

## Element Performance Inspection (EPI) 4.2.6 Training of Station Personnel (OP)

**Purpose of this Element (Air Carrier’s responsibility):**

To ensure that its station personnel are properly trained.

**Objective (FAA responsibility):**

To ensure that the Air Carrier trains its Station Personnel for assigned duties.

**Specific Instructions for this EPI:**

To accomplish this EPI, the inspector will need to observe part or all of the curriculum segments of the training of station personnel.

**Question 1.4.** The intention of this question and other similarly worded questions, is that an answer of “Yes” would indicate that for the particular training segment being observed, the station personnel were trained and competent. Example:

*If the inspector observed a segment of station training that taught how to detect intoxicated passengers while boarding a flight, and the training was according to the Air Carrier’s procedures, the answer to question 1.4 should be “Yes.”*

In this case it would be prudent to select the ‘YES’ button for the specific question and in the pop-up box enter what particular segment/module of training was observed.

**Task 4.** Appropriate personnel are gate agents, ground handlers, ground marshals, etc.

**Related EPIs:**

- 2.1.1 Manual Currency (AW / OP)
- 2.1.2 Content Consistency Across Manuals (AW / OP)
- 2.1.3 Distribution (Manuals) (AW / OP)
- 2.1.4 Availability (Manuals) (AW / OP)
- 3.1.1 Passenger Handling (OP)
- 3.1.5 Carry-On Baggage Program (OP)
- 3.1.7 De-Icing Program (OP)
- 3.1.8 Carriage of Cargo (OP)

**Element Performance Inspection (EPI)**  
**4.2.6 Training of Station Personnel (OP)**

**4.2.6 Training of Station Personnel**

*To meet this objective, the inspector will accomplish the following tasks (at the inspection locations where applicable):*

1. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this EPI.
2. Review the associated SAI, with emphasis on the Controls Attribute section.
3. Review the Air Carrier's Station Personnel Training Manuals and/or software.
4. Observe and assess the Training of Station Personnel.
5. Review and assess Station Personnel Training records.

*To meet this objective, the inspector will answer the following questions:*

1. Were the following performance measures met:

<i>1.1 Station Personnel are trained in the recognition of dangerous goods in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
<i>1.2 Station Personnel are trained in the handling of dangerous goods in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
<i>1.3 Station Personnel are trained in the Air Carrier's substance abuse program in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
<i>1.4 Observed Station Personnel are trained to perform duties in accordance with the Air Carrier's procedures.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
<i>1.5 Authorized signatures certify the competency of each observed program graduate, including contract personnel.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
2. Were the procedures for Training of Station Personnel followed?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
3. Were the controls for Training of Station Personnel followed?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
4. Were Station Personnel Training records in compliance with the Air Carrier's training program?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:

5. <Deleted>

**Element Performance Inspection (EPI)  
4.2.6 Training of Station Personnel (OP)**

**SUPPLEMENTAL INFORMATION**

**SRRs:**

- 14 CFR 121.429(a), “Prohibited drugs.”

**Other CFRs and FAA Guidance:**

- 14 CFR 121, App. I, “Drug Testing Program”
- Refer to Advisory Circulars using a search engine (such as ATP Navigator or Summit).