



Issue: Original  
Date: 10/19/16

## **APPENDIX B: PERSONNEL TRAINING PROGRAM**

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### **General Description**

The purpose of this training program is to ensure that each person who performs work for the repair station is fully informed about procedures, techniques, and new equipment in use and is competent to perform his or her duties. The intent of this program is to provide competent personnel for the proper performance of our maintenance program.

All maintenance and service personnel will receive initial and recurrent training on the procedures and techniques necessary to perform their duties. Specialized training may be conducted for individuals based on a training needs assessment. On-the-job training may be conducted for non-certificated mechanics in conjunction with their supervised work activities. A training needs assessment will be conducted for each employee.

In-house training will be performed to ensure all personnel are familiar with and use the procedures outlined in this manual with respect to the duties to which they are assigned and authorized to perform. Vendor provided and/or on-the-job training will be provided for personnel to become familiar with procedures and techniques on aircraft that are maintained by the repair station.

All maintenance personnel will receive some form of training every 12 months. This training will include review and reinforcement of company policies and procedures. It may also include training on aircraft, engines, shop safety, or other technical subjects. Training methods may be in the form of classroom, seminars, on-the-job training, self-paced instruction through various media, or any combination thereof.

It is the responsibility of the Accountable Manager to assign all training and ensure that all maintenance personnel are adequately trained to perform their assigned duties. He/she will keep this training program current with the needs of the repair station and maintain training records for each employee assigned to perform work under the ratings of the repair station certificate.

### **Trainer Qualifications**

To ensure quality of training, each instructor must be qualified with knowledge and background applicable to the subject material being taught. General training on repair station policy and procedures may be conducted by anyone selected by the Accountable Manager who is thoroughly familiar with the repair station/quality control manual.

Training on specific subjects like ground handling and service operations, parts receiving inspections, or record keeping will be conducted by someone who is knowledgeable and qualified to perform those functions. Training on any subject areas that involve return to service processes for aircraft, or aircraft parts, will be conducted by a qualified individual who is appropriately certified and rated to do that work.

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### **Initial Training**

Initial training will be provided within the first week after a person is hired and begins work. This training will include an overview of repair station policies and procedures, applicable federal aviation regulations, safety policies, aircraft ground service operations, recordkeeping and documentation. In addition, other training may be conducted based on a training needs assessment for the individual. This additional training may include, but is not limited to human factors, aircraft systems, specific skills (e.g.: avionics, composite repair, aircraft run-up and taxi), skills upgrade task-specific training, hazardous materials, or Environmental Protection Agency and Occupational Safety and Health Administration regulations familiarization.

### **Recurrent Training**

Recurrent training is education occurring on a repetitive basis that is designed to provide maintenance personnel with the information and skills necessary to maintain our standard of competence. This training may also be used to accommodate the introduction of new aircraft, aircraft modifications; new or different ground equipment; new procedures, techniques, and methods; or other new information.

All company maintenance and service personnel will receive recurrent training on an annual basis. This training will be conducted at least once each twelve calendar months to review current repair station policies and procedures. Other recurrent training may be conducted based on an employee's training needs assessment. In addition to a review of repair station policy and procedures, recurrent training may also include:

- a) review and updates pertaining to regulatory and certificate requirements,
- b) refresher/update training for particular tasks or skills (including remedial),
- c) maintenance human factors,
- d) tools, test equipment, including ground support equipment,
- e) materials and parts,
- f) records and recordkeeping,
- g) specific hazardous material, OSHA and EPA requirements,
- h) computers and computer programs,
- i) shop safety,
- j) facility security, and
- k) any other continuing education or training.





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### **Specialized Training**

Specialized training focuses on competence in specific tasks or areas of responsibility. This training might be provided as either initial or recurrent training. It may not be limited to maintenance subjects, but instead may include management skills training for new supervisors, computer skills, or other training necessary because of a change in an individual's duties and responsibilities. Most commonly, this type of training will be aircraft specific training provided by the manufacturer of the aircraft, or some other contractor. Specialized training is determined and scheduled based on the individuals training needs assessment.

### **On-The-Job Training**

This type of training can be used to raise an employee's level of competence to that level required by the individual's duties and responsibilities. On-the-job training is conducted by company personnel with the knowledge and skills necessary to properly accomplish the tasks being taught. Aircraft maintenance functions will be taught by a certificated mechanic. On-the-job training is determined and scheduled based on the individuals training needs assessment.

Any company employee may receive on-the-job training, but this will be commonly used for non-certificated personnel. In that application, the training will be designed to document experience requirements necessary to obtain authorization to test for a mechanic certificate. All work performed by non-certificated mechanics during this training will be supervised by a certificated mechanic.

### **Human Factors Training**

Human factors training will be provided during initial training and may be included in recurrent training based on the individual's training needs assessment. This training will be selected by the Accountable Manager from programs available over the internet and will be self-directed by the trainee.





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### **Training Needs Assessment**

A determination of training needs will be made by the Accountable Manager for each employee of the repair station based on company needs and the employee's capabilities. Appropriate training will be selected for personnel, including maintenance provider personnel, based on an assessment of training needs. This assessment is a reflection of the required knowledge, skills, and ability to properly accomplish a given task or function and the current capability of those who would be assigned the task or function.

To determine overall training needs of the repair station, the Accountable Manager will consider the types of work being performed or planned, and identify the knowledge and skills needed. This will include a review of the CIRCLE AIR GROUP, LLC Operations Specifications and customer contracts. From this, he/she will determine the expected scope of work and the relevant experience needed of each technician that will be assigned to perform maintenance, preventive maintenance, or alteration tasks.

During an employee's initial training, a competence-based assessment will be made of the employee's previous training and experience to help identify his/her capabilities and skills in relation to specific tasks he/she will be expected to perform. As part of this process, an on-the-job assessment will be made for both certificated and non-certificated personnel by that individual's supervisor or the Accountable Manager. This, along with an interview will be used to determine the capabilities of the employee. An examination may also be used.

CIRCLE AIR GROUP, LLC will provide training to employees when individual employee knowledge or skill deficiencies are identified. Training will also be provided when significant changes are made to their work scope, or when changes are planned such that the knowledge, skills, or experience render the employee unable to perform work properly. A new training needs assessment will be performed for each employee on an annual basis during their annual recurrent training.

Whenever CIRCLE AIR GROUP, LLC hires a new employee or transfers an employee to a new task assignment, an assessment of the individual's skill level and qualifications will be documented. CIRCLE AIR GROUP, LLC may accept previous employer training records or certifications, use a formal written examination, an on-the-job assessment, or other appropriate means to determine if any training is required to perform the assigned tasks.





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### **Air Carrier and Required Inspection Item (RII) Training**

CIRCLE AIR GROUP, LLC may perform work for 14 CFR parts 121, 125, 129, and 135 operators. For these operators, regulations may require that certain items are inspected following maintenance, alterations, or repairs which could result in a failure, malfunction or defect endangering the safe operation of the aircraft if not performed properly. These items are referred to as Required Inspection Items (RII). Required Inspection Items must be inspected by authorized individuals who are delegated by the air carrier and properly trained to inspect RII items.

Individual operator training requirements (initial, recurrent, or specialized) are defined by the air carrier (operator). This training will be conducted by the operator or an individual delegated by them. The Accountable Manager will work with each operator to schedule the appropriate operator training for CIRCLE AIR GROUP, LLC personnel. This will be included as part of the individual's training needs assessment.

It is the responsibility of the operator to ensure that each person who performs work for the air carrier is properly trained. It is the responsibility of the repair station to ensure that all work performed by the repair station for an air carrier is performed in accordance with that air carrier's programs and procedures.

### **Training Records**

The Accountable Manager will maintain training records for each employee assigned to perform work under the ratings of the repair station certificate. These records will include a completed Repair Station Training Record (Form T100) for initial training and completed copies of that form for each year of recurrent annual training. Training records may also include, but are not limited to copies of:

- required inspection item (RII) training (air carrier forms),
- air carrier training records (air carrier forms),
- certificates issued for factory training,
- any documents that show specific qualifications or competencies,
- employee training records from previous employers.

All training records will include the name of the person being trained, type of training received, the date(s) that the training was conducted, the length (hours) of training, and the signature of the person approving the training. Personnel training documentation will be managed and updated by the Accountable Manager, or delegate, as required. Training records will be retained for each repair station employee for at least two years beyond that person's employment with CIRCLE AIR GROUP, LLC. Employee training records will be made available to the FAA upon request.





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### Training Record Form T100

This form is used to document all initial and annual recurrent training on repair station policy and procedures. It may also be used to record specialized, on-the-job, or other forms of recurrent training.

One or more lines may be used to enter each type of training conducted along with the date(s) that the training was conducted, the hours or length of training, the final grade or result of the training, and the signature of the Accountable Manager for training approval.

### SAMPLE OF FORM T100

Employee Name:

Type of Training	Date of Training	Hours of Training	Grade or Result of Training	Training Approval



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## **APPENDIX C: APPROVED CONTRACT MAINTENANCE FUNCTIONS**

- NDT
- Welding
- Upholstery
- Cabinets
- Cleaning
- Painting

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