1.   Objective

1.1   This Chapter provides guidance for evaluating and approving an operator/applicant's maintenance/inspection training program.

2.   General

Effective training is the basis for a successful maintenance/inspection program. Although many procedures for maintaining and inspecting aircraft may be similar, the equipment, procedures, and task documentation used may all be unique to the AMO/operator specific programs.

- Maintenance/inspection training programs are the most efficient manner to inform personnel of the requirements of the AMO/operator program.

2.1   Coordination Requirements and Scheduling.

Airworthiness inspectors (ASI) should encourage applicants to discuss pending maintenance/inspection training program development with the certification team before the program is submitted for final approval. It is especially important that programs be reviewed for conformity with appropriate regulatory requirements. This review can reduce the number of major changes an AMO/operator will have to make after a program has been printed and distributed.

2.2   Scheduling Maintenance Training Programs.

Delays in program approval results in delays in the certification process, or in the case of fractional ownership programs, delays in issuance of management specifications (MSpecs). To facilitate the evaluation of the training programs, the applicant should be encouraged to schedule a classroom training session in a timely manner.

2.3   Content of Maintenance/Inspection Training Programs.

The AMO/operator training program should include company indoctrination and technical training (formal and on-the-job training (OJT)). The program should contain a list of tasks to be taught and a method for recording the training. Completion of the training must be entered in the individual's training record.

2.3.1 Company Indoctrination.

Each maintenance/inspection employee should receive instruction in the use of the AMO/operator manuals, policies, procedures, and forms.

2.3.2 Maintenance/Inspection Technical Training.

2.3.2.1 Training may consist of a combination of formal (classroom) instruction and OJT. The AMO/operator may give training credit to individuals for experience gained while employed by other operators.

2.3.2.2 Procedures unique to the AMO/operator should be taught. Training records should indicate the amount of formal training, OJT, and experience each individual receives.

2.3.2.3 Technical training may be contracted to another operator, manufacturer, or in the case of a specialized process, to a person knowledgeable in that specialized process. The AMO/operator is responsible for the content and quality of such training.

2.3.2.4 The CAAI does not establish a fixed amount of time for indoctrination or technical training courses, but the courses should use a minimum time proportional to the AMO/operator complexity.

2.3.3 Responsibilities for Persons Other than an AMO/Operator Employees.

ANRs require each certificate holder to be primarily responsible for having a training program and ensuring that the training received throughout the AMO/operator system is of equal quality and effectiveness. This covers all persons such as the certificate holder's employees and contract personnel for emergency maintenance and servicing.

2.3.4 Category II/III/ RVSM /ETOPS Maintenance Personnel Training.

Each applicant for Category II/III/ RVSM /ETOPS must establish an initial and recurrent training program. This program must be approved by the Administrator and cover all personnel performing quality control inspection and maintenance work on Category II/III/ RVSM /ETOPS airborne systems and equipment. Training records for such personnel are to be kept current and made available to the CAAI for inspection.

2.3.5 Recurrent Training.

The AMO/operator training program should ensure that deficiencies discovered through continuous analysis and surveillance are corrected during recurrent training. Review, reinforcement, and upgrade of all training given in both indoctrination and technical subjects,

- Input from maintenance bulletins and/or maintenance newsletters, and
- Critical tasks, such as run-up/taxi, Required Inspection Items (RII), and Non-destructive Inspection (NDI).

2.3.6 Training Records.

Training records must be retained by the AMO/operator to document that personnel are adequately trained. Training records should be maintained at a central location, but may be maintained at other locations provided these locations are listed in the AMO/operator manual.

2.3.7 Special Emphasis Training.

Special maintenance/inspection training programs are required when new or different types of aircraft and/or equipment are introduced.

2.5 **Approving the Maintenance/Inspection Training Program.**

The training program should be implemented subject to CAAI approval. A list of effective pages will show approval dates of the maintenance/inspection training program.

2.6 **Prerequisites and Coordination Requirements.**

2.6.1 Prerequisites:

Familiarity with the type of operation being evaluated.

2.6.2 Coordination.

This task requires coordination with maintenance, avionics, and specialists.

3. Reference Material, Forms & Checklists

3.1 **References**:

- ANRs.OPS.348; 349(2); 351;417; 418(4);(5); 419(2); 421 and ANRs.RS. 12(8); 21(3) ;30-31

3.2 **Forms.** None.

3.3 **Checklists:** AWF 1.1.229A/1.2.229A

4. Process

4.1 **Review AMO/Operator File**

4.2 **Review Schedule of Events**.

If this task is performed as part of an original certification or issuance of MSpecs, review the Schedule of Events to ensure that this task can be accomplished in accordance with the schedule.

4.3 **Review Maintenance/RII Training Programs.**

The program should include the following elements in both the maintenance training program and the RII training program.

4.3.1 The name of the person responsible for the overall administration of the maintenance/RII training program.

4.3.2 The name(s) of the person(s) responsible for other processes within the maintenance/RII training program (e.g., recordkeeping, revisions to training programs, and security of

the program).

4.3.3   Designated maintenance/RII training instructors.

4.3.4   A description of how instructors are determined to be qualified.

4.3.5   Procedures used to authorize instructors.

4.3.6   A file on the instructors consisting of qualifications, authorizations, and other documents pertaining to instructor assignments.

4.3.7   A list describing what type of training is required for new employees or RII candidates (indoctrination, OJT, etc.).

4.3.8   Procedures for evaluating, crediting, and documenting a new employee's previous training.

4.3.9   Procedures for determining what additional training is required for a new employee.

4.3.10 A schedule for recurrent training, a description of recurrent training, and procedures for determining requirements for other training.

4.3.11 Recordkeeping procedures, including records of the following:

- Training dates,
- Who performed the training (instructor should indicate by signing),
- The number of hours of training performed, and
- The content of the training performed.

4.3.12 Criteria for determining the quality of the training program (training standards).

4.3.13 Evaluation of the need to revise training programs.

4.3.14 A training syllabus that describes the following:

- Content of each training course,
- Format of training (classroom, OJT),
- Duration of training courses,
- Standards for grading students, and
- Training aids.

4.3.15 Criteria to determine acceptability of contract training, to include:

- Qualifications of instructors,

- Criteria to establish appropriateness of reference material being taught,
- Reporting procedures to inform the AMO/operator of student progress,
- Criteria to determine adequacy of facilities, and
- Criteria to evaluate contractor's training syllabus.

4.4 **Review RII Training**.
The AMO/operator must provide RII original and recurrent training, including:

4.4.1 A statement that RII students are appropriately certificated, qualified, trained, authorized, and current as airframe and powerplant mechanics or appropriately certificated repairmen;

4.4.2 A method for notifying the RII candidate of the successful completion of the course; and

4.4.3 A method for receiving confirmation by the candidate of acceptance of RII authorizations and responsibilities.

4.5 **Observe AMO/Operator Performing Training**

This observation is performed regardless of whether the AMO/operator performs the training or contracts with another company.

4.5.1 Ensure that facilities are adequate, including classrooms, training aids, and reference materials.

4.5.2 Evaluate the instructor's presentation and knowledge.

4.5.3 Ensure that course content and instruction is in accordance with the training syllabus.

4.5.4 Ensure that training record keeping is performed in accordance with the maintenance/RII inspection program.

4.6 **Analyze Findings**.

Evaluate all deficiencies to determine what changes will be required.

4.7 **Debrief the AMO/Operator.**

4.7.1 If deficiencies are discovered during the review, return the program to the AMO/operator with a letter describing the problem areas, if necessary. If this review is being performed as part of a certification, inform the AMO/operator that

issuance of the certificate will be withheld until deficiencies are corrected.

4.7.2 Schedule a meeting with the AMO/operator to discuss the problem areas if it may be helpful in resolving deficiencies. Discuss how to resolve deficiencies.

5. Task Outcome

5.1 **Complete the Task**.

Successful completion of this task will result in the following:

5.1.1 A letter to the AMO/operator indicating approval of the program; and

5.1.2 The original program sent to the AMO/operator along with instructions to provide a copy of the program to the certificate-holding district office.

5.2 **Document Task**.

File all supporting paperwork in the AMO/operator file.