

POST COVID-19 LOCKDOWN AIRLINE INDUSTRY RESTART PLAN



NIGERIAN CIVIL AVIATION AUTHORITY (NCAA)

Advisory Circular

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POST COVID-19 LOCKDOWN AIRLINE INDUSTRY RESTART PLAN

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0. PURPOSE/APPLICABILITY

POST COVID-19 LOCKDOWN AIRLINE INDUSTRY RESTART PLAN

This Advisory Circular is issued to provide information and guidance on health, safety and environmental measures required of all Air Operators Certificate (AOC) holders to restart flight operations post COVID-19 lockdown hitherto in place as a result of the COVID-19 pandemic.

IMPORTANT NOTE! The use of the term 'Airline:' in this document is intended to only lay emphasis on **Scheduled Aircraft Operators** but should be understood to mean all Air Operators Certificate (AOC) holders including **Unscheduled Aircraft Operators** involved in commercial operations. **Private Aircraft Operators** are expected to continue to abide by all applicable flight operation and airworthiness regulatory requirements of Nig.CARs but may use the some provisions of this document.

1. General Information and considerations

- Following the declaration of COVID-19 as pandemic by the World Health Organisation (WHO) on 11th March, 2020, the Federal Governments placed restrictions on movement, closure of borders, and ban on international travels including the cancellation of domestic flight operations except essential and emergency flights in line with the guidelines and other associated Air Operators Letters (AOL) issued by the Authority.
- The Federal Government had announced that Government activities should resume from 4th May, 2020, hence, the Authority envisages a follow-up announcement on full resumption of flight operations at the airports in due course.
- It is therefore imperative for Airlines to ensure the implementation of the guidelines contained in this document in order to ensure safe, efficient, secure and orderly flight operations post COVID-19 pandemic to provide the flying public with the confidence that the airlines and aircraft are safe and free from COVID-19 infection.

2. References

- Nig.CARs Parts 2,5,6,8,9,17,18,19,20
- All Operators Letters AOLDG008/20, AOL078
- ICAO Annex 1, Annex 6, ICAO CCFD (COVID-19 Contingency filing of differences)
- NCAA Advisory Circulars NCAA-AC-AVSEC-001-Appendix C, Public Health Corridor (NCAA-AC-AMS-001(Appendix B).
- COVID-19 AOLs issued by NCAA and IATA Airline Restart Guides.
- Advisory Circular NCAA-AC-AMS- 001- Appendix B and NCAA-AC-AMS-002/003
- Advisory Circular NCAA-AC-AVSEC-001-Appendix C
- WHO Operational Considerations for managing COVID-19 cases or outbreak in Aviation
- NCDC COVID 19 Advisory on the use of mask

3. Industry Sectors

Aviation industry sectors that affect flight operations and may pose risks to the industry restart include: Airlines, Airport Operators, ANSP, Ground Handlers, RPAS, Other licensed service providers. As mentioned above, guidance through Advisory Circulars have been issued by the NCAA to some of these critical players like the ANSP and Airport Operators to facilitate the restart in a safe and efficient manner.

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4. Functional Areas

- a. Airworthiness
- b. Personnel Licensing
- c. Crew Currency/Proficiency
- d. Medicals
- e. AVSEC -
- f. SMS/SSP
- g. COVID-19 Health Protocols
- h. RPAS
- i. Consumer Protection
- j. Any other function

5. Request and Approval to restart Flight Operations

All airlines will be required by this restart guideline to apply and obtain an approval from the Authority to resume operation. The Authority will grant approval to applicants upon satisfactory assessment of Airlines for compliance with all relevant COVID-19 guidelines and applicable Nig, CARs following the prolonged lockdown period. The Airlines will be required to show evidence of compliance with actions listed under the immediate action plans required by the Authority. No airline will be given start up clearance without meeting the restart requirements.

6. Airline Restart Plan

One of the items that will be required as one of the immediate actions requested by the Authority is the Airline's restart plan to provide assurance of safe operations both from the technical perspective of flight operations (i.e to address issues like aircraft disinfection, aircraft de-preservation, flight crew recurrency /proficiency etc) and from the perspective of putting measures in place to protect passengers from COVI-19 infection (compliance with COVID-19 PUBLIC HEALTH CORRIDOR CONCEPT -Appendix B)

7. COVID-19 PUBLIC HEALTH CORRIDOR CONCEPT

One of the requirements the airlines will be required to comply with as one of the immediate restart actions is the COVID-19 Public Health Corridor Concept Protocol (Appendix B). It covers a diverse range of topics to protect against COVID -19 infection from passenger boarding, passenger and flight protection in flight to disembarkation. In case of a COVID-19 threat on board, a process to manage the situation is also required.

8. POST COVID-19 LOCKDOWN RESTART PROTOCOL -ASSESSMENT CHECKLIST

The Authority has developed an assessment checklist based on the requirements listed in this restart plan to evaluate the Airline's readiness to restart flight operation. Upon satisfying the requirements of this guidelines and verification using this checklist here referenced as Appendix 1, the airline will be recommended and approved by the Director General to restart operation through a letter signed by the Authority.

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9. NCAA Restart Plans Guidelines

The guidance is broken into immediate actions, short, medium and long-term plans by the NCAA to assure operational licenses and aircraft airworthiness certifications are readily available for the airlines to resume operations as quickly and seamlessly as possible when the pandemic is over.

The Immediate, short, medium and long-term plans are organized to address key functional areas listed above which are critical and dependent on the airlines and the Authority. Though ANSP and Airport Operations are critical to flight operations, the actions related to those areas are addressed by two separate sets of guidance issued by the NCAA.

This plan is limited to ONLY actions required to be taken by Airlines to obtain the NCAA approvals to restart operations.

This guidance is being issued for :

a. Immediate Plans (Q2 2020) –TABLE A

(Note- Required for restart-Airlines implored to respond to this first!)

Immediate plans will fall within Q2 2020 and will comprise actions listed in Table A that can be executed quickly including the development of this restart plan, certification of aircraft post COVID-19 period as well as compliance with aircraft disinfection guidelines. (See Table A below)

b. Short-term Plans (Q3 2020)- TABLE B

Short-term plans will fall within Q3 2020 and will comprise actions listed in Table B under short term plans. They are next in line after the immediate actions.(contained in Table B below)

c. Medium Term Plans (Q4 2020 to Q4 2021)-TABLE C

Medium-term plans will fall within Q4 2020-Q4 2021 and will comprise actions listed in Table C under medium term plans and would require longer periods to implement than the immediate and short-term plans. They also include measures and plans to transit to normal operation.

d. Long-term Plans (Q1 2022) –TABLE D -Return to Business as usual

Long term plans will start from Q1 2022. They are basically closer to normal operations after full recovery from the pandemic which may include major changes in our mode of operations as well as automation of many of our processes stemming from the COVID-19 experiences.



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TABLE A - IMMEDIATE PLANS (Q2 2020)

S/N	FUNCTIONAL AREA	ACTION NUMBER	ACTION REQUIRED REMARKS
0	ALL (AIR/OPS/PEL)	0.1	Apply and obtain NCAA approval to resume operation post COVID-19 lockdown after satisfactory assessment of operator by NCAA based on the under-listed requirements.
		0.2	Submit Airline restart plan taking into consideration NCAA guidelines
1	AIRWORTHINESS	1.1	Submit evidence of compliance with AOL 078 for each aircraft relating to aircraft maintenance requirements during lockdown period
		1.2	Submit evidence of compliance with AOL DG012/20 for each aircraft in operators fleet intended to return to service as regards aircraft disinfection.
		1.3	Submit evidence of certifying staff recency
		1.4	Submit evidence of HSE specific training with emphasis on COVID-19
		1.5	Evidence of provision of PPEs for maintenance personnel
		1.6	Evidence of COVID -19 SOPs
		1.7	Arrangement for aircraft spares
2	FLIGHT OPERATIONS (CREW CURRENCY/PROFICIENCY)	2.1	Flight Crew : Submit evidences of <ul style="list-style-type: none"> • LPC /OPC (LPC reviewed syllabus –Alternative means of compliance with simulator exercises) • Medicals • Instrument Check • Check Airman status • Refresher courses • HSE specific training with emphasis on COVID-19 • Evidence of COVID -19 SOPs
		2.2	Cabin Crew : Submit evidences of : <ul style="list-style-type: none"> • Medicals • Drills • Recency • Refresher courses • HSE specific training with emphasis on COVID-19 • Evidence of COVID -19 SOPs
		2.3	Dispatchers/Ground Operations Officers : Submit evidences of : <ul style="list-style-type: none"> • Licenses • Recency • Refresher courses • HSE specific training with emphasis on COVID-19
		2.4	Provide evidences of COVID-19 SOPs to cover: <ul style="list-style-type: none"> • Compliance with requirements stipulated in Advisory Circular NCAA-AC-AMS-001 on Public Health Corridor(Appendix B); • DGR signage at check-in counters to limit carriage of hand sanitizers; • Transportation of human remains and COVID-19 infected persons;
3	PERSONNEL LICENSING /MEDICALS	3.1	Flight Crew : For flight crew whose simulator are due for renewal and are unable to access training facility are to submit evidences of : <ul style="list-style-type: none"> • LPC /OPC (LPC reviewed syllabus –Alternative means of compliance with simulator exercises) • Current Medical Certificate
		3.2	Aircraft Maintenance Engineers(AME) : AMEs requiring AMEL renewal will be required to submit evidence of attending Human Factors Training or recent aircraft maintenance experience



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TABLE A - IMMEDIATE PLANS (Q2 2020)

S/N	FUNCTIONAL AREA	ACTION NUMBER	ACTION REQUIRED REMARKS
		3.3	Cabin Crew : Submit evidences of : <ul style="list-style-type: none"> • Medicals • Drills • Recency
		3.4	Dispatchers/Ground Operations Officers : Submit evidences of : <ul style="list-style-type: none"> • Recurrency • Refresher courses as applicable
4	COVID-19 PUBLIC HEALTH CORRIDOR CONCEPT	4.1	Submit evidence of plan and processes put in place to comply with Advisory Circular NCAA-AC-AMS-001 (Appendix B) on COVID-19 Public Health Corridor Concept
5	SMS/SSP	5.1	Submit report of safety risk assessment carried out and safety measures put in place by airline to assure the travelling public, airline employees and NCAA of operator's preparedness to operate safely under COVID-19 threat.
6	CONSUMER PROTECTION	6.1	UNUTILISED TICKETS Airline to submit by email, a schedule showing list of unutilised tickets indicating its plan/agreement with the holder of such tickets for <ul style="list-style-type: none"> • Ticket utilisation • Ticket redemption • Ticket refund
		6.2	PROVISION OF CARE IN EVENT OF A DELAYED FLIGHT <ul style="list-style-type: none"> • Airlines to ensure that in the event of a delayed flight, passengers are provided CARE- meals, SMS, Emails for delays beyond 3 hours
		6.3	REIMBURSEMENT OF TICKET IN EVENT OF A DELAYED FLIGHT/CANCELATION <ul style="list-style-type: none"> • Airlines to ensure the REIMBURSEMENT of domestic flight tickets purchased post COVID-19 lockdown within 7 (seven) days and rescheduled flights are to be at no cost to the passengers • REIMBURSEMENT of International flight tickets purchased post COVID-19 lockdown within 30 (thirty) days
		6.4	ASSISTANCE TO PASSENGERS IN THE EVENT OF FLIGHT CANCELLATION (CARE, REIMBURSEMENT, RE ROUTING) <ul style="list-style-type: none"> • Airline to submit to the Authority, notice of flight cancellation including reason(s)/cause of cancellation and evidence of Notice to passengers. Temporary EXEMPTION of Nig. CARs 2015 Part 19.7.1
		6.5	FLIGHT/ROUTE COMMENCEMENT INFORMATION (FOR PASSENGER INFORMATION) Airline shall provide Daily/weekly updates on <ul style="list-style-type: none"> • General Flight commencements • Route/destination commencement



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TABLE A - IMMEDIATE PLANS (Q2 2020)

S/N	FUNCTIONAL AREA	ACTION NUMBER	ACTION REQUIRED REMARKS
			<ul style="list-style-type: none"> Airline shall advise passengers to be at the airport in good time so as to have ample time to undergo all security and Pandemic/health protocols before the flight
		6.6	LIAISING WITH AIRLINES' COMMERCIAL/ CUSTOMER AFFAIRS TEAMS <ul style="list-style-type: none"> Airline shall provide status of consumer issues, findings and updates on outstanding complaints
		6.7	SAFE MEANS OF TICKET PURCHASE AND CHECK-IN <ul style="list-style-type: none"> Airline to advise its passengers to choose the option of online ticket purchase and online check-in. Airline to also ensure that its online platforms for ticket purchase and flight check-in are functioning optimally Airline shall ensure strict COVID-19/Pandemic protocols for all walk-in passengers
		6.8	STRICT COMPLIANCE WITH COVID-19/PANDEMIC PROTOCOLS <ul style="list-style-type: none"> Show evidences of compliance with Advisory Circular NCAA-AC-AMS-001 (Appendix B) on COVID-19 Public Health Corridor Concept
		6.9	PHYSICAL DISTANCING <ul style="list-style-type: none"> Show evidences of compliance with Advisory Circular NCAA-AC-AMS-001 (Appendix B) on COVID-19 Public Health Corridor Concept
		6.10	PASSENGERS Personal Protection <ul style="list-style-type: none"> Show evidences of compliance with Advisory Circular NCAA-AC-AMS-001 (Appendix B) on COVID-19 Public Health Corridor Concept
		6.11	IN-FLIGHT MEAL <ul style="list-style-type: none"> Show evidences of compliance with Advisory Circular NCAA-AC-AMS-001 (Appendix B) on COVID-19 Public Health Corridor Concept
7	AVSEC	7.1	Submission of resumption letter by the airports, airlines and cargo operators to NCAA
		7.2	Evidence of COVID -19 SOPs to be in compliance with Advisory Circulars NCAA-AC-AMS-001 (Appendix B) and NCAA-AC-AMS-002 on COVID-19 Public Health Corridor Concept
		7.3	Evidence that Agreement with AVSEC Service Provider contains COVID-19 SOPs
8	GROUND HANDLING ARRANGEMENT	8.1	Submit evidence of ground handling arrangements.
		8.2	Ensure ground handling arrangement is in compliance with Advisory Circular NCAA-AC-AMS-003 on COVID-19 Public Health Corridor Concepts for ground handlers.
9	AIR TRANSPORT REGULATIONS	9.1	Submit evidence of valid Licence/Permit
		9.2	Submit an estimate of the financial loss incurred during the Covid-19 lockdown period
		9.3	Submit an estimate of the financial obligations (i.e. indebtedness) to service providers e.g. FAAN, Leasing Company, Inflight Caterer, Aviation Fuel Suppliers, Ground Handlers etc
		9.4	Submit evidence to meet airline's immediate financial obligations for at least 3 months from the available cash Post Covid-19 Lockdown



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TABLE A - IMMEDIATE PLANS (Q2 2020)

S/N	FUNCTIONAL AREA	ACTION NUMBER	ACTION REQUIRED REMARKS
		9.5	Provide evidence of up to date staff salary payment or any outstanding amount together with number of months outstanding.
		9.6	Submit evidence of a valid insurance cover with evidence of premium paid.

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TABLE B SHORT TERM (Q3 2020)

S/N	FUNCTIONAL AREA	ACTION NUMBER	ACTION REQUIRED REMARKS
1	AIRWORTHINESS	1.1	Certification of Aircraft Post COVID-19 for return to service <ul style="list-style-type: none"> Airlines returning to service in Short term in Q3 will comply with the requirements listed in the Immediate Plan Q2 above.
		1.2	AOC(Airworthiness Aspects)-Initial <ul style="list-style-type: none"> Phases 1 to 3 online submission Phase 4 and 5 subject to COVID-19 situation
		1.3	AOC(Airworthiness aspects)-Renewal <ul style="list-style-type: none"> Phases 1 to 3 online submission Phase 4 -Modular audit checklist-desktop review of outstanding audit findings Request extension or complete modular audit subject to COVID-19 status
		1.4	AOC(Airworthiness Aspects)-Variation <ul style="list-style-type: none"> Phases 1 to 3 online submission Phases 4 and 5 subject to COVID-19 status
		1.5	AMO-Initial <ul style="list-style-type: none"> Phases 1 to 3 online submission Phases 4 and 5 subject to COVID-19status
		1.6	AMO-Renewal <ul style="list-style-type: none"> Phases 1 to 3 online submission Phase 4-Modular audit checklist-desktop review of outstanding audit findings Request for extension or complete modular audit subject toCOVID-19 status
		1.7	AMO- Variation <ul style="list-style-type: none"> Phases 1 to 3 online submission Carry out phases 4 and 5 subject to COVID-19 status
		1.8	AMO-Initial (Foreign) <ul style="list-style-type: none"> Phases 1 to 3 online submission Phases 4 and 5 subject to COVID-19status
		1.9	AMO-Renewal (Foreign) <ul style="list-style-type: none"> Phases 1 to 3 online submission Phase 4-Modular audit checklist-desktop review of outstanding audit findings Request for extension or complete modular audit subject to COVID-19 status
		1.10	AMO- Variation(Foreign) <ul style="list-style-type: none"> Phases 1 to 3 online submission Phases 4 and 5 subject to COVID-19 status
		1.11	CAMO Initial <ul style="list-style-type: none"> Phases 1 to 3 online submission Phases 4 and 5 subject to COVID-19status
		1.12	Aircraft Type Certificate Acceptance <ul style="list-style-type: none"> Submission of all required Documents online Video conferencing of Type Acceptance meeting Physical inspection of facilities will be done on a later date when COVID-19 status is green
		1.13	Certificate of Aircraft Registration Issue and Related Matters <ul style="list-style-type: none"> Submission of application and documents online

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TABLE B SHORT TERM (Q3 2020)

S/N	FUNCTIONAL AREA	ACTION NUMBER	ACTION REQUIRED REMARKS		
		1.14	Noise Certificate Issue <ul style="list-style-type: none"> Submission of application and documents online 		
		1.15	Certificate of Airworthiness renewal / Export C of A / Special Flight Permit <ul style="list-style-type: none"> Application and required documents submission online and C of A renewed if no show stoppers Physical inspection of aircraft will be done on a later date when COVID-19 status is green 		
		1.16	Certificate of Airworthiness Issue <ul style="list-style-type: none"> Application and required documents submission online but C of A will not be issued until aircraft is inspected Physical inspection of aircraft will be done on a later date when COVID-19 status is green. <p>Note See item 1.18 for initial importation of aircraft into Nigeria</p>		
		1.17	Aircraft Modification / Repair Approval <ul style="list-style-type: none"> Application and technical data submission online. 		
		1.18	Pre-arrival Inspections <ul style="list-style-type: none"> Application and required technical documents submission will be done online including compliance with AOL067. Post arrival or pre-arrival Inspection subject to COVID-19 Status 		
		1.19	Maintenance clearance Certificate (MCC) <ul style="list-style-type: none"> Application and required documents submission online and MCC renewed if no showstoppers Physical inspection of aircraft will be done on a later date when COVID-19 status is green <p>NB- No new MCCs will be processed</p>		
		1.20	Flight Clearances <ul style="list-style-type: none"> Online processing with DATR and applicant 		
		1.21	Amendment of Manuals <ul style="list-style-type: none"> Online submission and processing 		
		1.22	MEL (Post Certification Evaluation / Approval) <ul style="list-style-type: none"> Online Processing in liaison with DOT 		
		1.23	Post Holder Interviews (Post Certification) <ul style="list-style-type: none"> Apply online for interview of new post-holders (Maintenance) Interview candidate online 		
		1.24	Mandatory Occurrence Reports <ul style="list-style-type: none"> Online submission and Processing 		
		2	FLIGHT OPERATIONS	2.1	Qualification of Crew for return to flying. <ul style="list-style-type: none"> Airlines returning to service in Short term in Q3 2020 will comply with the requirements listed in the Immediate Plan Q2 2020 above.
				2.2	Flight Crew OPC Revalidation and Instructor/Check airman Authorisation Renewal <ul style="list-style-type: none"> Submission of revised yearly Training programme for all Crew and Instructors/Check Airman. Aircraft LPC to be approved for Crew Licence Revalidation.

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TABLE B SHORT TERM (Q3 2020)

S/N	FUNCTIONAL AREA	ACTION NUMBER	ACTION REQUIRED REMARKS
		2.3	AOC (Operations aspects)-Initial <ul style="list-style-type: none"> Phases 1 to 3 online submission Phases 4 to 5 suspended subject to COVID-19 Status
		2.4	AOC (Operations aspects)-Renewal <ul style="list-style-type: none"> Phases 1 to 3 online submission Request for extension or complete Base Inspection subject to COVID-19 Status
		2.5	AOC (Operations Aspects)-Variation & Inclusion <ul style="list-style-type: none"> Phases 1 to 3 online submission Phases 4 and 5 subject to COVID-19 Status
		2.6	Simulator & Training Facility Inspections <ul style="list-style-type: none"> Submission of all required Documents online Request for extension or complete Base Inspection subject to COVID-19 Status
		2.7	Pre/Post-arrival Inspections (Operations) <ul style="list-style-type: none"> Application and paperwork review will be done online. NB: Post arrival or pre-arrival Inspection subject to COVID-19 Status
		2.8	Flight Operations Clearance Certificate (FOCC) <ul style="list-style-type: none"> Application and technical documents submission online and FOCC extended if no query. Physical inspection of aircraft will be done at a later date when COVID-19 status is green NB: No new FOCC will be processed.
		2.9	MEL (Post Certification Evaluation / Approval) <ul style="list-style-type: none"> Online submission and Processing in liaison with DAWS
		2.10	Post Holder Interviews (Post Certification) <ul style="list-style-type: none"> Apply online for interview of new post-holders (Operations) Interview candidate online or physical interviews subject to COVID-19 Status
		2.11	Amendment of Manuals <ul style="list-style-type: none"> Online submission and processing
		2.12	Mandatory Occurrence Reports <ul style="list-style-type: none"> Online submission and processing
		3	PERSONNEL LICENSING /MEDICALS

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TABLE B SHORT TERM (Q3 2020)

S/N	FUNCTIONAL AREA	ACTION NUMBER	ACTION REQUIRED REMARKS
			<p>Cabin Crew:</p> <ul style="list-style-type: none"> • Current medical certificate. • Recency/Recurrent/Refresher • Current Emergency Drills <p>Dispatcher/ Operations Officer:</p> <ul style="list-style-type: none"> • Recurrent training • Competency check <p>Aircraft Maintenance Engineers</p> <ul style="list-style-type: none"> • Evidence of Recency of experience • Evidence of attending a HSE course
		3.2	<p>Licensing Examinations</p> <ul style="list-style-type: none"> • Application for licence examination to be submitted online. • Applicants will be subjected to follow best practices as recommended by WHO, FMOH, ICAO, NCDC, etc during the conduct of knowledge, skill tests and oversight of trainings
4	AIR TRANSPORT REGULATIONS	4.1	<p>Licences/Permits (GRANT) ATL, AOP, PAAS, PNCF, ATOL</p> <ul style="list-style-type: none"> • Operators to submit applications and all required Documents in line with relevant Part 18 of the Nig.CARs, 2015 by email <p>NB. Application and Documents evaluation will be carried out online.</p>
		4.2	<p>Licences/Permits (RENEWAL) ATL, AOP, PAAS, PNCF, ATOL</p> <ul style="list-style-type: none"> • All Licences and Permits that have expired since January 2020 (but where renewal processing had commenced pre-Covid-19 lockdown) or those expiring in the next 4 weeks to be granted extensions to September, 2020. • Operators to submit applications and all required Documents in line with relevant Part 18 of the Nig.CARs, 2015 by email <p>NB. Application and Documents evaluation will be carried out online.</p>
		4.3	<p>Variation of Permit for Non-Commercial Flight (PNCF)</p> <ul style="list-style-type: none"> • Operators to submit applications for Variation and all required Documents in line with IS:18.2.4(A) and IS:18.2.4(B) of the Nig.CARs, 2015 by email <p>NB. Application and Documents evaluation will be carried out online.</p>
		4.4	<p>Flight Clearance</p> <ul style="list-style-type: none"> • Online processing with DAWS and applicant
5	CONSUMER PROTECTION	5.1	<p>UNUTILISED TICKETS</p> <ul style="list-style-type: none"> • SAME AS IMMEDIATE TERM PLAN Q2 2020
		5.2	<p>PROVISION OF CARE IN EVENT OF A DELAYED FLIGHT</p>

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TABLE B SHORT TERM (Q3 2020)

S/N	FUNCTIONAL AREA	ACTION NUMBER	ACTION REQUIRED REMARKS
			<ul style="list-style-type: none"> SAME AS IMMEDIATE TERM PLAN Q2 2020
		5.3	REIMBURSEMENT OF TICKET IN EVENT OF A DELAYED FLIGHT/CANCELATION <ul style="list-style-type: none"> SAME AS IMMEDIATE TERM PLAN Q2 2020
		5.4	ASSISTANCE TO PASSENGERS IN THE EVENT OF FLIGHT CANCELLATION (CARE, REIMBURSEMENT, RE ROUTING) <ul style="list-style-type: none"> SAME AS IMMEDIATE TERM PLAN Q2 2020
		5.5	FLIGHT/ROUTE COMMENCEMENT INFORMATION (FOR PASSENGER INFORMATION) <ul style="list-style-type: none"> SAME AS IMMEDIATE TERM PLAN Q2 2020
		5.6	LIAISING WITH AIRLINES' COMMERCIAL/ CUSTOMER AFFAIRS TEAMS <ul style="list-style-type: none"> Bi-monthly online meetings to Review status of consumer issues, findings and updates on outstanding complaints
		5.7	SAFE MEANS OF TICKET PURCHASE AND CHECK-IN <ul style="list-style-type: none"> SAME AS IMMEDIATE TERM PLAN Q2 2020
		5.8	STRICT COMPLIANCE WITH COVID-19/PANDEMIC PROTOCOLS <ul style="list-style-type: none"> SAME AS IMMEDIATE TERM PLAN Q2 2020
		5.9	PHYSICAL DISTANCING <ul style="list-style-type: none"> SAME AS IMMEDIATE TERM PLAN Q2 2020
		5.10	PASSENGERS Personal Protection <ul style="list-style-type: none"> SAME AS IMMEDIATE TERM PLAN Q2 2020
		5.11	IN-FLIGHT MEAL <ul style="list-style-type: none"> SAME AS IMMEDIATE TERM PLAN Q2 2020
6	SAFETY MANAGEMENT SYSTEM	6.1	Submission of SMS Gap Analysis NCAA Form SP-SMS 001 (See NCAA All Service Providers Letter ASPL-003)

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TABLE C- MEDIUM TERM (Q4 2020-Q4 2021)

S/N	FUNCTIONAL AREA	ACTION NUMBER	ACTION REQUIRED REMARKS
1	AIRWORTHINESS	1.1	Certification of Aircraft Post COVID-19 for return to service <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
		1.2	AOC(Airworthiness Aspects)-Initial <ul style="list-style-type: none"> Phases 1 to 3 online submission or normal operations Phases 4 and 5 subject to COVID-19 status
		1.3	AOC(Airworthiness aspects)-Renewal <ul style="list-style-type: none"> Phases 1 to 3 online submission or normal operation Phase 4 -Modular audit checklist-desktop review of outstanding audit findings <li style="color: red;">Request for extension or complete modular audit subject to COVID-19 status
		1.4	AOC(Airworthiness Aspects)-Variation <ul style="list-style-type: none"> Phases 1 to 3 online submission or normal operation Phases 4 and 5 subject to COVID-19 status
		1.5	AMO-Initial <ul style="list-style-type: none"> Phases 1 to 3 online submission or normal operation Phases 4 and 5 subject to COVID-19 status
		1.6	AMO-Renewal <ul style="list-style-type: none"> Phases 1 to 3 online submission or normal operation Phase 4-Modular audit checklist-desktop review of outstanding audit findings <li style="color: red;">Request for extension or complete modular audit subject to COVID-19 status
		1.7	AMO- Variation <ul style="list-style-type: none"> Phases 1 to 3 online submission or normal operation Phases 4 and 5 subject to COVID-19 status
		1.8	AMO-Initial (Foreign) <ul style="list-style-type: none"> Phases 1 to 3 online submission or normal operation Phases 4 and 5 subject to COVID-19status
		1.9	AMO-Renewal (Foreign) <ul style="list-style-type: none"> Phases 1 to 3 online submission or normal operation Phase 4-Modular audit checklist-desktop review of outstanding audit findings <li style="color: red;">Request for extension or complete modular audit subject to COVID-19 status
		1.10	AMO- Variation(Foreign) <ul style="list-style-type: none"> Phases 1 to 3 online submission or normal operation Phases 4 and 5 subject to COVID-19 status

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TABLE C- MEDIUM TERM (Q4 2020-Q4 2021)

S/N	FUNCTIONAL AREA	ACTION NUMBER	ACTION REQUIRED REMARKS
		1.11	CAMO Initial <ul style="list-style-type: none"> Phases 1 to 3 online submission or normal operation Phases 4 and 5 subject to COVID-19 status
		1.12	Aircraft Type Certificate Acceptance <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
		1.13	Certificate of Aircraft Registration Issue and Related Matters <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
		1.14	Noise Certificate Issue <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
		1.15	Certificate of Airworthiness renewal / Export C of A / Special Flight Permit <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
		1.16	Certificate of Airworthiness Issue SAME AS SHORT TERM PLAN
		1.17	Aircraft Modification / Repair Approval <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
		1.18	Pre-arrival Inspections <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
		1.19	Maintenance clearance Certificate (MCC) <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
		1.20	Flight Clearances <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
		1.21	Amendment of Manuals <ul style="list-style-type: none"> Online Processing or Normal Operations- subject to COVID-19 status
		1.22	MEL(Post Certification Evaluation / Approval) <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
		1.23	Post Holder Interviews(Post Certification) <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
		1.24	Mandatory Occurrence Reports <ul style="list-style-type: none"> Online Processing or Normal Operations- subject to COVID-19 status
2	FLIGHT OPERATIONS	2.1	Qualification of Crew for return to flying <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
		2.2	Flight Crew OPC Revalidation and Instructor/Check airman Authorisation Renewal <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
		2.3	AOC (Operations aspects)-Initial <ul style="list-style-type: none"> Phases 1 to 3 online submission or normal operation Phases 4 to 5 suspended subject to COVID-19 Status
		2.4	AOC (Operations aspects)-Renewal <ul style="list-style-type: none"> Phases 1 to 3 online submission or / normal operation Request for extension or complete Base

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TABLE C- MEDIUM TERM (Q4 2020-Q4 2021)

S/N	FUNCTIONAL AREA	ACTION NUMBER	ACTION REQUIRED REMARKS
			Inspection subject to COVID-19status
		2.5	AOC (Operations Aspects)-Variation & Inclusion <ul style="list-style-type: none"> Phases 1 to 3 online submission or normal operation Phases 4 and 5 subject to COVID-19 Status
		2.6	SIMULATOR & TRAINING FACILITY INSPECTIONS <ul style="list-style-type: none"> Submission of all required Documents by emails Request for extension or physical inspection subject to COVID-19 Status
		2.7	Pre/Post-arrival Inspections (Operations) <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
		2.8	Flight Operations Clearance Certificate (FOCC) <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
		2.9	MEL (Post Certification Evaluation / Approval) <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
		2.10	Post Holder Interviews (Post Certification) <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
		2.11	Amendment of Manuals <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
		2.12	Mandatory Occurrence Reports <ul style="list-style-type: none"> Online Processing or Normal Operations- subject to COVID19 status
3	PERSONNEL LICENSING /MEDICALS	3.1	Validity of Personnel licences <ul style="list-style-type: none"> All Operators to submit an Authority approved training plan for its licensed personnel (Flight Crew and Non flight crew) for purpose of restarting operations to the Director, Licensing as a result of the impact of the COVID -19 pandemic in view of the expected difficulties that might be experienced in securing simulator/training slots. All Operators applying to use Alternate Means of Compliance (AMC) to comply with the requirements of Nig.CARs 2.3.1.6; 8.4.1.10 and other exemptions are to submit applications that will comply with the provisions of the Nig.CARs1.4.3.2 to enable the Authority conduct risk assessment before approvals can be granted.
		3.2	Medical Certificates <ul style="list-style-type: none"> Resume normal operations.
		3.3	Licensing Examinations <ul style="list-style-type: none"> Resume normal operations.

NCAA POST COVID-19 AIRLINE INDUSTRY RESTART PLAN

TABLE C- MEDIUM TERM (Q4 2020-Q4 2021)

S/N	FUNCTIONAL AREA	ACTION NUMBER	ACTION REQUIRED REMARKS
4	AIR TRANSPORT REGULATIONS	4.1	<p>Licences/Permits (GRANT) ATL, AOP, PAAS, PNCF, ATOL</p> <ul style="list-style-type: none"> Operators to submit applications and all required Documents in line with relevant Part 18 of the Nig.CARs, 2015 by email <p>NB. Application and Documents evaluation will be carried out online.</p>
		4.2	<p>Licences/Permits (RENEWAL) ATL, AOP, PAAS, PNCF, ATOL</p> <ul style="list-style-type: none"> Operators to submit applications and all required Documents in line with relevant Part 18 of the Nig.CARs, 2015 by email Request for extension if delay of renewal is occasioned by third party response to the Authority <p>NB. Application and Documents evaluation will be carried out online.</p>
		4.3	<p>Variation of Permit for Non-Commercial Flight (PNCF)</p> <ul style="list-style-type: none"> Operators to submit applications for Variation and all required Documents in line with IS:18.2.4(A) and IS:18.2.4(B) of the Nig.CARs, 2015 by email <p>NB. Application and Documents evaluation will be carried out online.</p>
		4.4	<p>Flight Clearance</p> <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
5	CONSUMER PROTECTION	5.1	<p>UNUTILISED TICKETS</p> <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
		5.2	<p>PROVISION OF CARE IN EVENT OF A DELAYED FLIGHT</p> <ul style="list-style-type: none"> Airlines are expected to comply with NIG. CARs 2015 Part 19.6 and Part 19.9.1 <p>*(exemptions are only for ticket refund extensions which fall into Q3-2020)</p>
		5.3	<p>REIMBURSEMENT OF TICKET IN EVENT OF A DELAYED FLIGHT/CANCELATION</p> <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
		5.4	<p>ASSISTANCE TO PASSENGERS IN THE EVENT OF FLIGHT CANCELLATION (CARE, REIMBURSEMENT, RE ROUTING)</p> <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN

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TABLE C- MEDIUM TERM (Q4 2020-Q4 2021)

S/N	FUNCTIONAL AREA	ACTION NUMBER	ACTION REQUIRED REMARKS
		5.5	FLIGHT/ROUTE COMMENCEMENT INFORMATION (FOR PASSENGER INFORMATION) <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
		5.6	LIAISING WITH AIRLINES' COMMERCIAL/ CUSTOMER AFFAIRS TEAMS <ul style="list-style-type: none"> Monthly online meetings to review status of consumer issues, findings and updates on outstanding complaints
		5.7	SAFE MEANS OF TICKET PURCHASE AND CHECK-IN <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
		5.8	STRICT COMPLIANCE WITH COVID-19/PANDEMIC PROTOCOLS <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
		5.9	PHYSICAL DISTANCING <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
		5.10	PASSENGERS Personal Protection <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
		5.11	IN-FLIGHT MEAL <ul style="list-style-type: none"> SAME AS SHORT TERM PLAN
6	SAFETY MANAGEMENT SYSTEM (SMS)	6.2	<ul style="list-style-type: none"> Submission of SMS Implementation Plan based on NCAA All Service Providers Letter ASPL-002 requiring full compliance on or before the 31st of December, 2020.

NCAA POST COVID-19 AIRLINE INDUSTRY RESTART PLAN

TABLE D - LONG TERM (Q1- 2022)

S/N	FUNCTIONAL AREA	ACTION NUMBER	ACTION REQUIRED REMARKS
1	AIRWORTHINESS	1.1	<ul style="list-style-type: none"> NORMAL OPERATIONS / COMPLETE AUTOMATION OF NCAA SAFETY OVERSIGHT SERVICES
2	FLIGHT OPERATIONS	2.1	<ul style="list-style-type: none"> NORMAL OPERATIONS / COMPLETE AUTOMATION OF NCAA SAFETY OVERSIGHT SERVICES
3	PERSONNEL LICENSING / MEDICALS	3.1	<ul style="list-style-type: none"> NORMAL OPERATIONS / COMPLETE AUTOMATION OF NCAA SAFETY OVERSIGHT SERVICES
4	AIR TRANSPORT REGULATIONS	4.1	<ul style="list-style-type: none"> NORMAL OPERATIONS / COMPLETE AUTOMATION OF NCAA ECONOMIC OVERSIGHT SERVICES
5	CONSUMER PROTECTION	5.1	<ul style="list-style-type: none"> NORMAL OPERATIONS / COMPLETE AUTOMATION OF NCAA CONSUMER PROTECTION OVERSIGHT SERVICES
6	SAFETY MANAGEMENT SYSTEM	6.1	<ul style="list-style-type: none"> NORMAL OPERATIONS / COMPLETE AUTOMATION OF NCAA SAFETY OVERSIGHT SERVICES

*NOTES

1. Phases 1 to 5 of All Certification Processes mean:

Phase 1- Pre-Application phase

Phase 2- Formal Application phase

Phase 3- Document evaluation Phase

Phase 4- Demonstration Phase

Phase 5- Certification Phase

2. Online Submission means application/documents (PDF format) will be submitted by email to NCAA official email: info@ncaa.gov.ng or any other email as applicable.

3. Normal Operations means application/documents (PDF format) may be submitted in either soft copies through the NCAA official email: info@ncaa.gov.ng or any other email as applicable or hard copies submitted at NCAA designated offices.

4. All manuals in PDF format must not be password protected to enable comments/highlighting by NCAA during review.

5. Payment of fees and charges for services will still apply based on the guidelines already provided

References:

- COVID-19 AOLs issued by NCAA and IATA Airline Restart Guides.
- Advisory Circular NCAA-AC-AMS- 001- Appendix B and NCAA-AC-AMS-002/003
- Advisory Circular NCAA-AC-AVSEC-001-Appendix C
- WHO Operational Considerations for managing COVID-19 cases or outbreak in Aviation

10. ADVISORY CIRCULAR APPROVAL

Advisory Circular preparation	
The above guidelines have been developed based on best industry practice , WHO, IATA and ICAO guidance materials, the DG's directives and Nig.CAR Parts to provide guidance to the referenced service providers to safely restart the aviation industry post COVID-19 . It is hereby recommended for approval by the Director General.	
Prepared by	
Title	Secretary , FSG COVID-19 Industry Restart Committee and Members from FSG Directorates /DATR/AVSEC/DCP
Name :	Engr. Yusuf Eytayo
Signature	
Date	
Advisory Circular recommendation for approval	
The above guidelines have been reviewed , found satisfactory hereby recommended for the DG's approvals	
Recommended for approval by	
Title	Chairman, FSG COVID-19 Industry Restart Committee
Name :	Engr. Godwin Balang
Signature	
Date	
Director General's approval	
These guidelines have been approved by the undersigned for use by the referenced service providers	
Name :	Capt. Musa Nuhu
Signature	
Date	

APPENDICES

APPENDICES	Title	How to get it
APPENDIX A	Post COVID-19 airline restart protocol- Assessment Checklist & Report	If these attachments are not received by email along with this Advisory Circular then please go to NCAA website www.ncaa.gov.ng under documents or publications to download or request for it through email to info@ncaa.gov.ng
APPENDIX B	Advisory Circular No. NCAA-AC-AMS-001 :COVID-19 Public Health Corridor Concept	
APPENDIX C	Advisory Circular No. NCAA-AC-AVSEC-001- Guidelines for NCAA Authorisation for Resumption of Operations for Airports, Airlines, Cargo Operators and Aviation Security (AVSEC) Service Providers:	

ACRONYMS

AOC	-	Air Operator Certificate
AMEL	-	Aircraft Maintenance Engineer Licence
AMO	-	Approved Maintenance Organisation
ANSP	-	Air Navigational Service Provider
AOL	-	All Operators Letter
AOP	-	Airline Operating Permit
ATL	-	Air Transport Licence
ATOL	-	Air Travel Organisers Licence
CAMO	-	Continued Airworthiness Management Organisation
COVID-19	-	Coronavirus Disease
DGR	-	Dangerous Goods Regulations
FAAN	-	Federal Airports Authority of Nigeria
FMoH	-	Federal Ministry of Health
FSG	-	Flight Standards Group
HSE	-	Health Safety Environment
IATA	-	International Air Transport Association
ICAO	-	International Civil Aviation Organisation
LPC	-	Licence Proficiency Check
MEL	-	Minimum Equipment List
NCDC	-	Nigeria Centre for Disease Control
Nig. CARs	-	Nigeria Civil Aviation Regulations
OPC	-	Operator Proficiency Check
PAAS	-	Permit for Aerial Aviation Services
PNCF	-	Permit for Non-Commercial Flight
RPAS	-	Remotely Piloted Aircraft Systems
SMS	-	Safety Management System
SOPs	-	Standard Operating Procedures
SSP	-	State Safety Programme
WHO	-	World Health Organisation