



NZHGPA

INSTRUCTOR HANDBOOK



This Handbook is designed to help instructors have a better understanding of the NZHGPA framework, as well as Govt Acts that they may operate under.

The information in this handbook should be used as a guide and must not replace directly referencing both the NZHGPA OPM as well as up to date Govt/CAA Legislation.

Visit the NZHGPA Website: www.nzhgpa.org.nz for access to Licensing & Administration Forms. A password is required for this please contact training@nzhgpa.org.nz or admin@nzhgpa.org.nz. This section of the website is password protected to protect the association from our forms being misused by non members.

If there is any information in this handbook which is believed to be incorrect or out of date please contact the training manager: training@nzhgpa.org.nz

Contents

1. MEMBERSHIP	3
TEMPORARY STUDENT MEMBERSHIP	3
STUDENT MEMBERSHIP	3
VISITOR MEMBERSHIP.....	3
YOUTH MEMBERSHIP	3
FULL MEMBERSHIP	3
2. HOW RATINGS ARE ISSUED	4
3. BEFORE SENDING PAPERWORK TO ADMIN	5
4. INSTRUCTOR RATING CURRENCY	6
5. OPERATIONS PROCEDURES MANUAL (OPM)	6
6. WORK SAFE, HASWA - QMS or SMS?	6
Volunteer Instructors.....	6
Instructing for Hire or Reward and Employing	7
Overview.....	7
7. CONSUMER GUARANTEES ACT 1993	8
8. PRIVACY ACT 2020	8
9. LIABILITY WAIVER	8
10. INSURANCE	9
11. SITE RATINGS	10
12. EMERGENCY RESPONSE PLAN	10
13. ACCIDENT REPORTING	11
14. AUDIT PROGRAMME	12
15. IMPORTANT DOCUMENTS and LINKS:	13
INSTRUCTORS GUIDE	13
INSTRUCTOR CODE OF CONDUCT	13
PILOT CODE OF CONDUCT	13
TRIAL FLIGHTS	13
INSTRUCTOR NEWSLETTER SUBSCRIPTION	13
NZHGPA OPM	13

1. MEMBERSHIP

No person shall legally fly a Hang Glider, Paraglider, Speedwing or begin practical flight training on any of these without being a member of the NZHGPA. It is an instructor's responsibility to check that all pilots being trained are members of the NZHGPA.

TEMPORARY STUDENT MEMBERSHIP

This membership lasts for 3 days only from the date on the certificate, the student must carry this temporary Member Certificate with them at all times while engaging in flying training.

STUDENT MEMBERSHIP

Ideally completed online. This lasts for 12 months and only permits flights under supervision of an instructor. No ratings can be applied to this membership. This is an entry level membership that allows people to give the sport a go.

VISITOR MEMBERSHIP

Visiting Pilot memberships may be applied for no more than once a year and last 4 months. A overseas pilot must provide evidence of an approved, current foreign pilot licence or IPPI card before the membership will be activated. Uncompleted applications may be cancelled after 4 months, without refund. All equivalent ratings (see NZHGPA website [Flying in NZ](#)) if not accompanied with an IPPI card must be in ENGLISH without exemptions.

YOUTH MEMBERSHIP

Youth membership is only for NZ residents under 20 years of age.

This counts as a Full Membership.

FULL MEMBERSHIP

A student can be a full member from any stage of their training prior to them being issued any rating, If there are no ratings associated with the pilot membership this automatically qualifies them as a student.

Full membership **must be obtained and paid for before** a pilot can be issued with any flight certificate/rating and fly unsupervised. Full membership fees are reduced month by month from Feb on for NEW members. Full membership year starts 1st November and ends 31st October each year and not from the date of joining NZHGPA.

2. HOW RATINGS ARE ISSUED

The Civil Aviation Authority delegates to the NZHGPA the authority to self regulate and operate as a Hang Gliding and Paragliding Organisation under a [Part 149 Certificate](#), providing that standards and compliance under the NZHGPA Quality Management System can be demonstrated through monitoring and auditing processes to continually meet the Aviation Act of 1990. The NZHGPA privileges to issue pilot ratings must have an approved training programme found in the OPM and a nominated delegation holder that have the authority on behalf of the Director of CAA to sign off Certificate and Ratings, [149 Approvals Specification](#).

The paperwork presented to the NZHGPA is collected on the behalf of the director of CAA, must be kept for three years and subject to being audited. Providing the paperwork is complete and meets the requirements of the pilot rating, along with fit and proper person and medical declaration, then the NZHGPA delegation holder may approve and issue a certificate or rating . Ratings cannot be issued to any person unless they have a full membership to the NZHGPA. If membership has lapsed for more than 1 year a pilot cannot simply renew a membership without proof of currency [OPMF03](#).

Before the start of training it is the instructor's responsibility to check if the student has a current membership, do not accept the word of the student as there are insurance, compliance and legal implications. Membership electronic copy is sent to member's email. Membership cards are being sent only one time (when you obtain a new significant rating) to the address on members profile, we do not reissue cards if a member forgets to change their address. If your membership card was lost / stolen NZHGPA must be notified immediately. All members must join both a regional club and the NZHGPA in order for their membership to be approved.

We aim to process ratings on Wednesdays and Fridays. For the paperwork to be processed on those days you must provide full and accurate paperwork by close of business the day before and make sure your student has PAID for an appropriate level of membership.

3. BEFORE SENDING PAPERWORK TO ADMIN

The NZHGPA administrator works part time during normal office hours.

Administrator contact details;

Email: admin@nzhgpa.org.nz

Text Service Only: 027 202 1806

To process your paperwork efficiently and prevent unnecessary delays, please make sure all applications are complete.

Check the following:

1. Do I have current NZHGPA forms?
(your own forms will not be accepted even if they have the same information)
2. Is the applicant a Full Member? Check on the Directory.
3. Is the applicant's name their full Legal Name?
4. Have I attached all OPMF's, online tests and manual tests required by the rating/ licence I'm certifying for?
5. Are the forms completed in a way everyone can read it?
6. Are the forms signed and dated in all places that are required?
7. Did I compress all files into 1 pdf file then name it with: 'type of rating and name of the student'?
There are many programmes that do this, including this free online tool:
<https://www.adobe.com/acrobat/online/merge-pdf.html>
8. Please do not send the files from the scanner as they may go to the spam folder and not be seen.
9. Please present emails with:
 - a. A clear Subject
 - b. A clear message
 - c. Title Attachments with: Name of the person + What it contains + Date.

The NZHGPA does its best to process all licence applications in a timely manner however it takes teamwork, please help our administrator to help you.

4. INSTRUCTOR RATING CURRENCY

Applies to the following Ratings:

- Assistant Instructor
- Instructor HG/PG/PPI/PHGI
- Speedwing Coach

To keep your instructor rating current you must:

- Have a current first aid certificate

(BEFORE BOOKING A FIRST AID COURSE MAKE SURE IT MEETS THE STANDARDS FOUND IN THE OPM!)

- Attend an instructor seminar or be assessed as per the OPM.

Both requirements must be renewed within the time frames stated in the [NZHGPA OPM](#).

Only current Instructors are published on the NZHGPA website [Directory](#)

5. OPERATIONS PROCEDURES MANUAL (OPM)

The OPM contains the NZHGPA's policies and procedures, mostly what's in the OPM has been put there to meet the requirements of CAA for us to operate under delegation authority as a CAA Part 149 organisation. This manual is what the association, you as an instructor and its member pilots must operate under. It is important instructors are familiar with the latest copy of the OPM and associated forms, check the OPM regularly for any updates [Operations Procedures Manual](#) The OPM and forms are legal CAA documents, use of outdated forms cannot be processed.

6. WORK SAFE, HASWA - QMS or SMS?

The NZHGPA operates a QMS (Quality Management System) as a recreational sporting organisation, this separates the NZHGPA from SMS (Safety Management System).

QMS focuses on the delivery of efficient functional processes and is more reactive in its approach, whereas an SMS aims to minimise all safety risks using a number of proactive methods. QMS aims at maintaining a good safety record, (See NZHGPA Safety Policy and Chief Executive Statement in OPM); however while an organisation can have a good safety record; there may be unidentified and untreated risks that SMS aims to identify and address.

Volunteer Instructors

Must not be for hire or reward.

Has no employees.

Operates under the NZHGPA Quality Management System QMS and must operate in line with the current NZHGPA OPM.

Instructing for Hire or Reward and Employing

The NZHGPA does not have responsibilities under Work Safe however for instructors or members of the NZHGPA who take money for their services and or employ they do. It is up to those individuals identified under the Act as [PCBUs \(Person Conducting a Business or Undertaking\)](#) to meet their legal obligations under the [Health and Safety at Work Act 2015](#) and the [Aviation Act 1990](#).

Overview

The NZHGPA already has a certified QMS in place by means of the OPM.
So what is the difference between an SMS and a QMS?

QMS and SMS have a number of similar processes; both systems depend on measuring and monitoring, both strive for continual improvement and both use a number of the same Tools. In short, an SMS may be thought of as an enhanced and expanded QMS.

Read Booklet two of: [CAA's Guide from QMS to SMS](#)

Unlike QMS, SMS is inherently Risk-Based - Proactive Approach

Establishing an SMS involves creating interconnected systems throughout your organisation. Safety will be at the core of your business processes and systems, which will ideally develop as an integral component of the culture of your staff (and third party employees) that influences everyone's daily conduct.

The NZHGPA's QMS (OPM) processes and practices are continuously updated and audited to meet CAA compliance with the Aviation ACT. The OPM also provides for an occurrence reporting system (AIRS) accepted by CAA. The NZHGPA OPM will continue to assist you to meet compliance as an integral document that complements the overall approach to your SMS procedures for establishing your operations organisation structures, accountabilities, policies and procedures underpinned by risk management processes. The NZHGPA OPM can not assist you with your organisation's SMS auditing system as it is only concerned with auditing the QMS component, the NZHGPA recommends any developed SMS is professionally audited.

Relevant Links:

SMS - [Safety management systems \(Aviation.govt.nz\)](#)

Work safe - [Managing Health and Safety \(Worksafe.govt.nz\)](#)

NOTE: Hang Gliding and paragliding in NZ does not fall under the **Adventure Activities ACT 2016**. The NZHGPA holds a [work safe determination letter](#) outlining our detachment from the adventure act.

7. CONSUMER GUARANTEES ACT 1993

(This applies to hire and reward instructors only)

The Consumer Guarantees Act (CGA) protects consumers by:

- Allowing you to seek repairs, replacements, or refunds when goods are faulty.
- Setting minimum guarantees for all products and services.

All New Zealand businesses and people in trade must meet their responsibilities under the CGA. This means if a customer has a problem with a product or service, they can do something about it.

Make sure your advertising delivers what you promise. Equipment sold is fit for purpose. Remember it is not an instructor who has the power to sign off and issue a Rating but the NZHGPA Delegation holder.

Here is an online resource on the consumer act:

<https://www.consumerprotection.govt.nz/general-help/consumer-laws/consumer-guarantees-act/>

8. PRIVACY ACT 2020

(This applies to all instructors)

Since the introduction of the privacy act 2020 it has been proven that it's important all instructors and NZHGPA office holders are informed of their core responsibilities under the Act. Keep the tone of correspondence professional and only write what you are happy to share if requested to do so.

Here is an online resource on the privacy act: <https://www.privacy.org.nz/tools/online-privacy-training-free/>

9. LIABILITY WAIVER

(This applies to all instructors)

The NZHGPA has created a generic waiver form to help instructors, this waiver has been put through legal and this or something similar should be used as a tool by all instructors. Instructors are welcome to write their own waivers, but it would be recommended to at least reference the content of this waiver form.

Note: you cannot opt out of your duty of care through a waiver from: <https://nzhgpa.org.nz/wp-content/uploads/2022/04/HG-PG-Waiver-V1-16-April-2021-.pdf>

10. INSURANCE

Public Liability - The NZHGPA insurance covers public liability up to \$5 Million (NZ only), for a current financial member. It is important before any training commences that the instructor checks if the student or pilot is a paid up member of the association, (do not take the pilot's word they have paid).

There is a \$2,500 excess payable on any claim by the student or pilot. It is important that any communication between you and the claimant be approved by our insurers to avoid a possible prejudicing of your ability to obtain indemnity under the policy, key points of the [claims procedure](#), are;

- Do not admit liability.
- Do not enter into correspondence or discussions with the claimant without insurers consent and input.
- Do not incur defence costs without the prior written approval of insurers.
- Do not offer to settle the claim without the prior written approval of insurers.

Vehicles or claims caused by vehicles - are not covered by the NZHGPA. It is common for most motor vehicle insurance policies in New Zealand to provide a third-party liability cover of at least \$1 Million to persons and as high as \$20 Million to property.

Professional Liability - The NZHGPA has \$2 Million professional Liability Insurance for Office holders, volunteers, including volunteer Instructors. It is important to note that the insurance does not cover instructors who charge for their services (PCBU).

Insurance information is on the NZHGPA website under: [Licensing and Forms](#)

Fire Risk - The repeal of [Fire and Emergency NZ Act in 2017](#) (FENZ), removed the strict liability provisions of the Act and is now funded under the [Fire and Emergency New Zealand \(Levy\) Amendment Act 2019](#) through household, commercial and car insurance levies. Technically the potential legal liability does remain if it can be shown that a person has allowed a fire to escape as a result of negligence and if this occurs a party could find themselves sued by property owners who suffered damage as a result. This low fire risk is covered under the NZHGPA Public Liability Insurance for \$250,000.

Note: Fire caused by vehicles are not insured by the NZHGPA, see comments under Public Liability.

Personal Injury - Due to the Crown entity providing comprehensive, no-fault personal injury cover for New Zealanders and visitors to the country, as set out in the [Accident Compensation Act 2001](#), any personal injuries to both the pilot and the public are covered by ACC.

Fines & Penalties; Liability Insurance in New Zealand does not cover Health & Safety at Work Act fines and penalties, though reparations are covered (e.g. the amounts paid to the victim or their family for emotional harm, property damage or consequential losses).

[CAA & Work Safe insurance Fact Sheet](#)

11. SITE RATINGS

Civil Aviation Rule 106.59 requires that pilots shall only launch from authorised sites. The CAA grants authority for the NZHGPA to authorise sites in the [Part 149 Op Spec](#), clubs and instructors authorise their sites under the NZHGPA delegation. In the NZHGPA OPM: PG2, HG Intermediate, PPG, PHG or higher Pilot Certificates may self-authorise that site for their personal use providing they meet a few basic standards outlined in the OPM.

For student training an [OPMF41](#) site form must be completed to identify hazards and risks before the site is authorised for training, this form must be kept by the instructor and be able to be presented if asked for. We recommend these forms are also submitted to the NZHGPA Administrator.

Site rating form:

<https://nzhgpa.org.nz/wp-content/uploads/2022/04/opmf41.pdf>

12. EMERGENCY RESPONSE PLAN

Before training at any site, the instructor in conjunction with an OPMF41 Site Form, must have an Emergency Response Plan (ERP)!

It is important for a PCBU instructor to write an ERP into an SMS.

For volunteer instructors operating under the NZHGPA OPM, you must document an ERP.

It is recommended as a minimum for all instructors to incorporate in an ERP the NZHGPA [Who To Call In and Emergency](#).

The plan must include equipment carried for the event a person or persons are injured. There must be a minimum of but not limited to:

- a suitable first aid kit,
- a reliable form of electronic communication device as a means of raising the alarm to the emergency services. In most circumstances this will be a cell phone, or in a no cell phone coverage area an emergency Personal Locator Beacon (PLB) or similar device.

13. ACCIDENT REPORTING

If the occurrence is an “accident” as defined under [CAA rules part 12](#) then the pilot or operator must inform CAA as soon as practicable by calling 0508 ACCIDENT (0508 222 433), followed by the Club Safety Officer. Pilots are required to fill in an AIRS report within **10 days after an accident** and **14 days after an incident**. Using the NZHGPA online reporting system AIRS at nzhgpa.org.nz/safety/ your report will be automatically forwarded to the NZHGPA Operations Manager, National Safety Officer and the CAA.

If an instructor chooses not to report an accident, it would put the instructor's fit and proper person's status into question. As an instructor it is expected that you assist your students to report accidents and incidents during their training.

You may report all incidents which happen especially if you think there could be lessons learnt from the situation. We report under a ["just culture"](#) this means the purpose of reporting is to help us all learn and improve what we do.

Below is the official guidance on what MUST be reported. (CAA Rule Part 12)

- Accident notification is mandatory for a pilot of an aircraft to report under the provision of CAR Part 12. Your cooperation is requested so that together we can achieve a safer aviation environment.
- Any accident involving a hang glider or paraglider shall be reported as soon as practicable where:
 - A person is fatally or seriously injured as a result of being attached to the hang glider or paraglider or in direct contact with any part of the hang glider or paraglider including any parts that have become detached from the hang glider or paraglider.
 - The hang glider or paraglider suffers substantial damage, which adversely affects the structural strength, performance or flight characteristics of the hang glider or paraglider that would normally require major repairs or replacement of the affected components. This excludes hang glider minor damage to uprights and battens.
 - The hang glider or paraglider is missing or is completely inaccessible.

Note:

A serious injury is classified as an injury that is sustained by a person in an accident which:
Requires hospitalisation for more than 48 hours, commencing from within 7 days from the date the injury was received; or results in a fracture of a bone except a simple fracture of fingers, toes, nose or ribs, although not classified as serious still report as an accident.; or involves lacerations which cause severe haemorrhage, nerve, muscle, or tendon damage; or
Involves injury to an internal organ.

A fatal injury is an injury resulting in death within thirty (30) days of the date of an accident.
An aircraft is considered to be missing when the official search has been terminated without the wreckage being located.

To report an incident/accident go to: <https://nzhgpa.org.nz/safety/>

Witness to an accident or Incident? VIST: <https://nzhgpa.org.nz/safety/>

14. AUDIT PROGRAMME

Audit Requirement for NZHGPA Quality Approved Instructors and Speedwing Coaches:
As an Instructor and Speedwing Coach operating in NZ, you are required to participate and complete an NZHGPA Audit every three years as part of the Civil Aviation Authority 149 Quality Assurance programme.

Participation in the audit programme consist of two parts:

- **Part 1: Desktop** - The NZHGPA Audit programme starts from the date the NZHGPA receives the internal self-assessment.
- **Part 2: Physical Audit** - Carried out on site to ensure compliance, training and safety standards are being met within the NZHGPA Operations Manual, as has been provided in Part 1 the internal self-assessment.

Compliance:

Audits will run on a three-year cycle starting with the date of the desktop audit submission to the NZHGPA, this will be the datum point known as the audit date. If the Desktop Audit date has expired, the instructor will be required to complete a new Desktop assessment, or they will be deemed non-compliant and removed from the NZHGPA list of Quality Approved Instructors/Speedwing Coaches.

- **Desktop Audit** - Valid for three years from the date the internal Audit Assessment is submitted to the NZHGPA. Link: [149 Self Assessment for Instructors](#)
- **Physical Audit** - Once an instructor or speedwing coach has undergone and passed a physical audit, their audit date will reset in the NZHGPA database for another three years. If a physical audit is denied or obstructed, the audit date will be removed from the NZHGPA database, deeming the instructor or speedwing coach non-compliant and not able to teach until they engage in the audit process.

Consequences:

If an instructor fails to engage in the NZHGPA Audit programme.

- Removal from the NZHGPA database as a Quality Approved Instructor/Speedwing Coach (This will not remove the members rating just their approval to operate).
- Depending on the level of non-conformance, it is likely to follow a formal warning to Cease and Decease and if it continues report the instructor to CAA for noncompliance enforcement action. Serious and deliberate breaches reported directly to CAA.

Summery:

An audit compliance date will allow all members to see a list of Instructors in the directory who are Quality Approved by the NZHGPA to instruct. As well as provide the NZHGPA and instructor / speedwing coaches with a way to track their compliance through the audit programme.

15. IMPORTANT DOCUMENTS and LINKS:

[INSTRUCTORS GUIDE](#)

This guide has been rewritten with the permission of CAA from their guide for pilot training, it covers general teaching techniques.

[INSTRUCTOR CODE OF CONDUCT](#)

Outlines the expectation of instructors' commitment to the aviation system, trainee pilots and society.

[PILOT CODE OF CONDUCT](#)

Outlines the expected code of conduct of all NZHGPA members.

[TRIAL FLIGHTS](#)

Trial flights are defined as paid tandem flights for the sole purpose of training. To count as a trial flight, the passenger must be a student member of the NZHGPA as outlined in this document.

[INSTRUCTOR NEWSLETTER SUBSCRIPTION](#)

The training manager uses these emails to update the training sector with any form changes, which the NZHGPA is working on. It can also be used for getting feedback from instructors in the form of surveys etc.

[NZHGPA OPM](#)

Operations and Procedures Manual (OPM). Civil Aviation requirements that cover the NZHGPA policies, management, administration, training, equipment, quality control and operational flying of a Hang glider and paraglider in New Zealand.