

ARENA Induction for NZ Operators

- ✓ Claim / obtain your ARENA account
- ✓ Complete data entry for Operator
- ✓ Complete data entry for Aircraft and Equipment
- ✓ Ensure tracking data is shared with ARENA / FENZ
- ✓ Check your aircraft are verified and approved for use by FENZ
- ✓ Make your aircraft available to FENZ

Account Setup

FENZ contracted operators will receive your ARENA account details once a Participating Agreement(PA) has been completed and sent back to be processed.

Go to <https://arena.nafc.org.au/>

Once you receive this via email **Login** and change your password by clicking on the person icon on the top right of screen and selecting **change password**.

Your company's first user in ARENA will be a manager level user. You can add additional users to your operator account in ARENA. This is particularly helpful when you have a larger company and want to share the data entry and management duties between multiple people. Select the **Users** tab on the left side of the screen and click on the '+ Add New' button on the users screen. You can do this at any time.

Most ARENA screens have information boxes that provide help and instructions for each screen.

Data Dashboard



How to complete data entry for operator

Business details tab on the left side of the screen. The initial data entry here has been completed from your FENZ aircraft (PA) details. Check your operator details and the three company addresses are correctly entered and each field is completed.



The screenshot shows a form with the following fields and values:

* Registered Name	Marlborough Helicopters Limited
ABN / NZBN	
Trading Name	
* Email Address	info@marlboroughhelicopters.nz
* Telephone	+64 *
* 24hr Operational Contact	+64 *
Tax	*
Website	

Pay particular attention to the 24hr contact number for your company. This is the number that FENZ will first ring to dispatch an aircraft to an incident. If this number is wrong or not answered you may miss the opportunity to get dispatched.

Ensure the email address given by the company is one that is accessible to more than one individual as it is the email address that will be used to send dispatch notifications and other important system generated messages.

AVIONICS

- Communications ○
- Accessories ○
- GPS & Tracking ○
- Tracking IMEI ○

SERVICES

- Callsign ●
- Service Roles (15) ●
- Verifications (15) ●

ATTACHMENTS

- Profile Photo ○
- Documents (0) ●
- Images (0) ○

Required fields are marked with a red * asterisk. The small green and/or orange circles next to the headings on screen indicate if all the mandatory fields are complete (green) or you still have some to complete (orange). These indicators are used throughout ARENA

Work your way down through all the tabs on the left hand side and complete as much information as possible.

Upload a photo of the aircraft to be used as a **profile photo** in ARENA for this aircraft. In the **images** section upload three photos of your aircraft showing its livery, cabin, and communications equipment. Follow the on-screen instructions for how to upload these images.



Equipment data entry

Use the **Equipment** tab to enter details for each vehicle or piece of equipment you are offering to work with your aircraft. Data entry here follows the same pattern as for aircraft. **The Equipment tab is not required to be completed at this stage**

Key Staff

Use the **Key Staff** tab to enter details of those key staff in your company that FENZ may need to contact. These may include an admin contact, contract manager, operations manager, head of maintenance, etc.

The Flight Crew tab is not required to be completed at this stage

Use the **Related Businesses** tab to enter details of any key businesses affiliated with your organisation, particularly in relation to supplying services to FENZ. This may include maintenance organisation, refuelers, partner companies, aircraft suppliers.

Use the **Insurance** tab to enter details of all insurance policies you hold that are required for your FENZ contract. Pay particular attention to the expiry date & time data and include a scan or copy of each of your policy certificates.

Use the **Occurrences** tab to enter details all accidents and incidents that have occurred under your Air Operators Certificate(s) or those of related business in the last five years.

The **Reviews** tab will be used by FENZ and other agencies to store and share the results of any Contract compliance reviews, ramp checks, etc. You have nothing to enter here

You may use the **Attachments** tab to upload any additional documents that you wish to share with FENZ. For example, your Company SOP's, SMS may have a COVID safe work plan you can upload here.

The **Bookshelf**, **Expiries** and **Reports** tabs have no data entry requirements. The bookshelf contains a variety of ARENA user guides

Ensure tracking data is shared with ARENA / FENZ

See the “Sharing tracking and event data with ARENA” document on the ARENA bookshelf that describes how the ARENA tracking system works and what issues commonly occur. PDF attached

Once you have tracking set up follow the ‘How to check your aircraft’s tracking data is getting through to ARENA correctly’ document to check the data from your aircraft is flowing through to ARENA

Check your aircraft are verified and approved for use by FENZ

Once you have entered your aircraft data you should go back and check for each aircraft that is contracted to FENZ that the aircraft appears in the ARENA system as verified and approved for each role you expect to see it used for. **If the approval data is not as expected contact FENZ**

Make your aircraft available to FENZ

Once you have your operator and aircraft data in the ARENA system, aircraft tracking working, and the aircraft verified and approved you need to make them ‘available’ to FENZ.

The availability for each aircraft is set for each day using the ARENA availability module.

Availability is defined as “The ability for an aircraft to be called on to perform a service role from a location at a specified time” e.g.: “IVB is available tomorrow at GCH Aviation for firebombing with 15 minutes notice required”

The **How to enter aircraft availability in ARENA** guide in the ARENA bookshelf explains in detail how to use the availability module but is also attached as a PDF

