



Administration Manual

This manual forms part of the NZPIA's Aviation Recreation Organisation exposition (RO59862). In case of conflicting information between this manual and other NZPIA publications, this manual will take precedence.

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RECORD OF REVISIONS

Revision No.	Effective Date	Revision No.	Effective Date
Initial Issue	July 2012	6	01 October 2022
1	January 2014	7	01 December 2022
2	July 2015	8	18 May 2023
3	21 July 2017	9	18 July 2024
4	31 January 2018	10	10 June 2025
5	27 July 2022		

REVISION HIGHLIGHTS

- Revision 5 Manual reissued for 149 certification
- Revision 6 Change of Safety Director
- Revision 7 Change of CEO
- Revision 8 Addition of Delegation Holder
- Revision 9 Change of Quality Assurance Manager; minor wording corrections
- Revision 10 Manual reissued in its entirety to update Company Statement and align with CA Act 2023

REVISION PROCESS

- (1) All revisions to this manual must be authorised by the NZPIA CEO.
- (2) Each page of this manual includes the page number and date of issue. A ruled vertical line in the left-hand margin indicates recent significant changes.
- (3) Distribution of revisions to this manual will be in PDF; a new PDF of the whole manual will be distributed for each revision, therefore no individual page updates are required by holders.
- (4) All manual holders are responsible for ensuring that they have read and understood all revisions.

1 THE EXPOSITION

1.1 COMPANY STATEMENT

The New Zealand Parachute Industry Association Ltd., herein referred to as the NZPIA, is a certified Civil Aviation Rule (CAR) Part 149 Aviation Recreation Organisation and a recognised authority for administering parachuting and related activities in New Zealand.

Under delegation from the Director of Civil Aviation, the NZPIA issues certificates and ratings for parachutists, instructors, tandem masters, drop pilots, and parachute technicians. The NZPIA also approves and conducts parachute-related training and examinations, assesses competency, develops technical and operational standards, approves safety equipment, designates parachute landing areas, and issues safety notices and directives. Through these functions, the NZPIA supports a framework for safe, professional, and compliant skydiving operations across the country.

As an industry association, the NZPIA also represents the interests of affiliated individuals and organisations engaged in parachuting. It is committed to delivering high-quality, cost-effective services and professional standards that meet or exceed regulatory requirements. Our exposition defines our structure, responsibilities, and quality assurance systems, ensuring ongoing compliance with civil aviation rules and a continual commitment to safety improvement.

Vision for the Future

While the NZPIA's compliance role remains essential, the organisation is actively transitioning into a proactive, service-oriented leader in the aviation recreation sector. This evolution is not merely operational but strategic — one that positions the NZPIA at the centre of a thriving, unified, and forward-looking skydiving community.

Our vision is to go beyond statutory functions and build enduring, productive relationships with members, affiliated operators, regulators, and other stakeholders. We aim to foster a collaborative environment that supports innovation, transparency, safety, and growth.

Key priorities include:

- **Engagement and Advocacy:** Strengthening constructive relationships with the Civil Aviation Authority, the New Zealand Aviation Federation, and other national and international bodies to influence policy and regulatory reform that supports safety and operational flexibility.
- **Community Unity:** Promoting inclusion, open dialogue, and shared goals among professional and recreational participants alike.
- **Modernisation and Representation:** Advocating for greater recognition of New Zealand skydiving on the world stage, and leading conversations around standards, exemptions, and operational improvements with regulators and policy-makers.
- **Proactive Leadership:** Ensuring subject matter expertise (SME) involvement in key regulatory processes, advocating for practical rule interpretation, and helping shape an industry environment conducive to growth and safety.

Commitment to Safety and Compliance

At its core, the NZPIA's mission remains the safe enjoyment of parachuting for all participants. Our internal quality assurance system upholds the highest safety standards, maintains compliance with civil aviation rules, and promotes continuous improvement across all areas of operation.

All NZPIA personnel and elected officers are responsible for understanding and complying with the NZPIA exposition and relevant civil aviation rules. Training, competency, and transparency are central to our operational philosophy. Appointed personnel are given open access to the Chief Executive to ensure safety concerns and opportunities for improvement are raised, addressed, and integrated into organisational practices.

Conclusion

The NZPIA is committed to the responsible advancement of parachuting in New Zealand. We do this by balancing our regulatory obligations with bold leadership, deep engagement, and an unwavering focus on safety and progress. The risk to our sector lies not in responsible advocacy or ambition — it lies in stagnation. The NZPIA will continue to lead with vision, grounded in integrity, and focused on a better future for our members, our partners, and the sport itself.

Authorised by



David du Plessis, Chief Executive Officer

1.2 EXPOSITION LAYOUT

The NZPIA's exposition is divided into three manuals:

(1) Administration Manual

- (a) Details the NZPIA's procedures required under CAR 149, including the organisation's structure and internal quality assurance system.
- (b) Describes the NZPIA's procedures for the audit, monitoring and control of company activities.
- (c) Amendments to the Administration Manual are the responsibility of the quality assurance manager.

(2) Documents Manual

- (a) Details the certificates, endorsements and ratings issued by NZPIA, including procedures for assessing, maintaining and reviewing document holder competency.
- (b) Amendments to the Documents Manual are the responsibility of the CEO.

(3) Standards and Procedures Manual

- (a) Contains standards, procedures, recommendations, and guidelines that contribute to safe participation, supervision and instruction in various parachuting and related activities.

1.3 PAGE LAYOUT

Each page of each manual in the suite contains the following:

- (1) Company name in the header;
- (2) Revision date of that page in the top right-hand corner;
- (3) Page number in the bottom right-hand corner.

1.4 DISTRIBUTION LIST

Controlled copies of this exposition are distributed according to the table below.

Manual	Distribution
Administration	E-mailed in PDF to CAA and NZPIA senior persons, and available on the NZPIA website to all registered participants.
Documents	E-mailed in PDF to CAA and NZPIA senior persons. Distributed via the NZPIA website to all registered participants. Participants are notified by e-mail when revisions have been uploaded.
Standards and Procedures	E-mailed in PDF to CAA and NZPIA senior persons. Distributed via the NZPIA website to all registered participants. Participants are notified by e-mail when revisions have been uploaded.

1.5 CHANGES TO EXPOSITION

1.5.1 General ^{FB}

- (1) This exposition will be amended as required to ensure it remains a current description of the NZPIA and its activities.
- (2) This exposition will also be amended, if necessary, with any changes the Director considers necessary in the interests of aviation safety.
- (3) All amendments made to the exposition will meet all applicable CAR requirements and comply with the amendment procedures contained in the applicable NZPIA manual.
- (4) A copy of each amendment will be sent to the CAA upon insertion into the applicable manual.

1.5.2 Prior Notification

- (1) Where it is proposed to make a change to any of the following, prior notification and acceptance by the Director of Civil Aviation is required: ^{FB}
 - (a) The holder or holders of any delegation made by the Director;
 - (b) The activities authorised by the certificate;
 - (c) Changes to the CEO or any senior person;
 - (d) The principal locations at which the activities of the NZPIA are carried out;
 - (e) The procedures for personnel assessment and certification;
 - (f) Change to the organisation's contact details.
- (2) This notification and acceptance must be made in accordance with CAA procedures in effect at the time.
- (3) The NZPIA will comply with any conditions prescribed by the Director regarding operations during, or following, any of the changes specified above.
- (4) Where changes require an amendment to the NZPIA's Aviation Recreation Organisation certificate, the certificate will be forwarded to the Director as soon as possible.

1.6 DOCUMENT CONTROL

- (1) The NZPIA endeavours to have all documentation and data held electronically where possible. ^{FB}
- (2) Where possible, all legislation and technical reference material required to support the NZPIA's activities is sourced from the information-owner's website on an as-needed basis, to ensure the most up-to-date material is used on each occasion and to prevent accidental reference to obsolete information.
- (3) NZPIA generated controlled documents are marked with a revision number or date. Superseded documents are promptly removed from all points of issue.
- (4) Master copies of all NZPIA controlled documents are kept in the NZPIA registered office.
- (5) Distribution of revised documents is in electronic format, either via the NZPIA website or cloud-based file sharing. Superseded documents are replaced in their entirety by newer revisions.
- (6) Unless otherwise directed in this manual, individual personnel are responsible for maintaining documents held by them.

^{FB} CAR 149.65(a)(9), 149.103

^{FB} CAR 149.103(d), 149.101

^{FB} CAR 149.65(a)(9), 149.55, 149.57

1.7 RECORDS

- (1) The NZPIA uses, where possible, its own website and other cloud-based electronic storage for its records.
FR
- (2) Records of all certificates and ratings issued under the NZPIA's 149 certificate are kept in electronic format in the NZPIA Office.
- (3) Records of personnel authorisations, along with details of the holders' experience, qualifications, training, and competency assessments relevant to the authorisations, are filed electronically in the authorised persons register.
- (4) Copies of all examinations and training courses are on file in the NZPIA office; individuals' exam results are stored online within the NZPIA website.
- (5) Internal quality assurance actions are filed electronically in the quality improvement forms register.
- (6) Records required by CAR 149.57 are legible and will be kept for a minimum of three years from the date of the last entry in the record.

2 ADMINISTRATION MANUAL – OVERVIEW

2.1 MANUAL OBJECTIVES

The objectives of this manual are to:

- (1) Summarise the NZPIA's activities;
- (2) Document the NZPIA's procedures required under CAR 149;
- (3) Describe the company's management structure and responsibilities of key personnel;
- (4) Define the NZPIA's safety and quality management systems.

2.2 SCOPE

This manual contains the NZPIA's procedures for the following activities, as listed in the Approvals Specification issued by CAA:

(1) Participant Certification

- (a) The issue of parachutist certificates, instructional ratings and tandem master ratings, under delegation from the Director of Civil Aviation.
- (b) The issue of commercial parachute certificates for use under CAR 115.
- (c) The issue of parachute drop pilot ratings.
- (d) The issue of parachute technician certificates.
- (e) Defining the prerequisites, privileges, responsibilities and limitations for the above certificates and ratings.
- (f) Development and approval of training material and examinations for the above certificates and ratings.
- (g) Assessing and maintaining participants' competence.
- (h) Administration of high altitude training courses.

(2) Technical Standards

- (a) Development and approval of technical standards for equipment, including helmets and protective headwear.
- (b) Issue of safety directives.
- (c) Approval of the format of parachute records.

(3) Operational Procedures

- (a) Designation of parachute landing areas (PLAs).
- (b) Designation of parachute descent areas (PDAs).

3 ORGANISATION STRUCTURE

3.1 LOCATION AND FACILITIES

3.1.1 Principal Location ^{FB}

Company Name: New Zealand Parachute Industry Association Limited
 Trading Name: NZPIA
 Location: Taupo, New Zealand
 Contact Details: E-mail CEO@nzpia.co.nz
 Web www.nzpia.co.nz

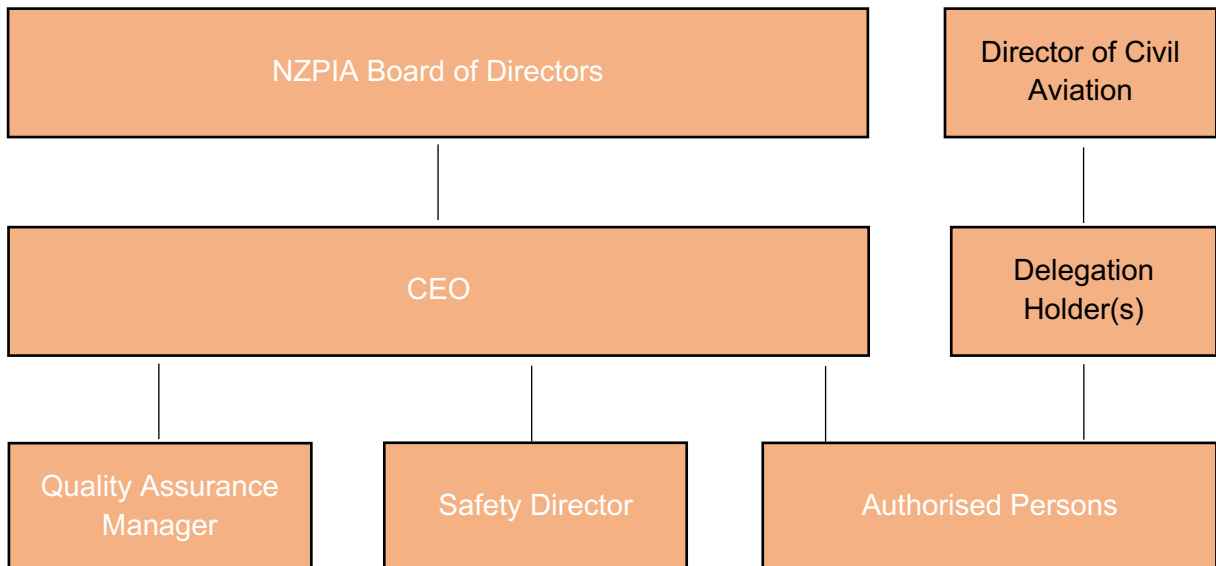
3.1.2 Facilities

The facilities consist of office space with the following features: ^{FB}

- (1) Computer with internet connection, cloud-based document storage, and external back-up drive;
- (2) Printer/scanner/copier;
- (3) Telephone;
- (4) Cloud-based e-mail.

3.2 ORGANISATIONAL CHART

The lines of authority within the company are as follows: ^{FB}



^{FB} CAR 149.65(a)(6)
^{FB} CAR 149.53
^{FB} CAR 149.65(a)(4)

4 PERSONNEL REQUIREMENTS

4.1 PERSONNEL

The appointments outlined below provide sufficient governance and personnel to enable NZPIA to carry out its activities. ^{FB}

4.1.1 Senior Personnel ^{FB}

- | | |
|-------------------------------|-----------------------------------|
| (1) Chief Executive Officer | David du Plessis |
| (2) Delegation Holders | David du Plessis
Jennifer Lowe |
| (3) Quality Assurance Manager | Jennifer Lowe |

4.1.2 Other Key Personnel

- | | |
|------------------------------|--|
| (1) Safety Director | David du Plessis |
| (2) NZPIA Board of Directors | As listed on the NZPIA website |
| (3) Authorised Persons | |

Individuals with relevant skills and experience authorised by the NZPIA to carry out training, instruction, and/or competency assessment, as well as provide the CEO and safety director with technical knowledge and assistance as required.

A list of current authorised persons is kept at the offices of the NZPIA.

4.2 PERSONNEL ASSESSMENT AND SELECTION

- (1) Prospective personnel will be interviewed by the Chief Executive, and one or more of the following if appropriate:
 - (a) Quality assurance manager;
 - (b) Safety director;
 - (c) Board member/s.
- (2) Applicants will be assessed for: ^{FB}
 - (a) Suitability of experience and qualifications for the position;
 - (b) Validity of those details by checking with referees;
 - (c) Personal attributes and character consistent with the company's core values.
- (3) Where appropriate, a probationary period may be applied, after which the candidate's performance will be reviewed and a formal appointment confirmed or not.
- (4) The CEO will formally appoint each person holding an office within the NZPIA in writing. ^{FB}
- (5) Appointments will be reviewed periodically, and withdrawn where appropriate.

^{FB} CAR 149.51(a)(4)

^{FB} CAR 149.65(a)(2)

^{FB} CAR 149.51(b)(1)

^{FB} CAR 149.51(b)(3)

5 DUTIES AND RESPONSIBILITIES OF OFFICE HOLDERS AND MANAGEMENT

5.1 ALL OFFICE HOLDERS ^{FB}

- (1) All office holders must:
 - (a) Not knowingly expose themselves or others to risk of harm;
 - (b) Declare any conflict of interest that arises during the course of their duties;
 - (c) Not cause, by any act or omission, situations of risk or exposure for the NZPIA under any legislation currently in force;
 - (d) Not knowingly expose the NZPIA or NZ parachuting community to negative public comment.
- (2) All office holders must conform with and follow all NZPIA mandatory procedures and directives.
- (3) Should any elected or appointed officer identify any item, action or omission relating to any NZPIA activity which may cause a safety concern, it is their responsibility to raise the matter with the CEO, quality assurance manager or safety director.
- (4) No office holder, while on duty, is permitted to be in a state of intoxication or in a state of health in which their capacity to carry out their duties would be impaired.

5.2 CHIEF EXECUTIVE OFFICER

The Chief Executive Officer (CEO) has authority, and is responsible, for:

- (1) Ensuring that all activities undertaken by the organisation are carried out in accordance with the requirements prescribed by CAR 149;
- (2) Liaison with the Civil Aviation Authority on behalf of the organisation on all matters, and ensuring regulatory approvals remain valid;
- (3) Day to day management of the organisation;
- (4) Ensuring adequate facilities, equipment and publications to support the NZPIA's activities;
- (5) Assessing eligibility of and providing sufficient and appropriate personnel to support the company's activities;
- (6) The approval of personnel appointments and issue of authorisations as required;
- (7) Authorising and submitting amendments and reissue of controlled documents (including the exposition);
- (8) Ensuring that the exposition is amended so as to remain a current description of the organisation's activities, and in compliance with applicable civil aviation rules;
- (9) Implementing any corrective and preventive actions resulting from safety and quality system audits.
- (10) The CEO is also responsible for, and has the authority to exercise, all the specific duties of the quality assurance manager and safety director.

5.3 DELEGATION HOLDER(S)

The delegation holder(s) have the following specific functions and powers, which must be exercised in accordance with the NZPIA exposition:

- (1) Under §§ 80 and 81 of the Civil Aviation Act, determining whether a person is a fit and proper person for the purpose of being granted a parachutist certificate provided for by CAR 149;
- (2) Under §§ 73, 75, 78 and 80 of the Civil Aviation Act, issuing, granting and renewing parachutist certificates as required by CAR 105 and provided for by CAR 149;
- (3) Liaison with the Director on all parachutist certification matters.

5.4 QUALITY ASSURANCE MANAGER

- (1) The quality assurance manager (QAM) has authority, and is responsible, for the overall management and review of the NZPIA quality assurance system.
- (2) The quality assurance manager reports directly to the CEO.
- (3) The quality assurance manager has direct access to the CEO on all matters, and to the safety director on matters relating to safety.
- (4) Specific duties include:
 - (a) Ensuring that the Administration Manual remains current and complies with applicable civil aviation rule parts;
 - (b) Ensuring that internal audits are properly carried out in accordance with the provisions of this manual;
 - (c) Ensuring any corrective and preventive actions resulting from the internal quality assurance system are carried out in a timely and effective manner;
 - (d) Scheduling, chairing and minuting management review meetings;
 - (e) Initiating in-house reviews of processes and procedures;
 - (f) Bringing any concerns and corrective actions to the attention of the CEO and/or safety director as applicable;
 - (g) Assisting personnel in discharging their quality and safety responsibilities.

5.5 SAFETY DIRECTOR

- (1) The safety director is responsible for assisting the CEO with the safety and technical standards of the organisation.
- (2) The safety director reports to, and has direct access to, the CEO on all safety matters.
- (3) Specific duties include:
 - (a) Reviewing and approving syllabi for training courses to be conducted under the NZPIA;
 - (b) Designating parachute landing areas;
 - (c) Authorising parachute descent areas;
 - (d) Issuing safety notices and safety directives;
 - (e) Defining acceptable standards for modification and repair of parachutes;
 - (f) Approving formats for student and tandem parachute assembly records;
 - (g) Assisting with the reviewing of reported occurrences, including equipment incidents, and recommending to the CEO corrective action when deemed necessary;
 - (h) Answering inquiries and attending to matters arising related to safety;
 - (i) Providing the CEO and quality assurance manager with technical expertise as required.

5.6 BOARD OF DIRECTORS

- (1) The board of directors is responsible to the shareholders for the governance of the NZPIA.
- (2) The chairman of the board has direct access to the CEO on all matters.
- (3) Specific duties include:
 - (a) Strategic planning and direction of the organisation;
 - (b) Financial control of the NZPIA;
 - (c) Approving budgets and fees;
 - (d) Contracting of key personnel for the positions of CEO, quality assurance manager and safety director;
 - (e) Ensuring all contracted and hired personnel are aware of their job descriptions and duties;
 - (f) Providing all personnel with the resources to carry out their duties to a level satisfactory to the board;
 - (g) Providing guidance to the management team on matters relating to standards, processes and procedures.

5.7 AUTHORISED PERSONS

A list of authorisations and their specific duties and responsibilities can be found in the NZPIA Documents Manual, chapter 17.

5.8 DECISION REVIEW PROCESS

Any person may request in writing the review of any decision made by the NZPIA, using the following criteria:

- (1) Decisions made by the safety director or quality assurance manager may be reviewed by the CEO.
- (2) Decisions made by the CEO may only be reviewed by the board of directors.
- (3) Requests for reviews of decisions made by the delegation holder must be referred to the CAA.
- (4) At all reviews a copy of the decision in question, supporting information and correspondence associated with that decision, including copies of any original applications, must be put forward for review.
- (5) The review will consider whether the process was carried out correctly and whether, based on the information provided at the time, the decision made was justified. No new information will be considered at any review.
- (6) Prior to completing the review, the party who made the original decision will be advised of the proposed decision and will have an opportunity to comment.
- (7) At the completion of the review the party requesting the review must be notified of any outcomes.
- (8) Any review request must be addressed within 90 days of request, unless otherwise agreed by both parties.

6 SUMMARY OF COMPANY ACTIVITIES ^{FB}

6.1 ISSUE OF CERTIFICATES AND RATINGS

The procedure for the issue of certificates and ratings is as follows: ^{FB}

- (1) Candidates will forward an application form, and a fit and proper person declaration if required, to the NZPIA.
 - (a) The application form may be electronic or paper, but must include the candidate's full name, contact details including address for service in NZ, details pertinent to the document sought (e.g. jump numbers, freefall time, etc.) and a declaration that the candidate has met the requirements of the document sought;
 - (b) The application must be countersigned, or electronically validated, by a person suitably authorised by the NZPIA.
- (2) A delegation holder will review the application to confirm if all requirements have been met.
- (3) A delegation holder will review the fit and proper person declaration, if required, to determine if the applicant is fit and proper to hold the document sought.
- (4) If further information or evidence is required to assess the application and/or fit and proper person declaration, a delegation holder will contact the candidate to provide this within 30 days of the NZPIA's receipt of the application.
- (5) Where a delegation holder is satisfied that a candidate has met the requirements of the document, including passing the fit and proper person test if applicable, s/he will issue the document in writing without unnecessary delay.
- (6) Where a delegation holder proposes to make an adverse decision in respect of an application for an aviation document, the application will be referred to the Director.
- (7) All documentation and correspondence related to the application for and issue of the document, or proposed adverse decision, will be filed in accordance with the procedures in this manual.
- (8) If a delegation holder applies for the issue of an aviation document for her/himself, the application will be assessed by another delegation holder or forwarded to the Director for prior approval.

6.2 DEFINING PRIVILEGES AND LIMITATIONS OF CERTIFICATES AND RATINGS

- (1) Document prerequisites, privileges, responsibilities and limitations (as detailed in the NZPIA Documents Manual) are reviewed periodically to ensure they are still appropriate given advances in technology, training techniques, the regulatory environment, etc.
- (2) Reviews involve comparison with similar documents in similar parachuting environments (e.g. USA, Australia) and consideration of NZ CAR and FAI minimum standards where applicable.
- (3) Where significant changes are indicated, these are peer-reviewed by appropriately qualified/authorised persons and/or put through a formal risk analysis before being actioned.

^{FB} CAR 149.65(a)(5)
^{FB} CAR 149.59(a)(2)

6.3 ASSESSING PARTICIPANTS' COMPETENCE

- (1) Applicants for NZPIA documents must undergo an assessment for eligibility and competence administered by a suitably qualified person who is authorised by the NZPIA for that purpose. [Ⓜ]
- (2) Assessments include a combination of the following.
 - (a) Knowledge tests (written and/or oral), and/or
 - (b) Practical assessments, and/or
 - (c) Evaluation of any other evidence of competence the applicant might have (e.g. video evidence of skill or a qualification from another parachute organisation).
- (3) The scope of the practical assessment will vary depending on the document sought and the amount and quality of other evidence provided, and may include ground based demonstrations and/or in-air evaluations.
- (4) Where appropriate, limitations may be applied to a document, restricting the privileges for a particular document holder, based on the results of the competency assessment.

6.4 REVIEWING AND MAINTAINING PARTICIPANTS' COMPETENCE

- (1) NZPIA document holders are subject to currency and continuing competency requirements, and must make an annual declaration that they meet those requirements in order to continue to exercise the privileges of their documents.
- (2) Currency and continuing competency requirements are reviewed, and updated if necessary, in conjunction with document privileges and limitations, to ensure they remain fit for purpose.

6.5 COURSES, EXAMINATIONS AND ASSESSMENTS

- (1) Course material, examinations and assessment criteria are reviewed/updated in conjunction with document privileges and limitations, to ensure candidate assessments continue to be appropriate to the document sought.
- (2) As above, international trends are observed and CARs incorporated, and significant changes are peer-reviewed and/or put through a risk analysis prior to being adopted.

6.6 DEVELOPMENT OF TECHNICAL STANDARDS FOR EQUIPMENT

- (1) In general, only established commercial products are approved for use.
- (2) Parachute assemblies and their associated certified components are only approved if they meet an international quality standard (e.g. an FAA TSO).
- (3) Approval may be sought for a product that does not meet the above description (e.g. new alternative equipment) through application to the safety director. The safety director will analyse all documentation, samples, test results and other evidence available as part of the assessment, prior to approving or declining their use.

6.7 ISSUE OF SAFETY DIRECTIVES / SAFETY NOTICES

- (1) Safety directives and notices may be issued in response to unsafe or potentially unsafe situations that arise.
- (2) Safety directives are mandatory compliance.
- (3) Safety notices are issued to provide recommendations, raise awareness, or request feedback with respect to a safety matter.
- (4) Safety directives and notices will be issued by the safety director and posted on the NZPIA website.
- (5) All safety directives and notices will be clearly marked with:
 - (a) Date of issue;
 - (b) Compliance level (mandatory, recommended, optional or informational);
 - (c) Compliance due date, if applicable.

6.8 APPROVAL OF PARACHUTE RECORDS

When reviewing approved formats for parachute records, or approving new formats for parachute records, consideration will be given to CAR minimum requirements and international standard practices.

6.9 APPROVING PARACHUTE LANDING AREAS AND PARACHUTE DESCENT AREAS ^{PA}

- (1) NZPIA will designate a parachute landing area (PLA) if it is a suitable place to land parachutes. Each participant remains responsible for ensuring their own safety when using the PLA, including complying with all applicable rules, permits, agreements, third party limitations, and all relevant safety standards and practices.
- (2) PLA applications can be made through the NZPIA website or on the appropriate paper form, downloadable from the NZPIA website. Other formats will be accepted, but must be in writing and must include the following:
 - (a) Confirm that the PLA complies with all applicable CAR requirements;
 - (b) Confirm the applicant has carried out a risk assessment, which must be submitted on request, and has procedures in place to minimise known hazards and risks;
 - (c) Includes a signed declaration to the above.
- (3) NZPIA authorises parachute descent areas in airspace not designated Class C or D airspace. Authorisation is only considered in conjunction with NOTAM and/or AIP supplement issue.

7 INTERNAL QUALITY ASSURANCE

7.1 SAFETY POLICY

- (1) The NZPIA is committed to safety in every aspect of its activities. When developing or reviewing any qualification or procedure, our priorities are to assess the level of risk associated with that activity and determine how the proposed actions will impact on the ability to manage that risk.
- (2) The NZPIA's safety policy and procedures are relevant to its activities and organisational goals, and are understood, implemented and maintained at all levels of the organisation.
- (3) The NZPIA's safety goals are:
 - (a) Safe, reliable and effective qualifications that meet or exceed regulatory requirements and international standards;
 - (b) Continual improvement of procedures and processes, in line with international best practice;
 - (c) Sharing safety lessons and best practices through the open exchange of information throughout the community, while respecting the privacy of all affected parties.
 - (d) Recognition and acceptance by all participants that safety is a personal and collective responsibility.
- (4) The NZPIA's safety policy is built on the following foundations:
 - (a) Senior management's commitment to the highest standards of safety within the NZPIA's activities, including ensuring sufficient resources are allocated to safety initiatives.
 - (b) Regular monitoring of the effectiveness of our standards, procedures and processes.
 - (c) A non-punitive approach to reported safety concerns: In support of the goal of safety through shared learning, participants are encouraged to self-report their involvement in accidents, incidents, hazards and near misses. NZPIA applies the principles of just culture to these reports, endeavouring not to assign blame or pursue disciplinary action unless it is beyond reasonable doubt that there has been deliberate negligence or a wilful disregard for safety.
 - (d) Analysis of reported occurrence information with the objective of identifying and correcting any systemic deficiencies within the NZPIA's qualifications, procedures and/or processes.
 - (e) Open and transparent compliance with regulatory requirements.

7.2 QUALITY INDICATORS

The NZPIA employs the following methods to identify existing problems or potential causes of problems within its systems:

- (1) Direct observation;
- (2) Observation of overseas trends;
- (3) Observation of NZCAA rule changes;
- (4) Internal audits and procedures reviews;
- (5) External audits carried out by the regulator (certification and surveillance);
- (6) Peer review of new and updated procedures and processes;
- (7) Analysis of reported incidents and accidents;
- (8) Participant surveys;
- (9) Feedback from personnel, operators, participants, equipment manufacturers, other parachute organisations and the regulator, received via suggestion form, e-mail, phone and in person.

7.3 QUALITY IMPROVEMENT ACTIONS (CORRECTIVE & PREVENTIVE ACTIONS)

- (1) Where a quality or safety concern within the NZPIA's procedures or processes is identified by the CEO, quality manager or safety director, it is documented on a quality improvement form (QIF).
- (2) Each QIF is given a unique tracking number and assigned to an appropriate person for action. All actions taken with regard to the quality improvement are documented and linked to the QIF.
- (3) Quality improvement actions are generally one of the following:
 - (a) Corrective action: an immediate action to correct an existing problem within the system;
 - (b) Preventive action: an ongoing action to remedy or avoid a potential problem found within the system.
- (4) Corrective and preventive actions are effected through:
 - (a) Process and procedure changes;
 - (b) Safety directives, safety notices, and sector-specific reports;
 - (c) New publications;
 - (d) Training / educational material;
 - (e) Events;
 - (f) Targeted campaigns.
- (5) Quality improvement actions are reviewed by the quality assurance manager as part of the internal audit program to ensure actions are adequate to correct the problem/prevent recurrence, and comply with company policies and existing legislation.
- (6) A quality improvement is not considered closed until the effectiveness of the corrective action has been confirmed, and both the QIF and the quality improvement register have been completed and signed off.
- (7) Where a quality improvement action requires a procedure change, the CEO will ensure the relevant publication is amended and all affected parties notified of the change(s).
- (8) Completed quality improvement forms are filed at the NZPIA's head office.
- (9) Any participant or member of the public may suggest a corrective or preventive action by submitting a comment/suggestion form, available for download from the NZPIA website. Comments / suggestions assessed as being of genuine benefit to the NZPIA community will initiate the above process.

7.4 INTERNAL AUDIT PROGRAM

- (1) An internal audit program is in place to monitor the organisation for conformity with its safety policy and procedures, as well as applicable CAA Rules. The audit plan is drawn up by the quality assurance manager and provides a schedule of planned audits designed to ensure that each area of the company's activities is reviewed at least once every year.
- (2) The preference is for internal audits to take place at the NZPIA's head office each July, however other times, locations and/or desk-based audits may be undertaken as required.
- (3) Audits will be carried out by competent people who are independent of the area being audited. This may involve one person, a team of people, specialists, non-management employees and/or external consultants.
- (4) Results of audits will be reported to the quality assurance manager and personnel responsible for the activity that was audited. Any concerns will be raised on a quality improvement form and assigned to the appropriate personnel for corrective or preventive action.
- (5) Corrective and preventive actions will be monitored to ensure required actions specified in each audit have been properly implemented.
- (6) All records relating to the audit will be kept at the NZPIA's head office.

7.5 MANAGEMENT REVIEW

- (1) A management review procedure is in place to monitor the continuing suitability and effectiveness of the NZPIA's internal quality system.
- (2) The management review process aims to –
 - (a) Monitor internal procedures and quality indicators to verify the quality and safety management systems are working;
 - (b) Check that corrective and preventive actions are being recorded, implemented, and closed out.
- (3) The review program encompasses all activities, procedures, and processes of the organisation required under CAR 149, and is a comprehensive and continual process that considers the following –
 - (a) The overall effectiveness of the organisation in achieving its stated objectives;
 - (b) Whether the current processes and procedures are up-to-date, effective, and relevant.
- (4) Management reviews of the quality assurance system are held annually, or more frequently if required.
- (5) Minutes will be kept of the meeting and any resulting actions will be tracked through the quality improvement process.
- (6) Responsibility for the review of the quality assurance system lies with the quality assurance manager.

APPENDICES

APPENDIX A: GLOSSARY

Accident	An occurrence, that is associated with the operation of a parachute, in which- <ul style="list-style-type: none"> a) A person is fatally or seriously injured, or b) A person requires First Aid to be administered, or c) The parachute sustains damage or structural failure that adversely affects the strength, performance, or flight characteristics of the parachute, and would normally require major repair or replacement of the affected component, or d) The parachutist is missing or completely inaccessible.
Act (or CA Act)	Unless otherwise stated, means the Civil Aviation Act 2023
Authorised	Permitted in writing by the appropriate authority
Aviation Document	Certificates, licences and ratings issued under the Civil Aviation Act by, or under delegation from, the Director of Civil Aviation
Board / Board of Directors	Board of Directors elected or appointed in accordance with the NZPIA company constitution
CAA	Unless otherwise stated, means the New Zealand Civil Aviation Authority
CAR	Stands for New Zealand Civil Aviation Rule, and refers to particular parts of that Rule. Expressed as CAR xx.xxx, Part xxx
CEO	Unless otherwise stated, means the Chief Executive of the NZPIA, appointed by the NZPIA Board to carry the responsibilities of the Chief Executive Officer as defined in CAR 149.51(a)(1)
Competence/Competent	The capability to perform certain processes or tasks to achieve desired outcomes; a combination of relevant knowledge, skills and attitudes; the demonstrated ability to apply knowledge and skills
Delegation Holder	Individual appointed by the Director of Civil Aviation to issue certificates and ratings on the Director's behalf
Director	Unless otherwise stated, means the Director Civil Aviation
FAI (Fédération Aéronautique Internationale)	The World Air Sports Federation (http://www.fai.org/about-fai)
Incident	An occurrence, other than an accident, that is associated with parachuting activity which adversely affects or could adversely affect the safety of persons or property
Parachute	Either – A harness/container system which contains at least one flexible canopy attached to the harness by suspension lines, capable of controlled deployment and designed to slow the movement of a suspended person or object as it descends through the air; or A flexible canopy contained within the above-described harness/container system.
Parachute Descent Area (PDA)	A column of airspace, with a radius of three (3) nautical miles, centred on a Parachute Landing Area
Parachute Landing Area (PLA)	An area onto which parachutists intend to land
Parachute Technician (PT)	The holder of a Parachute Technician certificate
Parachutist	Any person participating in planned parachute descents from aircraft

APPENDIX B: LIST OF EFFECTIVE PAGES

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