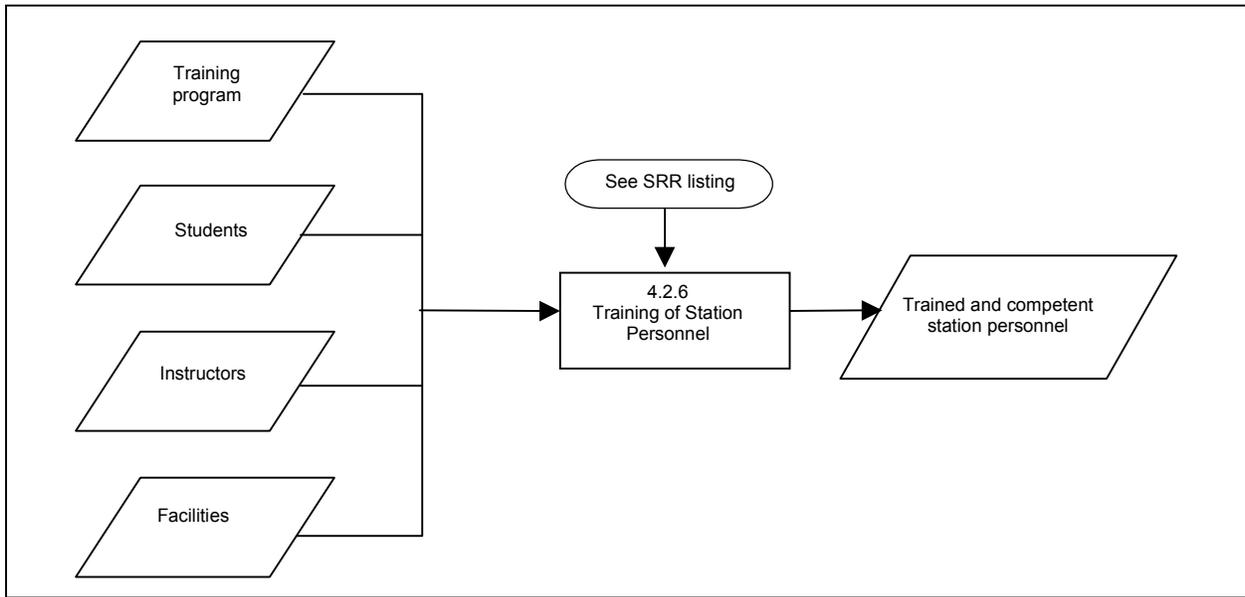


Safety Attribute Inspection (SAI) Job Aid



ELEMENT SUMMARY INFORMATION

Element: 4.2.6 Training of Station Personnel

Purpose of this Element (Air Carrier's responsibility): To ensure that its station personnel are properly trained.

Objective (FAA responsibility): To determine if the air carrier's training of station personnel process includes safety attributes.

Inputs:

- Training program
- Students
- Instructors
- Facilities

Outputs:

- Trained and competent station personnel

Performance Measures:

- Station Personnel are trained and competent

Safety Attribute Inspection (SAI) Job Aid

SRR:

121.429 (a) Prohibited drugs

Other CFRs and/or FAA Guidance:

- CFR 121 Appendix I “Drug Testing Program”.
- Refer to appropriate Advisory Circulars Refer to appropriate Advisory Circulars.

Safety Attribute Inspection (SAI) Job Aid

SRR SPECIFIC INFORMATION

SRR	Intent	Inspectors
121.429 (a)	To require training on the prohibited drugs testing program.	<i>Certification: Operations</i> <i>Surveillance: ASI</i>

Safety Attribute Inspection (SAI) Job Aid

4.2.6 Training of Station Personnel

SECTION 1 - RESPONSIBILITY ATTRIBUTE

Objective: To determine if there is a clearly identifiable, qualified, and knowledgeable person who is accountable for the quality of the Training of Station Personnel process.

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

1. Identify the person who is responsible for the quality of the Training of Station Personnel process.
2. Review the description in the Manual that delineates the duties and responsibilities of the person.
3. Evaluate the person's qualifications and work experience (or resume', if appropriate).
4. Review the appropriate organizational chart.
5. Discuss the Training of Station Personnel process with the person.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Is there a clearly identifiable person who is answerable for the quality of the Training of Station Personnel process?	<input type="checkbox"/> YES If yes, provide the name: <input type="checkbox"/> NO If no, explain:
2. Does the person understand the procedures associated with the Training of Station Personnel process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
3. Does the person understand the controls associated with the Training of Station Personnel process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
4. Does the person understand the interfaces associated with the Training of Station Personnel process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
5. Does the person understand the process measurements associated with the Training of Station Personnel process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
6. Is the responsibility of this position clearly documented in the air carrier's Manual(s)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7. Are the qualification standards for this position clearly documented?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7a Are the qualification standards for this position appropriate for the duties that are assigned?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
8. Does the person meet the qualification standards?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
9. Does the person acknowledge that he/she has responsibility for the Training of Station Personnel process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
10. Does the person know who has authority to establish and modify the Training of Station Personnel process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

Safety Attribute Inspection (SAI) Job Aid

4.2.6 Training of Station Personnel

SECTION 2 – AUTHORITY ATTRIBUTE

Objective: To determine if there is a clearly identifiable, qualified, and knowledgeable person with the authority to establish and modify the Training of Station Personnel process.

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

1. Identify the person who has the authority to establish or modify the Training of Station Personnel process.
2. Review the description in the Manual that delineates the duties and responsibilities of the person.
3. Evaluate the person's qualifications and work experience (or resume', if appropriate).
4. Review the appropriate organizational chart.
5. Discuss the Training of Station Personnel process with the person.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Is there a clearly identifiable person who has authority to establish and modify the air carrier's policies for the Training of Station Personnel process?	<input type="checkbox"/> YES If yes, provide the name: <input type="checkbox"/> NO If no, explain:
2. Does the person understand the procedures associated with the Training of Station Personnel process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
3. Does the person understand the controls associated with the Training of Station Personnel process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
4. Does the person understand the interfaces associated with the Training of Station Personnel process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
5. Does the person understand the process measurements associated with the Training of Station Personnel process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
6. Is the authority of this position clearly documented in the air carrier's Manual(s)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7. Are the qualification standards for this position clearly documented?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7a Are the qualification standards for this position appropriate for the duties that are assigned?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
8. Does the person meet the qualification standards?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
9. Does the person acknowledge that he/she has authority for the Training of Station Personnel process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
10. Does the person know who has the responsibility for the Training of Station Personnel process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
11. Are the procedures for delegation of authority clearly documented for the Training of Station Personnel process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

Safety Attribute Inspection (SAI) Job Aid

4.2.6 Training of Station Personnel

SECTION 3 – PROCEDURES ATTRIBUTE

Objective: To determine if the air carrier has documented procedures for accomplishing the Training of Station Personnel process.

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

1. Review the documented instructions and information related to the Training of Station Personnel process to ensure that they contain who, what, where, when, and how.
2. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this SAI.
3. Discuss the Training of Station Personnel process with appropriate personnel to gain an understanding of the procedures.
4. Observe the Training of Station Personnel process to gain an understanding of the procedures.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Do written procedures exist to achieve the desired result of the Training of Station Personnel process:

1.1 Do written procedures exist to conduct annual recurrent training?	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.2 Do written procedures exist to address abnormal requirements (e.g., mergers, acquisitions, and interchange agreements)? [SRR 121.429 (a)]	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.3 Do written procedures exist for the maintenance and distribution of training program manual(s)?	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.4 Do written procedures exist to train contract personnel in the Air Carriers' procedures?	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.5 Do written procedures exist for the training of personnel in all aspects of ramp safety (e.g., passengers and personnel on ramp, propellers, aircraft movement, ground support equipment in vicinity of the aircraft of people, etc.)?	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.6 Do written procedures exist for the training of personnel in Hazmat recognition?	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.7 Do written procedures exist for the training of personnel in safe cargo and baggage handling?	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.8 Do written procedures exist for the training of personnel in the servicing of aircraft?	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A

Safety Attribute Inspection (SAI) Job Aid

4.2.6 Training of Station Personnel	
SECTION 3 – PROCEDURES ATTRIBUTE	
1.9 Do written procedures exist to verify the competency of station personnel?	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.10 Do written procedures exist for the completion and maintenance of training records for station personnel?	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
2. Do the procedures identify: who, what, where, when and how?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
3. Are the procedures in compliance with the CFR(s)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
4. Do the procedures conform to other written guidance (E.g., Operations Specifications, FAA Orders, Airworthiness Directives, Advisory Circulars, Handbook Bulletins, Directives, and Manufacturer’s Recommendations)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
5. Does the air carrier have the resources to support the written procedures for the Training of Station Personnel process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
6. If alternate procedures exist for use during irregular conditions, do they achieve the same desired results as the primary procedures so that an equivalent level of safety is maintained? (E.g., a manual system used as a result of equipment failure.)	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A, No alternate procedures exist for this element
7. Are the procedures published in different manuals relating to the Training of Station Personnel process consistent?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
8. Does the air carrier have a documented method for assessing the impacts of procedural changes to the Training of Station Personnel process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

Safety Attribute Inspection (SAI) Job Aid

4.2.6 Training of Station Personnel

SECTION 4 – CONTROL ATTRIBUTE

Objective: To determine if checks and restraints are designed into the Training of Station Personnel process to ensure a desired result is achieved.

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

1. Review the documented instructions and information related to the Training of Station Personnel process.
2. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this SAI.
3. Discuss the Training of Station Personnel process with appropriate personnel to gain an understanding of the controls.
4. Observe the Training of Station Personnel process to gain an understanding of the controls.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Are the following checks and restraints built into the Training of Station Personnel process:

1.1 Does an authorized individual review and certify the training records for completion of required training prior to assignment of station personnel to duty?	<input type="checkbox"/> YES	If no or N/A, explain:
	<input type="checkbox"/> NO	
	<input type="checkbox"/> N/A	
1.2 Do authorized signatures certify the competency of each program graduate, including contract personnel?	<input type="checkbox"/> YES	If no or N/A, explain:
	<input type="checkbox"/> NO	
	<input type="checkbox"/> N/A	
1.3 Does the Air Carrier obtain FAA approval prior to implementing changes to the training program?	<input type="checkbox"/> YES	If no or N/A, explain:
	<input type="checkbox"/> NO	
	<input type="checkbox"/> N/A	
1.4 Does an authorized individual review and certify the training records for completion of required training prior to assignment of all contract personnel to duty?	<input type="checkbox"/> YES	If no or N/A, explain:
	<input type="checkbox"/> NO	
	<input type="checkbox"/> N/A	
2. Do the checks and restraints ensure the desired result is achieved for the Training of Station Personnel process?	<input type="checkbox"/> YES	If no, explain:
	<input type="checkbox"/> NO	
3. Does the air carrier have a documented method for assessing the impacts of any changes made to checks and restraints in the Training of Station Personnel process?	<input type="checkbox"/> YES	If no, explain:
	<input type="checkbox"/> NO	
4. Does the air carrier have the resources to support the checks and restraints for the Training of Station Personnel process?	<input type="checkbox"/> YES	If no, explain:
	<input type="checkbox"/> NO	

Safety Attribute Inspection (SAI) Job Aid

4.2.6 Training of Station Personnel

SECTION 5 - PROCESS MEASUREMENT ATTRIBUTE

Objective: To determine if the air carrier measures and assesses the Training of Station Personnel process, to identify and correct problems or potential problems.

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

1. Review the documented instructions and information related to the Training of Station Personnel process.
2. Discuss the Training of Station Personnel process with appropriate personnel to gain an understanding of the process measures.
3. Observe the Training of Station Personnel process to gain an understanding of the process measures.

To meet this objective, the inspector will determine and record answers to the following questions:

1. <Deleted>

2. Does the air carrier's Training of Station Personnel process include the following process measurements?

2.1 Does the Air Carrier record instances in which their personnel were assigned to duty prior to having their training records certified?

YES **If no or N/A, explain:**
 NO
 N/A

2.2 Does the Air Carrier record instances in which contract personnel were assigned to duties prior to their competency certification?

YES **If no or N/A, explain:**
 NO
 N/A

2.3 Does the Air Carrier record instances in which attempts were made to implement changes to the training program prior to obtaining FAA approval?

YES **If no or N/A, explain:**
 NO
 N/A

2.4 Does the Air Carrier record instances in which contract personnel were assigned to duties prior to having their training records certified?

YES **If no or N/A, explain:**
 NO
 N/A

2.5 Does the Air Carrier use the results from their written tests to evaluate their training program?

YES **If no or N/A, explain:**
 NO
 N/A

2.6 Does the Air Carrier measure performance improvement of students as a result of recurrent training (e.g., pre-testing and post-testing)?

YES **If no or N/A, explain:**
 NO
 N/A

2.7 Does the Air Carrier have a method to provide feedback to the training department when deficiencies in station personnel are identified?

YES **If no or N/A, explain:**
 NO
 N/A

2.8 Does the Air Carrier employ an independent evaluator to audit its training program?

YES **If no or N/A, explain:**
 NO
 N/A

3. Does the air carrier document their process measurement methods and results?

YES **If no, explain:**
 NO

Safety Attribute Inspection (SAI) Job Aid

4.2.6 Training of Station Personnel

SECTION 5 - PROCESS MEASUREMENT ATTRIBUTE

4. Are the air carrier's process measurement methods effective?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
5. Does the air carrier use their process measurement results to improve their programs?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
6. Are the process measurement results accessible to the FAA?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
7. Does the organization that conducts the process measurement have direct access to the person with responsibility for the Training of Station Personnel process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
8. Does the air carrier have the resources to support the process measurement for the Training of Station Personnel process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

Safety Attribute Inspection (SAI) Job Aid

4.2.6 Training of Station Personnel

SECTION 6 – INTERFACES ATTRIBUTE

Objective: To determine if the air carrier identifies and manages the interactions between the Training of Station Personnel process and the other element processes within the air carrier organization.

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

1. Review the documented instructions and information related to the Training of Station Personnel process.
2. Discuss the Training of Station Personnel process with appropriate personnel to gain an understanding of the interfaces.
3. Observe the Training of Station Personnel process to gain an understanding of the interfaces.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Are the following interfaces identified for the Training of Station Personnel process:

1.1 <i>Appropriate Operational Equipment (Element 1.1.2)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.2 <i>Fueling (Element 1.3.16)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.3 <i><Deleted></i>	
1.4 <i>Passenger Handling (Element 3.1.1)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.5 <i>Airmen Duties/Flight Deck Procedures (Element 3.1.3)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.6 <i>Carry-on Baggage (Element 3.1.5)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.7 <i>Exit Seating (Element 3.1.6)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.8 <i>De-icing (Element 3.1.7)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.9 <i>Carriage of Cargo (Element 3.1.8)</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A

Safety Attribute Inspection (SAI) Job Aid

4.2.6 Training of Station Personnel

SECTION 6 – INTERFACES ATTRIBUTE

1.10 Other Programs approved by Operations specifications	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.11 Flight/Load Manifest/Weight and Balance Control (Element 3.2.2)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.12 Line Station (Servicing and Maintenance) (Element 5.1.1)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.13 Weather Reporting Facilities/SAWRS Stations (Element 5.1.2)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.14 Station Facilities (Element 5.1.5)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.15 Maintenance Control (Element 7.1.6)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.16 Manual Currency (Element 2.1.1)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.17 Content Consistency Across Manuals (Element 2.1.2)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.18 Manual Distribution (Element 2.1.3)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.19 Manual Availability (Element 2.1.4)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
2. List any additional interfaces identified:	
3. Are there written procedures for the use of air carrier personnel in the application of these interfaces?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
4. Are there controls to ensure that interfaces occur?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
5. Are the interfaces between the Training of Station Personnel process and other processes treated consistently in the Manual(s)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO