

**Element Performance Inspection (EPI) Data Collection Tool  
4.2.11 Training of Flight Followers (OP)**

**ELEMENT SUMMARY INFORMATION**

**Purpose of This Element** (Certificate Holder's responsibility):

- To ensure that when the Certificate Holder conducts supplemental operations, the personnel performing the functions of flight following are trained and capable of performing their required duties.

**Objective** (FAA oversight responsibility):

- To determine if there were any changes in the personnel identified by the Certificate Holder as having responsibility and/or authority for the Training of Flight Followers process.
- To determine if the Certificate Holder follows its procedures, controls, process measurements and interfaces for the Training of Flight Followers process.

**Specific Instructions:**

- To accomplish this EPI, the inspector should familiarize himself/herself with the Certificate Holder's Flight Follower Training Program. This EPI should be accomplished at the location where the Flight Followers used by the Certificate Holder are trained and conduct flight following duties.

**Related EPI(s):**

- 2.1.5 Supplemental Operations Manual Requirements (AW)
- 2.1.5 Supplemental Operations Manual Requirements (OP)
- 3.1.11 Computer Based Record Keeping System (OP)
- 3.1.13 Other Personnel with Operational Control (OP)
- 3.2.1 Dispatch / Flight Release (OP)
- 3.2.3 MEL / CDL Procedures (OP)
- 5.1.7 Special Navigation Areas of Operation (OP)
- 5.1.8 Extended Range Operations with Two-Engine Airplanes (ETOPS) (OP)
- 5.1.9 RVSM Authorization (OP)
- 7.2.1 Safety Program (Ground and Flight) (OP)

**SUPPLEMENTAL INFORMATION**

**Specific Regulatory Requirement(s) (SRRs):**

- SRRs:
  - 121.127
  - 121.127(b)
  - 121.135(a)(1)
  - 121.135(b)(1)
  - 121.135(b)(2)
  - 121.135(b)(3)
  - 121.135(b)(4)

**Related CFR(s) & FAA Policy/Guidance:**

- Related CFRs:
  - Intentionally left blank
- FAA Policy/Guidance:
  - FAA Order 8400.10, Volume 3, Chapter 6

<b>EPI SECTION 1 – PERFORMANCE OBSERVABLES</b>	
<b>Objective:</b> (FAA oversight responsibility): To determine if the Certificate Holder follows its procedures, controls, process measures and interfaces for the Training of Flight Followers.	
<b>Tasks</b>	
To meet this objective, the inspector must accomplish the following tasks:	
1	Review the information listed in the Supplemental Information section of this data collection tool.
2	Review the policies, procedures, instructions and information for the Training of Flight Followers process contained in the Certificate Holder's manual.
3	Review the associated SAI for this element with emphasis on the controls, process measurements and interface attribute sections.
4	Observe the Training of Flight Followers process to gain an understanding of the procedures, instructions and information contained in the Certificate Holder's manual.
5	Discuss the Training of Flight Followers process with the personnel (other than management) who perform the duties and responsibilities required by the process.
<b>Questions</b>	
To meet this objective, the inspector must answer the following questions:	
1	Was the following Performance Measure met:
1.1	<p>Did the flight followers demonstrate the abilities to perform their duties?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> <li>Check, at the training center, that contract Flight Followers are being trained in accordance with the certificate holder's design. <i>Sources:</i> 8400.10 Vol. 3 Ch. 6 Sec. 1 Para 1145(G)(2)</li> <li>Check, at the training center, that contract Flight Followers are being qualified (competency check) in accordance with the certificate holder's design. <i>Sources:</i> 8400.10 Vol. 3 Ch. 6 Sec. 1 Para 1145(G)(2)</li> </ol>
	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2	<p>Were the Certificate Holder's policies, procedures, instructions and information, contained in its manual, for the Training of Flight Followers process followed?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> <li>Check, at the technical publications library, that the certificate holder's manual contains current flight follower procedures <i>Sources:</i> 121.133(a); 121.135(a)(1); 121.135(b)(4)</li> <li>Check, at the dispatch center through observation, that Flight Followers conducting supplemental operations are able to perform their duties in accordance with the certificate holder's design (Competency check). <i>Sources:</i> 121.135(a)(1); 121.127(a)(1)(ii); 121.127(b)</li> <li>Check, at the records repository, that competency checks of the certificate holders Flight Followers was accomplished in accordance with its design <i>Sources:</i> 8400.10 Vol. 3 Ch. 6 Sec. 3 Para 1203(D)</li> <li>Check, at the records repository, that Flight Followers were qualified through expertise to perform the duties in accordance with the certificate holders design.</li> </ol>
	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<p><i>Sources:</i> 121.135(a)(1); 119.65(d)(1)</p> <p>5. Check, at the dispatch center, that Flight Followers were qualified through expertise to perform the duties in accordance with the certificate holders design.</p> <p><i>Sources:</i> 121.135(a)(1); 119.65(d)(1)</p> <p>6. Check, at the training center, that contract Flight Followers are being trained in accordance with the certificate holder's design.</p> <p><i>Sources:</i> 8400.10 Vol. 3 Ch. 6 Sec. 1 Para 1145(G)(2)</p> <p>7. Check, at the training center, that contract Flight Followers are being qualified (competency check) in accordance with the certificate holder's design.</p> <p><i>Sources:</i> 8400.10 Vol. 3 Ch. 6 Sec. 1 Para 1145(G)(2)</p>	
3	Were the Training of Flight Followers process controls followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4	Did the records for the Training of Flight Followers process comply with the instructions provided in the Certificate Holder's manual?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5	Were the process measurements for the Training of Flight Followers process effective in identifying problems or potential problems and providing corrective action for them?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
6	Did personnel properly handle the associated interfaces by complying with other written policies, procedures, instructions and information that are related to this element?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<b>EPI SECTION 1 – PERFORMANCE OBSERVABLES –Drop Down Menu</b>
1. Personnel.
2. Tools and Equipment.
3. Technical Data.
4. Procedures, policies or instructions or information.
5. Materials.
6. Facilities.
7. Controls.
8. Process Measures.
9. Interfaces.
10. Desired Outcome.
11. Other.

## EPI SECTION 2 – MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES

**Objective:** To determine if the person identified by the Certificate Holder having responsibility and/or authority for the Training of Flight Followers is qualified, knowledgeable, and recognizes that responsibility and/or authority. (The person with the authority may or may not be the person with the responsibility.)

### Tasks

To meet this objective, the inspector must accomplish the following tasks:

- 1 Identify the person who has overall responsibility for the Training of Flight Followers process.
- 2 Identify the person who has overall authority for the Training of Flight Followers process.  
NOTE: If no personnel or major program changes (as defined by the Principal Inspector) affecting the responsibility or authority attributes for this element have occurred since the last SAI and/or EPI was accomplished, then do not perform tasks 3 – 6. Answer questions 2.1 & 2.2 and provide the name/title.
- 3 Review the duties and responsibilities for the person(s) who manage the Training of Flight Followers process documented in the Certificate Holder's manual.
- 4 Review the appropriate organizational chart.
- 5 Discuss the Training of Flight Followers process with the management personnel identified in Tasks 1 and 2.
- 6 Evaluate the qualifications and work experience of the management personnel identified in Tasks 1 and 2.

### Questions

To meet this objective, the inspector must answer the following questions:

2. Are the following aspects of the Management Responsibility and Authority Attributes addressed for the Training of Flight Followers process:
  - 2.1 Is there a clearly identified person who is responsible for the quality of the Training of Flight Followers process?
 

	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input style="width: 100%;" type="text"/>
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  - 2.2 Is there a clearly identified person who has authority to establish and modify the Certificate Holder's policies, procedures, instructions and information for the Training of Flight Followers process?
 

	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input style="width: 100%;" type="text"/>
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  - 2.3 Does the responsible person know that he/she has responsibility for the Training of Flight Followers process?
 

	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
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  - 2.4 Does the person with authority know that he/she has authority for the Training of Flight Followers process?
 

	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
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  - 2.5 Does the person with responsibility for the Training of Flight Followers process meet the qualification standards?
 

	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
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2.6 Does the person with authority to establish and modify the Training of Flight Followers process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.7 Does the person with responsibility understand the controls, process measurements, and interfaces associated with the Training of Flight Followers process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.8 Does the person with authority understand the controls, process measurements, and interfaces associated with the Training of Flight Followers process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.9 Does the responsible person know who has authority to establish and modify the Training of Flight Followers process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.10 Does the individual with authority know who has the responsibility for the Training of Flight Followers process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

**EPI SECTION 2 – MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES  
–Drop Down Menu**

1. Assignment of responsibility.

2. Assignment of authority.

3. Does not understand procedures, policies or instructions and information.

4. Does not understand controls.

5. Does not understand process measurements.

6. Does not understand interfaces.

7. Span of control.

8. Position vacant.

9. Other.