ACCEPTABLE MEANS OF COMPLIANCE

AMC-74

OPERATOR'S PROCEDURES TRAINING

Contents

1. RECORD OF ISSUES AND DATE OF APPLICABILITY

Issue. No	Date of issue and date of Applicability
ISSUE 01	Date of issue 23 August 2022 Date of applicability 23 August 2022

2. HIGHLIGHTS OF CHANGES

Issue 01	Initial issue

3. REASON

The Procedures Training is designed to assist UAE Operators in the development of the training course for contracted CAR 145 AMO certifying staff on the operator's procedures and documentation, as required by CAR 145.35(a).

4. APPLICABILITY

This AMC applicable to GCAA Continuing Airworthiness Management Organisations contracting maintenance to foreign aircraft maintenance organisations (hereafter referred as FAMO) outside the UAE.

5. GCAA REGULATIONS REFERENCES

(a) CAR PART IV CAR OPS 1 COMMERCIAL AND PRIVATE AIR TRANSPORTATION AIRPLANES
  i) SUBPART E – ALL WEATHER OPERATIONS

(b) CAR PART IV CAR MEL
  i) CAR MEL 016 Training
  ii) Appendix 3 Sample of MEL training syllabus

(c) CAR PART V CAR-145 APPROVED MAINTENANCE ORGANISATIONS
  i) AMC 145.35(a) Certifying staff and support staff
  ii) CAR 145.45(e) Maintenance data
  iii) AMC2 to CAR 145.106(d) MORC Process, Documentation and Reports
  iv) APPENDIX IX to CAR-145 - UAE GCAA CAR-145 MAINTENANCE ORGANISATION APPROVAL PROCESS (145.15)

(d) AMC-21 – ETOPS
  i) APPENDIX 4 -9. MAINTENANCE TRAINING

(e) AMC-05 – RVSM OPERATIONAL APPROVAL

    i) Para 8.7.1 -Maintenance personnel.

6. TRAINING OBJECTIVES

OBJECTIVES: On completion of training, AMO personnel will be able to identify, understand and use appropriate documents and procedures to perform and certify maintenance tasks on operator's aircraft & in compliance with GCAA CAR 145/CAR M requirements.

CONTENTS: This section defines the minimum content of the AMO Procedures training. It has to be considered however, that this AMC applies to any AMO with any scope of approval, therefore it is the Operator responsibility to identify the "expected content" applicable to the organisation.

1   Operator's Documentation

2   Performance of Maintenance

3   Special Operations

4   Minimum Equipment List

5   Reporting

6   Operator's Technical Log

7   Scheduled maintenance

8   Material and Components

9   Operator's Emergency Equipment

10   Communication with Operator

7. TRAINING CONTENT/SYLLABUS

(a) Operator's Documentation

This module shall identify and provide the certifying staff with appropriate understanding about the composition of Operator's documentation and Maintenance Data, the system used for distribution of documentation and notification of updates, such as:

- Applicable operator documents/Technical Procedures

- Minimum Equipment List (MEL), Configuration Dispatch Guidance (CDG) and Configuration Deviation List (CDL)

- ETOPS Maintenance Manual

- Operator's Maintenance Data: AMM / TSM / IFM / IPC / IPD, AWM / WDM / ASM / SRM)

(b) Performance of Maintenance

This module shall provide the certifying staff with appropriate understanding about the requirements for the performance of maintenance on Operator's aircraft, including, but not limited to :

- Independent Inspection

- Critical & Identical Maintenance Tasks

- Verification for external damage

- Final Tools verification

(c) Special Operations

This module shall provide the certifying staff with appropriate understanding about the maintenance requirements to maintain continuous compliance with Operator's special operations approvals, such as:

- ETOPS

  Operator's extended range training programme shall meet training requirements specified in AMC-21 APPENDIX 4 -9. MAINTENANCE TRAINING so that the ETOPS maintenance tasks are properly accomplished.

  *Applicable for qualified personnel performing certification for ETOPS operations only.

- Reduced Vertical Separation Minima (RVSM)

  Operator's RVSM programme shall meet requirements specified in AMC-05 Para 8.7.1 - Maintenance personnel.

  Personnel performing maintenance on RVSM equipment shall be trained, qualified, and knowledgeable of maintenance requirements that the operator needs to incorporate to ensure continued compliance with RVSM requirements.

(d) Minimum Equipment List

This module shall provide the certifying staff with appropriate knowledge and understanding on how to handle MEL related task on Operator's aircraft in accordance with the requirements of CAR MEL, including:

- MEL Origin and philosophy

- General MEL Content

- Specific Use of the MEL

- Associated Forms

- Non-Essential Equipment and Furnishing (NEF)

(e) Reporting

This module shall provide the certifying staff with appropriate understanding about the need for reporting as per the requirements specified in AMC-22, so that maintenance personnel know what to report within a specific time frame:

- Reporting of events to the Operator

- Reporting of Events to the GCAA (ROSI)

- GCAA Voluntary Reporting System (VORSY)

(f) Operator's Technical Log/Work Cards

This module shall provide the certifying staff with appropriate knowledge and understanding on Operator's Technical Log system, being able to complete the various types of maintenance documentation. When electronic Technical Log are used by the operator, this module shall also provide familiarity with the supporting system in use and records access.

- Aircraft Technical Logbook

- Deferred Defects

- Cabin Maintenance Logs / In-Flight Entertainment Defects Log

- Notices to Crew

- Recording of CDCCL requirements
- Recording of tools
- In-Flight Entertainment basic familiarization

(g) Scheduled maintenance

This module shall provide the certifying staff with appropriate knowledge and understanding to complete Operator's maintenance program tasks and instructions, such as:

- Minor Maintenance Checks

- Routine/ Non Routine Work Cards

- Work Orders/

- Work Package Summary

- To give clear instruction how to handle either operator Task Cards or contracted AMO task cards.

(h) Material and Components

This module shall provide the certifying staff with appropriate understanding about the processes involving material and components installed and removed from Operator's aircraft:

- Acceptable Release Certificates

- Unserviceable components

- Control of Flight Spare Kits

- Components involved on incident investigation

- Identify the control of the Component/parts between operator and contracted AMO.

(i) Operator's Emergency Equipment

This module shall provide the certifying staff with appropriate understanding about the requirements for the emergency equipment onboard of Operator's aircraft:

- Medical Kits and other safety equipment

- Medical Request: Onboard Stretcher, Oxygen Equipment or Inflight Nurse Kit

(j) Communication with Operator

This module shall provide the certifying staff with appropriate knowledge about how and when Operator's maintenance control department shall be contacted.

- Role of Operator's maintenance control

- Contact details

8. TRAINING METHODOLOGY

(a) Training can be conducted using the training technique mentioned below:

- Instructor-led Classroom Training: - Training can be conducted at either Operator or the FAMO facility by an appropriately approved instructor belonging to the Operator or FAMO.

9. CONTINUATION TRAINING

(a) The organisation shall ensure continuation training of operator documentation and procedures is completed every two-year period.

(b) Continuation training shall be delivered by any of the methods define in Chapter 6 above & below methods;

- Distance learning: - Two methods of Distance learning are available as mentioned below.
  - Asynchronous: Reflects training situations in which instructors and certifying staff are physically separated. The instructor and the certifying staff do not interact at the same time. This training method is '' certifying staff-centered'' (i.e. the certifying staff is responsible for the learning progress). Since in this method of learning the Instructor and the certifying staff is not interacting in real time a method of resolving the queries a (student) certifying staff may have, must be evolved, such as but not limited to email.

  - Synchronous: Reflects training situations in which instructors and certifying staff are physically separated. The Instructor and the certifying staff interact at the same time (real time). This training method is ''Instructor centered'' (i.e. instructor is responsible for the learning process)

- E-learning: - Also referred to as online learning or electronic learning, is the acquisition of knowledge which takes place through electronic technologies and media. The contents of the training are available on internet servers and certifying staff ca access the material at their own time and pace.

2. The following training tools can be used during the above method of trainings

- Slideshow presentation
- Manuals
- Computer (desktop, PC, laptop, etc...)
- Videos
- Virtual reality
- Virtual classroom
- Virtual aircraft

(c) The content may consist of previously covered training and additionally relevant material that include publication updates, audit findings and safety issues.

10. FAMO DESIGNATED TRAINER

(a) Qualification and competency of designated trainers to be able to support operators.

The trainer should meet the following:

- be fully conversant with and up to date on the applicable regulations.
- have successfully completed the operator documentation & procedures training/ continuation training as applicable.
- have completed train the trainer course or equivalent
- have minimum 4 years experience in the organisation

- Records of qualification and assessment

  - A record that includes the trainer name, qualifications, trainings and record of assessment should be maintained for minimum two years.

(b) Scope of training
- Operator Documentation including technical log, cabin/IFE log etc.
- Initial and Continuation training for operator procedures
- CAR 145 & CAR M regulation
- Evidences of completion of above requirement and assessment release form from operators

11. Evaluation of the training programme

(a) Methodology
- The evaluation process analyzes the training content and methodology to ensure that training is performed to minimize the probability of errors and occurrences. The evaluation is carried out in detail to ensure that the criticality or complexity of the learning is fully addressed.

- This can be assessed using a risk matrix or other assessment tools to establish criticality of the training needs and propose a mitigation action.

- The evaluation may recommend a revision to the training duration, minimum participation time and methodology to meet the training objectives.