

CH/A:ENRA - MARITIME HELICOPTERS INC

MLF Label:4.1.3 (AW) Maintenance / Required Inspection Item (RII) Training Program (Released)

DCT Type:ED DCT

Specialty:Airworthiness

DCT Revision:14.0 on 03/08/19 (Released)

Summary Information

Purpose (Certificate Holder Responsibility):

To train all maintenance and inspection personnel.

Objective (FAA Responsibility):

Determine; (1) If the CH followed the accepted or approved process; (2) If the CH trained persons performing maintenance and inspections.

Common Data Fields

Start Date	
End Date	
Location: (Nearest) Airfield	
Related/Affiliated Designator	
CH/A Provided	
If work is offsite of the airfield, include one of the following	
☐ Address 1	
☐ Address 2	
☐ Address 3	
☐ City	
☐ State	
☐ Postal Code	
☐ Country	
☐ Latitude	
☐ Longitude	

Supplemental Information

Questions	Answers	References
4.1.3 (AW) Maintenance / Required Inspection Item (RII) Training Program		
2 Does the process design ensure the individual with responsibility provides both financial and human resources for the safety and quality performance of this element? NOTE: Safety Attribute: Management Responsibility, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135" OR "145" OR "141" OR "142" OR "147") AND NOT (SAFETY PROGRAMS = "SMSVP") THEN ACTIVATE, Rev. 2 3/8/2019 12:47:48 PM, QID: 00051943, Response Details: Responsibility ED/EP/SP DCTs (Both OP and AW), Status: Released	☐ Yes ☐ No	Camp Pg 9
4 Is the person with authority clearly identifiable, qualified and knowledgeable to effectively plan, direct and control resources, change procedures and make key determinations including safety risk acceptance decisions for this element? NOTE: Safety Attribute: Management Authority, Question Type: Output Validation,	☐ Yes ☐ No	

Questions	Answers	References
Scoping Attribute: IF (FAR PART = "135" OR "145" OR "141" OR "142" OR "147") AND NOT (SAFETY PROGRAMS = "SMSVP") THEN ACTIVATE, Rev. 2 3/8/2019 12:47:48 PM, QID: 00051944, Response Details: Authority ED/EP/SP DCTs (Both OP and AW), Status: Released		
6 Do process measurement(s) exist to evaluate the performance of this element and implement corrective action if necessary? NOTE: Safety Attribute: Process Measurement, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135" OR "145" OR "141" OR "142" OR "147") AND NOT (SAFETY PROGRAMS = "SMSVP") THEN ACTIVATE, Rev. 2 3/8/2019 12:47:48 PM, QID: 00051945, Response Details: Process Measurement ED/EP/SP DCTs (Both OP and AW), Status: Released	☐ Yes ☐ No	Camp Pg 14
7 Does the training program include requirements to ensure that each person, including inspection personnel, who determines the adequacy of maintenance or preventive maintenance work done for it is: # Fully informed about procedures and techniques; # Fully informed about new equipment in use; and # Competent to perform his or her duties? NOTE: Safety Attribute: Procedures, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135") AND (OPSPEC = "D072") THEN ACTIVATE QUESTION, Rev. 2 7/17/2014 4:31:51 PM, QID: 00004170, Response Details: EP & ED DCTs (Both OP and AW), Status: Released	☐ Yes ☐ No ☐ Not Applicable	Camp Pg 24-25
8 Does the training program include requirements for company indoctrination and technical training? NOTE: Safety Attribute: Procedures, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135") AND (OPSPEC = "D072") THEN ACTIVATE QUESTION, Rev. 1 5/14/2014 10:51:14 AM, QID: 00004174, Response Details: EP & ED DCTs (Both OP and AW), Status: Released	☐ Yes ☐ No ☐ Not Applicable	
9 Does the training program specify the following elements in both the maintenance training program and the RII training program: # The name of the person responsible for the overall administration; # The names of the people responsible for other embedded processes; # The designated maintenance and RII training instructors; # A description of how instructors are determined to be qualified; # The procedures used to authorize instructors; and # A file on the instructors consisting of qualifications, authorizations, and other documents pertaining to instructor assignments? NOTE: Safety Attribute: Procedures, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135") AND (OPSPEC = "D072") THEN ACTIVATE QUESTION, Rev. 2 7/17/2014 4:31:52 PM, QID: 00004175, Response Details: EP & ED DCTs (Both OP and AW), Status: Released	☐ Yes ☐ No ☐ Not Applicable	Camp Pg 23-25 MHI RII Training Program
10 Does the training program specify the following elements in both the maintenance training program and the RII training program: # A list describing what type of training is required for new employees or RII candidates; # The procedures for evaluating, crediting, and documenting a new employee's previous training; and # The procedures for determining what additional training is required for a new employee?	☐ Yes ☐ No ☐ Not Applicable	

Questions	Answers	References
NOTE: Safety Attribute: Procedures, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135") AND (OPSPEC = "D072") THEN ACTIVATE QUESTION, Rev. 2 7/17/2014 4:31:52 PM, QID: 00004182, Response Details: EP & ED DCTs (Both OP and AW), Status: Released		
11 Does the training program specify: # A schedule for recurrent training; # A description of recurrent training; and # The procedures for determining requirements for other training? NOTE: Safety Attribute: Procedures, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135") AND (OPSPEC = "D072") THEN ACTIVATE QUESTION, Rev. 2 7/17/2014 4:31:53 PM, QID: 00004186, Response Details: EP & ED DCTs (Both OP and AW), Status: Released	☐ Yes ☐ No ☐ Not Applicable	Camp Pg 23-25
12 Does the training program specify the recordkeeping procedures, including keeping records of the following: # Training dates; # Who performed the training; # The number of hours of training performed; and # The content of the training performed? NOTE: Safety Attribute: Procedures, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135") AND (OPSPEC = "D072") THEN ACTIVATE QUESTION, Rev. 2 7/17/2014 4:31:53 PM, QID: 00004190, Response Details: EP & ED DCTs (Both OP and AW), Status: Released	☐ Yes ☐ No ☐ Not Applicable	Camp Pg 23-25
13 Does the training program specify: # The criteria for determining the quality of the training program; and # The evaluation procedures to determine the need to revise training programs? NOTE: Safety Attribute: Procedures, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135") AND (OPSPEC = "D072") THEN ACTIVATE QUESTION, Rev. 2 7/17/2014 4:31:54 PM, QID: 00004195, Response Details: EP & ED DCTs (Both OP and AW), Status: Released	☐ Yes ☐ No ☐ Not Applicable	Camp Pg 23-25
14 Does the training program specify a training syllabus that describes the following: # Content of each training course; # Format of training (classroom, OJT); # Duration of training courses; # Standards for grading students; and # Training aids? NOTE: Safety Attribute: Procedures, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135") AND (OPSPEC = "D072") THEN ACTIVATE QUESTION, Rev. 2 7/17/2014 4:31:54 PM, QID: 00004198, Response Details: EP & ED DCTs (Both OP and AW), Status: Released	☐ Yes ☐ No ☐ Not Applicable	Camp Pg 23-25

Questions	Answers	References
15 Does the training program specify the criteria to determine the acceptability of contract training, including the: # Qualifications of instructors; # Criteria to establish appropriateness of reference material being taught; # Reporting procedures to inform the Operator or program manager of student progress; # Criteria to determine the adequacy of facilities; and # Criteria to evaluate the contractor's training syllabus? NOTE: Safety Attribute: Procedures, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135") AND (OPSPEC = "D072") THEN ACTIVATE QUESTION, Rev. 2 7/17/2014 4:31:55 PM, QID: 00004204, Response Details: EP & ED DCTs (Both OP and AW), Status: Released	☐ Yes ☐ No ☐ Not Applicable	Camp Pg 23-25
16 Does the RII original and recurrent training include the following upon successful completion: # A statement that RII students are appropriately certificated, qualified, trained, authorized, and current as airframe and/or powerplant mechanics or appropriately certificated repairmen; # A method for notifying the RII candidate of the successful completion of the course; and # A method for receiving confirmation by the candidate of acceptance of RII authorizations and responsibilities? NOTE: Safety Attribute: Procedures, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135") AND (OPSPEC = "D072") THEN ACTIVATE QUESTION, Rev. 3 10/19/2016 9:56:07 AM, QID: 00004210, Response Details: EP & ED DCTs (Both OP and AW), Status: Released	☐ Yes ☐ No ☐ Not Applicable	Camp Pg 23-25
17 Does the training program include human factors training? NOTE: Safety Attribute: Procedures, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135") AND (OPSPEC = "D072") THEN ACTIVATE QUESTION, Rev. 1 5/14/2014 10:51:14 AM, QID: 00004214, Response Details: EP & ED DCTs (Both OP and AW), Status: Released	☐ Yes ☐ No ☐ Not Applicable	Camp Pg 24
18 Do the procedures specify the method for submitting human factors training program or revision for FAA acceptance? NOTE: Safety Attribute: Procedures, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135") AND (OPSPEC = "D072") THEN ACTIVATE QUESTION, Rev. 1 5/14/2014 10:51:14 AM, QID: 00004215, Response Details: EP & ED DCTs (Both OP and AW), Status: Released	☐ Yes ☐ No ☐ Not Applicable	Camp Pg 23-25
19 Does the initial training, excluding employee indoctrination and orientation, include: # Maintenance department policies and procedures; # Maintenance recordkeeping and documentation; # Aircraft systems or ground equipment; # Specific skills (e.g., avionics, composite repair); and # Skills upgrade? NOTE: 'Initial' training is for new maintenance personnel or personnel who begin to work on new equipment or on a new assignment.	☐ Yes ☐ No ☐ Not Applicable	Camp Pg 23-25

Questions	Answers	References
Safety Attribute: Procedures, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135") AND (OPSPEC = "D072") THEN ACTIVATE QUESTION, Rev. 2 3/29/2014 7:27:49 AM, QID: 00004216, Response Details: EP & ED DCTs (Both OP and AW), Status: Released		
20 Does initial training, excluding employee indoctrination and orientation, include: # Human factors; # Task-specific training; and # HAZMAT; or # EPA and OSHA regulation familiarization? NOTE: 'Initial' training is for new maintenance personnel or personnel who begin to work on new equipment or on a new assignment. Safety Attribute: Procedures, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135") AND (OPSPEC = "D072") THEN ACTIVATE QUESTION, Rev. 2 3/29/2014 7:24:54 AM, QID: 00004222, Response Details: EP & ED DCTs (Both OP and AW), Status: Released	☐ Yes ☐ No ☐ Not Applicable	Camp Pg 23-25
21 Does the initial training include the: # Evaluation of an employee's previous training and experience; and # Identification of his or her specific individual training needs? NOTE: 'Initial' training is for new maintenance personnel or personnel who begin to work on new equipment or on a new assignment. Safety Attribute: Procedures, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135") AND (OPSPEC = "D072") THEN ACTIVATE QUESTION, Rev. 2 7/17/2014 4:31:56 PM, QID: 00004227, Response Details: EP & ED DCTs (Both OP and AW), Status: Released	☐ Yes ☐ No ☐ Not Applicable	Camp Pg 23-25
22 Does the training program include recurrent training which encompasses: # Continuing competency training designed to maintain regulatory and certificate currency requirements; # Refresher training on a seldom accomplished task or seldom used skill; # Update training for particular tasks or skills; and # Any other continuing education or training that may not be provided on a defined schedule? NOTE: Update training can include training bulletins, bulletin board items, self-study tasks, and computer-based instruction. Safety Attribute: Procedures, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135") AND (OPSPEC = "D072") THEN ACTIVATE QUESTION, Rev. 3 7/17/2014 4:31:56 PM, QID: 00004230, Response Details: EP & ED DCTs (Both OP and AW), Status: Released	☐ Yes ☐ No ☐ Not Applicable	Camp Pg 23-25
23 Does the training program include specialized training which focuses on competence in specific tasks or areas of responsibility, such as: # RII qualification and certification; # Borescope theory and operation; # NDT, qualification, and certification; # Deicing (when applicable) operations; or # Flight control rigging? NOTE: Safety Attribute: Procedures, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135") AND (OPSPEC = "D072") THEN ACTIVATE QUESTION, Rev. 2 7/17/2014 4:31:57 PM, QID: 00004235, Response Details: EP & ED DCTs (Both OP and AW), Status: Released	☐ Yes ☐ No ☐ Not Applicable	Camp Pg 23-25

Questions	Answers	References
24 Does the training program for training maintenance support include: # Management skills training for new supervisors; # Computer skills; or # Other training necessary because of a change in an individual's duties and responsibilities? NOTE: Safety Attribute: Procedures, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135") AND (OPSPEC = "D072") THEN ACTIVATE QUESTION, Rev. 2 7/17/2014 4:31:57 PM, QID: 00004241, Response Details: EP & ED DCTs (Both OP and AW), Status: Released	☐ Yes ☐ No ☐ Not Applicable	Camp Pg 23-25
26 Does the training program ensure maintenance personnel riding in the cockpit during taxi/towing operations are trained to stop the aircraft? NOTE: Safety Attribute: Procedures, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135") AND (OPSPEC = "D072") THEN ACTIVATE, Rev. 1 7/7/2017 1:34:46 PM, QID: 00051202, Response Details: EP & ED DCTs (Both OP and AW), Status: Released	☐ Yes ☐ No ☐ Not Applicable	Cam Pg 24
27 Does the training program specify the following elements for aircraft taxi operations: # Engine start, pretaxi, pushback, and powerback (if approved); and # Taxi-out, taxi-in, and parking while in the ramp area? NOTE: Safety Attribute: Procedures, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135") AND (OPSPEC = "D072") THEN ACTIVATE, Rev. 1 7/7/2017 1:34:46 PM, QID: 00051203, Response Details: EP & ED DCTs (Both OP and AW), Status: Released	☐ Yes ☐ No ☐ Not Applicable	No mechanics will be authorized to do this
29 Do procedures exist in enough detail to meet the regulatory and guidance requirements for this element to produce the intended results? NOTE: Safety Attribute: Procedures, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135" OR "145" OR "141" OR "142" OR "147") AND NOT (SAFETY PROGRAMS = "SMSVP") THEN ACTIVATE, Rev. 2 3/8/2019 12:47:47 PM, QID: 00051940, Response Details: EP & ED DCTs (Both OP and AW), Status: Released	☐ Yes ☐ No ☐ Not Applicable	
31 Do controls exist within this element that ensure risks are reduced to an acceptable level? NOTE: Safety Attribute: Controls, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135" OR "145" OR "141" OR "142" OR "147") AND NOT (SAFETY PROGRAMS = "SMSVP") THEN ACTIVATE, Rev. 2 3/8/2019 12:47:47 PM, QID: 00051941, Response Details: Controls ED/EP/SP DCTs (Both OP and AW), Status: Released	☐ Yes ☐ No	Camp Pg 23-25
33 Does the certificate holder have a method to evaluate the impact of changes on related processes (interfaces) for this element?	☐ Yes ☐ No	

Questions	Answers	References
NOTE: Safety Attribute: Interfaces, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135" OR "145" OR "141" OR "142" OR "147") AND NOT (SAFETY PROGRAMS = "SMSVP") THEN ACTIVATE, Rev. 2 3/8/2019 12:47:47 PM, QID: 00051942, Response Details: Interfaces ED/EP/SP DCTs (Both OP and AW), Status: Released		
35 Does the process design require that individuals understand their safety role and how it contributes to the safety performance of this element? NOTE: Safety Attribute: Safety Ownership, Question Type: Output Validation, Scoping Attribute: IF (FAR PART = "135" OR "145" OR "141" OR "142" OR "147") AND NOT (SAFETY PROGRAMS = "SMSVP") THEN ACTIVATE, Rev. 2 3/8/2019 12:47:48 PM, QID: 00051946, Response Details: Safety Ownership ED/EP/SP DCTs (Both OP and AW), Status: Released	☐ Yes ☐ No	Camp Pg 23-25, 29

Response Details List EP & ED DCTs (Both OP and AW) (Released, 1.0)	
1	Unclear procedure(s)
2	Conflicting procedure(s)
3	Used workaround(s)
4	Skipped process step(s)
5	Personnel failed to follow process (procedures, guidance, etc)
6	Procedures/guidance not available
7	Procedures/guidance not current
8	Inconsistent procedure(s)
9	Undocumented procedure(s)
10	Minor typographical error(s) (i.e. record entries)
11	Information missing
12	Communication failure(s)
13	Personnel failed to perform task
14	Process failed to meet desired outcome
15	Process oversight failure
16	Equipment/tools not available
17	Equipment/tools not adequate
18	Equipment/tools not calibrated
19	Facilities not adequate
20	Other
Response Details List N/A Response Detail (Released, 2.0)	
1	Not applicable or authorized for the certificate holder or applicant
2	Other
Response Details List Controls ED/EP/SP DCTs (Both OP and AW) (Released, 1.0)	
1	Failure to identify hazards or ineffective risk controls
2	Failure to develop and maintain risk controls
3	Failure to effectively mitigate risk before applying risk controls
4	Risk controls ineffective
5	Unclear risk controls
6	Failure to assess risk for a new system
7	Failure to assess risk when revising an existing system
8	Failure to assess risk when developing operational procedures
9	Failure to maintain records of outputs of risk control assessments
10	Other
Response Details List Interfaces ED/EP/SP DCTs (Both OP and AW) (Released, 1.0)	

1	Internal communication failure(s)
2	External communication failure(s)
3	Lack of interfaces
4	Inconsistent interfaces
5	Poor coordination between departments and employees
6	Failure of interfaces between processes or procedures
7	Other

Response Details List Responsibility ED/EP/SP DCTs (Both OP and AW) (Released, 1.0)	
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1	Failed to provide financial resources
2	Failed to provide sufficient human resources
3	Individual not clearly identified
4	Failure to ensure safety of process
5	Failure to oversee operations conducted under the certificate
6	Failed to ensure quality performance of process
7	Process oversight failure
8	Communication failure(s)
9	Other

Response Details List Authority ED/EP/SP DCTs (Both OP and AW) (Released, 1.0)	
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1	Process oversight failure
2	Unacceptable safety risk acceptance
3	Ineffective planning of resources
4	Ineffective use of resources
5	Ineffective control of resources
6	Failure to implement safety risk processes
7	Process owner not clearly identified
8	Unqualified
9	Other

Response Details List Process Measurement ED/EP/SP DCTs (Both OP and AW) (Released, 1.0)	
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1	Inadequate monitoring of operations processes
2	Ineffective evaluations of processes or systems
3	Undocumented or insufficient investigations
4	Failure to conduct audits
5	Ineffective audits
6	Failure to detect changes in the operational environment
7	Personnel failed to perform/follow process (procedures, guidance, etc.)
8	Process failed to meet desired outcome
9	Process oversight failure
10	Other

Response Details List Safety Ownership ED/EP/SP DCTs (Both OP and AW) (Released, 3.0)	
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1	Unaware of or ineffective safety policies or processes
2	Unaware of or ineffective safety related reporting tools
3	Unclear safety policy
4	Ineffective safety related training
5	Lack of safety culture
6	Unclear safety objectives
7	Other