in force immediately until acceptable corrective action has been taken by the organisation.
- 21.2 A level 2 finding is any non-compliance with requirements laid down in this CAD which could lower the safety standard and possibly hazard the flight safety. Failure to accomplish the corrective action to the satisfaction of the CAAM within 14 days after receipt of notification of findings, unless otherwise agreed, the certificate of approval shall cease to be in force until acceptable corrective action has been taken by the organisation.
- 21.3 After receipt of notification of findings, the applicant or holder of the certificate of approval shall define a preventive action and demonstrate the preventive action to the satisfaction of the CAAM within 90 days unless otherwise agreed. The certificate of approval shall be revoked, limited or suspended in whole or in part in accordance with Regulation 193 of the MCAR, depending upon the extent of the finding, until acceptable preventive action has been taken by the organisation.



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