

PARACHUTE ASSOCIATION
of
SOUTH AFRICA
MANUAL OF PROCEDURES



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

ARO APPROVAL NUMBER SACAA / ARO: 0004

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APPROVED


25 NOV 2020
Neil de Lange
Senior Manager: General Aviation
SA Civil Aviation Authority

REVISION 2



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1. DETAILS AND APPROVAL

| | |
|---|---|
| Title of Document: Revision and Amendment Number: Effective Date: | Manual of Procedures Revision number: 2 9 November 2020 |
|---|---|

| PROCESS | NAME | SIGNATURE | DATE |
|--|--|--|-----------------|
| Reviewed by the Quality Assurance Manager | Henk van Wyk |  | 9 November 2020 |
| Reviewed by the Accountable Manager | Vernon Kloppers |  | 9 November 2020 |
| Approved by the South African Civil Aviation Authority | Neil de Lange Senior Manager: General Aviation SA Civil Aviation Authority |  | 25 NOV 2020 |

This Manual of Procedures has been compiled in accordance with the South African Civil Aviation Regulations Part 149 and Technical Standards Part 149 and sets out the particular aspects relating to the control and regulation of sport parachuting in South Africa

It should be read in conjunction with, and considered supplementary to, the following documents:

1. South Africa Civil Aviation Regulations ([SA-CARS](#))
2. South African Civil Aviation Technical ([SA-CATS](#))
3. PASA [Standard Operating Procedures](#)
4. PASA [Constitution](#)
5. PASA [Code of Conduct and Discipline](#)

In order to simplify the text, masculine pronouns are used in this publication and shall be considered as including the feminine gender unless the context clearly indicates otherwise.



2. AMENDMENT RECORD

| AMENDMENT | AMENDMENT DATE | DESCRIPTION OF AMENDMENT | AMENDED BY |
|-----------|-----------------|-------------------------------------|------------|
| 001 | 29 May 2020 | MOP revised to comply with Part 149 | V Kloppers |
| 002 | 9 November 2020 | MOP revised to comply with Part 149 | V Kloppers |
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3. LIST OF EFFECTIVE PAGES

| PAGE | REVISION & AMENDMENT NO | EFFECTIVE DATE |
|-----------|-------------------------|-----------------|
| All pages | 001 | 29 May 2020 |
| All pages | 002 | 9 November 2020 |
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 25 NOV 2020



4. ACCOUNTABLE MANAGER STATEMENT

This is to certify that I, Vernon Rhys Frederick Kloppers, in my capacity as Accountable Manager of the Parachute Association of South Africa, acknowledge and understand the contents of this Manual of Procedures; that this manual, and all other manuals and documents referenced herein, define the organisation and demonstrate its means and methods for ensuring ongoing compliance with Part 149 of SA-CAR and SA-CATS; and this manual, and all other manuals and documents referenced herein will be complied with at all times.

This Parachute Association of South Africa Manual of Procedures contains a true and accurate reflection of our policies and procedures.

Signed at Durban on this 9th day of November 2020

SIGNED :
DESIGNATION :

Accountable Manager



5. PERSONNEL

PASA is run by a Management Council.

Personnel are elected or appointed as outlined in the PASA Constitution by the relevant bodies of their peers who are satisfied that they are competent to carry out and supervise the responsibilities as contained in this Manual and all other documents referenced herein. Personnel who are elected are ratified by the members of the Parachute Association at an AGM. The National Safety and Training Officer is appointed by the PASA Management Council and is required to be a duly qualified person approved by the instructor evaluator body of PASA. Requirements to be an instructor evaluator are outlined in the PASA Standard Operating Procedures.

Personnel competence is maintained through ongoing peer review, together with any internal reviews performed by the Quality Assurance Manager.

The office bearers listed below are as ratified at the 2020 Annual General Meeting held electronically on Tuesday, 20 March 2020.

The Chairman of PASA will automatically function as the Accountable Manager, unless otherwise designated by means of a Management Council Resolution.

Responsibilities are delegated by the Chairman / Accountable Manager as required.

The Accountable Manager, Quality Assurance Manager and National Safety & Training Officer must be supplied with a letter of appointment confirming their duties and responsibilities.

PASA Management Council Members:

| Portfolio | Name | Contact | Email |
|------------------------------------|-----------------|--------------|--|
| Chairman / Accountable Manager | Vernon Kloppers | 072 214 6040 | chairman@para.co.za |
| Quality Assurance | Henk van Wyk | 071 641 1667 | mc@para.co.za |
| Competitions | Mike Teague | 072 124 6670 | mc@para.co.za |
| National Safety & Training Officer | Mark Bellingan | 082 571 3155 | safety@para.co.za |

PASA Management Council Non-Executive Members:

| Portfolio | Name | Contact | Email |
|--------------------------------|--|--------------|--|
| Co-opted member | Dylan Hemer | 084 370 8827 | mc@para.co.za |
| Any one Non-Executive Director | Steve Bartels Eugene Potgieter Colin Rothman | 021 553 3398 | neds@para.co.za |

Sport Skydivers Association (SSA) Executive Committee:

| Portfolio | Name | Contact | Email |
|----------------------------|------------------|--------------|--|
| Chairman: SSA | Mike Teague | 072 124 6670 | ssaexec@para.co.za |
| Executive committee member | Dylan Hemer | 084 370 8827 | ssaexec@para.co.za |
| Executive committee member | Beverly Cosslett | 083 627 4094 | ssaexec@para.co.za |

PASA employs a full time Administration Officer:

| Portfolio | Name | Contact | Email |
|------------------------|------------------|--------------|--|
| Administration Officer | Neeve Oosthuizen | 021 553 3398 | admin@para.co.za |

Each PASA DZ Operation has the right to appoint one representative to the Association of Drop Zone Operators (ADZO) board. The members of this board elect the Executive Committee:

| Portfolio | Name | Contact | Email |
|----------------------------|-----------------|--------------|--|
| Chairman: ADZO | Vernon Kloppers | 072 214 6040 | adzoexec@para.co.za |
| Executive committee member | Henk van Wyk | 071 641 1667 | adzoexec@para.co.za |
| Executive committee member | William Sharman | 071 127 1763 | adzoexec@para.co.za |



6. DUTIES AND RESPONSIBILITIES OF PERSONNEL

PASA Management Council:

- Chairman (Accountable Manager)
- Council member representing drop zones
- Council member representing sport parachuting
- Non-executive Director
- National Safety & Training Officer as appointed by the Management Council, and who shall be a duly qualified person approved by the instructor evaluator body of PASA

Duties and responsibilities of the Management Council are outlined in the PASA Constitution.

6.1 Chairman (Accountable Manager)

6.1.1 Requirements:

- Must have a general knowledge of the aviation sector falling under PASA.
- Must have good people skills.
- Must have good managerial skills.
- Must be well versed in parachuting and related topics.
- Must have access to the Internet and e-mail.
- Must be available via mobile phone at all normal business hours and after hours, for emergencies.

6.1.2 Duties and responsibilities:

- At all times seek to promote the goals of PASA and have the interests of PASA and sport parachuting in general at heart.
- Have unrestricted access to work performed or activities undertaken by all other persons such as employees of, and other persons rendering service under contract with PASA.
- Maintain and be in charge of communication between PASA and the Director in terms of SA-CAR Part 149.
- Deal with complaints addressed to PASA, either in person, or delegate to the appropriate personnel and ensure that the complaint has been dealt with satisfactorily.
- Travel to all necessary events, meetings and locations in South Africa, in line with the aims and goals and to the benefit of PASA and its members or arrange for a PASA representative to attend in his stead.
- Monitor any suspensions or disciplinary procedures.
- Have full rights of consultation with any such person in PASA in respect of such compliance by him.
- Have the power to order cessation of any activity where such compliance is not effected.
- Have a duty to establish liaison mechanisms with the Director with a view to ascertain correct manners of compliance with the said requirements, and interpretations of such requirements by the Director, and to facilitate liaison between the Director in terms of SA-CAR Part 149 and PASA.
- Report directly to the management of PASA on investigations and consultations mentioned above.

6.2 National Safety & Training Officer

6.2.1 Requirements:

- Must have experience as a PASA Evaluator.
- Must have the desire to promote safety amongst all parachutists.
- Must have access to Internet and e-mail.
- Must be available via mobile phone at all normal business hours and after hours, for emergencies.



6.2.2 Duties and responsibilities:

- Reports directly to the Chairman.
- Update and maintain PASA's Standard Operating Procedures (SOPs).
- Update and maintain First Jump Course student's manual.
- Ensure standardisation of training at all student drop zones in South Africa.
- Receive incident reports and maintain a database of these to determine trends and areas of concern.
- Collate and distribute incident statistics to Chief Instructors and Evaluators.
- Investigate fatalities and compile a report thereon for SACAA.
- Maintain lines of communication with all Chief Instructors to ensure a constant two-way flow of information relating to safety issues and concerns.
- Approve Instructor Certification Courses.
- Check and approve the issue of all PASA ratings.
- Check and approve the issue of all PASA licences.
- Have knowledge of and approve, as required, display jumps and temporary drop zone applications.
- Receive, assess and approve applications for waivers.
- Receive, assess and approve applications for intentional cut-aways and high-altitude jumps.
- Make recommendations and set minimum requirements with regards to parachuting equipment.
- Enforce disciplinary actions as required.
- Perform an overall assessment with regard to new drop zone applications.
- Collate statistics and compile an annual technical and safety survey for the International Skydiving Commission.
- Keep abreast of and make available to PASA members international safety information and trends.
- Conduct safety seminars as required.

6.3 Quality Assurance Manager (appointed position)

6.3.1 Requirements

- Must be a competent person with a thorough knowledge and understanding of the contents of the approved MOP.
- Must have access to Internet and e-mail.
- Must be available via mobile phone at all normal business hours and after hours, for emergencies.

6.3.2 Duties and responsibilities

- Reports directly to the Chairman.
- Must perform quality control functions as required by the "Quality Assurance System" herein.

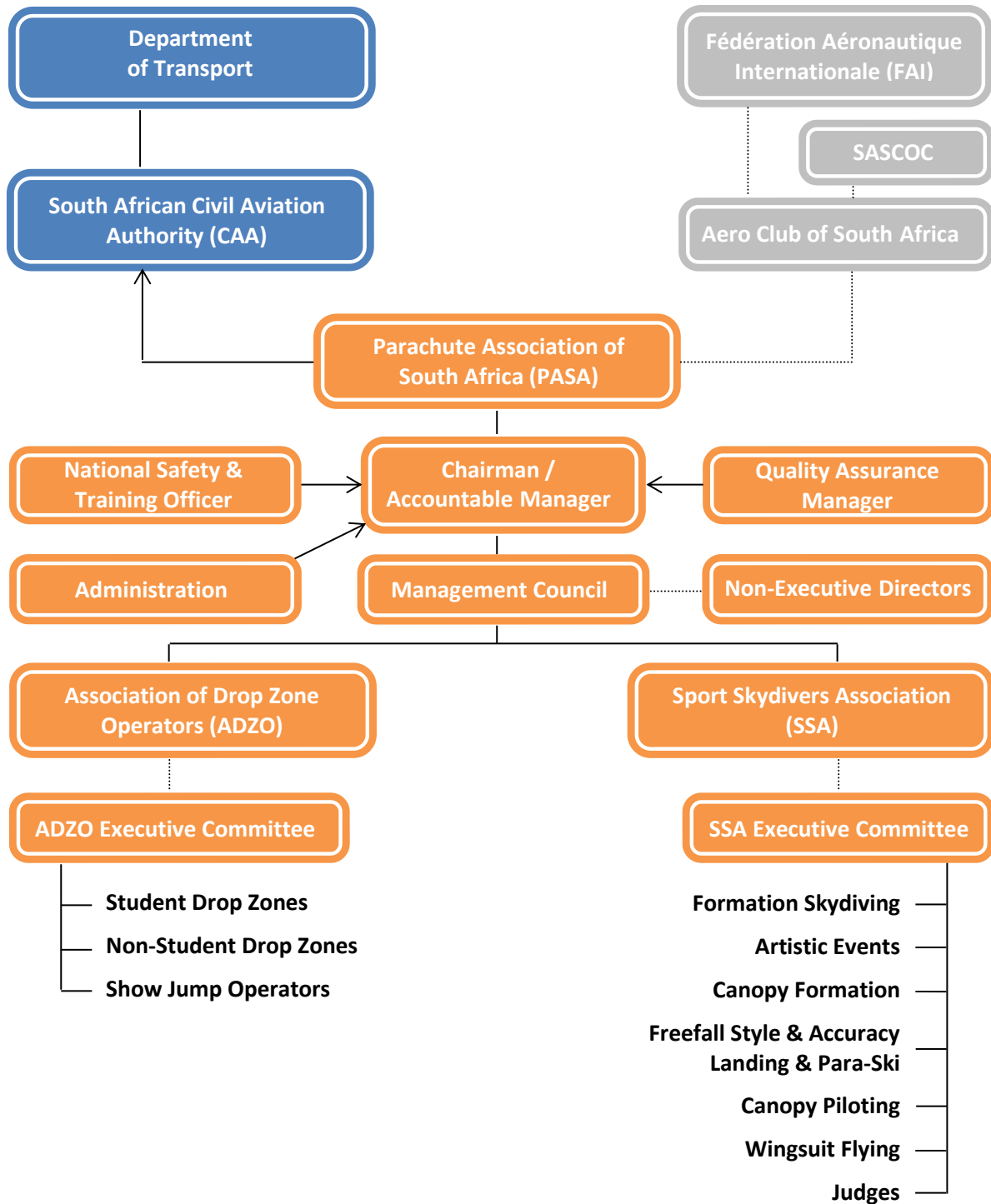
6.4 PASA Administration Officer (employed position)

6.4.1 Duties and responsibilities

- Report directly to the Chairman.
- Maintain the PASA member database.
- Process membership renewals, licences and ratings.
- Monitor the compliance of drop zones with regards to the submission of monthly reports.
- Keep a complete set of records relating to income and expenditures of PASA and supply these records to the Accountants to compile Annual Consolidated Financial Statements.
- Provide the Accountable Manager and National Safety & Training Officer with operational statistics as may be required.
- Prepare such correspondence, documentation and presentations as may be required.
- Maintain the PASA website.
- Develop and test updated functionality of the PASA online system.



7. ORGANISATION CHART





8. LOCATIONS

The location for all elected personnel is c/o 4 Janssens Crescent, Melkbosstrand, 7441.

PASA members conduct their activities throughout South Africa at approved [drop zones](#).

9. RESOURCES

Register of resources located at Melkbosstrand office

| Item description | Serial No. |
|---------------------------------------|---------------------|
| Rexel LS115 ID card laminator | LS115*2404060331 |
| Fellowes H8C Power Shredder | H-8C160408QA0023454 |
| Dell 3567 i5 laptop | CJRW5P2 |
| HP OfficeJet Pro 6960 printer/scanner | TH8521P2FX |
| TP-Link Fibre Router | ****0500 |
| Telkom landline | N/A |
| Microsoft 365 | ****5790 |

10. QUALITY ASSURANCE SYSTEM

This QAS complies with CAR 149.02.3(1) and (2) and CATS 149.02.3(1).

PASA is a SACAA-approved Aviation Recreational Organisation which oversees and administers sport parachuting in South Africa. The PASA Accountable Manager is committed to ensuring that all relevant parties consistently comply with the PASA Manual of Procedures and all manuals referenced herein, as well as the Civil Aviation Regulations and Technical Standards applicable to PASA.

The accountable manager shall:

- a. Appoint suitable resources to manage the QAS;
- b. Ensure the structure required to meet the goals is established and maintained;
- c. Establish objectives for the QAS and measure their achievement; and
- d. Ensure continual improvement in the QAS.

10.1 Level of Quality

PASA Quality Assurance ensures that all the planned and systematic actions necessary to provide adequate confidence that all organizational activities satisfy a specific standard and requirements.

10.1.1 The level of quality PASA is committed to includes the following:

- a. To excel in the level of service to PASA members.
- b. Provide an effective administration.
- c. Compliance to the PASA MOP and all other PASA documentation and Manuals.
- d. Compliance to the applicable Civil Aviation Regulations and Technical Standards.
- e. All records and relevant documentation be kept up-to-date and be adhered to.
- f. Continuous improvement within the organisation.
- g. Internal reviews.
- h. Improvement of manuals and documentation.
- i. Checking the PASA systems and methods of operations are suitable for its intended purposes and monitoring the effectiveness of the PASA procedures.

10.1.2 PASA expects members of the Management Council and all committees to:

- a. Subscribe to an ethical code of conduct based upon the three tenets of beneficence (the duty to do good), non-maleficence (the duty to do no harm) and justice (offenders to be treated fairly and required to rectify their wrongdoings and face sanction for their transgressions).
- b. Read, understand and implement the contents of the PASA MOP. This will be confirmed with a mandatory checkbox on online membership renewal forms.



PARACHUTE ASSOCIATION OF SOUTH AFRICA

PASA is a registered ARO in terms of Part 149 of the South African Civil Aviation Regulations
ARO 0004

- c. Comply with the requirements of the CAR and CATS applicable to them as amended and promulgated from time to time.

10.1.3 PASA expects members of the association to:

- a. Subscribe to an ethical code of conduct based upon the three tenets of beneficence (the duty to do good), non-maleficence (the duty to do no harm) and justice (offenders to be treated fairly and required to rectify their wrongdoings and face sanction for their transgressions).
- b. Demonstrate good sportsmanship.
- c. Comply with the requirements of the CAR and CATS applicable to them as amended and promulgated from time to time. This will be confirmed with a mandatory checkbox on online membership renewal forms.

This section must be read in conjunction with the PASA Constitution and the PASA Code of Conduct.

10.2 Level and frequency of reviews and audits

PASA will subject itself to audits by the Director as may be necessary to determine compliance with the approved MOP.

In addition, PASA will subject itself to at least one internal review per annum by the Quality Assurance Manager to ensure full compliance to the approved MOP and Parts 105 and 149 of the SA-CAR.

10.3 Procedures for recording findings and communication thereof

10.3.1 Internal Reviews

- a. Any finding identified during an internal review by the Quality Assurance Manager will be recorded in writing and forwarded to the Accountable Manager who will instruct the responsible interviewee to submit a Corrective Action Plan (CAP) and rectify any finding within a required time frame.
- b. The Accountable Manager will sign off the finding once rectified.

10.3.2 External Audits

- a. Any finding of an external audit by the Director will 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 Accountable Manager will be responsible for the Corrective Action Plan (CAP) in response to the finding.

10.4 Responsible Persons

10.4.1 Personnel that are employed or elected to serve on the PASA Management Council, together with the requirements, qualifications, duties and responsibilities of key personnel, can be found under "Personnel" herein.

10.4.2 A competent person will be responsible for quality control and will have direct access to the Accountable Manager.

10.5 Incidents, Occurrences and Complaints

10.5.1 Any incidents, occurrences or complaints of any nature must be brought to the attention of the Chairman/Accountable Manager and/or NSTO, as applicable.

10.5.2 Due to the demographic distribution of the PASA Management Council, such items may be dealt with via electronic communication media or tabled at a Management Council meeting.

10.5.3 Results of discussions and recommended remedial action will be actioned by the relevant Management Council member.

10.5.4 The same applies to any incident, occurrence and or complaint received from PASA members relating to the Director.



10.6 Management Analysis

- 10.6.1 Data accumulated during a review period will be presented for analysis at a Management Council meeting, as the need may arise.
- 10.6.2 Data regarding occurrences and complaints arising from “Incidents, Occurrences and Complaints” herein will be discussed and analysed at a Management Council meeting, as the need may arise.
- 10.6.3 Statistical data regarding safety incidents will be analysed by the National Safety and Training Officer and a summary shared with Chief Instructors, Safety Officers and Evaluators on a regular basis.
- 10.6.4 Deficiencies identified during a review period will be dealt with in terms of “Procedures for recording findings and communication thereof” herein.
- 10.6.5 The Quality Assurance Manager will document the process from internal review to management review.

11. RECORDS, CONTROL, AMENDMENT AND DISTRIBUTION

11.1 Records

The Quality Assurance Manager will maintain quality control review records for a period of at least five years calculated from the date of the last entry made in such records.

11.2 Communication with members is done via:

- a. Email – the PASA management system has a group email facility which allows email communication with all paid-up members or any sub-group thereof. Notice of General Meetings and the Consolidated Financial Statements of PASA are distributed to PASA members using this facility.
- b. Newsletter – PASA publishes a regular newsletter to members. Archives of the newsletter are available on the PASA website at <https://www.para.co.za/NewsletterArchive>
- c. Website – the PASA website is a comprehensive information portal for members. www.para.co.za

11.3 Distribution of important information

This Manual, together with documents referenced herein and any other important and regulatory documentation, is available to download from the Documents Library of the PASA official website at <https://www.para.co.za/Documents>

11.4 Amendments

Amendments to this Manual will be published by PASA from time to time.

Amendments are reviewed by the PASA Management Council.

Approved amendments must be submitted to SACAA for approval prior to implementation.

The version available on the PASA website is at all times deemed to be the current and applicable version.

11.5 Meetings

The PASA Management Council is represented at meetings of the Association of Drop Zone Operators and Sport Skydivers Association. Relevant matters arising from these meetings are reported to the Chairman of the Management Council and are dealt with by the Management Council as may be required.

The Management Council may meet in person or make use of electronic means such as conference calling facilities to meet from time to time, as may be required. Ongoing communication takes place between the Management Council via group email and telephone or video conferencing.

The requirements governing Annual General Meetings and Special General Meetings of PASA members are contained in the PASA Constitution.

Minutes of PASA Annual General Meetings and Special General Meetings and the meetings of the Association of Drop Zone Operators and the Sport Skydivers Association are available in the PASA website documents library.