

Boca Aircraft



MAINTENANCE

TRAINING MANUAL

**FAA REPAIR STATION
3BOR535B**

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BOCA AIRCRAFT MAINTENANCE

And Williams

DATE 2/1/14

FAA APPROVED
ASO SO FL FSDO-19

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FAA APPROVED

Aviation Safety Inspector

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SECTION 0.3 ACRONYMS AND DEFINITIONS

0.3.1 ACRONYMS

- **CBT**- Computer Based Training
- **DOM**-Director of Maintenance
- **FAA** – Federal Aviation Administration
- **FAR** - Federal Aviation Regulation
- **OJT** - On the Job Training
- **QA** - Quality Assurance
- **TM**- Training Manual
- **TMENA**- Training Manual Employee Needs Assessment
- **TMTCA**- Training Manual Training Course Assessment
- **TMTCD**- Training Manual Training Course Description
- **TMIE**- Training Manual Instructor Evaluation
- **TMCCC**- Training Manual Course Completion Certificate

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0.3.2 DEFINITIONS

- **Demonstrate** – To establish or show by experiments, examples, practical application, explanations, or illustrations.
- **Designee** - One who is designated, to indicate and set apart for a specific purpose, office, or duty. The Repair Station will assign an individual the responsibility to perform the duties as outlined by the Repair station.
- **Distance Learning** - Distance learning applies to situations where the instructor and the employees are not in the same location. It can take the form of mail-based correspondence courses using written, videotaped, or CBT materials; videoconferencing; teleconferencing or a combination of both—sometimes called “virtual” classrooms; or Internet- or intranet-based instruction that allows employees to interact with an instructor or with courseware similar to CBT.
- **Education** – Knowledge or skill obtained by a learning process.
- **Effectiveness** – Producing or capable of producing a desired effect.
- **Embedded Training** - Some equipment, particularly that which uses software for testing or to perform a maintenance function, has training embedded into the process. Incorporating a tutorial or “help” menu are simple examples of how a software program can provide instruction as the user performs a specific task.
- **Employee Training Record** - The training record is the employee file in which all training is documented and retained for Federal Aviation Administration’s (FAA) review for a minimum of 2 years.
- **Experience** – Competency gained through participation in activities leading to the accumulation of knowledge, skill, or practical wisdom.
- **In-House Training** – Training conducted by the Repair Station including OJT, case studies, classroom training, mentoring, self study, specialized training, and tutoring.
- **Indoctrination** – Part of the initial training for all incoming personnel on general procedures that are unique to the repair station’s operation, maintenance and inspection systems, and regulatory compliance requirements. Indoctrination or orientation establishes a common core of knowledge among employees
- **Initial Training** – Learning the subject matter for the first time. Establishes new employee technical skill level and is adjustable based on an assessment of their training, experience, and relevant certificates held.
- **Instructor** - Repair station personnel who are competent in the training methods, techniques, and practices; and familiar with the subject being taught.
- **Job Function** – A classification (by operational activity or along organizational lines) that consists of a group of jobs with related assignments, but with varying levels of expertise.
- **Maintenance Personnel** – Employees assigned to perform maintenance, preventive maintenance, or alteration, and inspection functions.

- **Mandatory** – Those training topics that are required by law, such as confined spaces, Department of Transportation Hazardous Materials, drug and alcohol, and other training subjects that are stated in a federal, state, or local regulation or law or are required by contract.
- **On-the-Job-Training (OJT)** - Acquiring knowledge and skills in an actual work environment.
- **Qualifications** – The body of knowledge associated with accomplishing the assigned job.
- **Recurrent Training** - Repetitive instructions training at specific intervals or when deemed necessary by supervision to refresh employee knowledge of repair station policies, programs, and regulatory requirements. Alternatively, changes to repair station ratings; new tools and equipment; materials; and new methods, techniques, and practices may be imparted to existing employees through recurrent training. Recurrent maintenance training commonly includes training known as refresher training, to ensure that a repair station employee remains capable of properly performing the assigned job.
- **Remedial Training** - A repair station should have procedures to determine an individual's training requirements, including when an employee will be provided remedial training. The repair station should use remedial training procedures to rectify an employee's demonstrated lack of knowledge or skill by providing information as soon as possible. In some instances, remedial training may consist of an appropriately knowledgeable person reviewing procedures with an employee through on-the-job training (OJT). Remedial training should be designed to fix an immediate knowledge or skill deficiency and may focus on one individual.
- **Self Study** ~ Material absorbed on one's own, through various instructional media such as workbooks, tapes, computer or web based training, etc., and exams or demonstrations that test the knowledge gained.
- **Seminar** – Training by an expert in the field transferring knowledge to the attendees.
- **Skill** – Technique required to correctly accomplish a task.
- **Specialized Training** – Training designed to teach special skills that may be required to effectively perform certain complex tasks.
- **Task** – Series of steps used in an assigned duty. The actual steps conducted to achieve a result.
- **Testing and Checking** - Methods for evaluating students as they demonstrate a required level of knowledge in a subject, and when appropriate apply the knowledge and skills learned in instructional situations to practical situations.
- **Training** – Processes for making employees proficient in assigned duties using instruction, study and/or practice. The process used by employees to gain skills or knowledge with the opportunity to demonstrate competency.
- **Training Methods** - Training methods identify how the training will be conducted and include formal classroom, computer-based, on-the-job, simulator, distance learning, embedded training and other methods appropriate to the learning needs.

Section 1.0 INTRODUCTION & BACKGROUND

INTRODUCTION TO THE TRAINING PROGRAM

The training program documents contain policies and procedures for Boca Aircraft Maintenance use to determine its training requirements and develop its FAA approved training program. Boca Aircraft Maintenance is responsible for ensuring each of its repair station employees performing maintenance, preventive maintenance, inspection and alteration are properly trained to perform their Job Descriptions. This plan identifies the procedures for Boca Aircraft Maintenance to identify an employee's training needs in a systematic manner, develop training and/or identify appropriate existing training, select the best training methods, provide training, record training accomplishments.

Boca Aircraft Maintenance controls this document in accordance with the procedures for document control described within the Repair Station Manual (RSM / QCM). A copy of this document, along with any revisions, is provided by Boca Aircraft Maintenance to the FAA. Any revisions to the Training Program must be approved by the FAA prior to implementation and the Chief Inspector will maintain the original approval. This document will be submitted to the FAA for approval independent of any other sections of the (RSM / QCM).

BOCA AIRCRAFT MAINTENANCE uses a closed loop system to ensure all training requirements are identified, training is provided, and the training program is revised as necessary. Boca Aircraft Maintenance training program consists of the following Boca Aircraft Maintenance components.

- Training needs assessment to identify Boca Aircraft Maintenance overall training needs and individual employee training needs.
- Course definition to define specific courses of study and individual courses.
- Identification of training sources and methods to identify options and select how Boca Aircraft Maintenance will provide training.
- Documentation of training to ensure all employees' training is documented and records are retained.
- Measurement of effectiveness to continually review the training program and make changes as necessary.

BACKGROUND

Boca Aircraft Maintenance will establish a training program that includes indoctrination specialized, remedial training for employees performing maintenance, preventive maintenance, inspections and alterations.

The procedures in this manual enable Boca Aircraft Maintenance to revise its existing training program to ensure it meets the Boca Aircraft Maintenance needs and produces training consistent with all regulatory requirements.

All of the information pertaining to the current training records is available for review by the FAA.

The Accountable Manager has the overall authority to make fundamental changes to how Boca Aircraft Maintenance designs and carries out its training program. However the changes to the training program will be FAA approved in accordance with previously identified procedures.

SECTION 1.1 TRAINING NEEDS ASSESSMENT

1.1.1 PURPOSE

To establish Boca Aircraft Maintenance needs assessment through a two-part process encompassing determination of the facility training requirements as well as individual employee training requirements.

1.1.2 SCOPE

Any Boca Aircraft Maintenance employee performing maintenance, preventive maintenance, inspections, and alterations.

1.1.3 RESPONSIBILITY

Director of Maintenance

1.1.4 REFERENCES

FAR 145.163 FAR 145.209 FAR 145.209

1.1.5 PROCEDURE

Employee Training Needs and Assessment:

A description of each individual maintenance function discipline is maintained within the Repair Station Manual.

The "Job Description" includes the position title, essential responsibilities, and essential tasks as related to duties, skills, and certificates that are required.

The Director of Maintenance or Chief Inspector will determine (assess) the type of training needed for each of their new / current employees. This assessment will be documented on the Employees Needs Assessment TMENA form. New employees will receive a needs assessment at the conclusion of their probationary period. Current employees receive a needs assessment as determined by supervision and job performance.

Some new / current employees may possess some or all of the technical skills required by the Job Description.

This repair station will use the following criteria for consideration in the qualifying of its technical employees.

- Past years of experience.
- Employment history in aviation related fields.
- Employment training records (past and present).
- FAA Certifications.
- Knowledge.

In addition to the above criteria, consideration may also be given through oral, written, or practical testing.

Upon completion of the employee's assessment, the Director of Maintenance, will forward a copy of the Employee Needs Assessment (TMENA) form to the Chief Inspector to review training needs for the employee. The Employee Needs Assessment form may be retained as either hard copies placed within the employee's training file or electronically.

The Director of Maintenance and the Chief Inspector will review yearly overall training requirements and the requirements of specific individuals in relation to specific tasks to be performed. Boca Aircraft Maintenance will provide training to employees:

When individual employee knowledge or skill deficiencies are identified.

When significant changes are made to its work scope, or such changes are planned such that the knowledge, skills, or experience need to be supplemented to perform work properly. Some examples where this may occur include:

- New regulatory requirements are introduced.
- New tools, equipment, or skills are required to perform the work properly.
- Work is going to be performed for an air carrier or commercial operator under parts 121, 125, 129, or 135.
- New aircraft models are introduced Repair Station Changes and Ongoing Review:

Once each year the Chief Inspector will contact the Director of Maintenance for revision status of job descriptions and create a process and back up with hard copy files.

For changes to Boca Aircraft Maintenance facilities, Op Specs, and or capability list; the Accountable Manager will review the results of the self-evaluation (required by 14 CFR part 145, sections 145.209 and 145.215) and identify if changes in training needs are required.

1.1.6 RECORDS, REPORTS AND FORMS

- a) Employee Needs Assessment TMENA

1.2 COURSE DEFINITION

1.2.1 PURPOSE

To provide a general overview of the method used to define the individual course of study required by the Repair Station to ensure employees are properly trained.

1.2.2 SCOPE

Any task outlined in the "Job Description" that accomplishes or provides for the maintenance, preventive maintenance, inspection and alteration or overhaul of aircraft and aircraft components.

1.2.3 RESPONSIBILITY

Director of Maintenance

1.2.4 REFERENCES

FAR 145.163

1.2.5 PROCEDURE

Course of Study Definition

The Director of Maintenance will develop a training course.

Each training course determined necessary by the Repair Station will be designed with the following criteria as applicable:

- **Course Title:** A title will be provided that describes the course.
- **Who will be taught:** It will provide all job descriptions that are required to have this course to accomplish their job function.
- **Course Objective:** A description of the desired end result after successful completion of the course.
- **Teaching Method:** Formal classroom training, OJT, Computer based Distance Learning, or Embedded Training.
- **Course Time:** Actual time required and credited for completing and passing the course.
- **Course Prerequisite:** A list of known skills, training, and/or certifications required prior to taking noted course.
- **Training Equipment:** Lists any equipment the employee will gain knowledge of, once course is successfully completed.
- **Training Materials:** Provides the training documents used during the training course.
- **Teaching Aids:** Will list any teaching aids used during the training course.
- **References:** List of the source for training materials, teaching aids and etc.

- **Standard for Grading Students:** Define the type of testing to be used upon completion of the course and what the pass / fail standard will be.
- **Indoctrination:** Part of the initial training for all incoming personnel on general procedures that are unique to the repair station's operation, maintenance and inspection systems, and regulatory compliance requirements. Indoctrination or orientation establishes a common core of knowledge among employees.
- **Initial Training:** Learning the subject matter for the first time. Establishes new employee technical skill level and is adjustable based on an assessment of their training, experience, and relevant certificates held.
- **Recurrent Training:** Repetitive instructions training at specific intervals or when deemed necessary by supervision to refresh employee knowledge of repair station policies, programs, and regulatory requirements. Alternatively, changes to repair station ratings; new tools and equipment; materials; and new methods, techniques, and practices may be imparted to existing employees through recurrent training. Recurrent maintenance training commonly includes training known as refresher training, to ensure that a repair station employee remains capable of properly performing the assigned job.
- **Remedial Training:** A repair station should have procedures to determine an individual's training requirements, including when an employee will be provided remedial training. The repair station should use remedial training procedures to rectify an employee's demonstrated lack of knowledge or skill by providing information as soon as possible. In some instances, remedial training may consist of an appropriately knowledgeable person reviewing procedures with an employee through on-the-job training (OJT). Remedial training should be designed to fix an immediate knowledge or skill deficiency and may focus on one individual.
- **Course Outline:** A comprehensive outline of the course of study.
- **Instructor qualifications:** define the knowledge or skill level of the in-house instructor or the qualifications of the instructor that provided the information. This information will be documented on the TMTER form.
- **Training sources:** define any and all training sources that will be used by the repair station for the course or lesson.
- **Other supporting information:** such as instructor guides, course material, tools, equipment, or any other aid or information provided during the instruction.

The Training Course description as described above will be maintained and revised by the Chief Inspector as business warrants.

1.2.5. RECORDS, REPORTS AND FORMS

Training Course Description TMTCD

1.3 SELECTION OF TRAINING METHODS AND SOURCES

1.3.1 PURPOSE

- 1.1 To provide a process to assist in identifying the method of training, training sources, and the selection of training instructors.

1.3.2 SCOPE

- 1.2 The Repair Station training requirements as outlined in the Job Description Training Requirements.

1.3.3 RESPONSIBILITY

- 1.3 Director of Maintenance

1.3.4 REFERENCES

- 1.4 FAR 145.163

1.3.5 PROCEDURE

Identifying Training Methods

The Repair Station has identified the training requirements for each Job Description that performs maintenance, preventive maintenance, alterations, and inspection functions. The appropriate training method used to meet each training requirement has been determined by the Chief Inspector along with the Director of Maintenance.

The training methods used by this Repair Station include but are not limited to the following:

- Formal / Classroom Instruction.
- On the Job Training (OJT).
- CBT (Computer Based Training).
- Distance Learning.
- Embedded Training.
- Self-Study, Case Study, and Seminars.

Identifying Training Sources

The Director of Maintenance is responsible for monitoring training techniques and delivery sources to ensure their effectiveness.

A Class Roster (TMCR) and or Certificates will be used for documentation of all training.

When training is conducted in-house a Course Assessment will be completed by the attendees and forwarded to the Chief Inspector for review. Any training courses that receive less than satisfactory assessment may become subject to audit.

The Chief Inspector will work with the Director of Maintenance to review the course outline and identify qualified available instructors. The authorization of instructors will be documented on the Instructor Evaluation form TMIE, and maintained with the Chief Inspector. Qualifications for Instructors are based on appropriate background for subject area, (such as formal training and/or experience, validated by supervision). Also, teaching ability, (the ability to impart information on the particular subject matter).

The TMTER – Technician Experience Record will be used to catalog the employees training records

The TMOJT – On the Job Training Record will be used to document On the Job Training.

1.3.6 RECORDS, REPORTS AND FORMS

TMTER– Technician Experience Record

Class Roster TMCR / Certificate for individual employee

Training Course Assessment TMTCA

Instructor Evaluation TMIE

Training Course Completion Certificate TMCCC

1.4 TRAINING DOCUMENTATION

1.4.1 PURPOSE

To provide a process for documenting employee-training records.

1.4.2 SCOPE

All Technically applicable training completed by Boca Aircraft Maintenance employees.

1.4.3 RESPONSIBILITY

Director of Maintenance

1.4.4 REFERENCES

FAR 145.163

1.4.5 PROCEDURE

Training Documentation:

The Chief Inspector is responsible for ensuring training records are maintained for Boca Aircraft Maintenance employees performing maintenance, preventive maintenance, inspection and alteration.

The Employee Training records will be maintained for a minimum of two years (24 Months) past employee separation.

Training documents may be retained as either hard copies placed within the employee's training file or electronically.

Employee training records will be available to the FAA for review upon request.

Any employee may review their training records to verify that they are complete and current. The Chief Inspector must approve any change to an employee's training record.

1.4.6 RECORDS, REPORTS AND FORMS

Employee Training Records

1.5 MEASURE OF TRAINING EFFECTIVENESS

1.5.1 PURPOSE

To provide a method for measuring the effectiveness of the training through course evaluation.

1.5.2 SCOPE

Training including content, time, quality of materials, facilities and instructor.

1.5.3 RESPONSIBILITY

Director of Maintenance

1.5.4 REFERENCES

FAR 145.163

1.5.5 PROCEDURE

Course Evaluation and Observation:

At the completion of each course, each student will complete a Training Course Assessment (TMTCA) or equivalent.

The Training Course Assessment (TMTCA) will be returned to the Chief Inspector for review to ensure training effectiveness.

During training the Chief Inspector may select a knowledgeable / qualified individual to observe the course for evaluation. This individual will provide detailed feedback to the Chief Inspector.

Audits and Evaluations:

When an outside vendor conducts training, the Chief Inspector may have an evaluation conducted of the training source. The evaluation may include an observation of the training, a review of the course outlines and materials, contact with previous training customers, and a review of the instructor qualifications and experience. The Chief Inspector will determine the extent of the evaluation.

Training Program Manual Form TMTCA-001 will be distributed by the Chief Inspector to the Technicians to determine the training course effectiveness.

1.5.6 RECORDS REPORTS AND FORMS

Training Course Assessment TMTCA

Training Evaluation TMTCA-001

1.6 WORK PERFORMED ON 121 & 135 OPERATORS

1.6.1 PURPOSE

To provide a procedure for ensuring that the Repair Station employees are adequately trained on specific procedures unique to Part 121 and Part 135 operators.

1.6.2 SCOPE

Air carriers conducting operations under FAR 121 or FAR 135.

1.6.3 RESPONSIBILITY

Director of Maintenance

Chief Inspector

1.6.4 REFERENCES

FAR 121 FAR 135 FAR 145.163

1.6.5 PROCEDURE

The Chief Inspector or Director of Maintenance along with each Part 121 and 135 Operator will determine the additional training requirements based on the operator's special needs, for work performed, and RII inspectors. Part 121 and 135 Operators shall provide their approved instructor(s), or authorize Boca Aircraft Maintenance person(s) as instructors, according to their approved inspection program.

The Director of Maintenance is responsible for scheduling employees for operator training.

1.6.6 RECORDS, REPORTS AND FORMS

Employee Needs Assessment TMENA

Employee Training Records

1.7 WORK PERFORMED BY CONTRACT MAINTENANCE PROVIDERS

1.7.1 PURPOSE

Boca Aircraft Maintenance may supplement its workforce with interim maintenance employees. Before these individuals begin work for Boca Aircraft Maintenance they must undergo a needs assessment.

1.7.2 SCOPE

All temporary contracted labor that accomplishes maintenance, preventive maintenance, inspection and alteration or overhaul of aircraft and aircraft components.

1.7.3 RESPONSIBILITY

Director of Maintenance

Chief Inspector

1.7.4 REFERENCES

FAR 145.163, 145.151

1.7.5 PROCEDURE

Individuals selected, known as contractors, will provide substantiated training documentation for training relevant to the function or task for which he / she has been contracted to perform. Training documentation will be presented to the repair station Chief Inspector /Director of Maintenance.

The Chief Inspector/ Director of Maintenance will conduct an assessment with each contractor as outlined in Section 1.1 of this training manual.

The contractor will receive training on the Repair Stations Manuals

The Director of Maintenance will assign a qualified technician who will oversee the work performed by any individuals who are unfamiliar with the methods, techniques, practices, aids, equipment and tools used to perform the maintenance, preventive maintenance, or alterations.

Training records for contractors will be maintained and retained as outlined in Section 1.4 – Training Documentation.

1.7.6 RECORDS, REPORTS AND FORMS

Employee Needs Assessment TMENA

Employee Training Records

APPENDIX "A" COURSES

Mandatory Courses

Indoctrination Training- Course developed for all new hire employees for familiarization for maintenance standards of Boca Aircraft Maintenance. This will be a one-time training event for new hires.

HAZMAT Identification Training- Course developed for all personnel involved in maintenance.

Receiving Inspection Training- Course developed for all technicians and those designated as Receiving inspector.

Changes are made to the RSM/QCM, via a revision.

Human Factors Training (EASA requirement)- Course developed, and/or outsourced for all personnel involved in maintenance.

Optional Courses

Aircraft /Engine Specific Training-Outsourced Training for specific types of aircraft (i.e. Lear 31, Challenger 604, Gulfstream II, Honeywell 731, etc.)

Run and Taxi- Course Developed for individuals that are to perform Run and Taxi functions. This will be administered by individuals with adequate documented experience and/or aircraft specific training.