

24 September 2025



# Planning for Successful Engagement with the CAA

## Key Messages for Applicants

- Realistic planning and efficient use of CAA time is vital.
- Documentation provided should as far as possible be to a high standard and maturity, having passed through the applicant's design assurance system.
- Compliance Demonstration Items (CDIs) addressed by the substantiation document must be prominently identified in the document.
- Documentation and data provided to CAA should be kept under version/configuration control and an appropriate revision record maintained on each document.
- If the document has been revised to address a specific action or CAA comment, advise the CAA of the specific areas of the revised document that address that specific concern. Please do not simply re-submit a revised document.
- Advance notice and agreement are required for activities that may require CAA support or attendance.
- CAA will endeavour to support the organisation's schedule as discussed and agreed. However, it must be noted that the nature of our responsibilities and the resource we have available means we cannot guarantee this.
- Applicant to familiarise with guidance on [Unacceptable and unreasonable external behaviour](#) webpage and [CAP 2504 Unacceptable and Unreasonable Behaviour Policy](#).

## CAA Project Team

- A Project Certification Manager (PCM) and, if the size of the project warrants it, a Deputy PCM (DPCM), will be or have been assigned to the project.
- The PCM(s) will assemble the team of CAA Specialists necessary to conduct the CAA's technical investigation.
- Where multiple specialists are required for a given Panel, a Panel Coordinator(s) will be assigned to act as primary point of contact for the technical investigation.

## CAA Certification – Project Phases

- Typically, 5 phases to a CAA certification project, which as far as practical will be addressed sequentially.
  1. Eligibility Check
  2. Technical Familiarisation and establishment of initial Certification Basis
  3. Agreement of Certification Programme (CP) and Level Of Involvement (LOI)
  4. Compliance Demonstration
  5. Technical Closure and Issue of Approval



- CAA will not generally proceed to the compliance demonstration phase until the initial Certification Programme (CP) is complete and agreed with the CAA.
- Where updates to the CP are required through the project, an updated version must be released in a timely manner for CAA team consideration.

## Planning for CAA Involvement

- To ensure planning for CAA involvement can be built into your project schedule in a realistic manner, the following can be used as a guide.
  - CAA turnaround for providing feedback on a document may be around 4 weeks from submission. Time for reviewing responses to CAA comments or action items is additional, and a similar turnaround is anticipated.
  - At times of peaks in CAA workload or other cases affecting availability of resource, the CAA PCM/DPCM will advise the applicant(s).
  - Planning of the test regime should be coordinated with CAA, especially where CAA LOI Class 2 or above is identified and the CAA may want to witness a test.
  - At least 4 weeks notice is requested for activities that require CAA witnessing or direct involvement (e.g. test witnessing, large project meetings, etc). Planning documentation for these activities to be supplied 2 weeks prior the start of the activity.
  - Note that CAA does not routinely work on weekends and bank holidays, and this should be factored into project planning.
  - Any delay in submission to the CAA will result in a corresponding delay to CAA target turnaround against the schedule. Similarly, CAA turnaround assumes timely provision of any further information or data required, and target will be paused while awaiting that data.
  - Any compliance demonstration results that conflict with expected test results or assumptions shall be communicated to the CAA as soon as possible. Any changes to scheduling of testing that CAA has agreed to witness shall be communicated and revised availabilities agreed with CAA before any testing is conducted.
  - To reduce the time between compliance demonstration that can only be completed post modification embodiment (e.g Cabin Walkthrough) and issuance of a certificate, the applicant should clearly communicate the final submission date to the authority so resource can be allocated to ensure there is a swift turnaround of the approval. This is dependent on all other submissions being provided in a timely manner. Failure to do so could lead to extended periods of an aircraft being grounded.
- CAA will endeavour to stick to these targets; however, this cannot be guaranteed as noted above.

## Meetings between the CAA and the Applicant

- The project may involve numerous meetings between the CAA and the applicant, and it is important that accurate records of these meetings are kept throughout the project.
- The applicant shall provide detailed agendas and presentation material, whenever possible, in due time (i.e. at least five working days in advance).
- The applicant shall be responsible to provide meeting minutes for the CAA review and acceptance, whenever possible, within ten working days.



- The agendas and minutes of meetings shall be distributed by the applicant to all relevant panels and the PCM and DPCM.
- Action Items (AI's) arising from minutes will be collected and managed.
- For larger, longer running projects, periodic (e.g. every 3 months) meetings may be of benefit between the PCM/DPCM and the applicant Project Lead(s) to review project status and progress against project milestones.

## Correspondence with the CAA

- All project level communication will be through the PCM (and deputy where assigned), unless specifically agreed.
- As agreed with the PCM, correspondence related to compliance demonstration may be sent directly between the CAA Specialists / Panel Coordinator, with PCM/DPCM in copy.
- Correspondence must include the CAA Project (e.g. UK.STC.#####) number in the subject header and, if applicable, the CDI or the Action Item to which the correspondence relates.
  - E.g. "UK.STC.##### – [Subject of e-mail]", or "UK.STC.#####: CDI XX / AI YY – [Subject of e-mail]"
- The working methods and communication protocols between the organisation and CAA will be agreed at the beginning of the project and captured in a Project Information Document (PID), where the creation of one is deemed necessary.