

TRAINING PROGRAM MANUAL



JETWORX

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**FAA Repair Station Certificate Number:
X6KR220M**

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RECORD OF REVISIONS

See section 2 of the RSM/QCM for a description of the procedures for distributing, entering, and recording revisions to this manual. If a controlled paper copy of the manual has been assigned to an individual, it shall have its revisions properly entered and recorded. Record of the entered revisions will be documented on the Revision Notice/Acknowledgement Form (Form RS03) found in the Forms Manual.

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SECTION 1: INTRODUCTION TO THE TRAINING PROGRAM

This training program manual contains the policies and procedures JetWorx uses to determine its training requirements. The training program ensures each repair station employee has the knowledge and skills to competently perform assigned maintenance (including inspection), preventive maintenance, and alteration tasks. The training program contents in this manual also ensure that JetWorx can identify and respond to the changing training needs of the repair station and its employees' while keeping consistent with all regulatory requirements.

This manual sets forth the procedures for this repair station to identify its training needs in a systematic manner, develop training and/or identify appropriate existing training, select the training methods, provide training, record training accomplishment, measure the effectiveness of its training program, and that the training program is revised as necessary. The training program consists of the following basic components:

- Assessment of training needs to identify overall repair station training 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 JetWorx will provide the training.
- Documentation of training to ensure all employees' training is documented and records are retained

All forms referenced in this manual may be found in the Repair Station Forms Manual which includes detailed instructions on their proper use.

The Accountable Manager, with the help of the Chief Inspector, is responsible for ensuring compliance with all the components of this training program.

Persons performing maintenance (including inspections), preventative maintenance, and alteration must be assessed and trained in accordance with the Federal Aviation Administration (FAA) approved procedures set forth in this manual. All other employees may be trained in accordance with the approved procedures of this manual at the Accountable Managers discretion.

JetWorx has an established training program that includes initial, recurrent, specialized, and remedial training for all its employees. JetWorx further breaks down the training requirements for each repair station staffing category based on job function requirements.

SECTION 2: DEFINITIONS

The following definitions are provided as a guide and for general explanation of terminology included in this manual and specific to the repair station training manual.

1. **Course** - A course is a set number of lectures, materials, or number of hours of study in a particular subject. For example, a course under the initial course of study for managers and supervisors may be "Repair Station Manual (RSM), Policies, and Procedures".
2. **Course of Study** - A course of study, or curriculum, is a series of related but separate courses in a subject area, such as the initial course of study for managers and supervisors.
3. **Course Outline** - A course outline, or syllabus, outlines the entire subject presented in an individual course. The course outline for the "Repair Station Manual, Policies, and Procedures" course may include the modules devoted to (1) The Repair Station Manual; (2) Repair Station Policies; and (3) Repair Station Procedures, with each module further broken down into subjects. For example, the "Procedure" module could include "Recordkeeping Procedures, Timekeeping Procedures, and Facility Security Procedures.
4. **Course Module** - A course module is a set, logical, self-contained unit of a course. A course module may be given in one training session or lecture or spread over more sessions. Modules of the "Repair Station Policy and Manual Module" course may include (1) The Repair Station and Quality Control Manual (2) Repair Procedure for Return Goods Requiring Return to Service Tags (8130-3); and (3) FAA Repair Station Human Factor Training.
5. **Courseware** - Instructional material developed for each curriculum: Lesson plans, instructor guides, computer software programs, audiovisual programs, workbooks, aircraft or article technical manuals, and handouts. Courseware must accurately reflect curriculum requirements, be effectively organized, and properly integrated with instructional delivery methods.
6. **Employee Training Record** - The training records are sorted by employee name and retained via the online server for Federal Aviation Administration (FAA) review and for a minimum of 2 years. Thereafter they are archived and stored in an "archived" folder for the remainder of the required 7 years.
7. **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.
8. **Initial Training** - Establishes new employee technical skill level and is adjustable based on an assessment of their training, experience, and relevant certificates held. However, whenever changes to repair station ratings; new tools and equipment; materials; and new methods, techniques, and practices are introduced to current employees as recurrent training, the initial training requirements for new employees should be updated and existing employees should be provided abbreviated initial training on the new information.
9. **Instructor** - An individual competent in the training methods, techniques, and practices; and familiar with the subject being taught.
10. **Recurrent Training** - Repetitive training at specific intervals 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.
11. **Task** - A piece of work to be done; an individual task that is part of the maintenance, preventive maintenance, and alterations required to return an article to service under the privileges of the repair station certificate and rating as assigned by appropriate management or supervisory personnel.

12. **Task Levels** - The areas defined in an articles technical data that comprise the division between maintenance, preventive maintenance, alterations, inspections, overhauls and other definitions, provide a clear indication of when a set of tasks is different from another set of tasks.
13. **Testing and Checking** - Methods for evaluating employees 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.
14. **Training Categories** - Training categories identify a distinct course of study such as indoctrination, initial, recurrent, remedial, and specialization training.
15. **Training Hours** - The total amount of time necessary to complete the training required by a curriculum segment. This must provide an opportunity for instruction, demonstration, practice, and testing, as appropriate.
16. **Training Methods** - Training methods identify how the training will be conducted and include formal classroom, computer-based, on-the-job, distance learning, and embedded training.
17. **Training Program Characteristics** - The training program characteristics are features of an overall good training program or good training program element, such as a needs assessment and program review.
18. **Training Program Elements** - An entire training program is made up of a number of different elements, such as the recordkeeping system, the initial course of study for managers and supervisors, or the recurrent course of study for inspectors.
19. **Training Sources** - Training sources identify who conducts the training. Possible training sources are original equipment manufacturers, Aviation Maintenance Technician (AMT) schools, operators and other repair stations, government agencies, and trade associations

SECTION 3: REVISION PROCESS

Repair Station Management and personnel responsible for the Repair Station effort, must read this manual and periodically review its contents in order to maintain familiarity with its current provisions. Any repair station personnel who, in the performance of their duties, identifies a needed change in this manual shall contact the Accountable Manager. The Accountable Manager will have any changes found necessary incorporated into the manuals, produced in final form, and delivered to the FAA CHDO for review and approval. The Accountable Manager will approve each List of Effective Pages (LEP) for each revision.

The Accountable Manager is responsible for initiating, writing and submitting revisions for the Repair Station, Quality Control and Training Manuals. Once a revision is considered acceptable for submission, it will be uploaded to the “In Work” folder found on the server in PDF format or format acceptable the FAA and the Accountable Manager. A formal letter will also be sent to the CHDO assigned Inspector by email explaining the need for the revision. The Accountable Manager and the accepting FAA CHDO Inspector will approve each List of Effective Pages (LEP) for each revision by signing and dating the page(s).

The Repair Station will incorporate changes to revisions found not acceptable to the FAA by updating the “In Work” copy on the server. Once the changes have been incorporated and the copy saved in PDF form, the Accountable Manager will email the CHDO assigned Inspector that the copy is ready for re-review. The FAA initiated change(s) shall be incorporated within 15 days of written notification of the non-compliance. Once approved, the manual will be moved to the appropriate folder for all employees to access. Withholding manuals from employees until they are accepted will ensure that only accepted maintenance and administrative actions are carried out by the Repair Station.

When the RSM/QCM and RSTM are revised, the specific page will be updated to reflect the new revision number and date. Vertical bars will be placed in the right margin to identify changes to the revised pages or sections. In cases where the Manual undergoes major changes, requiring extensive changes to the RSM/QCM or RSTM, it is permissible to annotate “Re-Issued” and forego the vertical bars. A summary of changes must be noted on the Record of Revisions form (Form TP01) to document and identify the revision.

3.1 FAA Revision Notification

Upon approval by the FAA, the Accountable Manager shall remove the obsolete version from the internet and post the new revision. The CHDO will be notified by an automatically generated email from the server within 5 business days that the revision has been released and that the electronic version is available for review. Any changes or revisions as provided by the CHDO will be reviewed and incorporated into the current revision.

If at any time the FAA finds any portion of this manual unacceptable due to non-compliance with a required FAR, the Accountable Manager shall initiate making the required changes to the manual. The FAA initiated change shall be incorporated within 15 days of written notification of the non-compliance in accordance with the procedures in this manual. Unaccepted manuals will be loaded onto the server in a folder titled “In-Work” for review by only the FAA, Chief Inspector and Accountable Manager. Once accepted, the manual will be moved to the folder for all required employees to access.

SECTION 4: TRAINING REQUIREMENTS

Training of repair station personnel, to include inspectors, will be accomplished by classroom instruction, self-study, on-the-job-training, as well as vendor or factory training courses as required. In addition, classroom instruction will be accomplished by the Chief Inspector, factory field service representative, or other qualified individuals approved by the Chief Inspector.

Factory training will be scheduled as necessary for personnel to become familiar with new aircraft, engine, avionics, and related products, repair procedures processes and/or equipment or product improvements.

All personnel authorized to perform maintenance, preventive maintenance, alteration tasks, and inspections will be required to complete company orientation, which will include instruction on company policies and procedures as well detailed review of the policies and procedures established in this manual. This initial training will be completed within a period of 90 days for all employees and formal acknowledgment will be maintained in the employee's training file. The initial hire training can be found on the Employee Orientation Checklist form TP01.

On the job training will be supervised by an OJT Instructor as designated by the Chief Inspector. A current list of authorized OJT instructors is maintained by the Accountable Manager. This list will document the instructor's name, present position, date of authorization, and what the individual is authorized to instruct as a trainer. The authorized items are determined by the training records in which the individual has shown proficiency in that field of expertise. The record of previous training qualifications will also have been indicated on an Employee Needs Assessment Form. This list will be kept with JetWorx Training Program.

Each employee required to perform aircraft maintenance and inspections will be required to read the Repair Station, Quality Control, Supplemental Maintenance Program, and Training Program manuals. After an employee has read the manual, he or she shall be asked if they fully understand the information contained in the manual. They will be then given a RSM/QCM Questionnaire asking them specific questions about the manual. After completion of the questionnaire, it shall be checked to see if the employee has understood the manual as it is written. If they have understood the manual contents, a copy of the questionnaire shall be placed in their training records file.

Upon completion of training course, the trainer shall determine if that employee can perform the work as prescribed in the training provided. The instructor is a person that has previously received that type of training being taught through OJT, self-study, outside training or factory training and has been found to show proficiency in that skill that they will be teaching. That person will have that area signed off on that portion of their training records form to show they have shown proficiency in that area or skill.

All new employees authorized to perform maintenance, preventive maintenance, alteration tasks, and inspections will be required to read, write and understand the English language prior to employment. This information shall be determined during the initial employment interview session.

Annually, each person authorized to perform maintenance, preventive maintenance, alteration tasks, and inspections (Chief Inspector, RTS Inspector, and In-process Inspector) shall be required to have completed the annual recurrent training as designated by the Accountable Manager.

Current training records will be maintained for each employee in the Chief Inspector office, utilizing form Training Course Attendance Record and the Employee Training Record.

The Employee Training Record will indicate the type of training method (indicated on the form), hours of training received, date of completion, and instructor name as appropriate. Copies of certificates for training received outside the company will be kept in the employee's personnel file.

SECTION 5: TRAINING NEEDS ASSESSMENT

5.1 Overall Needs Assessment

To determine the overall training requirements, the Accountable Manager or designee will conduct an annual review of the types of work being planned and performed, and identify and update the types of knowledge and skills that the repair station needs. This will include reviewing such items as JetWorx Operation Specifications (OpSpecs), customer requirements, expected scope of work, and the relevant experience of each technician that will be assigned to perform maintenance, preventative maintenance, or alteration tasks. This overall needs-assessment will result in a description of the knowledge and skill an employee must have to properly perform the tasks associated with the work assignment.

The Overall Needs Assessment form (TP02) establishes the type and level of training required for an indoctrination to company procedures if there is a new employee, initial training for a new type of equipment the repair station will maintain or alter, and/ or an appropriate level of recurrent training for the different responsibilities of the technical and support personnel.

This repair station will review overall training requirements and the requirements of specific individuals in relation to specific tasks to be performed. JetWorx 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 that the knowledge, skills, or experience render the employee unable to perform work properly. Examples are:
 - New regulatory requirements are introduced.
 - New tools, equipment, or skills are required to perform the work properly.

5.2 Identification of Training Needs

JetWorx may identify additional training needs through:

- FAA or other external agency oversight findings
- Investigations that lead to voluntary disclosures
- Feedback from employees or customers
- The results from audits related to maintenance human factors
- OEM MOL / Service Letter / Journal Articles

The Accountable Manager, with the help of the Chief Inspector, ensures the above programs are regularly reviewed to determine if any training deficiencies exist. The review will be documented on the Identification of Overall Needs Assessment Form (TP02). The Accountable Manager or designee will decide on the appropriate training. The Accountable Manager will also be responsible for ensuring that the work performed by the individual requiring additional training will not affect the quality of work until the required training is successfully completed. This can be accomplished through additional supervision or by changing the work assignment.

5.3 Changes to Repair Station Work Scope

Whenever JetWorx is planning to change its facilities, equipment, or scope of work as reflected in its OpSpecs, it will conduct a review of its current training program. The need for additional training will be based on an analysis of the new work to be performed, the competency of the employees, and the availability of in-house training.

Appropriate changes will be 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.

5.4 Individual Needs Assessment

Whenever this repair station hires a new employee or transfers an employee to a new job position, the Accountable Manager or designee will assess the individual's skill level and qualifications against the requirements for the assigned functions or tasks using the Individual Needs Assessment Form (TP06, TP07, TP08 as applicable); then determine what training is necessary and ensure the individual's training record is updated to reflect the assessment and training requirements. Prior to any installation or repair work being performed, the employee will show that they understand installation manuals and basic practices prior to performing installation projects.

Annually, shall be required to have completed annual recurrent training as seen fit by the Accountable Manager.

SECTION 6: COURSE DEFINITION

The Accountable Manager will outline training requirements for the company and/or for the individual, based on the results of a training needs assessment.

Initial training will be provided to an employee for the first time. Training will include a course in Human factors, CFR's, Company Manuals, HazMat/DOT/OSHA/EPA, Computer Systems & Software, Facility Security, and any specialized training (Non-Destructive Testing, etc.) as well as basic courses, lessons, or other requirements that form a part of the indoctrination training.

Specialized training will be identified and developed for job assignments that will require special skills or have complexity, to ensure capabilities. Some areas that may require specialized training include flame and/or plasma spray operations; special inspection or test techniques; special machining operations; complex welding operations; aircraft inspection techniques; or complex assembly operations. The repair station's training program will address the initial and recurrent training requirements for any task or assignment that it determines requires specialized training.

Recurrent training will be information that supports, expands, or refreshes initial training areas of study, courses/lessons, or other requirements.

Remedial training will be provided to ensure an employee who lacks demonstrated knowledge and skills has been provided the training necessary to properly accomplish assigned maintenance or alteration tasks.

All courses/lessons shall be recorded by developing the following information as necessary to capture the required knowledge or skill.

- Course/Lesson
- Objectives
- Course outline
- Required hours or performance outcome for each topic or lesson
- Training material including handouts, regulations, manuals, tools, or equipment
- Training source(s)
- Training method(s)
- Instructor(s)
- Instructor qualifications
- Method(s) of evaluation

The information on courses and lessons from outside vendors will be evaluated to ensure the availability of enough information to determine its capability to impart the information required by the repair station's needs assessment for the company or for the employee.

Documentation associated with any training accepted or given by the repair station shall be retained in the training program files or in the file of the individual employee assigned to perform maintenance (including inspection), preventive maintenance, or alterations under the repair station's 14 CFR part 145 repair station certificate.

SECTION 7: SELECTION OF TRAINING METHODS AND SOURCES

Using the information developed during the course definition phase, JetWorx will evaluate training method(s), source(s), and instructor(s) to determine whether the appropriate and necessary knowledge or skill will be transferred to employees.

7.1 Training Methods

The material to be presented, the level of personnel receiving the training, and the alternatives available will be used to establish training methods for areas of study and/or courses/lessons. JetWorx uses various methods to train its employees including:

- Formal Classroom Training
- On-The-Job Training (OJT)
- Self-Study
- Computer Based Training (CBT)

Most the training provided by this repair station will be Computer Based Training (CBT) and on-the-job training (OJT). All CBT and OJT training will be documented on the Training Course Record (Form TP03) and stored on the JetWorx Server for a minimum of two years or until superseded.

7.2 Training Sources

Sources for training will be monitored to ensure the repair station is aware of its alternatives. When a new or revised training need is identified, the available options will be reviewed. This process may include consultation with the FAA PMI, other repair stations, manufacturers and facilities available for training.

If the training will be conducted by an outside vendor, an audit will be conducted to ensure they provide the appropriate information. The audit may include an observation of training, a review of instructor qualifications, and experience. The extent of the audit will be based on an informal risk assessment related to the critical nature of the training and the ability of the repair station to assess the information taught.

The audit will be conducted using the Training Vendor Audit Checklist (Form TP04) and will include the facility name, course name, instructor name, course syllabus and hours of instruction. The completed Audit form will be retained online in a folder labeled "Training Vendor Audits" for two years.

7.3 Training Instructors

Instructors shall be qualified based upon subject matter knowledge and teaching ability. Subject matter expertise may be established by experience, demonstrated knowledge, and/or certification. The ability to impart information can be determined by observation, demonstration, or experience. The evaluation of in-house instructors shall be documented on the Instructor Qualification Record form (TP05).

SECTION 8: TRAINING DOCUMENTATION

The Accountable Manager is responsible for establishing the standards for creation and retention of training records for all employees that perform maintenance (including inspection), preventative maintenance, and alteration tasks. The company maintains an electronic file of all training provided for each employee. Each electronic report includes the employee's name and job function, the needs assessment findings, a list of FAA certifications, other applicable certifications and degrees, qualifications and authorizations (such as required inspection items (RII) for a given customer, and for each course completed, the total time credited, the date provided, the instructor, the location, and the results of any associated examination. Jetworx will make the training records of employees performing maintenance (including inspection), preventative maintenance, and alteration tasks available to the FAA for review upon request.

The company maintains the individual training records for as long as the employee is employed with the repair station and for two years thereafter.

Any employee may review their training records to verify that they are complete and current by means of a report generated by the Accountable Manager. If an employee notes a discrepancy in the training record documentation, that employee will inform the Accountable Manager of the discrepancy. Any change necessary to update an employee's training record must be approved by the Accountable Manager.

SECTION 9: MEASUREMENT OF TRAINING EFFECTIVENESS

The Accountable Manager will regularly evaluate each course for its content, time, quality of training materials, training facilities, and instructor. This is accomplished through feedback, examination results, and observation.

The Accountable Manager will ensure audits of outside training vendors and in-house training courses are conducted. The Accountable Manager will ensure the Chief Inspector is provided the results of these evaluations. The Accountable Manager and the Chief Inspector will work together to resolve any discrepancies noted on the audit forms.

The Accountable Manager will analyze the results of all course examinations (This could include written/ oral examinations/ skill tests) 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 can perform assigned tasks. Additional methods of evaluation, post training, include: observation of job performance, on the job review of training received, and ongoing evaluations of the employee to verify training effectiveness and information retention.

SECTION 10: WORK PERFORMED FOR PARTS 121, 125, 129, AND 135 OPERATORS

JetWorx performs work for 14 CFR parts 121, 125, 129, and 135 operators. Individual operator training requirements (initial, recurrent, or specialized) are identified for each required job function. The Accountable Manager will work with each operator to schedule employees for operator training, as determined during the individual's needs assessment (Form TP03).

SECTION 11: WORK PERFORMED BY INTERIM MAINTENANCE EMPLOYEES

During periods of heavy workload, JetWorx may supplement its workforce with interim (contract) maintenance employees. Before these individuals begin work they must undergo a needs assessment using the Mechanic Needs Assessment Form (TP06). The Chief Inspector must inform the Accountable Manager of the tasks that these individuals will perform and he/she or the Chief Inspector will conduct the needs assessment and ensure all individuals are provided training appropriate to the assignment.

The Accountable Manager must ensure that the assessments are retained with the training records for all individuals performing maintenance (including inspection), preventative maintenance, and alteration tasks. This record will be on the Training Course Record (Form TP03) and will be retained on the JetWorx server for 2 years or until superseded.