# SRG CODE OF PRACTICE PERFORMANCE REPORT 2011/12

## Introduction

The service standards for Safety Regulation Group (SRG) are published in its Code of Practice, which is available on the CAA website. The specific service standards are broken down into two areas:

- Finance
- Approval, Certification and Licensing

SRG aims to achieve the specific service standards on 90% of occasions and performance against these for 2010/11 and 2011/12 is outlined in this document.

## Performance against Specific Service Standards

*Finance*

The Finance service standards (covering invoices for man hour charges, variable charges and suppliers) have attained a 100% performance for 2010/11 and 2011/12.

*Approval, Certification and Licensing*

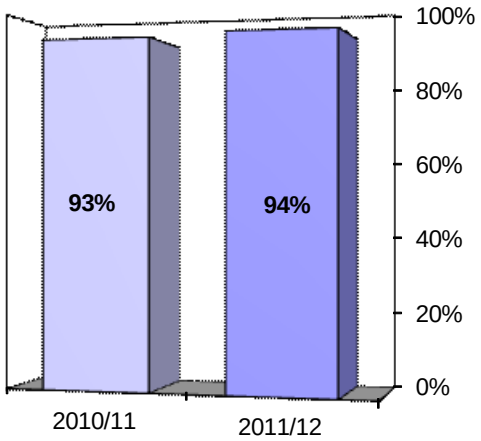
In 2010/11 and 2011/12, a number of the approval, certification and licensing service standards have achieved a consistent performance of 100%:

- Commercial Pilots Licence skill tests (to be provided within 10 working days)
- Instrument Rating skill tests (to be provided within 10 working days)
- Initial Class 1 medical examinations (to be provided within 10 working days)
- Initial Class 1 medical results (to be provided within 10 working days)
- New Aircraft Registrations and Overseas De-registrations (to be produced within 3 working days)
- Changes to the Aircraft Register (to be produced within 7 working days)
- Mortgage Entries, Discharges & Priority Notices (to be provided within 3 working days)
- Permit to Fly Renewals (to be issued / renewed within 20 working days)
- Certificates of Airworthiness – Issues (to be produced within 10 working days)
- On Line Airworthiness Review Certificate Renewals (to be issued within 1 working day)

Results of the performance against the remaining eight approval, certification and licensing service standards for 2010/11 and 2011/12 are shown below, together with the volumes in each area:

*Note : the service standard relating to the issuing of Personnel Licences has been separated out by type of licence.*

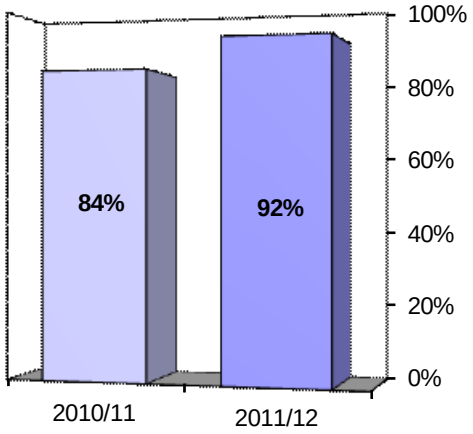
**Personnel Licences (Professional ATPL/CPL)**
*Service standard – to be issued within ten working days*




| | Volume |
|---|---|
| 2010/2011 | 13628 |
| 2011/2012 | 13718 |

**Personnel Licences (Private PPL)**

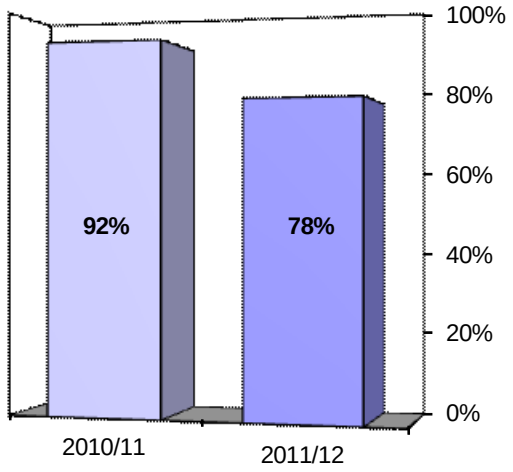
*Service standard – to be issued within ten working days*




| | Volume |
|---|---|
| 2010/2011 | 8612 |
| 2011/2012 | 9412 |

**Personnel Licences (Engineers)**

*Service standard – to be issued within ten working days*

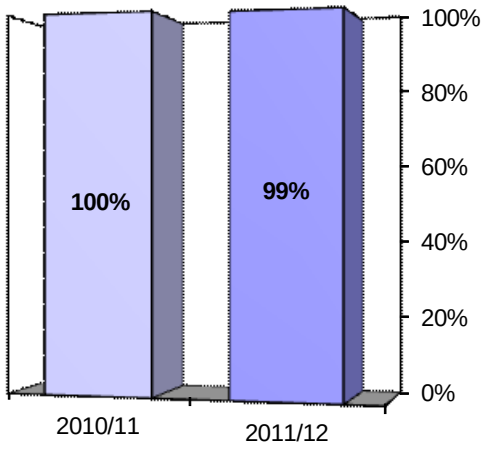



| | Volume |
|---|---|
| 2010/2011 | 6264 |
| 2011/2012 | 5899 |

*The target for engineer licence applications was not achieved due to reduced availability of inspecting staff as a result of unusually high turnover during the period October 2011 to March 2012. It should be noted overall 90% of **all** personnel licence applications were issued within target.*

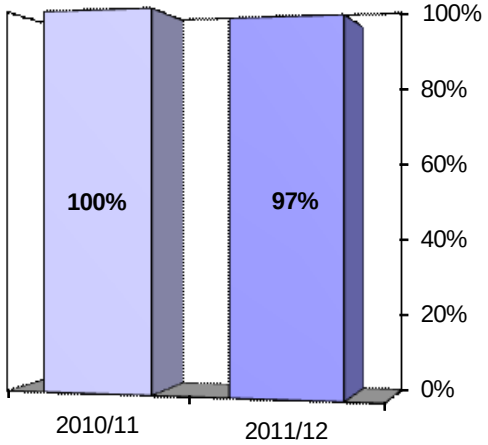
**Personnel Licence Examination Results**

*Service standard – candidates to be notified within ten working days*



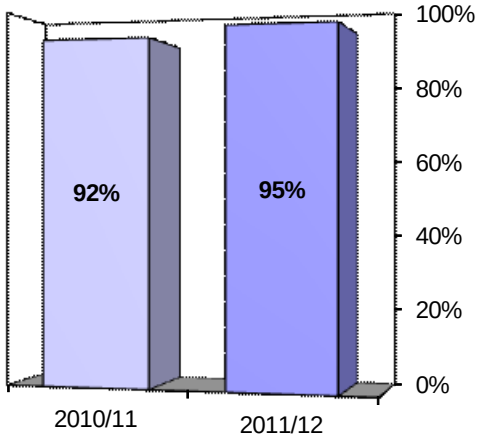

| | Volume |
|---|---|
| 2010/2011 | 7754 |
| 2011/2012 | 7848 |

**Permissions, Exemptions and Variations**
*Service standard – to be issued within ten working days*



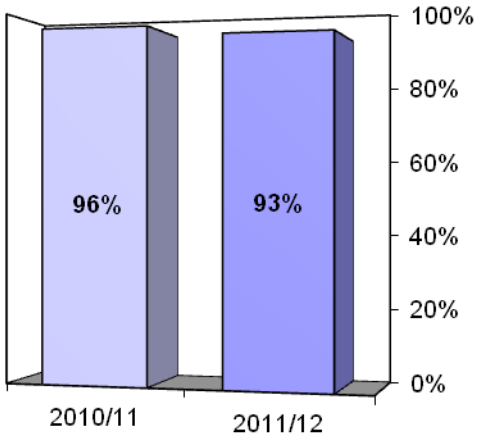

| | Volume |
|---|---|
| 2010/2011 | 1708 |
| 2011/2012 | 1944 |

**Results of Inspections and Audits**
*Service standard – reports to be provided within 20 working days*



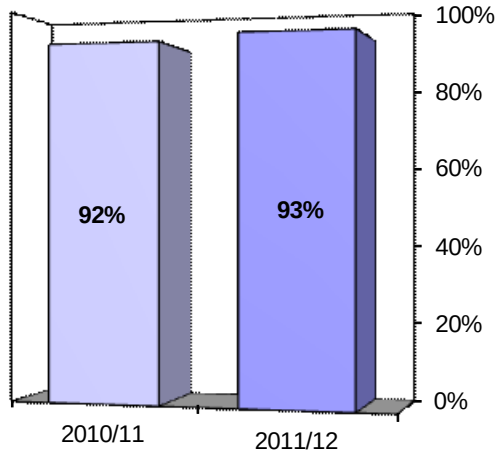

| | Volume |
|---|---|
| 2010/2011 | 867 |
| 2011/2012 | 580 |

**Airworthiness Approval Certificates**
*Service standard – to be provided within 20 working days*




| | Volume |
|---|---|
| 2010/2011 | 659 |
| 2011/2012 | 696 |

***Certificates of Airworthiness / Airworthiness Review Certificates – Renewals***
*Service standard – to be renewed within five working days*




| | *Volume* |
|---|---|
| 2010/2011 | 793 |
| 2011/2012 | 524 |