



AW 1.2.004	 <small>רשות התעופה האזרחית</small> <small>Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

1. GENERAL.

- 1.1. The document evaluation phase is that part of the certification process where the applicant's manuals and other documents are carefully reviewed and either approved or rejected. The certification team members, for the most part, perform this phase, in the CAA office.
- 1.2. An important responsibility of the PM is to organize the certification team's efforts to promptly review the applicant's manuals and other documents. Two key elements useful in planning activities in the document compliance phase are the schedule of events and the compliance statement. The schedule of events determines what will be examined and when. The previously agreed upon schedule of events will determine the priority of items to be reviewed and any additional inspector support or other CAA resources that will be needed beyond the composition of the basic certification team. The document compliance phase is an intensive process and will most likely require additional resources to accomplish necessary tasks in a timely manner.
- 1.3. During this phase, members of the certification team evaluate and approve or accept the applicant's manuals and any other required documents. Review of the applicants submissions should be accomplished by simultaneous references to the CAAI ANR's the compliance statement, and the appropriate manual or document. The formal application package and attachments is performed in-depth to ensure compliance with applicable regulations and conformity to safe operating practices. The documents to be reviewed include:
 - 1.1.1. A revised Schedule of Events, if applicable.
 - 1.1.2. A completed CAA Form AMO ARSC (Approved Application for Maintenance Organization Certificate and/or Rating) -See Advisory Pamphlet AP-1.2.001A.
 - 1.1.3. A completed Compliance Statement.
 - 1.1.4. A completed Maintenance Procedure Manual (ANR.AMO.14)
 - 1.1.5. A completed Maintenance Training Program.
 - 1.1.6. A completed Quality Assurance Program.
 - 1.1.7. A completed Capability List. A list of makes and models of the particular item(s) to be maintained and the nature of the work to be performed for any limited ratings.
 - 1.1.8. Management Personnel and Certifying Staff training and Qualifications records.
 - 1.1.9. Documents of Purchase, Contracts, and Lease Agreements.
 - 1.1.10. A copy of the approved specification for the work to be performed for a Specialised Service Rating.

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

1.1.11. Calibration Certificates on test equipment and/or precision tools, if applicable. This can be accomplished during the Inspection Phase. The applicant must be informed that the evaluation of Certificate of Calibrations on test equipment and precision tools will be accomplished. If evaluated during the inspection phase the applicant must be aware that all required test equipment and precision tools must be appropriately calibrated and documented.

1.1.12. Document any Deficiencies (unacceptable documents).

1.1.12.1. If deficiencies are found in any manual or document, return it to the applicant with a letter outlining the deficient areas. Inform the applicant that the certification process will not continue until all deficiencies are resolved. If appropriate, meet with the applicant to review deficiencies in detail. The Certification Team should be ready to offer suggestions on how to improve the product but avoid “writing” the applicant’s manual. The Certification team should remember that it is the applicant’s responsibility to develop manuals and procedures that ensure safe operating practices and compliance with the regulations

Note: *The applicant and the certification team should address the appropriate means of identifying the corrective actions (revisions) to manuals and documents. If manuals and documents have been revised without a means to identify what changes have been accomplished then the inspector should review the entire manual or document.*

1.1.13. Corrective action must be taken and the Certification Team notified in writing by the applicant, in order for the certification process to continue. Each deficiency and corrective action must be fully documented and recorded in the certification file.

2. TERMINATING THE DOCUMENT EVALUATION PHASE.

Once all required documents are approved or accepted, the Document Compliance Phase ends. The certification process continues in the Demonstration and Inspection Phase. Although the Document Compliance Phase and the Demonstration and Inspection Phase are dealt with as distinct, separate phases, the two may overlap or occasionally coincide.

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

REVIEW OF THE MAINTENANCE PROCEDURE MANUAL AND CAPABILITY LIST

Section 1. General

1. OBJECTIVE.

This chapter provides guidance for evaluating, approving, accepting, and/or denying all ANR.RS(14) Approved Maintenance Organization, Maintenance Procedures Manual (MPM) submissions or revisions.

2. GENERAL

2.1. Regulatory Requirements.

Before issuing a certificate, a manual that includes the applicant's maintenance procedures must be approved by the Authority. Also, When a certificate holder revises an existing manual, these revisions must be submitted to the CAA for approval prior to implementation. The process in both of these situations is the same.

2.2. Non-regulatory Items.

There may be some recommendations included in this directive that are not required by the regulations. They have been included to assist the inspector and certificate holder/applicant in developing a more complete description of the AMO's overall functions and responsibilities.

2.3. **If this task is performed as part of an original certification**, the entire manual will be submitted. If this task is performed as a revision, only that portion of the manual that is revised will be received.

2.4. AMOs may approve articles for return to service after a major repair.

In order to do this, the customer's work order and maintenance release may be used, in lieu of ANR.RS.14 (F) (29), 37 under the privileges of their certificate. Additionally, the AMO must provide the customer:


2.4.1. A signed copy of the work order, showing the work accomplished.

2.4.2. The maintenance release form signed by an authorized AMO representative (Certifying Staff Inspector).

NOTE: Both of these items may be on the same form, therefore requiring only one signature

2.5. Work Performed For ANR 14 (F) (23),31 Air Operators.

AMOs that perform work for air operators operating under a IANR 14 (F) (23),31 continuous maintenance program must include a section on how the air carrier's manual is to be complied with, how the work is to be performed and that a current copy of the air operator's manual will be provided. The MPM shall address the AOC's procedures and paperwork.

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization		Revision 2
Certification – Phase 3 - Document Evaluation		30 NOV 11

2.6. In-Progress Maintenance.

The AMO's MPM must have procedures that include designating the individual responsibility for briefing the arriving shift's supervisors and personnel of the exact status of in-progress maintenance. These procedures must also include accounting for the in-progress maintenance status in the AOC's work packages.

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

Section 2. Procedures

1. PREREQUISITES AND CO-ORDINATION REQUIREMENTS

1.1. Prerequisites

- 1.1.1. Knowledge of the regulatory requirements of ANR AMO
- 1.1.2. Successful completion of the Government Safety Inspectors – Airworthiness Course
- 1.1.3. Experience with ANR operations

1.2. Co-ordination. This task may require co-ordination with other specialties.

2. REFERENCES, FORMS, AND JOB AIDS

2.1. References

- 2.1.1. ANR.AMO
- 2.1.2. ANR.OPS
- 2.1.3. ANR.PEL
- 2.1.4. ANR.DOC
- 2.1.5. ANR.AMO 14

2.2. AP1.2.001A: Certification of an approved maintenance organization

3. PROCEDURES

3.1. Receive Certificate Holder/Applicant's Submitted Manual.

Ensure that:

- 3.1.1. Submission includes at least a copy of the manual
- 3.1.2. The Accountable Manager or an individual authorized by the Accountable Manager signs each page. A letter signed by the accountable manager that identifies the authorized name(s) that can sign the MPM shall be kept on file with the AMO and submitted to the Authority.

3.2. Review Certificate Holder/Applicant's Submitted Manual/Revision.

Review the manual/revision to ensure that it meets the regulatory requirements of ANR.RS. PART B, C.

- AMO 14(c) - The Authority shall approve MOPM and amendments prior to use
- AMO 14 (F)(1),- Scope of work relevant to the requirements of an aircraft or component for return to service
- AMO 14 (F)(7), -Instructions and information for personnel to perform their duties and responsibilities with high degree of safety

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization		Revision 2
Certification – Phase 3 - Document Evaluation		30 NOV 11

- AMO 14(d) - Easy to revise and a system for personnel to determine current revision
- AMO 14(d) - Date of last revision on each page
- AMO 14(g) - Not contrary to any regulations of AMO's specific operating provisions
- AMO 14(g)(3) - References to appropriate regulations
- AMO 14(h) - Statement signed by the Accountable Manager that all manuals used define the AMO's compliance with the regulations and will be complied with at all times
- AMO 14(f)(8)- Procedure to maintain a current list of titles and names of management personnel.
- AMO 14(f)(9)- List of management personnel describing their duties and responsibilities in which they may deal directly with the Authority
- AMO 14(f)(10)- Organisational chart
- AMO 14(f)(12,13)- Procedure establishing and maintaining a current roster of certifying personnel
- AMO 14(f)(8)(a) - Procedures to establish competence of maintenance personnel
- AMO 17 - Manpower resources
- AMO 34 - Records retention system
- AMO 37 - Preparing a maintenance release and the circumstances to be Signed.
- AMO 14(f)(37) -Additional procedures to comply with an AOC holder's maintenance procedures and requirements
- AMO 38 – Reporting of unairworthy conditions
- AMO 14(f)(20,21) - Procedure for receiving, amending, and distributing airworthiness data
- AMO 14(f)(17) - Description of facilities
- AMO 14(f)(1) - Scope of work relevant to the extent of approval
- AMO 14(e) - Notification procedure for requesting changes that to the AMO
- AMO 14(e) - Procedure to amend the MPM
- AMO14(f)(18) - Procedure to ensure good maintenance practices and compliance with the requirements
- AMO 14(f)(15) - Procedures on a independent Quality System to monitor overall operation of the AMO which includes a feedback system
- AMO 14(f)(34) - List of Operator(s) that AMO provides maintenance service.
- AMO 14(f)(24)- List of contractors which perform maintenance on behalf of the AMO
- AMO 12(B)(6) - List of line maintenance locations and procedures
- AMO 22 - Establish an independent quality assurance system monitoring compliance of the AMO and provide a system for inspection – See Section 4 of this Chapter
- AMO 22(a) - Quality Assurance System procedure to initially qualify and periodically perform audits on personnel performing work on behalf of the AMO
- AMO 22(b)(2) - Compliance monitoring and feedback system
- AMO 29 - Maintenance activities and standards AMO intends to work
- AMO 22 - Quality Assurance System review of all maintenance

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

- AMO 22(b)(4) - procedures in MPM
Quality Assurance System indicating when audits are due, completed, and a system of reports for review by Authorities
- AMO 14 (e) - Specify who should amend the manual(s) particularly where there are several parts
- AMO14 - Maintenance procedures; including line maintenance procedures.
- AMO 23 - Quality system procedures.
- AMO 34 - Documentation.

3.3. In addition the manual/revision must include the following subjects:

3.3.1. Manual revision control system.

Ensure that:

- 3.3.1.1. For original certification, there is a list of effective pages. (Signed by all inspectors assigned to AMO)
- 3.3.1.2. For a revision, that the revision is in accordance with the control system in the certificate holder's current manual

3.4. The MPM must have Management Procedures including:

- 3.4.1. Corporate commitment by the accountable manager
- 3.4.2. Management personnel
- 3.4.3. Duties and responsibilities of management personnel
- 3.4.4. Management organizational chart
- 3.4.5. List of certifying staff (The list can be a separate document but must be referenced in the MOPM with the appropriate procedures)
- 3.4.6. Manpower resources
- 3.4.7. General description of the facilities at each address intended to be approved
- 3.4.8. Organizations intended scope of work
- 3.4.9. Notification procedure to the Authority regarding changes to the organization's activities/approval/location personnel
- 3.4.10. Manual amendment procedures
- 3.4.11. Management Structure – the MOPM must contain a description of the AMO's management structure as it pertains to all aspects of the AMO, including, but not limited to, maintenance structure, quality assurance structure, etc. Organizational entities, areas of responsibility, and titles of key management positions must all be identified in the management structure. This description should contain information on how the maintenance management structure interfaces with the quality management structure and the responsibilities of both. Organizational charts and diagrams may also be useful in showing the relationship between departments, units, etc., within the company.

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization		Revision 2
Certification – Phase 3 - Document Evaluation		30 NOV 11

3.4.12. Names of management and certifying staff personnel. The names of the individuals filling management positions can be listed in the MPM or may be separate from the MPM provided that the MOPM describes the procedures to establish and maintain a current list. Refer to ANR.AMO.18.

3.4.12.1. The list of names filling management positions that describes their duties and responsibilities for which they are specifically authorized to deal directly with the Authority. The list may be separate from the MOPM provided that the MOPM describes the procedures to establish and maintain a current list. ANR.AMO. (18)

3.4.12.2. The names of the individuals filling the certifying staff positions, which have been authorised by the AMO, can be listed in the MOPM or may be separate from the MOPM provided that the MOPM describes the procedures to establish and maintain a current list. Refer to ANR.AMO.14(8).

3.5. Maintenance Procedures in the MOPM should cover

3.5.1. Supplier evaluation procedure

3.5.2. Acceptance/inspection of aircraft components and material from outside contractors

3.5.3. Storage, tagging and release of aircraft components and material to aircraft maintenance

3.5.4. Acceptance of tools and equipment

3.5.5. Calibration of tools and equipment

3.5.6. Use of tooling and equipment by staff (including alternate tools)

3.5.7. Cleanliness standards of maintenance facilities

3.5.8. Maintenance instructions and relationship to aircraft/aircraft component manufacturer's instructions including updating and availability to staff

3.5.9. Repair Procedure

3.5.10. Aircraft maintenance program compliance

3.5.11. Airworthiness Directives procedure

3.5.12. Optional modification procedure

3.5.13. Maintenance documentation in use and completion of same


3.5.14. Technical record control

3.5.15. Rectification of defects arising during base maintenance

3.5.16. Release to service procedure

3.5.16.1. Personnel authorized to sign maintenance release

3.5.17. Records for the air carrier operator

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

- 3.5.18. Reporting of defects to the Authority/Operator/Manufacturer
- 3.5.19. Return of defective aircraft components to stores
- 3.5.20. Defective components to outside contractors
- 3.5.21. Control of computer maintenance record systems
- 3.5.22. Reference to specific maintenance procedures such as:
 - 3.5.22.1. Engine running procedures,
 - 3.5.22.2. Aircraft pressure run procedures,
 - 3.5.22.3. Aircraft towing procedures,
 - 3.5.22.4. Aircraft taxiing procedures

3.6. Additional Line Maintenance Procedures

- 3.6.1. Line maintenance control of aircraft components, tools, equipment, etc.
- 3.6.2. Line maintenance procedures related to servicing/fuelling/de-icing, etc.
- 3.6.3. Line maintenance control of defects and repetitive defects
- 3.6.4. Line procedure for completion of technical log
- 3.6.5. Line procedure for pooled parts and loan parts
- 3.6.6. Line procedure for return of defective parts removed from aircraft

3.7. Quality System Procedures

- 3.7.1. Completion and Retention of maintenance Records
- 3.7.2. Quality audit of organization procedures
- 3.7.3. Quality audit of aircraft
- 3.7.4. Quality audit remedial action procedure
- 3.7.5. Certifying staff qualification and training procedures
- 3.7.6. Certifying staff records
- 3.7.7. Quality audit personnel
- 3.7.8. Qualifying inspectors
- 3.7.9. Qualifying technicians
- 3.7.10. Exemption/deviation process control
- 3.7.11. Concession control for deviation from organization's procedures
- 3.7.12. Qualification procedure for specialized activities such as non-destructive testing, welding, etc.
- 3.7.13. Control of manufacturer's work teams
- 3.7.14. See Section III of this chapter for guidance.

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

3.8. Documentation

- 3.8.1. Contracted air operators
- 3.8.2. Air operator procedures and paperwork
- 3.8.3. Air operator record completion
- 3.8.4. Sample of documents
- 3.8.5. List of subcontractors
- 3.8.6. List of line maintenance locations

3.9. In addition to the subjects listed above the following must be included in the MPM (appropriate to the ratings sought):

3.9.1. Incoming inspections.

A system or method for the following types of inspections of incoming articles and/or materials:

3.9.1.1. New items from the manufacturer, for:

- 3.9.1.1.1. Shipping damage
- 3.9.1.1.2. Traceability of life limits, if applicable
- 3.9.1.1.3. Identification and tagging of parts to manufacturer's invoice

3.9.1.2. Overhauled or repaired parts from an approved agency, for:

- 3.9.1.2.1. Shipping damage
- 3.9.1.2.2. Traceability of life limits, if applicable
- 3.9.1.2.3. Traceability of overhaul record and/or maintenance release tag

3.9.1.3. Items sent out for contracted maintenance functions, for:

- 3.9.1.3.1. Shipping damage
- 3.9.1.3.2. Conformity to specifications (CAA and manufacturer's), to include type of material and state of preservation

3.9.1.4. Items of unknown origin, for:

- 3.9.1.4.1. Shipping damage
- 3.9.1.4.2. Conformity to specifications, drawings, or dimensions (CAA and manufacturer's), to include type of material and state of preservation
- 3.9.1.4.3. Airworthiness status including Airworthiness Directives and traceability of life limits, if applicable
- 3.9.1.4.4. Functional tests, as applicable

3.9.2. Preliminary inspections.

A system or method for preliminary inspection of articles to be repaired, for:

- 3.9.2.1. State of preservation
- 3.9.2.2. Functional operation prior to disassembly, if applicable

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

3.9.2.3. Traceability of life limits and/or time since overhaul, if applicable

3.9.2.4. Identification and tagging of parts to manufacturers invoice

3.9.3. Hidden damage inspections.

A system or method for inspection of damaged parts for hidden damage. Ensure that items are disassembled as necessary and inspected for hidden damage in adjacent areas.

3.9.4. In-progress inspections.

A system or method of inspection, testing, and/or calibration, during and after disassembly and at various stages while work is in progress.

3.9.5. Final inspection.

A system or method of inspection, testing, and/or calibration of units at completion of work.

3.9.6. Inspection and in-progress work records.

A system of forms for recording the results of all inspections and in-progress work, and procedures for utilizing and retaining them, per ANR.RS30. Samples must be included.

3.9.7. Procedures that designate the individual responsible for briefing the arriving shift's supervisors and personnel of the exact status of in-progress maintenance.

3.9.8. Capabilities List – See Section 3 of this chapter.

3.9.9. Additional manual material. Ensure that the additional material included in the manual is not contrary to the regulations.

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

Section 3 – Capability List

1. GENERAL.

This Section provides information, guidance and a format, for each Approved Maintenance Organization, for the development of an Approved Maintenance Organization capability list as is required for the approval of Class 2 Propeller ratings, Class 1, 2, or 3 Accessory ratings or as may be required by any other Limited propeller, Radio, and instrument rating. It is a requirement by ANR.AMO.16 that each maintenance organization must submit and kept current a capability list. The capability list must identify each article by make and model, part number, or other nomenclature designed by the article's manufacturer. This Inspector handbook sets forth an acceptable means, of complying with the Civil Aviation Regulations (ANR) and the development of procedures for the Maintenance Procedures Manual.

- 1.1. The approved maintenance organization may not perform maintenance, preventive maintenance, or modifications on an article until a self-evaluation has been completed on each article prior to describing the article on the capability list.
- 1.2. The applicant must develop procedures for the preparation and revision of the capability list, in the maintenance procedure manual, that is acceptable to the CAA. The procedures should specify what information is to be furnished on the list along with instructions on how the AMO intends to ensure compliance with the CAAI ANR's with regards to the availability of qualified/trained personnel, current manufacturer's technical data, facilities, tools, equipment and test apparatus necessary to assure completion of the work. Also the maintenance procedure manual must address the following:
 - 1.2.1. The capability list or form should list each component by manufacturer or vendor, model, part name, Part number, ATA code, and CAA rating and model aircraft.
 - 1.2.1.1. MPM procedures for keeping the capability list current
 - 1.2.1.2. MPM procedures for adding components/parts to the list to include:
 - 1.2.1.2.1. Shop person authorized to update the component /parts list.
 - 1.2.1.2.2. Company person authorized to approve revision of the list.
 - 1.2.1.2.3. Availability of current applicable manufacturer technical data or other CAA approved data.
 - 1.2.1.2.4. Trained and qualified personnel.
 - 1.2.1.2.5. Appropriate facilities.
 - 1.2.1.2.6. Required equipment or tools.
 - 1.2.1.2.7. MOPM procedures for the disposition and retention of all forms.

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

1.2.1.3. The document itself should have provisions for:

1.2.1.3.1. The company name.

1.2.1.3.2. The company division/department/shop.

1.2.1.3.3. The company document number.

1.2.1.3.4. The revision number on each page.

1.2.1.3.5. Method of identifying each revision on each revised page.

1.2.1.3.6. Page number on each page.

1.2.1.3.7. A list of effective pages.

1.2.1.3.8. A record of revision page.

1.2.1.3.9. A forward or introductory page.

1.2.1.3.10. Tables of contents to identify each section.

1.2.2. If the list is referenced in the company's CAA approved Specific Operating Provisions, procedures for review and acceptance by the CAA.

1.2.3. If the capability list is a separate document, it should have provisions for control of revisions and distribution.

1.3. The company must also develop a standard for use to assure or certify that all the requirements of ANR AMO 16(4) complied with before submitting additions to the CAA for acceptance, as an amendment, to the existing AMO capability list. This form should contain at least the following:

1.3.1. There should be a standardized company format for each workshop to complete, to revise the list, containing at least the following information:

1.3.1.1. Part number

1.3.1.2. Description

1.3.1.3. Manufacturer/Vendor

1.3.1.4. Company capability which may include:

1.3.1.4.1. Overhaul

1.3.1.4.2. Repair

1.3.1.4.3. Inspection

1.3.1.4.4. Testing

1.3.1.4.5. Calibration

1.3.1.4.6. Alteration

1.3.1.5. Workshop responsible

1.3.1.6. ATA code

1.3.1.7. Approved test equipment

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization		Revision 2
Certification – Phase 3 - Document Evaluation		30 NOV 11

1.3.1.8. Approved technical data

1.3.1.9. Trained and qualified personnel

1.3.1.10. Miscellaneous information


1.3.1.11. CAA acceptance-if components to be included on CAA acceptable capability list.

1.3.1.12. Provisions for signature of responsible shop personnel submitting the amendment to the capability list and the date.

1.3.1.13. Provisions for signature of company person authorizing approval of the amendment and the date

1.4. The capability form on the following page of this inspector handbook may be used or each AMO may develop their own equivalent form or list via the computer, as long as it fulfils all the requirements of this inspector handbook.

Note: *The capability list(s) shall be available in the facility for inspection by the public and the Authority.*

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

CAPABILITY LIST FORM.

<p>[Company Name]</p> <p>Approved Maintenance Organization Number _____</p> <p>Capability List Form</p>											
Manufacturer or Vendor	Model	Part Name	Part Number	ATA Code	Appropriate Rating Issued	Work Scope					Limitations
						Overhaul	Repair	Inspection	Testing	Calibration	
Date: _____ Accountable Manager: _____											

AW 1.2.004	 <small>רשות התעופה האזרחית</small> <small>Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

Section 4 – Quality Assurance System

1. GENERAL.

Pursuant to ANR AMO 22 an AMO certificate holder must establish and maintain a program to ensure that the maintenance system complies and continues to comply with the regulations. A good quality system monitors procedures to ensure good quality maintenance practices, airworthy aircraft, and aeronautical products.

Note: It is not intended that this program is based upon a system of end product inspection, but rather upon periodic verifications of all aspects of the systems and practices used in the performance of maintenance, to ensure compliance with regulations and approved company procedures. The program should provide an unbiased picture of the AMO's performance, to verify that activities and results comply with the Maintenance Procedures Manual and confirm that the MPM and the systems and procedures described within remain effective and are achieving the AMO's objective.

1.1. The program must:

- 1.4.1. Be under the sole control of either the person responsible for quality management, or a person to whom, pursuant to ANR AMO 22, the management function for the program has been assigned;
- 1.4.2. As a minimum, cover all functions defined within the approved manual;
- 1.4.3. Include all elements necessary to confirm that the AMO is in compliance with the applicable regulations and the MOPM;
- 1.4.4. Ensure that all referenced procedures remain applicable and effective;
- 1.4.5. Be responsive to any changes within the AMO that could affect the MOPM and/or the AMO certificate ratings, and it must address the need for MOPM amendments resulting from such changes. The MOPM must be reviewed periodically to ensure compliance with current regulations.
- 1.4.6. Employ audit checklists to identify all functions controlled by the MOPM. Having regard to the complexity of the AMO's activities, checklists must be sufficiently detailed to ensure that all maintenance functions are addressed. Specifically, the program must include the following elements:
 - 1.4.6.1. An initial internal audit, using the audit checklists that cover all aspects of the AMO's technical activities, within 12 months of the date on which the certificate is issued. And further audits should be conducted once a

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

year for each aircraft type maintained.

- 1.4.6.2. A recurring cycle of further internal audits, conducted at intervals established in the approved MOPM;
 - 1.4.6.3. Records of findings of compliance and non-compliance resulting from the audits required by 1.4.6.1 and 1.4.6.2;
 - 1.4.6.4. Procedures to ensure that the findings of the audits are communicated to the person appointed pursuant to ANR AMO 22(a) and made available to the accountable manager;
 - 1.4.6.5. Where appropriate, immediate and long term actions to correct the root cause of each non-compliance noted;
 - 1.4.6.6. Follow up procedures, to ensure that necessary corrective actions (both immediate and long term) instituted by the AMO are effective; and
 - 1.4.6.7. A record keeping system to ensure that details of audit findings, corrective actions, and follow up inspections are recorded, and that the records are retained for two complete cycles.
- 1.2. The audits required by 1.4.6.1 and 1.4.6.2 may be conducted on a progressive or segmented basis, provided that the entire organization system is verified within the applicable interval. Auditors should not have any day-to-day involvement in the area of maintenance activity that is to be audited. An organization whose structure and size does not justify the establishment of full-time auditors may undertake the use of part-time auditors from within its own organization or from an external source. In all cases, the organization should develop suitable procedures to ensure the persons directly responsible for the activities to be audited are not selected as an auditor or are part of the auditing team.
- 1.3. Functions related to quality assurance may be performed by persons within the AMO or by external agents. Personnel may be assigned responsibilities for other duties, in addition to those related to the program, provided that the quality assurance responsibilities take precedence over all other responsibilities.

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

Section 5 - MPM Approval

1. GENERAL.

- 1.1. Before approving the MOPM, the AMO's initial training curriculum must be approved (See Chapter 7 of this inspector handbook)
- 1.2. If the MOPM is approved:
 - 1.2.1. Place "Approved", with date, office identification, and signature of inspector(s) on the list of effective pages. If more than one inspector is assigned to the approved maintenance organization (Maintenance & Avionics Inspector) then each person will sign on the list of effective pages, as appropriate.
 - 1.2.2. File office copy of manual as follows:
 - 1.2.2.1. If an original manual, file a copy of the entire Maintenance Procedure Manual in the certificate holder/applicant's office file
 - 1.2.2.2. If a revision, remove affected pages, insert revised pages in current manual, and update the manual control system.
 - 1.2.2.3. Return the other copy of the manual to the applicant with a letter, if applicable
- 1.3. If the MOPM must be rejected:
 - 1.3.1. Return all copies to the applicant with letter explaining discrepancies,
 - 1.3.2. Explain to applicant that the manual must be corrected and resubmitted in order to proceed with the certification or revision process
- 1.4. Document. File all supporting paperwork in the certificate holder/applicant's office file.
- 1.5. For further approval details see AW.1.2.202

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

TRAINING PROGRAMME APPROVAL PROCESS

SECTION 1 - GENERAL

1. A maintenance organization must establish an initial and recurrent training for maintenance personnel and certifying staff. Maintenance personnel and certifying staff shall meet the qualification requirements and receive initial and continuation training to their assigned tasks and responsibilities. The training program established by the AMO shall include training knowledge and skills related to human performance, including co- ordination with other maintenance personnel and flight crew as appropriate.
2. The AMO shall establish the curriculum and standards for training, as well as the pre- qualification standards for the personnel that will attend the training. The Pre- qualifications standards are intended to insure that the trainee has a reasonable chance of successfully completing any of the courses required by the AMO.
3. In assessing the adequacy of the applicant's maintenance program, the inspector should determine that the scope of maintenance and inspection personnel training is sufficient to ensure performance of maintenance by the applicant, is maintained to a high degree of airworthiness.
4. The level of training required for each individual is a function:
 - 4.1. Of his or her experience and the complexity
 - 4.2. Of the work he or she is expected (authorized) to perform. In many cases the work may be complex and require the use of specialized equipment. In such cases, required training may range from on-the-job training to formal classroom training and appropriate examinations. In any case, the program should provide sufficient training for each individual to competently perform the work authorized.
5. The size and scope of the applicant's proposed operation have no bearing on the need for an effective training program. All organizations need such a program; however, a small organization should not be expected to duplicate all of the facilities provided by a large operator. Training of the certifying staff shall be performed by the AMO/AOC or by an institute selected by the AMO or AOC. In either case, the AMO/AOC shall establish the curriculum and standards for training, as well as pre- qualification standards for the personnel intended for training. Pre-qualification standards are intended to ensure that the trainee has a reasonable chance of successfully completing any course.
6. Curriculum components. An approved curriculum will consist of at least the following elements:

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 -		Revision 2
Document Evaluation		30 NOV 11

- 6.1. Subjects, appropriate to ratings requested
 - 6.2. Course content, appropriate to ratings requested
 - 6.3. Objective testing and grading criteria
 - 6.4. Classroom or theory, appropriate to ratings requested
 - 6.5. Total number of hours required for successful completion
 - 6.6. A schedule of required tests, which indicates the sequence of examinations for each subject in the curriculum
 - 6.7. The order of instruction for each subject element.
7. The training program shall include details of the number of personnel who will receive initial training to qualify personnel to become certifying staff personnel over specified time periods. If there is any change to the curriculum it will have to be approved by the CAA Inspector, in writing.
 8. Following the satisfactory completion of the inspections described in this chapter and the required correction of any deficiencies by the applicant, the CAA inspector should submit his recommendations by letter or memo to the Project Manager (PM) as to the applicant's ability, in respect of maintenance, to carry out the proposed operation.

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

SECTION 2 - TRAINING PROGRAMME APPROVAL PROCESS

1. GENERAL

- 1.1. Training curriculum approval follows the five phase general process for approval or acceptance described in this inspector handbook. The basic steps of this process must be followed. Each phase, however, may be adjusted to accommodate existing circumstances. Depending on the complexity of the organization and the availability of CAA resources, the approval/acceptance process may be accomplished in only a few days, or the process may last many months. The approval process applies to each organization requesting approval of a new curriculum or a revision to a currently approved curriculum. Inherent in the approval process is the CAA's responsibility to deny approval of any training which does not meet regulatory requirements or which has been found deficient. Training curricula which have been granted approval and later found either to be in conflict with regulatory requirements or to be ineffective, must be appropriately modified by the organization, or CAA approval must be withdrawn. This inspector handbook establishes procedures for granting approval or withdrawing approval of all or part of a training curriculum.
- 1.2. The training approval process discussed in this inspector handbook applies only to applicants for an Approved Maintenance Organization Certificate. ANR.AMO.22 states that maintenance personnel and certifying staff shall have training and recurrent training. ANR.AMO.22 allows that training may be performed by an outside agency. If this option is used, the AMO establishes the curriculum and standards for training.

2. INITIATING THE APPROVAL PROCESS – PHASE ONE.

- 2.1. The training approval process can be initiated by either the AMO or the CAA as follows:
 - 2.1.1. AMO Initiated.
The organization informs the CAA that it is planning to establish a new training curriculum or to change an existing curriculum
 - 2.1.2. CAA Initiated.
The CAA informs an organization that revisions to its training program are required based on recently acquired information relative to training techniques, aviation technology, operator performance, or regulatory changes.
- 2.2. When a proposal is initiated by the AMO, one of the first steps the CAA inspector should take is to obtain the following basic information:
 - 2.2.1. Type of equipment

AW 1.2.004	 <small>רשות התעופה האזרחית</small> <small>Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

- 2.2.2. Proposed training schedules
- 2.2.3. Proposed contract training, if any
- 2.2.4. Facilities to be used

3. CAA INVOLVEMENT IN PHASE ONE.

- 3.1. Early in the process, the CAA and the AMO should establish, through discussion, a common understanding of both the regulatory training requirements and the direction and guidance provided in this inspector handbook. The CAA inspector and the AMO must examine the entire operation to ensure that any training necessitated by authorizations, or limitations, such as those in the operations specifications, deviations, is included in the organization's training curricula. The training program is the area most affected by operational changes. The Inspector should review all general requirements in the CAAI ANR's and in this directive that apply to the proposed operation.
- 3.2. The inspector should be aware of changes to the information initially provided by the organization. The inspector should discuss with the AMO the sequence and timing of events which occur in the development and the granting of initial and final approval of a training curriculum. If the AMO's proposal involves complex operations, such as ceramic coating or composite repair, the inspector must consult appropriate sections of this inspector handbook and other relevant documents and be prepared to advise the AMO during this phase. In such a case, the inspector should determine whether assistance from a CAA specialist is needed.
- 3.3. A CAA inspector should be prepared to provide advice to an AMO during training curriculum development. During phase one, the operator must be informed of the procedure for requesting initial approval and of the types of additional supporting information that the inspector will require the AMO to submit. An inspector should be prepared to provide guidance to the AMO on the following:
 - 3.3.1. The general formats and content of curricula, curriculum segments and training modules.
 - 3.3.2. Courseware
 - 3.3.3. Facilities
 - 3.3.4. Qualifications of instructor personnel
 - 3.3.5. Other areas of the organization's proposed training program
- 3.4. Early CAA involvement is also important for the following reasons:
 - 3.4.1. CAA advice and guidance during development of training may provide a useful service to the organization. This advice may

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

save the AMO and the CAA from unnecessary use of resources. It may also prevent the AMO from submitting a training curriculum proposal that would not be approved by the CAA

- 3.4.2. The inspector can become familiar with the material the AMO intends to submit.
- 3.4.3. This facilitates review of the proposal before the granting of initial approval the inspector can begin planning long range needs, such as arranging for the utilization of a CAA specialist to assist in the evaluation of the program's overall effectiveness.

Note: *Early CAA inspector involvement in the development of training programs is appropriate. A CAA inspector must act in an advisory capacity only. The inspector must avoid active participation in the actual training program development. The organization is responsible for the development of its own training program. The CAA inspector must not assume that responsibility*

4. REQUEST FOR INITIAL APPROVAL – PHASE TWO.

- 4.1. Phase two begins when the AMO submits its training curriculum in writing, for initial approval, to the CAA. The AMO should submit to the CAA an outline of each curriculum segment and any additional relevant supporting information requested by the CAA inspector. These outlines, any additional supporting information, and a letter must be submitted to the CAA. This letter should request CAA approval of the training curriculum. Two copies of each curriculum should be forwarded along with the letter of request to the CAA.
 - 4.1.1. The curriculum may be a section of the MPM.
- 4.2. Each AMO must submit its own specific curriculum segment outlines appropriate for the ratings requested. These outlines may differ from one AMO to another and from one category of training to another in terms of format, detail, and presentation. Each curriculum should be easy to revise and should contain a method for controlling revisions, such as a revision numbering system, if not part of the MPM.
- 4.3. Each curriculum outline must include the following information:
 - 4.3.1. AMO Name
 - 4.3.2. Title of curriculum including the category of training, such as indoctrination, or recurrent.
 - 4.3.3. Consecutive page numbers
 - 4.3.4. Page revision control dates and revision numbers

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization		Revision 2
Certification – Phase 3 - Document Evaluation		30 NOV 11

- 4.4. Each curriculum must also include the following items, as appropriate:
- 4.4.1. Prerequisites prescribed by the CAAI ANR's or required by the operator for enrolment in the curriculum
 - 4.4.2. Statements of objectives of the entire curriculum and a statement of the objective of each curriculum segment
 - 4.4.3. A list of each training device, if required
 - 4.4.4. An outline of each training module within each curriculum segment (Each module should contain sufficient detail to ensure that the main features of the principal elements or events will be addressed during instruction.)
 - 4.4.5. Training hours will be applied to each curriculum segment and the total curriculum.
 - 4.4.6. The checking and qualification modules of the qualification segment used to determine successful course completion.
- 4.5. For further approval details see AW.1.2.229.

AW 1.2.004	 <small>רשות התעופה האזרחית</small> <small>Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

5. ADDITIONAL RELEVANT SUPPORTING INFORMATION - PHASE TWO

When applying for an Approved Maintenance Organization Certificate, an AMO must submit any additional relevant supporting information requested by the CAA inspector as supported by ANR 3. This additional information is necessary for determining whether the proposed training program is feasible and adequately supported. It is information, which would be difficult to include in a curriculum outline format. The type and amount of supporting information will vary depending on the type of training. The inspector must determine the appropriate types of supporting information to be required. This should be limited to information used for determining the proposed training program's acceptability. The following list of types of relevant supporting information is not all-inclusive, but includes information that is typical.

- 5.1. A description of facilities is appropriate if the inspector is unfamiliar with the facilities or if the facilities are not readily available for examination.
- 5.2. A list of instructors and their qualifications may be requested. This information is particularly important if the operator intends to use contract instructors.
- 5.3. A detailed description of each training device is appropriate when the training device is not readily available for the inspector's examination.
- 5.4. A detailed description of minimum student qualifications and enrolment prerequisites is appropriate when such prerequisites are not described in detail in the curriculum.
- 5.5. Examples of these prerequisites may need to be detailed as supporting information may include, type of airman license, previous training programs, experience with other AMO's and recency of experience. This description may be useful to the inspector when determining whether the proposed amount of detail outlined in training modules and proposed training hours are adequate.
- 5.6. Copies of training forms and records to be used for recording student progress and the completion of training may be required. This ensures the organization has planned for the CAAI ANR's record keeping requirements. This type of supporting information shall be required of applicants for an AMO. It may also be required of an organization with any significant revision to existing training programs. These forms, records, or computer transmittal worksheets must be designed so that attendance and course completion information is recorded and retrievable for verifying regulatory compliance.
- 5.7. Supporting information may include samples of courseware, such as training modules/lesson plans and instructor guides. Description of other types of courseware, such as home study, computer based instruction, should be in enough detail to provide an understanding of

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization		Revision 2
Certification – Phase 3 - Document Evaluation		30 NOV 11

how the training will be administered and of the proposed instructional delivery method. This information should describe the instructor/student interaction and indicate methods for measuring student learning

6. INITIAL REVIEW OF REQUESTS FOR APPROVAL - PHASE TWO

In phase two the inspector must review the submitted training curriculum and supporting information for completeness, general content, and overall quality. A detailed examination of the documents is not required during phase two. If after initial review, the submission appears to be complete and of acceptable quality or if the deficiencies are immediately brought to the AMO's attention and can be quickly resolved, the inspector may begin the phase three in-depth review. If the submission is determined to be incomplete or obviously unacceptable, the approval process is terminated and the inspector must immediately return the documents (preferably within 5 working days) with a written explanation of the deficiencies. The documents must be immediately returned, so the operator will not erroneously assume the inspector is continuing the process to the next phase. The approval process can be resumed when the revised training curriculum or curriculum segment is resubmitted.

7. TRAINING CURRICULA SUBMITTED WITH APPROVED MAINTENANCE ORGANISATION CERTIFICATE APPLICATIONS

An applicant for a certificate in the early stages of certification may be unable to provide all information required for its training program. For example, the applicant may not yet know what training facilities or devices it intends to use. The lack of such information in the formal application does not necessarily indicate that the training curriculum attachment be returned. There should be an understanding between the applicant and the Project Manager (PM) that such parts are missing. The PM may initiate the phase three in-depth reviews without this type of information. Initial approval, however, of a curriculum segment must be withheld until all parts pertinent to the curriculum segment have been examined. For example, it may be appropriate to initially approve a training curriculum segment even though the entire program has not been evaluated and approved. However, effective evaluation of training curricula can be hampered when excessive number of incomplete segments is permitted. The PM shall either delay initial approval of training curricula or return them to the applicant when excessive numbers of incomplete curriculum segments have been submitted with the formal application.

8. IN-DEPTH REVIEW OF SUBMITTED CURRICULA-PHASE THREE

8.1. Phase three is initiated when the CAA begins a detailed analysis and evaluation of a training curriculum or curriculum segment. The purpose of this phase is to determine the acceptability of training

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization		Revision 2
Certification – Phase 3 - Document Evaluation		30 NOV 11

curricula for initial approval. This phase ends either with the initial approval or with the rejection of all or part of the training curriculum. To complete an evaluation in a timely manner the inspector may need to involve other CAA personnel early in this phase. Certain specialists or offices may be required to participate in the approval process as follows:

- 8.1.1. The Project Manager (PM) should be involved in security and Dangerous Goods training issues if required.
- 8.1.2. Various aviation safety inspector specialists should be involved when appropriate.

For example, non-destructive testing (NDI) specialists should be involved with evaluating special NDI Procedures.

- 8.1.3. The inspector's office manager and certain headquarters personnel may need to be involved with locating and directing additional CAA resources to accomplish the approval process.
 - 8.1.4. CAA Headquarters may be requested to provide assistance with obtaining training quotas for selected inspectors or with obtaining information concerning exemptions.
- 8.2. Before granting initial approval for a specific curriculum or curriculum segment, the inspector must ensure that the following evaluations are accomplished:
- 8.2.1. A side-by-side examination of the curriculum outline with the appropriate regulations and with the direction provided in this inspector handbook must be performed. This examination is to ensure that training will be given in at least the required subjects. It should also ensure that appropriate training would be given on safe operating practices.
 - 8.2.2. An examination of the courseware developed or being developed by the operator must be performed. This review should include a sampling of available courseware such as training modules and lesson plans, audio – visual programs, procedure documents, and student handouts. The courseware must be consistent with each curriculum outline. From this review, the inspector should be able to determine whether the operator is capable of developing and producing effective training courseware.
 - 8.2.3. The training hours specified in each curriculum segment outline must be evaluated. An inspector should not attempt to measure the quality or sufficiency of training by the number of training hours alone. This can only be determined by direct observation of training and testing (or checking) in progress. The specified training hours must be realistic in terms of the

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

amount of time it will take to accomplish the training outlined in the curriculum segment so as to achieve the stated training objectives. During the examination of courseware, an inspector should note the times allotted by the organization for each training module. These times should be realistic in terms of the complexity of the individual training modules. The number of training hours for any particular curriculum segment depends upon many factors. Some of the primary factors are as follows:

8.2.3.1. Regulatory requirements

8.2.3.2. Complexity of the specific aircraft or component

8.2.3.3. Complexity of the type of operation involved

8.2.3.4. Amount of detail that needs to be covered

8.2.3.5. The experience and knowledge level of the students

8.2.3.6. Efficiency and sophistication of the operator's entire training program (including items such as instructor proficiency, training aids, facilities, courseware and the organization's experience with the aircraft.)

8.3. If after completing these evaluations, the inspector determines that the curriculum or curriculum segment is satisfactory and adequately supported, and that the training hours are realistic, initial approval should be granted. Sometimes a portion of the submittal may appear to be unsatisfactory. However, if that portion is dependent upon another undeveloped portion or another unsatisfactory portion, initial approval must be withheld. For example, the initial training on ultrasonic equipment set-up segment is satisfactory but related training modules within the initial equipment operation training curriculum segment are unsatisfactory. In such a case, it may be inappropriate to grant approval to the initial equipment training curriculum segment until the operation training curriculum segment is determined to be satisfactory.

8.4. During phase three of the approval process, the inspector must establish priorities to ensure that, if appropriate, the granting of initial approval is not unnecessarily delayed. These priorities should assure that deficiencies are resolved so that initial approval can be granted before the organization's planned starting date for training.

9. EXPIRATION DATES FOR INITIAL APPROVALS.

9.1. When the inspector determines that a training curriculum or curriculum segment should be initially approved, the inspector must also determine an appropriate expiration date for the initial approval. The expiration date is important throughout phase four of the approval process.

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

Note: ANR 21 requires the AMO to obtain “APPROVAL” of training curricula.

- 9.2. The initial approval expiration date provides an incentive to the AMO for refining all aspects of the program to assure that this requirement is met. The expiration date also provides the inspector with a time frame to plan evaluation activities for determining the effectiveness of the training. The expiration date assigned to an initially approved training curriculum must not exceed 24 months from the date of initial approval.
- 9.3. The inspector may reduce the expiration date of initial approval, if it is apparent that a 24-month time frame will unnecessarily delay final approval. The inspector should be aware that shortening the initial approval expiration date would commit him/her to completing the final approval phase within a shorter time period. The inspector may grant final approval any time before the expiration date. Except when unforeseen circumstances preclude an adequate evaluation of training effectiveness, an extension to the initial approval expiration date should not be permitted. A new expiration date, however, may be established for a curriculum segment when there are significant revisions to an initially approved curriculum segment.

10. METHOD OF GRANTING INITIAL APPROVAL.

- 10.1. Initial approval is granted by letter. Sample letters granting initial approval or denying approval are included at the end of this paragraph (figures 1 and 2). The initial approval letter must include at least the following:
- 10.1.1. Specific identification of the curricula and/or curriculum segments initially approved, including page numbers and revision control dates.
 - 10.1.2. A statement that initial approval is granted, including the effective and expiration dates.
 - 10.1.3. Any specific conditions affecting the initial approval, if applicable.
 - 10.1.4. A request for advance notice of training schedules so that training may be evaluated.
 - 10.1.5. If the inspector authorizes a reduction in the programmed hours, a statement concerning the basis for the reduction in requirements.
- 10.2. An initial letter serves as the primary record of curriculum or curriculum segment pages that are currently effective. In the past, initial approval was stamped on each of a curriculum. If this method is no longer necessary, the inspector and each organization may agree to use the method to account for revisions to training documents. If

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization		Revision 2
Certification – Phase 3 - Document Evaluation		30 NOV 11

this method is used, the stamp must clearly indicate initial approval and the expiration date. Other acceptable methods include a list of effective curriculum or curriculum segment pages or pages with a pre-printed signature and date blocks.

- 10.3. The original pages of the curriculum or curriculum segment shall be returned to the operator with the transmittal letter. These documents should be retained by the organization as an official record. A copy of the training curriculum or curriculum segment, with a copy of the transmittal letter granting initial approval attached, shall be maintained on file in the CAA office by the inspector during the period that the initial approval is valid. The inspector shall also maintain on file with the curriculum all additional relevant supporting information.

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

FIGURE 1

LETTER OF INITIAL APPROVAL

**STATE OF ISRAEL
MINISTRY OF TRANSPORT**



**מדינת ישראל
משרד התחבורה**

**אגף כושר אווירי
מחלקת ביקורת כלי טיס**

03-9774550 :טלפון:
03-9774592 :פקס:
Email: xxxxxr@mot.gov.il
zzzzzzzzzz :סימוכין:
dd/mm/yyyy :תאריך:

(Name of Organisation)
Director of AMO / Training (as
appropriate) (appropriate
address)

Dear Mr./Mrs./Ms. _____

Effective _____, initial approval is granted to (Name of Organization) training Curriculum , pages 1 through 10 dated March 11, 0000. This training curriculum is initially approved in accordance with the provisions of ANR.RS.19

Initial approval of this training curriculum shall remain in effect until

_____, (no more than 24 months), or upon granting of final approval, whichever occurs first. In accordance with ANR.RS.19, to (Name of Organization), is requested to notify this office at least 24 hours in advance of any training to be conducted under this program so that the CAA may evaluate the effectiveness of the training.

CAA Project Manager

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

FIGURE 2

LETTER OF DENIAL OF INITIAL APPROVAL



**STATE OF ISRAEL
MINISTRY OF TRANSPORT**

**מדינת ישראל
משרד התחבורה**

מחלקת ביקורת כלי אווירי
אגף כושר אווירי

טלפון: 03-9774550
פקס: 03-9774592
Email: xxxxxr@mot.gov.il
סימוכין: zzzzzzzzzz
תאריך: dd/mm/yyyy

(Name of Organisation)
Director of AMO / Training (as
appropriate) (appropriate
address)

Dear Mr./Mrs./Ms. _____

This letter is in response to your request of Revision 2 to (Name of Organization) training curriculum, dated August 2, 0000. Your request for initial approval is denied for the following reason(s):

Your initial and recurrent training does not coincide with your list of maintenance activities listed on your application.

CAA Project Manager

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

11. EVALUATING INITIALLY APPROVED TRAINING CURRICULA – PHASE FOUR

- 11.1.A. Phase four begins when the organization starts training under the initially approved curriculum during the Demonstration and Inspection Phase. This phase should provide the AMO with adequate time to test the program and the flexibility to adjust the program during CAA evaluation. The inspector must require an AMO to provide ongoing schedules of all training and checking to be accomplished under an initially approved training curriculum. The inspector must closely monitor training conducted under initial approval. Whenever possible, the first session of training conducted under initial approval should be monitored by the inspector or a qualified maintenance/avionics inspector. A CAA inspector does not need to observe every training session. A sufficient sampling of the training sessions, however, should be observed as a basis for a realistic evaluation. Inspectors qualified in the type of operation, and other individuals knowledgeable of the curriculum subject matter, should assist in evaluating the training. Often adjustments can be made by changing courseware and instructional delivery without (or with only minor) revisions to the initially approved curriculum. Conversely, it may be necessary for the organization to substantially change the curriculum that may require another initial approval action by the inspector before the changes can be put into effect.
- 11.2. As a check on the effectiveness of the applicant's training program, the inspector should examine, on a random basis, the qualifications of the inspection and maintenance staff to determine recent training received and their ability to perform their authorized work processes in respect of inspections and overhaul, repair and alterations appropriate to their ratings.
- 11.3. Sometimes proposed revisions may be transmitted to the inspector just before the initial approval expiration date. If the change is significant, the inspector may need to establish a different expiration date for the curriculum segment, or for the revised portions, to allow adequate time for a proper evaluation.
- 11.4. An inspection of training facilities, training devices, and instructional aids must be performed if the inspector is not familiar with the operator's training program capabilities.
- 11.5. During phase four, the organization must demonstrate the ability to effectively train maintenance/avionics inspectors. Each deficiency identified during the evaluation of training conducted under an initially approved curriculum must be discussed with the operator. If the deficiencies are significant, they must be documented and kept on file. In most cases, when the cause of a deficiency has been accurately identified, the organization will make necessary changes to

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

correct the deficiency to obtain final approval. Each significant deficiency identified must be immediately corrected. If an organization does not take corrective action, the inspector shall advise the AMO in writing that initial approval is withdrawn.

12. ELEMENTS AVAILABLE FOR EVALUATING TRAINING – PHASE FOUR.

12.1. The inspector must develop a plan for a systematically evaluating training given under the initially approved curriculum. This plan should remain in effect throughout the initial approved training curriculum. There are four elements that can be evaluated when assessing the overall effectiveness of training programs. These four elements are:

- 12.1.1. 1. Curriculum segment outlines
- 12.1.2. Courseware
- 12.1.3. Instructional delivery methods and training environment
- 12.1.4. Testing and checking

12.2. Before evaluating a training program, an inspector must become familiar with the contents of the curricula or curriculum segments to be evaluated. This preparation is essential if an inspector is to determine whether an AMO has developed an effective course of instruction from its initially approved training curriculum.

12.3. Direct examination of courseware includes reviewing materials such as training modules, lesson plans and workbooks. The inspector must determine whether the courseware is consistent with the curriculum or curriculum segment and that it has been organized to facilitate effective instructional delivery. Courseware is usually the training program element that is most adaptable to revision or refinement. Inspectors must review at least a sampling of the courseware.

12.4. Direct observation of instructional delivery includes surveillance of training methods, such as instructor lectures, computer based instruction presentations, and hands-on demonstration. Effective learning can only occur when an instructor is organized, prepared, and properly uses the courseware and various training aids. The inspector must determine that the instructional delivery is consistent with the courseware. For example, the inspector should note whether the instructor teaches the topics specified in the training module lesson plan. Training aids and devices should function as intended during the instructional delivery. In addition, during training, the inspector should be sensitive to the type of questions being asked by students and should identify the reasons for any excessive repetition. These conditions may indicate ineffective instructional delivery or courseware. The inspector must also determine if the instructional environment is conducive to learning. Distractions, which adversely

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

affect instructional delivery, such as excessive temperatures, extraneous noise, poor lighting, cramped classrooms or workspaces, are deficiencies because they interfere with learning

12.5. Direct observation of testing and checking is an effective method for determining whether learning has occurred. Examining the results of tests, such as oral or written tests provides a quantifiable method for measuring effectiveness. The inspector must examine and determine the causal factors of significant failure trends.

12.6. Direct observation of training and checking in progress is an effective method of evaluating training. Sometimes the opportunity for direct observation, however, will be limited. In such cases, if the AMO is using an already established training facility elsewhere, the inspector may rely more on his/her evaluation of other sources of information, such as reports of surveillance and investigation. A result of inspection reports, enforcement actions, and other indications of training effectiveness and other relevant information about the organization's performance. The inspector must establish methods to evaluate these sources of information for trends that may develop while training is being conducted under initial approval. For example, repeated reports of deficiencies may be traceable to a lack of specific training or ineffective training. Such information may provide indications that revisions or refinements are needed for a curriculum segment and/or training module.

12.6.1. Curriculum Segment Outlines

Curriculum segment outlines contain the specific training modules and the amount of time allocated for the curriculum segment. The modules must be consistent with regulatory requirements and safe operating practices. This element requires direct examination.

12.6.2. Courseware

Courseware converts curriculum outline information into usable instructional material. Courseware must be consistent with the curriculum outline and be organized to permit effective instructional delivery. It is readily adaptable to adjustments and refinement by the AMO. This element usually requires direct examination.

12.6.3. Instructional Delivery Methods And Training Environment

Instructional delivery methods are used to convey information to the student. Effective learning is maximized if the instructional delivery adheres to and properly uses the courseware. The training environment should be conducive to effective learning. This element requires direct observation.

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

12.6.4. Testing And Checking

Testing and checking is a method for determining whether learning has occurred. Testing and checking standards are used to determine that a desired level of knowledge and skill has been acquired. Testing and checking also measures the effectiveness of courseware and instructional delivery. This element requires direct observation.

13.METHOD FOR GRANTING FINAL APPROVAL – PHASE FIVE.

This phase involves the granting of final approval of an operator's training curriculum. Based on the results of the evaluation, the inspector must determine whether to grant or deny final approval of a training curriculum. This determination must be made before, the expiration date of the initial approval. If the inspector decides that final approval should be granted the following procedures apply:

13.1. Programs that contain a List of Effective Pages. Final approval of the training curriculum can be granted and documented by the inspector on the List of Effective Pages. This means that the CAA has given final approval of every page of the operator's training curriculum, as listed on that page, but only one CAA approval block must be completed and signed.

13.1.1. The stamped page that documents final approval of the training curriculum and/or curriculum segment shall be stamped for approval, dated, and signed by the inspector. The approval stamp that appears of the page should be a facsimile of the stamp that appears in this paragraph.

13.1.2. The original curriculum and/or curriculum segment must contain the one page that documents the CAA approval on the List of Effective Pages. The curriculum and/or curriculum segment must be transmitted to the operator with an approval letter signed by the inspector in accordance with this inspector handbook.

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization Certification – Phase 3 - Document Evaluation		Revision 2
		30 NOV 11

13.2. Programs that do not contain a List of Effective Pages the original and a copy of each page of the training curriculum and/or curriculum segment shall be stamped for approval, dated, and signed by the inspector. The approval stamp shall appear on each page and have a facsimile of the following stamp:

CAA Final Approval
Effective Date: _____
Name: _____
Signature: _____

13.3. The original stamped curriculum or curriculum segment must be transmitted to the organization with an approval letter signed by the inspector. This letter must specifically identify the curriculum or curriculum segment, containing a statement that final approval is granted, and provides the effective date of approval. This letter must also state that final approval shall remain in effect until otherwise notified by the CAA that a revision is necessary in the interest of safety. If the inspector is authorizing a reduction in the programmed hours specified by the regulations, the letter must contain a statement the basis for reduction. A copy of the stamped curriculum or curriculum segment, and a copy of the letter must be kept on file in the CAA office.

14. WITHDRAWING APPROVAL OF TRAINING CURRICULA.

Before withdrawing approval of an operator’s curriculum or curriculum segment, the inspector shall make reasonable efforts to convince the AMO to make the necessary revisions. It is important to understand that withdrawing approval could be detrimental to the AMO’s business. The AMO’s ability to continue to hold a certificate may be in question if a new curriculum is not submitted for initial approval within a reasonable period of time. A decision to withdraw approval must be based on sound judgment and justifiable safety reasons. When sufficient reasons are established, it is mandatory for the inspector to take immediate action to remove the CAA approval from an ineffective or non-compliant training curriculum. When approval is withdrawn, the inspector must ensure that the operator clearly understands that any further training conducted under an unapproved curriculum is contrary to CAAI ANR's requirements. Enforcement action must be taken if any company employee who received any further training is used in maintenance conducted as an AMO. The three methods for withdrawing approval of a training curriculum are as follows:

AW 1.2.004	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	AW Inspector Handbook
Maintenance Organization		Revision 2
Certification – Phase 3 - Document Evaluation		30 NOV 11

- 14.1. Allowing an initially approved training curriculum to expire without granting final approval.
- 14.2. Withdrawing approval of an initially approved curriculum before the expiration date
- 14.3. Withdrawing approval of a training curriculum, which has already received final approval, in accordance with the CAAI ANR's and this inspector handbook.

15. EXPIRED TRAINING CURRICULA.

- 15.1. A training curriculum granted initial approval has an expiration date. Usually, this date shall not be later than 24 months after the initial approval date. If the inspector does not grant final approval before the expiration date, training under that curriculum must terminate as of that date. Therefore the inspector shall not allow an initially approved curriculum to expire due to the CAA's inability to administratively grant final approval. Final approval may not be granted to an AMO's training curriculum for several reasons.
- 15.2. One reason, for example, may be the operator's inability to achieve an acceptable level of training effectiveness during phase four of the approval process. Another example of a reason for not granting final approval is the discontinued use of the initially approved curriculum.
- 15.3. When the inspector decides not to grant final approval before the expiration date, he/she must notify the operator of this decision in writing, at least 30 days before the expiration date of the initially approved curriculum. An operator not so notified may mistakenly assume that the initial approval will continue in effect until receipt of notification of either final approval or termination. The notification letter should contain the reasons for allowing the curriculum to expire and should state that any further training under the expired curriculum will not be in compliance with regulatory requirements. An inspector who fails to provide this 30-day notification must establish a new expiration date so appropriate notification can be given to the operator.