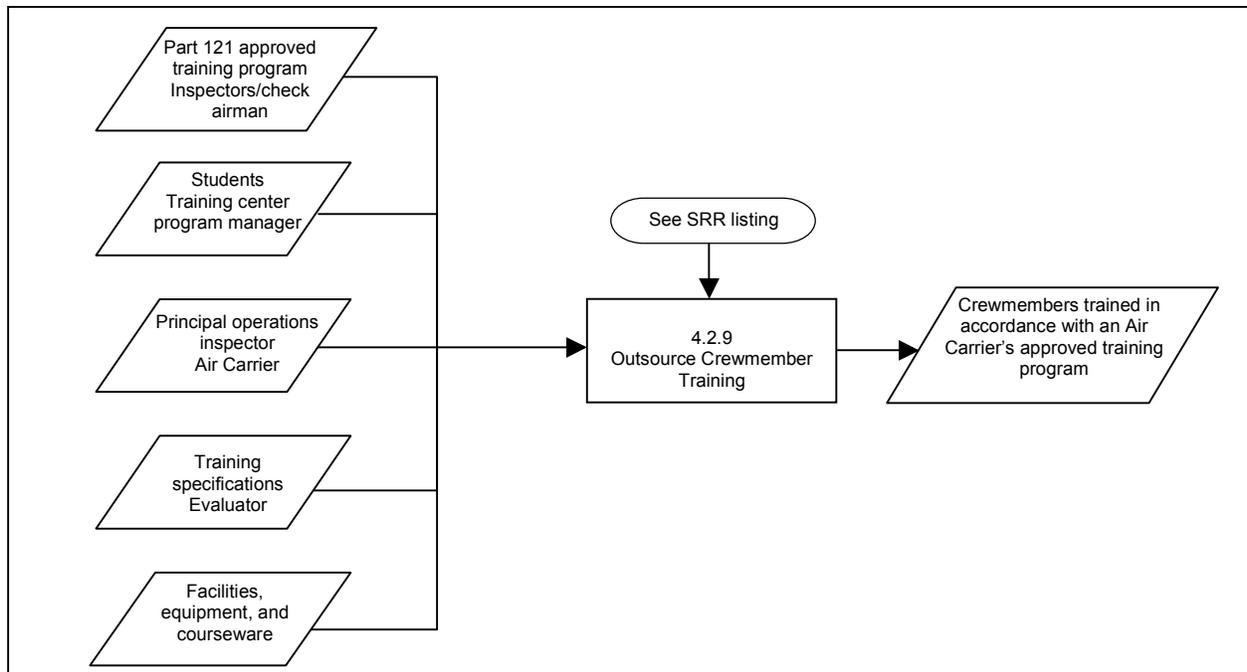


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ELEMENT SUMMARY INFORMATION

Element: 4.2.9 Outsource Crewmember Training

Purpose of this Element (Air Carrier's responsibility): To audit Outsource Crewmember Training for compliance with its FAA approved training program.

Objective (FAA responsibility): To determine if the air carrier's Outsource Crewmember Training process includes safety attributes.

Inputs:

- Part 121 Approved Training Program
- Inspector/Check Airmen
- Students
- Training Center Program Manager (Part 142)
- Principal Operations Inspector (Air Carrier)
- Training Specifications
- Air Carrier
- Facilities, Equipment, and Courseware
- Evaluator

Outputs:

- Crewmembers trained in accordance with an air carrier's approved Training Programs.

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Performance Measures:

- Training is conducted in accordance with the contracting air carrier's approved Training Program.

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SRR:

- 121.402 (a, b), Training program: Special Rules.

Other CFRs and/or FAA Guidance:

- CFR 121.431, Crewmember Qualifications Applicability
- CFR 142.1, Training Centers, Applicability
- FAA Order 8400.10, Volume 3, Chapter 3, Section 2, Check Airman Approval and Surveillance
- HBAT 96-06, Outsourced Crew Training: Audit by Operators
- HBAT 97-10, Guidance for Recording Observations and Evaluations of Authorized Air Carrier Flight Instructors and Check Airmen

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SRR SPECIFIC INFORMATION

SRR	Intent	Inspectors
121.402 (a)	To limit the source of training, testing, and checking to programs approved under Part 121 or Part 142.	<i>Certification:</i> Operations and CSI <i>Surveillance:</i> Operations and CSI
121.402 (b)	To specify the requirements that a Part 142 Training Center must meet in order to provide the services of training, testing, and checking as required under Part 121.	<i>Certification:</i> Operations and CSI <i>Surveillance:</i> Operations and CSI

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4.2.9 Outsource Crewmember Training

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 Outsource Crewmember Training process.

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

1. Identify the person who is responsible for the quality of the Outsource Crewmember Training 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 Outsource Crewmember Training 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 Outsource Crewmember Training 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 Outsource Crewmember Training process?	<input type="checkbox"/> YES If no, explain:
	<input type="checkbox"/> NO
3. Does the person understand the controls associated with the Outsource Crewmember Training process?	<input type="checkbox"/> YES If no, explain:
	<input type="checkbox"/> NO
4. Does the person understand the interfaces associated with the Outsource Crewmember Training process?	<input type="checkbox"/> YES If no, explain:
	<input type="checkbox"/> NO
5. Does the person understand the process measurements associated with the Outsource Crewmember Training 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 Outsource Crewmember Training 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 Outsource Crewmember Training process?	<input type="checkbox"/> YES If no, explain:
	<input type="checkbox"/> NO

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4.2.9 Outsource Crewmember Training

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 Outsource Crewmember Training 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 Outsource Crewmember Training 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 Outsource Crewmember Training 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 Outsource Crewmember Training 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 Outsource Crewmember Training process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
3. Does the person understand the controls associated with the Outsource Crewmember Training process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
4. Does the person understand the interfaces associated with the Outsource Crewmember Training process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
5. Does the person understand the process measurements associated with the Outsource Crewmember Training 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 Outsource Crewmember Training process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
10. Does the person know who has the responsibility for the Outsource Crewmember Training process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
11. Are the procedures for delegation of authority clearly documented for the Outsource Crewmember Training process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

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4.2.9 Outsource Crewmember Training

SECTION 3 – PROCEDURES ATTRIBUTE

Objective: To determine if the air carrier has documented procedures for accomplishing the Outsource Crewmember Training process.

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

1. Review the documented instructions and information related to the Outsource Crewmember Training 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 Outsource Crewmember Training process with appropriate personnel to gain an understanding of the procedures.
4. Observe the Outsource Crewmember Training 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 Outsource Crewmember Training process:

<i>1.1 Do written procedures exist to design a contract for crewmember outsource training and checking that is in accordance with sub-parts N and C? [SRR 121.402 (a, b)]</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<i>1.2 Do written procedures exist to monitor and audit the outsource training contractor's Training Program, facilities, and personnel? [SRR 121.402 (b)]</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<i>1.3 Do written procedures exist to analyze the results/product of the outsource Training Program? [SRR 121.402(b)]</i>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<i>1.4 Do written procedures exist to provide a documentation system that is duplicated at the Operator's facility? [SRR 121.402 (b), 121.411 (d)]</i>	<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
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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
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4.2.9 Outsource Crewmember Training

SECTION 3 – PROCEDURES ATTRIBUTE

5. Does the air carrier have the resources to support the written procedures for the Outsource Crewmember Training 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 Outsource Crewmember Training 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 Outsource Crewmember Training process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

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4.2.9 Outsource Crewmember Training

SECTION 4 – CONTROL ATTRIBUTE

Objective: To determine if checks and restraints are designed into the Outsource Crewmember Training 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 Outsource Crewmember Training process.
2. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this SAI.
3. Discuss the Outsource Crewmember Training process with appropriate personnel to gain an understanding of the controls.
4. Observe the Outsource Crewmember Training 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 Outsource Crewmember Training process:

1.1 Does the training provider have the capability to deliver the identical training program approved for the air carrier's use by the Principal Operations Inspector?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
1.2 Does the air carrier have an audit procedure of the Training Center curricula and documentation that meets the curricula contained in the FAA approved training program?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
1.3 Do the training provider's, check airmen, and designated examiners meet the requirements of Part 121 flight testing through a system of observation and resulting documentation?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
1.4 Does the air carrier have the management resources to oversee their crewmember outsource training program?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	If no or N/A, explain:
2. Do the checks and restraints ensure the desired result is achieved for the Outsource Crewmember Training process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
3. Does the air carrier have a documented method for assessing the impacts of any changes made to checks and restraints in the Outsource Crewmember Training process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
4. Does the air carrier have the resources to support the checks and restraints for the Outsource Crewmember Training process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:

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4.2.9 Outsource Crewmember Training

SECTION 5 - PROCESS MEASUREMENT ATTRIBUTE

Objective: To determine if the air carrier measures and assesses the Outsource Crewmember Training 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 Outsource Crewmember Training process.
2. Discuss the Outsource Crewmember Training process with appropriate personnel to gain an understanding of the process measures.
3. Observe the Outsource Crewmember Training 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 Outsource Crewmember Training process include the following process measurements?

2.1 Does the air carrier provide feedback from their students to the outsource training organization?	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
2.2 Does the air carrier evaluate their process for implementing changes to the outsource training program?	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
2.3 Does the air carrier use phased testing to evaluate students and trends in the quality of the outsource training program?	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
2.4 Does the Air Carrier record instances in which changes were made to the outsource training program prior to obtaining FAA approval?	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
2.5 Does the Air Carrier use the results from their own written tests to evaluate the outsource training program?	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> 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)?	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
2.7 Does the Air Carrier have a method to provide feedback to the outsource training organization when deficiencies in the air carrier's employees are identified?	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
2.8 Does the Air Carrier audit the outsource training program?	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A

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4.2.9 Outsource Crewmember Training

SECTION 5 - PROCESS MEASUREMENT ATTRIBUTE

<p>2.9 <i>An audit report containing appropriate signatures is on file in accordance with the operator's reporting schedule?</i></p>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<p>2.10 <i>The air carrier has a metric to measure the individual stages of training, including the overall training program?</i></p>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<p>3. Does the air carrier document their process measurement methods and results?</p>	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
<p>4. Are the air carrier's process measurement methods effective?</p>	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
<p>5. Does the air carrier use their process measurement results to improve their programs?</p>	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
<p>6. Are the process measurement results accessible to the FAA?</p>	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
<p>7. Does the organization that conducts the process measurement have direct access to the person with responsibility for the Outsource Crewmember Training process?</p>	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
<p>8. Does the air carrier have the resources to support the process measurement for the Outsource Crewmember Training process?</p>	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

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4.2.9 Outsource Crewmember Training

SECTION 6 – INTERFACES ATTRIBUTE

Objective: To determine if the air carrier identifies and manages the interactions between the Outsource Crewmember Training 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 Outsource Crewmember Training process.
2. Discuss the Outsource Crewmember Training process with appropriate personnel to gain an understanding of the interfaces.
3. Observe the Outsource Crewmember Training 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 Outsource Crewmember Training process:

1.1 Flight Attendant Duties/Cabin Procedures (Element 3.1.2)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.2 Airman Duties/Flight Deck Procedures (Element 3.1.3)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.3 Aircraft Performance Operating Limitations (Element 3.1.9)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.4 Training Program (Sub-System 4.2)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.5 Simulators/Training Devices (Element 4.2.8)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.6 Appropriate Airman/Crewmember Checks and Qualifications (Element 4.3.2)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.7 Safety Program (Element 7.2.1)	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.8 Part 142 Training Center Maintenance Department	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
1.9 National Simulator Program Manager	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A

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4.2.9 Outsource Crewmember Training

SECTION 6 – INTERFACES ATTRIBUTE

<p><i>1.10 Principal Operation's Inspector</i></p>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<p><i>1.11 Training Center Program Manager (142)</i></p>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<p><i>1.12 Manual Currency (Element 2.1.1)</i></p>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<p><i>1.13 Content Consistency Across Manuals (Element 2.1.2)</i></p>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<p><i>1.14 Manual Distribution (Element 2.1.3)</i></p>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<p><i>1.15 Manual Availability (Element 2.1.4)</i></p>	<input type="checkbox"/> YES If no or N/A, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A
<p>2. List any additional interfaces identified:</p>	
<p>3. Are there written procedures for the use of air carrier personnel in the application of these interfaces?</p>	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
<p>4. Are there controls to ensure that interfaces occur?</p>	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
<p>5. Are the interfaces between the Outsource Crewmember Training process and other processes treated consistently in the Manual(s)?</p>	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO