

	SAAA CONTROLLED DOCUMENT	
	Reference / Name	MSP 1.0-003 Member Support Program (MSP).docm
	Revision No	3
	Revision Date	15 - 12 - 2021
	Owner	MS

Information Paper

Topic: SAAA Member Support Program (MSP)

This Information Paper describes the essential elements of the Member Support Program (MSP). It covers the content, obligations and means of compliance of participation for each element and how the MSP offers Members the opportunity to participate in the SAAA-QBE insurance offer. This document should be read in conjunction with charts contained within SAAA Controlled Document reference MSP 1.1-001 Member Support Program (MSP) Elements.

1. OVERVIEW

Sport aircraft owners who build and operate their own experimental category aircraft are acutely aware of the importance of constructing aircraft and developing piloting skills to the highest practical standards.

Statistics clearly demonstrate elevated exposure to accidents for low time airframes, and for pilots with low time on type. SAAA provides a framework for mitigating these exposures through programs and systems designed to improve safety outcomes.

The Member Support Program (MSP) stands alongside other SAAA programs and systems such as the Technical Counsellor (TC) and Flight Safety Advisors (FSA) programs, the Risk Radar (RRAv), the Occurrence Management System (OMS) and a number of educational products such as the Maintenance Procedures Course (MPC) and Weight & Balance Course.

The MSP provides support to Members in a convenient, progressive structure that covers construction, test flying, routine flying operations and maintenance.

The five elements in which an owner and / or pilot of an Experimental Category aircraft can participate are:

- 1. Build Assist Program (BAP)**
- guidance, knowledge and skills to build a safe airworthy aircraft
- 2. Flight Test Assist Program (FTAP)**
- guidance and knowledge to plan and then implement a flight test program to verify and establish an aircraft's flight envelope and performance data



3. Maintenance Assist Program (MAP)

- guidance, knowledges and skills to assure ongoing airworthiness of an aircraft

4. Pilot Type Transition Training Program (PTTTP) **** NEW ****

– guidance from experienced pilots to develop the required skills and knowledge to safely pilot a different aircraft type

5. Pilot Proficiency Program (PPP)

– guidance from experienced pilots to maintain type and general currency to stay sharp

The MSP offers experience based support that improves safety outcomes through enhanced knowledge, competency and decision making. Participation is voluntary, and Members can elect to participate wherever they may be in the life cycle of a project or if they are flying an aircraft that they did not build or do not own.

Participation in any element of the MSP is founded on a declaration by a Member to commit at minimum a set of defined activities around:

- Seeking guidance from experienced advisers
- Actively pursuing development of their knowledge and skills, and
- Taking full advantage of learning and instructional services offered by SAAA

In so doing, this creates the right conditions to improve safety outcomes. This is the overarching goal of the MSP. Accordingly, SAAA commends participation by all Members, irrespective of whether they may wish to procure an insurance policy through the SAAA-QBE offer that is designed to reward enhanced commitment to safety.

The credibility and benefits of the Member Support Program is recognised by QBE Aviation, and allows them to offer discounted insurance premium discounts to MSP participants. The QBE offer includes special provisions to cover flight test pilots and other benefits at no extra cost. The offer can be taken up entirely at a Member's discretion – it's a personal choice.

To take advantage of the QBE offer, a Member must be a current participant in the relevant element(s) of the MSP. Any prior MSP participation certificates obtained may be to a Member's advantage.

Participation in the MSP confers "participation credits", nominally 2 points per element or, in some cases, 1 depending on the extent / quality of participation. The maximum number of "participation credits" available is 10. The number of "participation credits" conferred as a function of where a project is in the "plan - build - test fly - routine operations cycle" may influence QBE's view of risk presented to them as an underwriter, and accordingly influence the extent of premium discount that they may offer to MSP participants.

To participate, a Member essentially declares that they will commit to the relevant Charter in respect of any or all of the MSP elements in which they choose to participate.

Participation in the MSP is free and available only to Members and is initiated by way of completing an online application for a selected element through the SAAA website. Annual renewal of any element of the MSP is required if that element is still active or ongoing



participation by a Member is desired – renewal will be required to support ongoing validity of insurance offered under the SAAA-QBE insurance offer.

Members should be aware that if they have elected to participate in the SAAA-QBE offer but do not comply with their commitment to a MSP Charter(s), the terms and conditions of their policy may be affected. Further, QBE reserves the right to request evidence of participation from either a participating Member or SAAA.

Whilst SAAA provides the framework and support, the onus is entirely on participating Members to follow through and complete the necessary actions. Further, no part of the program substitutes a Member's obligations to maintain records in accordance with the aviation regulations.

2. BUILD ASSIST PROGRAM (BAP)

2.1. CHARTER – MEMBER COMMITMENT TO BAP

The Member, as the builder agrees to:

1. Engage and work with a Technical Counsellor (TC) to guide and support them through the building or major modification / refurbishment of their project
2. Define a nominal schedule of at least three staged inspections with their TC, which includes a final inspection immediately prior to presenting the project to an Authorised Person for issuance of a CoA
3. Use the Risk Radar tool from time to time through the duration of their project to assist with planning, and assessment of flight safety systems, status of documentation and build integrity
4. Use the outputs of the Risk Radar tool in respect of Planning (comparison of aircraft performance and pilot capability at time of commencing the project) as a guide, develop a plan to maintain pilot skill currency and receive pilot type transition training ideally as a parallel activity to their build
5. Actively seek guidance from their TCs, other TCs, and other suitably qualified persons and experienced builders from time to time to maximize the quality and integrity of their build work
6. Actively research from information available in the public domain and from SAAA materials, technical data, performance data, construction techniques, lessons learned and the like so as to maximize their personal knowledge about the construction and flight performance and characteristics related to their project
7. With due consideration of the builder's experience in aircraft construction, take full advantage of opportunities as they arise to participate in SAAA sponsored and other provider education to develop and enhance building techniques and skills
8. Consult with and apprise their TC of any substantial deviations from the published design for their project and if consensus suggests, seek independent engineering assessment of the proposed changes in design
9. Conduct their build in a well-equipped, clean and safe work place
10. Above all else, acknowledge that care and diligence during the build of their project will afford them and other pilots of their aircraft, any future passengers in their aircraft, and the general public the highest chance of minimizing exposure to risk



2.2. ELIGIBILITY

A Member is automatically eligible to enter the BAP if they apply prior starting construction of their project, and they are automatically eligible to take advantage of the SAAA-QBE insurance offer should they wish to do so.

If a Member wishes to join the BAP after construction has commenced, they are welcome to enter the BAP at any time, as participation will be greatly to their advantage. However, should they wish to take advantage of the SAAA-QBE insurance offer they will need to initiate an assessment of their part completed project by their TC who will, if they deem it appropriate to do so, issue a TC Certificate to the builder. The builder may then upload this certificate through the online application facility for submission directly to QBE.

2.3. OUTCOME

The issuance of a CoA signifies completion of the build phase and, as such, constitutes successful completion of the Builder's participation of the BAP and establishment if relevant of the Member's QBE MSP "participation credits" in relation to the particular project.

3. FLIGHT TEST ASSISTANCE PROGRAM (FTAP)

3.1. CHARTER – MEMBER COMMITMENT TO FTAP

As the time for Phase-1 test flying approaches, the Member, as the aircraft owner agrees to:

1. Engage and work with a SAAA Flight Safety Advisor (FSA), SAAA Approved Test Pilot (ATP) or other experienced pilot with significant type time, or instructor qualified on similar / type class to guide and support them through their:
 - a. Preparation for flight testing - analysis of potential hazards, preparation for an action plan to cover all eventualities that might be reasonably expected to be encountered, and selection of pilot who will conduct early flights
 - b. Test flying – verification of the aircraft's complete normal flight envelope and establishment of basic performance parameters
2. Use the Risk Radar tool with support from their flight operations advisor (FSA or other) to:
 - a. Assess the adequacy and completeness of the test flying program, and assess the piloting capability of the person(s) conducting the initial test flights and other Phase-1 and beyond flying operations
 - b. Aid selection of the pilot who will conduct the initial test flights – unless the Member / owner is not suitably experienced to conduct flight test operations, SAAA's guidance is that the Member should secure an SAAA Approved Test Pilot (ATP) or other suitably experienced person to fly the initial test flights on their behalf
 - c. Assess the competency of the Member / owner (if not the pilot for the initial test flights) to, subsequent to completion of a flight Transition Training Program (PTTTP), operate their aircraft as pilot in command for the balance of Phase-1 and beyond flight operations
3. Actively seek guidance from their FSA and/or other suitably qualified pilots around all aspects of flight operations in their aircraft



4. Actively research from information available in the public domain and from SAAA materials, technical data, performance data, and flight operations manuals and similar to maximize their personal knowledge around normal and emergency flight operating procedures and flight handling techniques pertinent to their aircraft.
5. With due consideration of the Member / owner pilot experience, take full advantage of opportunities as they arise to participate in SAAA sponsored and other provider education and instruction to enhance their own piloting skills as relevant to their aircraft
6. Complete the SAAA flight test card set and translate this information into the aircraft's Pilot Operating Handbook and/or Flight Manual
7. Above all else, acknowledge that care and diligence during the planning and conduct of flight test operations will afford them and other pilots of their aircraft and the general public the highest chance of minimizing exposure to risk

3.2. ELIGIBILITY

A Member is automatically eligible to enter the FTAP if they apply prior commencing their flight test program planning for their project, and they are automatically eligible to take advantage of the SAAA-QBE insurance offer should they wish to do so.

If a Member wishes to join the FTAP after construction has commenced, they are welcome to enter the FTAP at any time, as participation will be greatly to their advantage. However, should they wish to take advantage of the SAAA-QBE insurance offer they will need to initiate an assessment of their part completed project by their FSA or SAAA's Mgr. Flight Operations (MFO) who will, if they deem it appropriate to do so, issue a FSA/MFO Certificate to the builder. The builder may then upload this certificate through the online application facility for submission directly to QBE.

3.3. OUTCOME

The completion of Phase-1 operations with coincident entry of the appropriate statement into the aircraft's logbook and entry of relevant data developed through the flight testing into the aircraft's Pilot Operating Handbook and/or Flight Manual constitutes successful completion of the Member / owner's participation of the FTAP and establishment if relevant of the Member's QBE MSP "participation credits" in relation to the particular project.

4. MAINTENANCE ASSISTANCE PROGRAM (MAP)

4.1. CHARTER – MEMBER COMMITMENT TO MAP

The Member, as the aircraft owner agrees to:

1. Periodically seek advice, support and peer review from a Technical Counsellor (TC), LAME or suitably experienced person around routine / annual maintenance activities and record keeping for their aircraft
2. Establish a system of their own design or as developed by others to track and schedule periodic inspections, identifying and scheduling actions on timed life components, managing the legally required documentation and keeping track of manufacturers' recommendations.



3. Use the Risk Radar tool on the occasion of annual maintenance to generate a high-level check of completeness and airworthiness assessment
4. Actively research from information available in the public domain and from SAAA materials, technical data, performance data, maintenance techniques, lessons learned and the like so as to maximize their personal knowledge about the maintenance and preventative maintenance activities pertinent to their aircraft
5. With due consideration of the builder's experience in aircraft construction, take full advantage of opportunities as they arise to participate in SAAA sponsored and other provider education to develop and enhance maintenance knowledge, techniques and skills
6. Consult with and apprise a TC, LAME or other suitably qualified person of any substantial maintenance issues and if consensus suggests, seek independent engineering assessment and remedy of any substantial issues
7. Conduct their maintenance in a well-equipped, clean and safe work place
8. Hold an MPC Certificate that is obtained through successfully completing an initial or refresher MPC at intervals of not more than 3 years; Members who have a professional qualification(s) (such as a LAME or equivalent / higher qualification) that covers maintenance procedures (documentation, records, data etc) are exempt from this requirement provided they are current in the practice of this qualification(s)
9. Above all else, acknowledge that care and diligence during the maintenance of their aircraft will afford them and other pilots of their aircraft, any passengers in their aircraft, and the general public the highest chance of minimizing exposure to risk

4.2. ELIGIBILITY

A Member is automatically eligible to enter the MAP at any time provided that they either possess a current MPC or, if not, have booked and undertaken to attend a MPC at the earliest opportunity, or have elected to outsource all maintenance that an owner may not otherwise at law do to a LAME or other authorised person.

Provided the above conditions are met, the Member is eligible to take advantage of the SAAA-QBE insurance offer.

4.3. OUTCOME

Participation in the MAP, maintenance of a MPC current to within 3 years and periodic renewal of the MAP participation constitutes the Member's participation in MAP and establishment if relevant of the Member's QBE MSP "participation credits" in relation to the particular aircraft.



5. PILOT TYPE TRANSITION TRAINING PROGRAM (PTTTP)

5.1. CHARTER – MEMBER COMMITMENT TO PTTTP

The Member, as a pilot or as an owner pilot agrees to:

1. Engage and work with a Flight Safety Advisor (FSA) or other experienced pilot with significant type time, or instructor qualified on similar / same type or class to guide and support them through their Flight Type Transition Training Program (PTTTP) for their or any other aircraft they intend to operate
2. If not already defined, refer also relevant section of BAP Charter, use the outputs of the Risk Radar tool in respect of Planning (comparison of aircraft performance and pilot capability at time of commencing a project or preparing to fly a different aircraft type) as a guide to develop a pilot type transition training program for their or any other aircraft they intend to operate
3. Undertake flight training with approved flight instructors supported with a safety pilot and / or flight mentoring pilot in accordance with the above defined pilot type transition training plan
4. Use the Risk Radar tool from time through the duration of their pilot type transition training program to monitor and track improvement in assessed pilot capability on their or any other aircraft they intend to operate
5. Actively seek guidance from their Flight Safety Advisor (FSA) or other experienced pilot w/significant type time, or instructor qualified on similar / type or class from time to time to maintain and develop knowledge and understanding around all aspects of flight operations in their or any other aircraft they intend to operate
6. Actively research from information available in the public domain and from SAAA materials, technical data, performance data, and flight operations manuals and similar to maximize their personal knowledge around normal and emergency flight operating procedures and flight handling techniques pertinent to their or any other aircraft they intend to operate
7. With due consideration of the Member / owner pilot experience, take full advantage of opportunities as they arise to participate in SAAA sponsored and other provider education and instruction to enhance their own piloting skills as relevant to their or any other aircraft they intend to operate
8. Consult with their Flight Safety Advisor (FSA) or other experienced pilot w/significant type time, or instructor qualified on similar / type or class in the event of any incidents or aspects of flight operations that may cause them concern and if consensus suggests, seek incremental / recurrent flight training or support as mutually agreed
9. Maintain an awareness of human factors at all times and do not fly if concerned that they may not be fit to conduct flight operations as pilot in command of their or any other aircraft
10. Above all else, acknowledge that care and diligence in ensuring adequate type training on different aircraft they intend to fly will afford them, any of their passengers, and the general public the highest chance of minimizing exposure to risk

5.2. ELIGIBILITY

A Member is automatically eligible to enter the PTTTP at any time, and as a consequence take advantage of the SAAA-QBE insurance offer.



5.3. OUTCOME

The completion of pilot type transition training program is signified by entries in the Member or pilot's logbook of flights that accord with the defined pilot type transition training program, and a note by the Member or pilot or approved instructor in their pilot logbook that they consider the pilot type transition training program to be complete.

The making of the above entries in the Member's pilot logbook constitutes successful completion of the Member's participation in the PTTTP and establishment if relevant of the Member's QBE MSP "participation credits" in relation to the particular aircraft.

6. PILOT PROFICIENCY PROGRAMME (PPP)

6.1. CHARTER – MEMBER COMMITMENT TO PPP

The Member, as a pilot or as an owner pilot agrees to:

1. Engage and work with a Flight Safety Advisor (FSA) or other experienced pilot with significant type time, or instructor qualified on similar / same type or class to guide and support them through maintaining piloting currency and undertaking periodic re-current training on their or any other aircraft they intend to operate
2. Use the Risk Radar tool from time to time and at minimum prior to preparing for Flight Reviews in order to monitor and track their assessed pilot capability on their or any other aircraft they intend to operate
3. Actively seek guidance from their Flight Safety Advisor (FSA) or other experienced pilot w/significant type time, or instructor qualified on similar / type or class from time to time to maintain and develop knowledge and understanding around all aspects of flight operations in their or any other aircraft they intend to operate
4. Actively research from information available in the public domain and from SAAA materials, technical data, performance data, and flight operations manuals and similar to maximize their personal knowledge around normal and emergency flight operating procedures and flight handling techniques pertinent to their or any other aircraft they intend to operate
5. With due consideration of the Member / owner pilot experience, take full advantage of opportunities as they arise to participate in SAAA sponsored and other provider education and instruction to enhance their own piloting skills as relevant to their or any other aircraft they intend to operate
6. Consult with their Flight Safety Advisor (FSA) or other experienced pilot w/significant type time, or instructor qualified on similar / type or class in the event of any incidents or aspects of flight operations that may cause them concern and if consensus suggests, seek incremental / recurrent flight training or support as mutually agreed
7. Maintain an awareness of human factors at all times and do not fly if concerned that they may not be fit to conduct flight operations as pilot in command of their or any other aircraft
8. Above all else, acknowledge that care and diligence in ensuring adequate type training on different aircraft they intend to fly will afford them, any of their passengers, and the general public the highest chance of minimizing exposure to risk



6.2. ELIGIBILITY

A Member is automatically eligible to enter the PPP at any time, and as a consequence take advantage of the SAAA-QBE insurance offer.

6.3. OUTCOME

Ongoing participation in the PPP is signified by entries in the Member or pilot's logbook of flights that indicate occasions of flights where support or instruction has been delivered to the Member or pilot by an FSA or other experienced pilot with significant type time, or instructor qualified on similar / same type or class.

The making of the above entries in the Member's pilot logbook constitutes the establishment if relevant of the Member's QBE MSP "participation credits" in relation to the particular aircraft.