



TRAINING MANUAL

**FAA REPAIR STATION
3BOR535B**

MANUAL CONTROL NUMBER: # 3

MANUAL ASSIGNED TO: BAM Server

UNCONTROLLED COPY WHEN PRINTED

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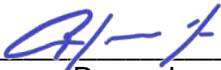



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 Revision #2
 Rev Date 04/02/20

SECTION 0.1 LIST OF EFFECTIVE PAGES

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0.2	1	Rev.2	4/02/20				
0.3	1	Rev.2	4/02/20				
0.3	2	Original	8/15/09				
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1.6	1	Rev.2	4/02/20				
1.7	1	Rev.2	4/02/20				
APP A	1	Rev.2	4/02/20				

BOCA AIRCRAFT MAINTENANCE  DATE 05/07/2020
 Roger James Jr

FAA APPROVED  DATE 05/28/2020

SECTION 0.3 ACROYNYS AND DEFINITIONS

0.3.1 ACRONYMS

- **BAM** – Boca Aircraft Maintenance, LLC
- **CBT** - Computer Based Training
- **OM** - Operations Manager
- **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
- **RSM** – Repair Station Manual
- **QCM** – Quality Control Manual

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. OJT is knowledge obtained while participating in accomplishing the task under the direction of a qualified person or watching another demonstrate a task or activity and then accomplishing the same action under supervision until satisfactory results are obtained.
- **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/Director of Quality 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 has established 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

Operations Manager

1.1.4 REFERENCES

FAR 145.163 FAR 145.209

1.1.5 PROCEDURE

Training Needs and Assessment:

Persons performing maintenance (including inspections), preventative maintenance, and alteration must be assessed and trained in accordance with the FAA-approved procedures set forth in this manual. All other employees may be trained in accordance with the approved procedures of this manual at management discretion. 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 procedures in this manual enable BAM to revise its existing training program to ensure it continues to meet the Repair Station's needs and produce training consistent with all regulatory requirements.

Individual Needs Assessment

The Operations Manager will consult with the Chief Inspector/Director of Quality to 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, when transferring to a new position or identified as a result of the overall needs assessment.

NOTE: Notification of job transfer is provided by the HR Manager. Program Manager (PM) reviews employee training file; PM updates employee form TMENA with new job title, recommend training needs or none, signs and dates. Form is sent to training administrator to schedule/file.

New and 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.

It's expected that Supervisors and Leads are aware of employee rating, knowledge, performance and abilities prior to assigning a task. It's also expected that an Employee speak up if the task is complex and has no experience on the task.

Upon completion of the employee's assessment, the Operations Manager will determine what training is necessary and ensure the individual's training record is updated to reflect the assessment and training requirements on Employee Needs Assessment (TMENA) form. The Manager will also work with the designated training administrator to ensure the individual receives the necessary training in the appropriate timeframe. The Chief Inspector/ Director of Quality will review recommended training needs completion as part of the segmented audit system. Employee Needs Assessment forms will be retained as either hard copies placed within the employee's training file and/or scanned electronically to the local server training file.

Overall Repair Station Needs.

To determine its overall training requirements, the Operations Manager and the managers of each technical area must review BAM's operations specifications (OpSpecs); capability list; job position duties and responsibilities listed in the repair station quality manual; technical job functions and tasks; customer requirements; past, current, and expected scope of work; employment procedures for hiring; and current employee experience levels. This needs assessment will result in a description of the knowledge and skill standards for each defined job position or function.

Employees will then be assessed against the standard established for the position and tasks assigned. If it is determined that an employee does not possess the capability to perform a maintenance (including inspection), preventative maintenance, or alteration task, appropriate training will be recommended on the employee assessment form TMENA.

The areas of study, individual courses/lessons, and instructors are developed or qualified in accordance with section 1.3. BAM continuously evaluates its overall repair station training needs. However, BAM will specifically revise the training program when:

- It identifies additional training needs, and
- Changes to its ratings, facilities, equipment, or work scope require additional training areas, classes, or lessons.

Identification of Training Needs.

BAM may identify additional training needs through:

- The needs assessment outlined in this manual,

- FAA or other external agency oversight findings,
- Investigations that lead to voluntary disclosures,
- Routine or special quality assurance audits,
- Feedback from employees, and
- The results from audits related to maintenance human factors.

The Chief Inspector/Director of Quality and Operations Manager(s) collectively review results and reports for additional training needs no less than an annual basis by completing the Repair Station Needs Assessment Form TMRNA.

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, BAM will conduct a review of its current training program. 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.

The need for additional training is based on an analysis of the new work to be performed, the capability of employees, and the availability of in-house training and documented on Form TMRNA. Appropriate changes are then made to initial, recurrent, and specialized training areas of study, including existing courses or the addition of new courses, positions, and individuals requiring the training, and when the new training needs to be implemented and completed.

1.1.6 RECORDS, REPORTS AND FORMS

Employee Needs Assessment TMENA

Repair Station Needs Assessment TMRNA.

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

Operations Manager

1.2.4 REFERENCES

FAR 145.163

1.2.5 PROCEDURE

Course of Study Definition

The Operations Manager or designee 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 is assigned that describes the course.
- **Who will be taught:** Identify 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:** 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 is 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 is maintained and revised by the Operations Manager and reviewed by the Chief Inspector/Director of Quality as part of the assessment processes.

1.2.6. RECORDS, REPORTS AND FORMS

Training Course Description TMTCD

1.3 SELECTION OF TRAINING METHODS AND SOURCES

1.3.1 PURPOSE

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

1.3.2 SCOPE

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

1.3.3 RESPONSIBILITY

Operations Manager

1.3.4 REFERENCES

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/Director of Quality along with the Operations Manager.

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 Operations Manager is responsible for monitoring training techniques and delivery sources to ensure their effectiveness.

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

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

The Chief Inspector/Director of Quality works with the Operations Manager to review the course outline and identify qualified available instructors. The authorization of instructors is documented on the Instructor Evaluation Form TMIE and maintained in the employee training file.

Instructors should be specialists in their field, possessing thorough knowledge of the subject being taught. Qualifications for Instructors is first determined by having a proven background on the subject area, such as formal training and/or experience, validated by supervision.

This expertise may be indicated by an appropriate combination of elements such as:

- Formal academic credentials/certificates
- Work in related professional associations
- Demonstrable indications of advanced knowledge
- TMTER – Technician Experience Record
- TMOJT – On the Job Training Record
- TMOJT-A - On the Job Training Record used to document aircraft/engine type qualification through detailed task based experience.

Lastly, the individual's teaching ability to impart information on the particular subject matter through a demonstration interview.

1.3.6 RECORDS, REPORTS AND FORMS

Technician Experience Record TMTER

On the Job Training Record TMOJT, TMOJT-A

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

Chief Inspector/Director of Quality

1.4.4 REFERENCES

FAR 145.163

1.4.5 PROCEDURE

Training Documentation:

The Chief Inspector/Director of Quality is responsible for ensuring training records are maintained for Boca Aircraft Maintenance employees performing maintenance, preventive maintenance, inspection and alteration as part of the RSM/QCM segmented Internal Audit system.

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

Training documents are retained as either hard copies placed within the employee's training file and/or scanned electronically to the local server training file which includes; the employee's name and job function; the needs assessment findings; a list of FAA certifications; other applicable certifications and degrees; BAM qualifications and authorizations (such as required inspection items (RII) for 121, 135 Operators); and for each course completed, the total time credited; the date provided; the instructor; the location; and the results of any associated examination.

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. Changes made to an employee's training record will be directed to the designated training administrator as authorized by the Operations Manager.

1.4.6 RECORDS, REPORTS AND FORMS

Employee Training Records
Employee Needs Assessment TMENA
Technician Experience Record TMTER
On the Job Training Record TMOJT, TMOJT-A

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

Operations Manager, Chief Inspector/Director of Quality

1.5.4 REFERENCES

FAR 145.163

1.5.5 PROCEDURE

Evaluation and Objective:

During the course design, BAM develops a method to evaluate each employee's performance. This could include written or oral examinations, manipulative skill tests or Training Course Assessment (Form TMTCA). Assessments are administered by the instructor, collected and returned to the training administrator for review. The designated training administrator will analyze the results of all course examinations to determine if any changes are required to establish a basis for determining whether the course met its objectives and provided the information necessary to ensure the employee was capable of performing assigned tasks. Outcomes can be no changes; course content revision; further instruction with a deficient employee; re-evaluate instructor SKA (skills, knowledge, abilities) in Section 1.3.

Audits and Observation:

The Chief Inspector/Director of Quality reviews each course for its content, time, quality of the training materials (courseware), training facilities, and instructor. This is accomplished through observation, examination results, and feedback using Training Evaluation Form TMTCA-001.

Operations Manager will coordinate with designated auditors to ensure BAM audits outside training vendors and in-house training courses. The Chief Inspector/Director of Quality is provided the results of these evaluations. The Chief Inspector/Director of Quality will work with the designated training administrator to resolve any discrepancies.

The Chief Inspector/Director of Quality will review overall outcomes through the segmented Internal Audit.

1.5.6 RECORDS REPORTS AND FORMS

Training Course Assessment TMTCA

Training Course 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

Operations Manager

Chief Inspector/Director of Quality

1.6.4 REFERENCES

FAR 121 FAR 135 FAR 145.163

1.6.5 PROCEDURE

The Chief Inspector/Director of Quality, Operations Manager and each Part 121 or 135 Operator determines initial, specialized and recurrent training requirements for work performed, Return To Service (RTS) and RII Inspector delegation based on the operator's manual. This includes regular BAM employees or Interim maintenance employees. 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.

Training accomplished along with authorizations issued by the Operator, on the Operator's required record forms, will be processed as follows:

- One-time authorizations will be included and stored with the Work Order package
- Recurrent authorizations will be filed in BAM's local Air Carrier file, referred to at the onset of an Operator's maintenance event and tracked by the individual Operator.

The Operations Manager is responsible for scheduling employees for operator training based on the task requirements of the Operator. The Chief Inspector/Director of Quality documents BAM lead technicians and quality inspectors with authorization to perform RII on Form IA in the employee training file.

1.6.6 RECORDS, REPORTS AND FORMS

121, 135 Operator Forms

Employee Needs Assessment TMENA

Inspection Authorizations IA

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

Operations Manager
Chief Inspector/Director of Quality

1.7.4 REFERENCES

FAR 145.163, 145.151

1.7.5 PROCEDURE

Individuals hired as interim employees or contracted labor are asked, before they begin work, to provide BAM substantiated, relevant training documentation to the function or task for which he / she has been contracted to perform. Training documentation is presented to the repair station Chief Inspector/Director of Quality and Operations Manager.

The Chief Inspector/Director of Quality and Operations Manager conduct an assessment with each contractor as outlined in Section 1.1 of this training manual.

The contractor receives training on the Repair Station and Quality Manuals.

The Operations Manager will assign a qualified technician to 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 out lined 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. "Hazmat employees" (49 CFR Part 171.8) for the repair station, its contractors, or subcontractors are trained as required in 49 CFR part 172 subpart H.

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

Initial RSM/QCM and revisions.

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

Optional Courses

Aircraft /Engine Specific Training- Course developed, and/or outsourced 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 Engine Run and Taxi functions. This will be administered by individuals with adequate documented experience and/or aircraft specific training.