

# Dassault Aviation Business Services SA

Reference: DA-0106  
Edition O – 1 October 2022  
Revision 1 – 1 march 2023

## Training programme

### Approved Maintenance Organisation

#### Approvals

- Maintenance EASA Approval: CH.145.0248
- Maintenance UK Approval: UK.145.01464
- Maintenance FAA Approval: TOVY392Y
- Maintenance TCCA Approval: 819-03

#### Content

<b>1</b>	<b>INTRODUCTION</b>	<b>2</b>
1.1	Purpose	2
1.2	Scope	2
1.3	References	2
1.4	Revision list	3
1.5	List of effective pages	3
1.6	Revision and Control	4
<b>2</b>	<b>GENERAL</b>	<b>5</b>
2.1	Introduction	5
2.2	Requirements	6
2.3	Control	6
<b>3</b>	<b>TRAINING ASSESSMENT NEEDS</b>	<b>7</b>
3.1	Overall Needs	7
3.2	Individual Needs Assessment	8
<b>4</b>	<b>TRAINING COURSE</b>	<b>10</b>
4.1	Course definition	10
4.2	Training record	10
4.3	Training Sources	10
4.4	Training Methods	11
4.5	On-the-Job Training (OJT) for technician	11
4.6	Practical Training	12
4.7	Training Instructors	12
4.8	Measurement of Training Effectiveness	12
<b>5</b>	<b>TRAINING REQUIREMENTS</b>	<b>13</b>
5.1	Indoctrination Training	13
5.2	Technical training (Initial and Recurrent)	13
5.3	Specific training	14
5.4	Continuation training (Initial and Recurrent)	15
5.5	Validity	16
<b>6</b>	<b>TRAINING RECORDS</b>	<b>17</b>
6.1	General	17
6.2	Employee	17
6.3	Contracted Personnel	18
<b>7</b>	<b>APPENDICES</b>	<b>19</b>
7.1	Training requirements Matrix	19
7.2	Component certifying staff (CCS) - Qualification criteria	20
7.3	Internal Instructor and Assessor Qualification	21
7.4	Human Factors Training	22
7.5	FTS Training	23
7.6	EWIS Training	24
7.7	Dangerous goods - HAZMAT- Training	25
7.8	ESD Training	26

The term “**Dassault Aviation Business Services SA**” will be use during any maintenance activity such as on/within Maintenance Work Packs, Purchase Orders, Certification, etc.

The term “**DABS**” will be use in this manual.

## **1 INTRODUCTION**

### **1.1 Purpose**

This Procedure details the process to establish and monitor the Training Programme. It specifies:

- Process for establish Training Plan;
- Training methods used;
- Training Record required;
- Training requirements;
- Training syllabus;

### **1.2 Scope**

This procedure details the process to establish the Training Plan and the training course to fulfil requirements in maintenance and engineering area.

### **1.3 References**

- Part-145, Part-66 and Part-21,
- FAR 145, AC 145-10 and Part-43
- MOE (DA-0100) and Supplement Manual
- Authorised staff list (DA-0103)

## 1.4 Revision list

Ed-	Issued Date	Details	Eff. date	by
Ed. N	6 Aug. 2022	Chapter 3.2.4 – requirement for reissue run privilege added Chapter 3.2.4 – adding condition for reissue of internal authorisation Chapter 4.4 – training method – distance learning added Chapter 7.1 – Matrix updated Chapter 7.4 – description for assessment added to cover Quality in HF	6 Aug. 2022	FOCA
Ed. O	1 Oct. 2022	NEW manual including company name change New Name is Dassault Aviation Business Services SA ("DABS") Chapter 5.5 – DA-0138 added	1 Oct. 2022	FOCA

## 1.5 List of effective pages

Part -Title	Page	Ed	Date
CONTENT	1	O	1 October 2022
1 INTRODUCTION	2	O	1 October 2022
	3	O	1 October 2022
	4	O	1 October 2022
2 GENERAL	5	O	1 October 2022
	6	O	1 October 2022
3 TRAINING ASSESSMENT NEEDS	7	O	1 October 2022
	8	O	1 October 2022
	9	O	1 October 2022
4 TRAINING COURSE	10	O	1 October 2022
	11	O	1 October 2022
	12	O	1 October 2022
5 TRAINING REQUIREMENTS	13	O	1 October 2022
	14	O	1 October 2022
	15	O	1 October 2022
	16	O	1 October 2022
6 TRAINING RECORDS	17	O	1 October 2022
	18	O	1 October 2022
APPENDIX - TRAINING REQUIREMENTS MATRIX	19	O	1 October 2022
APPENDIX - COMPONENT CERTIFYING STAFF (CCS) - QUALIFICATION CRITERIA	20	O	1 October 2022
APPENDIX - INTERNAL INSTRUCTOR AND ASSESSOR QUALIFICATION	21	O	1 October 2022
APPENDIX - HUMAN FACTORS TRAINING	22	O	1 October 2022
APPENDIX - FTS TRAINING	23	O	1 October 2022
APPENDIX - EWIS TRAINING	24	O	1 October 2022
APPENDIX - DANGEROUS GOODS - HAZMAT- TRAINING	25	O	1 October 2022
APPENDIX - ESD TRAINING	26	O	1 October 2022

*This is a Complete new Edition*

Established by <b>Dassault Aviation Business Services SA</b> Stephane BUCHS - Safety and Quality director 	<b>Direct Approval</b>  <b>Approved</b> <b>Federal Office of Civil Aviation</b> Technical Organisations Zurich O. Koller	
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Ed. O -1	1 March 2023	EASA replaced by competent authority UK added	1 March 2023	DABS

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CONTENT	1	O-1	1 March 2023
1 INTRODUCTION	2	O-1	1 March 2023
	3	O-1	1 March 2023
	4	O-1	1 March 2023
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	9	O-1	1 March 2023
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## 1.6 Revision and Control

The **SQ department** will coordinate revisions of this document with an edition number to reflect the change in this document.

Blue color will indicate changes. Bars will be placed in the left margins of changed paragraphs to identify main changes.

In cases where changes requiring extensive changes to this document, it is permitted to annotate “complete edition” and forego the bars.

The Accountable manager is responsible for:

- Approving current edition with signature on the List of Effective Pages.

The Safety and Quality department is responsible for:

- Removing the obsolete revisions from the company server.
- Acceptance of this document’s content.
- Notifying to the Authorities by email, when change in this document.

After approval/acceptance by the FOCA, date of approval is completed on the List of Effective Pages.

Document is integrated in VPN server available on  
“<https://approvals.dassault-business.com/approvals/>”.

## 2 GENERAL

### 2.1 Introduction

This Training Programme document contains the policies and procedures DABS uses to determine its training requirements. The Training Programme ensures each technical staff has the knowledge and skills to capably perform assigned tasks: maintenance, preventive maintenance, alteration and repair tasks and design tasks, and remaining current in terms of organisation procedures and regulation.

This document sets forth the procedures for DABS to:

- identify its training needs,
- identify appropriate existing training or develop training and select the training methods,
- elaborate a Training Plan,
- provide training course,
- record training accomplishment, and
- measure the effectiveness of the Training Plan.

DABS controls the Training Plan in accordance with the procedures for document control described in §2.3. The Training Programme is provided to the NAAs each time it has been revised.

DABS uses a closed loop system to ensure that the training requirements for the company and Personnel are identified, training standards are established, training is provided, and the Training Plan is revised as necessary.

The Training Programme consists of the following basic components:

- An assessment by Senior managers to identify DABS's overall training needs.
- An assessment by managers to identify individual Personnel training needs.
- Training sources and methods available to Personnel for the areas of study, courses, and/or lessons.
- An approved yearly Training Plan.
- The method of documenting/recording Personnel qualifications and training.
- The methods used to measure the effectiveness of the Training Plan and to make changes as necessary.

The Accountable Manager has the overall authority for the Training Plan. He is responsible for ensuring DABS complies with all of the components of the Training Plan.

Approved Training Plan is recorded in Safety and Quality department.

The SQ department (Training & Authorisation managing function) will monitor and keep up to date the Training Plan.

Any changes of the Training Plan are initiated by the Senior managers.

- Managing director
- Maintenance Director
- Continuing Airworthiness manager
- Maintenance Stations Director
- Director Logistic / Supply chain
- Certification manager

## 2.2 Requirements

Persons performing maintenance (including inspections), preventive maintenance, repair and alteration/modification must be assessed and trained in accordance with the procedures set forth in this document.

A Training Programme is established including following areas for all of its maintenance Personnel:

- Initial/Indoctrination Training is given to build a foundation of competence.
- Continuation/Recurrent Training including Regulations and relevant changes, Internal procedures, Human factors, English, Fuel Tank Safety and EWIS as appropriate.
- Technical training including Components (Electrics: i.e Overhaul Generators, batteries) or Engine/Aircraft type course (Theoretical, Practical, OJT).
- Training for specialised tasks including NDT, Welding, specific SB (Theory or Practical or OJT).
- Remedial training is given to add a specific knowledge (OJT) in case of lack of skill / knowledge deficiencies or for a change of function.
- Refresher training is used to supplement experience.

Experience is a strong element in the maintenance of established qualifications. On-the-Job Training (OJT) is a key element in supplying short-term training needs as well as improving existing qualifications.

The minimum qualification and training requirements are described for each staff based on job function and experience levels.

- Certifying staff and AC-Rated Staff
- Supervisory and inspection function
- Qualifying staff
- Specialists
- All technical personnel (including Ramp personnel, cleaners and logistic staff).
- Continuing Airworthiness staff
- Certification Personnel

Additionally, each manager is in charge to assess individual's skill and competence for each job function to determine adequacy and training requirements.

## 2.3 Control

Once a year, a Training Plan is established further to the annually work planning charges analyses, keeping updated in terms of

- Number of certifying staff per Aircraft type rating
- Number of supervisory functions
- Number of staff concerning specific activities
- Continuation /Recurrent training including human factors, EWIS and FTS issues, and change in regulation, as appropriate.

The method as described in §4.4 of training is intended to be a flexible process and include OJT, recurrent training course, aeronautical courses, internal courses, seminars, E-learning, etc.

The **SQ department** (Training & Authorisation managing function) will monitor and keep up to date the Training Plan.

Review is performed one per month during the SQ review with the senior manager.

### **3 TRAINING ASSESSMENT NEEDS**

DABS's assessment needs is a two-part process that determines DABS's overall training requirements, as well as individual Personnel training requirements.

#### **3.1 Overall Needs**

To determine its overall training need, the Senior managers must review:

- Ratings listed in approval including Aircraft type and specific activities (NDT, Welding)
- Component Ratings listed in Capability list
- Customer requirements
- Current and expected scope of work, including base works and design activities
- Current number of staff, staff experience levels and needs

These training needs are reviewed and assessed during management review.

It results in approved Training Plan which describes the yearly scheduled Training Plan for the company.

Training needs are continuously evaluated during management review. However, the Training Plan is specifically revised when the following occurs:

- Specific Training Needs (§3.1.1)
- Changes to its Ratings, facilities, equipment, personnel or work scope (§3.1.2)

##### **3.1.1 Identification of Training Needs**

Additional training needs are identified through:

- Authorities oversight findings
- Routine or special quality audits
- Feedback from Personnel (including related to human factors)
- Feedback from courses
- Annual evaluation and periodic assessment

The Senior managers ensure the SQ Department regularly reviews the results and reports for additional training needs.

##### **3.1.2 Changes to Work Scope**

Whenever it is planned to change facilities, equipment, or scope of work as reflected in Approvals or Capability list, a review of the current Training Plan is conducted and accepted during the management review.

The need for additional training will be based on an analysis of the new scope of work to be performed, the capability of Personnel, and the availability of in-house training.

Appropriate changes will be made to the Training Plan, 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.

##### **3.1.3 Annual Review**

An annual review of the Training Plan permits to analyse:

- Changes that might affect training
- Training effectiveness.
- The method of delivery for various courses, new training techniques,
- Available courses.

Any changes that are required to ensure Personnel are capable of performing assigned tasks are updated in the Training Plan in accordance with the procedures set forth in their manual.

### **3.2 Individual Needs Assessment**

Skill, knowledge levels & qualifications for each job position are assessed based upon staff functions.

If it is determined that Personnel does not possess the appropriate competence and knowledge, appropriate training will be administered

#### **3.2.1 Initial evaluation/assessment**

Whenever DABS hires new Personnel or transfers Personnel to a new job position, the Personnel's manager will assess the individual's skill level and qualifications against the requirements for the assigned functions or tasks. **Form DA-0031**

The manager will determine what training is necessary and inform the SQ department.

The SQ Department ensures the individual's training record is updated to reflect the training performed after assessment and before stamp delivery. (**Form DA-0061**)

#### **3.2.2 Yearly skills Evaluation**

Personnel were assessed once per year during the annual Evaluation against the standard established for the position and tasks assigned. Annual Evaluation is recorded by the manager and the Human resources.

#### **3.2.3 Competency Evaluation**

Personnel competences were assessed every 2 years by the direct manager against the staff function. **-DA-0031 - Competency Evaluation**

Personnel knowledge were also assessed every 2 years by the SQ department against the privileges given. This Evaluation permits to evaluate knowledge on Regulations, DABS procedures, Technology/Product (including Specific changes or improvements) , but also permits to complement the training of the staff on these subjects and to receive Feedbacks including those related to procedures in place, training performed and human factors issues. **-DA-0031\_quality - Competency Evaluation**

#### **3.2.4 English evaluation**

All Aircraft Type Rating training done under Part-147 MTO\* require Sufficient English level from each trainee because all examinations (Part 147.A. 305) are in English.

*\* Maintenance Training Organisation: i.e Flight Safety International, CAE, Bombardier.*

Difference Training from Part-145 to national regulation (*FAA, Russian, ..*), is course in English and a test is done at the end to evaluate of understanding.

For staff not performing a course under Part-147 MTO\*, a further test could be done if necessary, to evaluate level in English by the appropriate manager.

### 3.2.5 Assessment for internal Authorisation

For certifying staffs (maintenance), Rated staff, qualifying inspectors and Continuing Airworthiness staff, a privilege assessment is performed every 2 years by the **SQ department** for issuing the **internal authorisation certificate**. This assessment is based on review of:

- AML, Diploma and education;
- Training conducted by an approved training organisation;
- **Appropriate Continuation/Recurrent training** as described in §7.1 and §5.5 (for validity);
- Practical training and On-job training if appropriate;
- **Sufficient Experience within the last 2 years on appropriate area** (MOE §3.4.4);
  - A recording of a total of **180 tasks or 100 working days (equ. 800 working Hours)**, including a min. of 120 working hours in similar\*\* AC type for Base (B1)
  - A recording of a total of **50 working days on line works** for line (No necessary to cover all AC type)
  - A recording of a total of **35 working Hours per AC type for instructor**,
  - A recording of a total of **20 inspections for qualifying inspector** (i.e. Avionics, Paint, Cabin, Sheet Metal, Engine),
  - A recording of a minimum of **2 runs** in case of run privilege
  - Propulsion systems (piston, turboprop, propeller),
  - Flight control systems (only mechanical controls, hydromechanically or electromechanically powered controls);
  - Avionic systems (analogue systems or digital systems);
  - Structure (metal, composite or wood)

*\*\* 2 aircraft are considered as "similar" when they have similar technology, construction and comparable systems, which means equally equipped (as described in DA-0080\_Matrix):*

**Form DA-0061** is used to record this assessment. This form is signed by the staff and the appropriate manager to confirm performance of competence evaluation (**DA-0031**).

After positive evaluation (sufficient experience and no overdue on required continuation training), internal certificate (**DA-0032**) is reissued for 2 years.

The **internal Authorisation certificate** cannot be issued beyond expiry date of the aircraft maintenance licence renewal. It is automatically reissued when new licence received. Expiry date is not cumulative.

## 4 TRAINING COURSE

The SQ Department will monitor the approved Training Plan based on the results of a training needs assessment.

The training method(s), source(s), and instructor(s) are evaluated to determine whether the appropriate and necessary knowledge or skill will be transferred to Personnel.

### 4.1 Course definition

The following training is used to give necessary knowledge/skill will to the Personnel:

- Indoctrination training is provided to Personnel when he hired or changes position.
- Initial training\* is provided to Personnel for the first time.
- Recurrent/update training\* is provided, as appropriate.
- Remedial training will be assigned to ensure Personnel, who demonstrated knowledge lacks, has been provided the information necessary to accomplish assigned tasks properly.
- Continuation training is provided to Personnel **in each two year period** to ensure that such staff has up-to-date knowledge of relevant technology, organisation procedures and Human Factor/Fuel Tank Safety/EWIS issue as described in Appendix.

*\*Initial and Recurrent requirements are defined in Appendix for the associated courses.*

### 4.2 Training record

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

- Course description;
- Name of the trainee;
- Duration;

Specific record for the training contains:

- Course Title;
- Training material including hand-outs, regulations, manuals, tools, or equipment used;
- Training method(s);
- Training Duration;
- Test and results if appropriate;
- Names of Instructor(s);
- Other supporting information, as available such as instructor guides and courseware;

The information on courses and lessons from outside sources will be evaluated by the SQ department to ensure the appropriate information required by the DABS's needs.

### 4.3 Training Sources

Sources available for training will be continually monitored by the SQ department to ensure knowledge of all alternatives. When a new or revised training need is identified, the available options will be reviewed.

If the training will be conducted by an outside provider, syllabus and records are reviewed to ensure the provider will provides appropriate information.

Examination includes an observation of training, a review of course outlines and materials, and a review of instructor qualifications and experience.

A formal audit could be conducted, based on an informal risk assessment related to the criticality of the training and the ability of the SQ department to assess the information communicated.

#### 4.4 Training Methods

The material to be presented, the level of personnel receiving the training, and alternatives available will be used to establish training methods for areas of study and/or courses/lessons.

The following various methods are used to train the Personnel:

- External training (given by an approved training Organisation or Authority)
- Internal training (given by an internal trainer).
- On-the-job training (OJT), as described in §4.5
- Practical Training (A/C Type Rating) under supervision in §4.6
- Self-study
- Case study
- Computer-based training (CBT) including E-learning (online training)
- Distance learning (instruction by virtual classroom instruction)
- Seminars (Manufacturer)

All these available resources are used to provide the appropriate training.

Areas of study, courses, and lessons may be provided by more than one method.

#### 4.5 On-the-Job Training (OJT) for technician

The OJT includes one-to-one supervision and should involve work task performance on aircraft/components, covering line and/or base maintenance tasks.

It is a complement and an alternative to the initial training or remedial training.

OJT is knowledge obtained while participating in accomplishing the task under the direction of a qualified instructor or watching another demonstrate a task or activity and then accomplishing the same action under supervision until satisfactory results are obtained.

It is an effective method of training for subject matter and tasks that are difficult to understand if described or for which demonstration of capability is essential to correct completion.

In this program, the technician, placed under the control of a qualified instructor, carries out maintenance operations referenced to an ATA code of the Maintenance manual.

This information is kept through Quantum and made available to the SQ department.

OJT should be documented and validated by the practical training supervisor.

In addition, the endorsement of the first aircraft type rating within a given category/sub-category on Part-66 Aircraft Maintenance License requires satisfactory completion of the corresponding OJT, as described in Appendix III to Part-66 regulations. This type of OJT should be validated by a certified Assessor.

The SQ department is responsible of the compliance of the procedure described in form **DA-0357** and any change must be send to Training/Licensing department of NAA for approval before use.

#### **4.6 Practical Training**

In order to succeed in its Training Plan, DABS uses the services of Maintenance Training Organisations approved under Part-147 regulations or the services of the training department of the manufacturer of the equipment.

A practical training maintenance under the supervision of a certified Assessor should be carried out to recognition of the training.

DABS can undertake to carry such practical element previously approved by NAA if "Practical Training Syllabus" (**DA-0355**) is compliant with Part-66.

The SQ department is responsible of the compliance of the procedure described in form **DA-0355** and any change must be sent to Training/Licensing department of NAA for approval before use.

#### **4.7 Training Instructors**

In case of external course, DABS solicits the Manufacturers or Maintenance Training Organisation approved under Part-147 for A/C Type rating and Continuation Training required thus all instructors met the technical requirements.

Instructors are qualified based on knowledge and teaching ability. Subject matter expertise may be established by experience, demonstrated knowledge, and/or certification.

The ability to communicate information can be determined by observation, demonstration, or experience.

The Internal instructors are qualified by the SQ department as per criteria's described in §7.3.

#### **4.8 Measurement of Training Effectiveness**

The SQ department will regularly evaluate 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. form **DA-0540**.

The SQ department will analyse 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 Personnel was capable of performing assigned tasks.

The SQ department may audit outside training vendors and in-house training courses (if required).

The SQ department will ensure the Senior managers are provided the results of these evaluations during the management review. They work with the SQ department to resolve any discrepancies.

The Accountable manager ensures the Training Plan is reviewed on an annual basis.

## 5 TRAINING REQUIREMENTS

### 5.1 Indoctrination Training

New employee receives an indoctrination course from appropriate managers for:

- DABS company and service presentation
- Facilities visit & Security rules
- Health & Safety rules including Hazmat / Dangerous goods awareness
- Regulations overview (EASA, Swiss, UK, Bilateral agreement and Special conditions,...)
- SQ management system,
- Manuals, Supplements, Procedures and forms availability

Additional training could be given in regards to the job function

- Basic principles
- Specific procedures in appropriate Areas
- Incoming inspection and release certificate
- Dangerous goods / ESD
- Function of aircraft equipment/tools/maintenance instructions (if necessary)
- Using materials, consumables, spare parts shop and record
- Using data system (Quantum, CAMP, ...)
- MOE Supplements and Special conditions (UK, FAA, TCCA, ANAC)
- Specific Regulations (Russia, GACA, ...)

The training is monitored by the appropriate manager in coordination with the SQ department.

### 5.2 Technical training (Initial and Recurrent)

In regards to the **Technical** aspect, Personnel are trained i.a.w approved Training Plan:

- **Aircraft Training courses (Initial or Recurrent)** for licenced staff - including Practical training and OJT if appropriate,
- **Engine/APU Training course**
- **Specific Training course (Refer to §5.3)**

### **5.3 Specific training**

#### **5.3.1 NDT**

NDT staff are required to pass the Training Courses and test according to European EN 4179 with final theoretical and practical examinations at 5 years intervals.

#### **5.3.2 Welding**

Welders are required to pass the test in Swiss Welding Association or equivalent school accredited i.a.w SN EN ISO/IEC 17024 at 2 years intervals.

#### **5.3.3 Electrical/Electromechanical/Mechanical Component**

Staff in charge of overhaul generators / batteries / Wheel attends to initial manufacturer training in the component to be qualified in scope.

#### **5.3.4 Engine Borescope**

Staff in charge of borescope on Engine/APU should have a borescope course and a specific engine/APU training/OJT to be qualified in scope (except if staff is an engine certifying staff) .

#### **5.3.5 ERT**

Staff in charge of Engine/APU Run and Taxi should have an ERT course/OJT on specific engine/APU to be qualified in scope.

#### **5.3.6 Engine/APU**

Staff in charge of maintenance on Engine/APU should hold an engine/APU education and a specific engine/APU training to be qualified in scope. His privilege include Borescope.

#### **5.3.7 Ramp**

Staff involved in ramp activities that includes aircraft movement (towing and push back), toilet and water servicing should have an initial training concerning Radio/Marshalling/Toilet servicing/Water servicing/Towing/Pushback/Mooring and GPU use /Nitrogen/Oxygen servicing.

#### 5.4 Continuation training (Initial and Recurrent)

Continuation training should be provided **within two years period** for person involved in maintenance as stated per regulation and described in Appendix. Depending on requirements, personnel are continuously trained centred on:

- Safety & Quality system including Reporting system\*,
- Work procedures, Privileges, Release and Critical task\*,
- Regulations/Standards (EASA, Bilateral agreement and Special conditions, Swiss and UK legislation, other regulations regarding approval certificate...), if changes\*,
- Human Factors\*\*,
- FTS (Fuel tank safety)/CDCCL\*\*, if appropriate,
- EWIS\*\*(Electrical Wiring Interconnection System), if appropriate,
- English if necessary

**\* Internal training**

**\*\*External course** given by an approved training Organisation or Authority. In case of internal training, a syllabus should be developed and accepted by FOCA. Refer to Appendix.

In regards to the changes, personnel could be trained on:

- Specific procedures changes,
- Specific regulation changes,
- New Product or improvements including data system,

Training can be organised by using email, workshop, seminar, e-learning, OJT.

## 5.5 Validity

Validity is two years. If not performed before starting in the organisation, Initial or recurrent training must be provided to personnel within 6 months of joining the maintenance organisation.

Recurrent training is organised in each two-year period. Course can be anticipated by a period of 90 days (Next due is calculated from the previous original date + 2 years).

Certificates are considered to expire **at the end of the corresponding month** in which the event began. (This is applicable for all certificate required in staff records)

### Grace period

- HF: **No grace period\*** for personnel in charge to release a work, component or aircraft;
  - 6 months is acceptable in case of “Awareness” training course performed (§7.1),
  - 3 months is acceptable for personnel not directly in charge **to release a work, component or aircraft** (including senior manager).
- FTS: **1 month** is acceptable for personnel in charge to release/work on fuel component on concerned aircraft or to release a concerned aircraft.
  - 3 months is acceptable for personnel not directly in charge to release/work on fuel component on concerned aircraft or to release a concerned aircraft.
- EWIS: **1 month** is acceptable for personnel in charge to release/work on wiring systems or inspect electrical wire.
  - 3 months is acceptable in case of aircraft type is not concerned by EWIS i.a.w TCDS.

**In case of an Authorised staff with privilege of supervision, inspection and release is overdue** in regard to **continuation training**, the **SQ department** is in charge to send an email to this person and the maintenance management to suspend his privilege in concerned area\* until course is performed.

**DA-0138** is updated to records the status of the staff.

### **The following privilege are suspended**

- HF: Supervision, Inspection and Release for a work, a component or an aircraft.
- FTS: Work, Supervision, Inspection and Release on F7X/CRJ  
Work, Supervision, Inspection and Release on fuel component.
- EWIS: Work, Supervision, Inspection and Release on CRJ  
Work, Supervision, Inspection and Release on wiring systems / electrical wire.

Recurrent training for EWIS and FTS training is only required for identified personnel in regard to the requirements described in Appendix.

## 6 TRAINING RECORDS

The SQ department is responsible for establishing the standards for the creation and retention of training records for all DABS Personnel that perform technical tasks in maintenance and design Areas.

### 6.1 General

The following is recorded:

- Approved Training Plan for the current year
- Current Training Plan
- Training performed precedent years

Additionally, a controlled roster (DA-0103) contains the following information:

- List of authorised staff
- List of privileges given
- List of training required, including recurrence
- List of training performed

### 6.2 Employee

Employee summaries of all personnel are recorded in Quantum and are available at the Safety & Quality department for review upon request.

As a minimum the employee summary includes:

- Present title
- Start date in the company
- Total years of experience and positions held
- Past relevant employment with names of employers and periods of employment
- License reference if appropriate
- List of training performed

Additionally, a folder for each technician exists where the following are recorded:

- Summary of works performed
- Basic Knowledge Certificate
- Aircraft Maintenance Licences (AML)
- Internal Authorisation certificate
- Assessment including Experience for the previous 2 years
- Training A/C type course Certificate
- Training records for privilege A if relevant
- Specific manufacturer Training records
- Continuation Training (Human Factors, EWIS, FTS, Regulation...) – Initial and Recurrent.
- On-the-Job Training (OJT) – if appropriate
- Practical training– if appropriate

The SQ department maintains the individual training records as long as Personnel are employed at DABS and for 3 years thereafter.

The SQ department also maintains an electronic summary of all training provided.

### 6.3 Contracted Personnel

During periods of heavy workload, DABS may supplement its workforce with contracted Personnel. Before these individuals begin work for DABS, they should be authorised by the maintenance management.

The manager ensures that all individuals are provided training appropriate to the particular assignment before they are required to begin work.

The SQ department must retain training records for all individuals performing maintenance (including inspection), preventive maintenance, and alteration tasks.

- Personnel's name and signature
- Summary of works performed, Experience
- Aircraft Maintenance Licences (AML), if appropriate
- Aircraft/engine/component Training Certificate, if appropriate
- Training (Basic Knowledge)
- Last Continuation Training in last 2 years including:
  - Human Factors
  - EWIS if B2 or wire technician or if certifying staff on CRJ
  - FTS if technician working on F7X or CRJ

In case of contracted personnel is an Authorised Staff, the requirements are described in §6.2.

## 7 APPENDICES

### 7.1 Training requirements Matrix

Personnel should receive the following training:

Concerned staff	HF AMC 145.A.30(e)6 By training organisation **"Awareness" By FAA		CDDCL - FTS Appendix IV to AMC to 145.A.30(e)		EWIS AMC 20-22			ESD	DG
	Initial training	Recurrent training	Initial training	Recurrent training	group	Initial training	Recurrent training	Initial	Initial + recurrent
Nominated managers Part 145 / CAMO	X	X*	X		3	X			
Safety and Quality staff	X	X*	X		3	X			
Managers in charge of planning	X	X*	X	X	5	X			
Supervisor – Team Leader / AC manager–C	X	X	X	X	4	X	X		
Certifying staff -Rated staff – B1 – A (CRJ)					1/2	X	X	X Stations	X Stations
Certifying staff - Rated staff – B1 - A	X	X	X		4	X		X Stations	X Stations
Certifying staff - Rated staff – B2					1/2	X	X		
Assessors / Instructors (B1 / B2)	X	X	X	X	4	X	X Assessor		
Qualifying staff – Mechanics				X	4	X			
Qualifying staff – Avionics /Electrics/Wire	X	X	X		1/2	X	X		
Component Certifying staff	X	X			4	X			
Qualifying Staff - inspector (Sheet Metal NDT, Welding)	X	X	X	X	4	X			
Interiors/Cabin staff	X	X			4	X			
Cleaner, Ramp Assistance	X	X							
Paint	X	X							
Technical services (Planners, technical record Methods staff)	X	X*	X		5	X			
Maintenance project manager (MPM)	X	X*	X	X	5	X			
Customer support manager (CSM)	X	X*							
Engineer (Certification Dpt)		X*	X	X	3	X			
Airworthiness staff + ARS		X*	X	X	5	X	X		
Store department staff (receiving)		X*						X	X IATA
Store department staff (shipping)		X*							X IATA
Store department staff (Other)		X*							
Temporary contracted staff working on aircraft Elec + wire	X	X	X	X	1/2	X	X		
Temporary contracted staff working on aircraft	X	X	X	X	4	X			
Temporary contracted staff working on shop	X	X							
Personnel from sub-contracted company Working on product/part to be released by DABS.	X	X							
Personnel from sub-contracted company not working on aircraft- (Interiors, Painting) Only personnel supervising or signing the work to confirm that task has been correctly performed.		X							

\* Awareness FAA course is dedicated to a specific HF subject for AMT (accepted for IA refresher trainer)  
(2 courses mini)

## 7.2 Component certifying staff (CCS) - Qualification criteria

Criteria to give the Privilege to issue Form 1 on internal authorisation certificate

Component Field	EASA UK	ATA	FAA	Requirements Swiss (Refer to CT90.001-10)*	Requirements outside Swiss facility*
<b>Electromechanical Component (C5)</b>					
Starter Generator	C5	24	ACC2	S Electro-mechanical Equipment	AML B1 or M6+M7 Or Certificate/ Diploma
GCU	C5	24	ACC2		
GLARESHIELD FLOODLIGHT	C5	33	ACC2		
<b>Electromechanical Component (C6)</b>					
Oven	C6	25	Ltd ACC	S Electro-mechanical Equipment	AML B1 or M6+M7 Or Certificate/ Diploma
Lavatory water heater	C6	38	Ltd ACC		
<b>Batteries (C5)</b>					
Batteries	C5	24	ACC2	S Batteries	Battery course (2D) Or 2Y Experience
EPS	C5	33	ACC2		
<b>Mechanical Component (C14)</b>					
Wheel	C14	32	Ltd Ldg Gear	S Mechanical Equipment	AML B1 or M6+M7 Or Certificate/ Diploma Or Wheel/Brake course (2D) + 2Y experiences
Brake unit	C14	32	Ltd Ldg Gear		
<b>Mechanical Component (C18)</b>					
Telescopic duct	C18	30	ACC1	S Mechanical Equipment	AML B1 or M6+M7 Or Certificate/ Diploma
<b>Protection Ice/Fire</b>					
Smoke Detector	C18	26	ACC1	P Smoke Detector	AML B1 or or Certificate/ Diploma
<b>Upholstery (C6)</b>					
Upholstery	C6	25	Ltd ACC	P Upholstery	AML B1 + 2Y Experience Or Certificate / Diploma
<b>Cabinetry (C6)</b>					
Cabinetry	C6	25	Ltd ACC	P Cabinetry	AML B1 + 2Y Experience Or Certificate / Diploma
<b>Comms &amp; Nav equipment (C3)</b>					
ELT	C3	23/25	Radio class1	P ELT S Electronical Equipment	AML B1 / B2 Or ELT course (2D)
<b>Structure Repair (C20)</b>					
Exhaust Stub / TR door	C20	20/51/70 53/54/57	Ltd ACC	S Sheet Metal	AML B1 + Sheet Metal Certificate Or Certificate/ Diploma
Gearbox			Ltd ACC		
Structure component			Ltd Airf		
<b>Engine / APU (C7)</b>					
Engine / APU	B1 C7	49 – 7x - 80 - 81 - 82 - 83		S Engine	AML B1 + Engine Certificate + Engine Course (3D) or APU Course (2D) Or Certificate/ Diploma

“Certificate/ Diploma” means a record to demonstrate a **school education** in Aeronautical Engineering OR a technical school education in the **scope of work** OR **basic technical course** on the **scope of work**.

“course” means a certificate issued by the manufacturer/OEM or by appropriately rated Part-145 AMO (by nominated instructor). Internal course should be validated by the instructor and the SQ department.

\*The CCS shall be able to demonstrate he received a **training** on:

- Human Factors referred to in module 9 (Part-66)\*\*.
- aviation legislation referred to in module 10.7 (Part-66)\*\*:

\*\*The following evidences should be available:

- Examination certificate of recognition (CoR) issued by an Part-147 AMTO or;
- Statement/Certificate issued by an Part-147 AMTO + syllabus i.a.w Part-66.

## **7.3 Internal Instructor and Assessor Qualification**

### **7.3.1 Instructor**

The **Instructor** should fulfil the following requirements:

- Having worked for at least 5 years as certifying Staff.
- Having the Aircraft/Engine type rating or Component/scope of work on Internal Authorisation since 2 Years. It could be 1 year if instructor has similar\*\* Technology on internal Authorisation since 2 years.
- Demonstrating a significant experience on the relevant maintenance (Aircraft or Engine or Component).
- Is competent for the category of tasks to be supervised
- Is able to give training, carry out supervision and evaluation of task performed.\* (Should be validated by a formalised course in case of Practical training).
- Having the privilege “Instructor” on his Internal Authorisation\*.
- Complying with specific syllabus in case of specific training (Cat A / ERT / Crew / Towing / Ramp)

\* Part 145 perimeter (Cat A / ERT / Crew / Towing / Ramp)

- No formalised instructor training is required
- Certifying staff should have AC type in his licence and internal authorisation

\* Training on Variant or OJT,

- No formalised instructor training is required
- Certifying staff should have AC type in his licence and internal authorisation
- the staff has been accepted/assessed by the practical training supervisor.
- the staff has instructor privilege in his internal authorisation (“i” in DA-0103).

\* Part 66 practical training for

- formalised instructor training is required.
- Certifying staff should have AC type in his licence and internal authorisation.
- the staff has instructor privilege in his internal authorisation (“I” in DA-0103).

### **7.3.2 Assessor**

The **Assessor** should fulfil the following requirements:

- Acting independently and reporting to the Practical Training Supervisor.
- Having worked for at least 5 years as certifying Staff.
- Having worked for at least 2 years in the company.
- Having good training/coaching/testing skills (validated by a formalised course Train the Trainer).
- Is able to conduct the final assessment of the completed OJT and PTS.
- Must be accepted by authority.
- Staff should have similar\*\* AC type in his licence.
- Having the privilege “Assessor” on his internal authorisation.

## 7.4 Human Factors Training

### 1) *Aim and Objectives*

The aim of Human Factors training is to increase safety, quality and efficiency in aircraft maintenance operations by reducing human error and its impact in maintenance activities.

The objectives of Human Factors training are:

- To enhance maintenance personnel's awareness of individual and organisational human factors issues, both positive and negative, that may affect airworthiness.
- To develop human factors skills (such as communication, effective teamwork, task management, situational awareness, writing of procedures) as appropriate to the job, in order to make a positive impact on the safety and efficiency of maintenance operations.
- To encourage a positive attitude towards safety and reporting, and to discourage unsafe behaviour and practices.

### 2) *Course*

**Initial Human Factors course** is normally done by a Training Organisation with a syllabus in compliance with Part-145 or Part 66 (module 9).

**Recurrent Human Factors** courses could be done internally, or can be contracted to a Training Organisation with a syllabus in compliance with AMC 2 145.A.30(e), or to be done on E-learning with a course approved by an authority (FOCA or FAA).

This course also includes a review of occurrences and findings, event reporting process and collecting feedback from personnel. This part is given by the SQ department.

### 3) *Period*

If not performed before starting in the organisation, Initial training must be provided to personnel within 6 months of joining the maintenance organisation.

Recurrent training is organised in each two-year period.

Course can be anticipated by a period of 90 days.

A grace period of 6 months is acceptable if Awareness course given (refer to §7.1).

A grace period of 3 month is acceptable for personnel not directly in charge to release a work, component or aircraft.

### 4) *Staff to be trained*

Categories of staff to be trained on Human Factors, as required in AMC 145.A.30(e)6 is described in Appendix (§7.1).

### 5) *Training Syllabus*

**Initial Training syllabus** should be in compliance with GM 145.A.30(e) or Part 66 (Module 9).

The initial training is a formal training course, following the syllabus, given by a Training organisation.

**Recurrent Training Syllabus** is described in DA-0460. It identifies the topics and subtopics to be addressed during the Human Factors training. Training should be more flexible, as long as it achieves the objectives of:

1. Ensuring that all staff remain current in human factors,
2. Discussing occurrences, audit findings and other internal/external sources of information available to the organisation on human errors in maintenance.
3. Collecting feedback on human factors issues. Feedbacks must be formally passed the SQ department.

Initial training is normally a classroom course in Base facility or E-learning training course given by a Training organisation in line facility. In case of E-learning course for base/line, a formal meeting is organised between the staff and the Quality to discuss occurrences and feedback (normally before the renewal of the internal certificate / 2 years).

## 7.5 FTS Training

*Effectivity is Large aeroplanes (CS-25) and certified after 1 January 1958 with a maximum type certified passenger capacity of 30 or more or a maximum certified payload capacity of 7500 lbs (3402 kg) cargo or more, and*

*Large aeroplanes (CS-25) which contains CS25 amendment 1 or later in their certification basis.*

### **It concerns F7X and CL850/CRJ**

#### **1) Aim and Objectives**

The aim of FTS training is to instruct personnel with the elements of fuel system safety issues including its language, history and practical considerations, thereby ensuring the personnel become competent and confident to perform safe and efficient FTS tasks on concerned aircraft.

The objectives of FTS training are to give to the trainee the following:

- Have knowledge of the history of events related to fuel tank safety issues and the theoretical and practical elements of the subject, have an overview of the regulations known as SFAR 88 and of JAA TGL 47, be able to give a detailed description of the concept of fuel tank system ALI (including Critical Design Configuration Control Limitations CDCCL), and using theoretical fundamentals and specific examples;
- Have the capacity to combine and apply the separate elements of knowledge in a logical and comprehensive manner;
- Have knowledge on how the above items affect the aircraft;
- Be able to identify the components or parts of the aircraft subject to FTS from the manufacturer's documentation,

#### **2) Course**

Initial FTS course is normally done by a Training Organisation with a syllabus in compliance with Appendix IV to AMC to 145.A.30(e).

Recurrent FTS courses could be done by DABS or can be contracted to a Training Organisation with a syllabus in compliance with Appendix IV to AMC to 145.A.30(e).

#### **3) Period**

If not performed before starting in the organisation, Initial training must be provided to personnel within 6 months of joining the maintenance organisation.

Recurrent training is organised in each two-year period.

Course can be anticipated by a period of 90 days.

A grace period of 1 month is acceptable.

A grace period of 3 months is acceptable for personnel not directly in charge to work on fuel component or to release a concerned aircraft.

#### **4) Staff to be trained**

Categories of staff to be trained on FTS, as required in Appendix IV to AMC to 145.A.30(e) is described in Appendix (§7.1).

#### **5) Training Syllabus**

Initial and Recurrent Training syllabus should be in compliance with Appendix IV to AMC to 145.A.30(e). The training is a formal class or E-learning training course given by a Training organisation.

## 7.6 EWIS Training

*Effectivity is Large aeroplanes (CS-25) and certified after 1 January 1958 with a maximum type certified passenger capacity of 30 or more or a maximum certified payload capacity of 7500 lbs (3402 kg) cargo or more. CL850/CRJ*

### **1) Aim and Objectives**

The aim of EWIS training is to instruct personnel with the elements of EWIS issues including its language, history and practical considerations, thereby ensuring the personnel become competent and confident to perform safe and efficient EWIS tasks on concerned aircraft.

The objectives of EWIS training are to give to the trainee the following:

- Have knowledge on the safe handling of aircraft electrical systems including line replaceable units (LRUs), tooling, troubleshooting procedures and electrical measurement;
- Have knowledge on the applicable aircraft wiring system overhaul or wiring practices manual;
- Be able to perform inspection in zonal areas to identify typical damage risk;
- Have knowledge on contamination sources, materials and cleaning and protection procedures;
- Be able to describe the correct identification of different wire types, their inspection criteria and damage tolerances, and repair / preventive maintenance procedures;
- Be able to perform the procedures for replacing all the parts of typical types of connective device.

### **2) Course**

Initial EWIS course is normally done by a Training Organisation with a syllabus in compliance with AMC 20-22 or FAA AC120-94.

Recurrent EWIS courses could be done by DABS or can be contracted to a Training Organisation with a syllabus in compliance with AMC 20-22.

### **3) Period**

If not performed before starting in the organisation, Initial training must be provided to personnel within 6 months of joining the maintenance organisation.

Recurrent training is organised in each two-year period.

Course can be anticipated by a period of 90 days.

A grace period of 1 month is acceptable.

A grace period of 3 months is acceptable for personnel not directly in charge to release a concerned aircraft.

### **4) Staff to be trained**

Categories of staff to be trained on EWIS is described in Appendix (§7.1).

### **5) Training Syllabus**

Initial and Recurrent Training syllabus should be in compliance with AMC 20-22. The training is a formal class or E-learning training course given by a Training organisation.

## **7.7 Dangerous goods - HAZMAT- Training**

IATA dangerous goods course is organised as appropriate for personnel in the store department.

An internal familiarisation course is developed for other personnel. Training Syllabus is described in **DA-0461**. It identifies the topics and subtopics to be addressed during the training.

Categories of staff to be trained is described in Appendix (§7.1).

## 7.8 ESD Training

E-Learning course is organised.

Categories of staff to be trained is described in Appendix (§7.1).