

**Safety Attribute Inspection (SAI) Data Collection Tool
4.2.6 Training of Station Personnel (OP)****ELEMENT SUMMARY INFORMATION****Purpose of This Element** (Certificate Holder's responsibility):

- To ensure the certificate holder's manual includes policies, procedures, instructions and information necessary for proper training of station personnel.

Objective (FAA oversight responsibility):

- To determine if the Certificate Holder's Training of Station Personnel process meets all applicable requirements of the Federal Aviation Regulations and FAA policies.
- To determine if the Certificate Holder's Training of Station Personnel process incorporates the System Safety Attributes.
- To identify any shortfalls in the Certificate Holder's Training of Station Personnel process.

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

- SRRs:
 - 121.135(a)(1)
 - 121.135(b)(1)
 - 121.135(b)(2)
 - 121.135(b)(3)
 - 121.401(a)
 - 121.429(a)
 - 121.429(b)
 - 121.433a(a)
 - 121.433a(b)
 - 121.459(a)
 - 121.459(b)
 - 121.629(c)
 - Appendix I to Part 121
 - Appendix J to Part 121

Related CFR(s) & FAA Policy/Guidance:

- Related CFRs:
 - Intentionally left blank
- FAA Policy/Guidance:

FAA Order 8400.10, Volume 3, Chapter 11
FAA Order 8400.10, Volume 6, Chapter 2
Advisory Circular 120-60
Advisory Circular 120-65
Advisory Circular 121-21B
Advisory Circular 121-29B

SAI SECTION 1 – PROCEDURES ATTRIBUTE

Objective: Procedures, instructions and information contained in Certificate Holder’s manual are documented methods for accomplishing a process. Policies contained in the Certificate Holder’s manual should establish the Certificate Holder’s compliance posture. Policies may not be stand-alone statements but may be imbedded within procedures, instructions or information regarding a particular regulatory requirement. The questions in this section of the data collection tool are designed to assist the inspector in determining if the Certificate Holder’s manual has documented or prescribed methods of accomplishing the process requirements that provide answers to the associated who, what, when, where and how type questions. This section of the data collection tool contains policy questions, procedural questions and instructional or informational questions pertaining to various types of Certificate Holder requirements such as actions, prohibitions or resources (i.e., personnel, facilities, equipment, technical data, etc.).

Tasks

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 duties and responsibilities for management and other personnel identified by the Certificate Holder who accomplish the Training of Station Personnel process.
- 3 Review the Certificate Holder's manual to ensure that it contains policies, procedures, instructions and information necessary for the Training of Station Personnel process.

Questions

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

1. Does the Certificate Holder's manual content meet the specific regulatory and FAA policy requirements for a Training of Station Personnel process:
 - 1.1 Does the Certificate Holder’s manual contain general policies for the Training of Station Personnel process that comply with the specific regulatory requirements?
SRRs: 121.135(b)(1); 121.429(a); 121.429(b); 121.459(a); 121.629(c); 121.433a(b); 121.433a(a); 121.401(a)

<input type="checkbox"/> Yes
<input type="checkbox"/> No, Explain
 - 1.2 Does the Certificate Holder’s manual cite the regulatory requirements listed in the Supplemental Information section of this SAI?
SRRs: 121.135(b)(3)
Related CFRs: Intentionally left blank

<input type="checkbox"/> Yes
<input type="checkbox"/> No, Explain
 - 1.3 Does the Certificate Holder’s manual contain the duties and responsibilities for personnel who will accomplish the Training of Station Personnel process?
SRRs: 121.135(b)(2)

<input type="checkbox"/> Yes
<input type="checkbox"/> No, Explain
 - 1.4 Does the Certificate Holder’s manual include instructions and information for personnel to meet the requirements of the Training of Station Personnel process?
SRRs: 121.135(a)(1)

<input type="checkbox"/> Yes
<input type="checkbox"/> No, Explain

<p>1.5 Does the Certificate Holder have an FAA approved training program for the recognition or the carriage and handling of dangerous articles, to include magnetized materials (HAZMAT). SRRs: 121.401(a)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the certificate holder has an FAA Approved training program to ensure that each person assigned duties for the carriage and handling of dangerous articles and magnetized materials (HAZMAT) is adequately trained to perform his assigned duties. <i>Sources:</i> 121.401(a)(1) <i>Interfaces:</i> 1.3.14-aw; 1.3.7-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 2.1.3-aw; 2.1.3-op; 2.1.4-aw; 2.1.4-op; 3.1.8-op; 4.2.1-aw; 4.2.3-op; 4.2.4-op; 4.2.5-op; 5.1.1-aw; 5.1.5-op • Check that the certificate holder specifies how it will provide adequate training facilities for the training of each person assigned the duties for the carriage and handling of dangerous articles and magnetized materials (HAZMAT). <i>Sources:</i> 121.401(a)(2) <i>Interfaces:</i> 1.3.14-aw; 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 3.1.8-op; 4.2.1-aw; 4.2.3-op; 4.2.4-op; 4.2.5-op; 5.1.1-aw; 5.1.5-op • Check that the certificate holder specifies how it will ensure that it provides qualified ground instructors for the training of each person assigned the duties for the carriage and handling of dangerous articles and magnetized materials (HAZMAT). <i>Sources:</i> 121.401(a)(2) <i>Interfaces:</i> 1.3.14-aw; 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 3.1.8-op; 4.2.1-aw; 4.2.3-op; 4.2.4-op; 4.2.5-op; 5.1.1-aw; 5.1.5-op 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.6 Does the Certificate Holder's manual require the employees and their supervisors that perform the following safety-sensitive functions to be trained in accordance with 14 CFR Part 121 Appendix I:</p>	
<p>1.6.1 Aircraft maintenance or preventive maintenance duties? SRRs: 121.429(a); Appendix I to Part 121</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the certificate holder has an FAA Approved program that provides training to each employee performing aircraft maintenance or preventive maintenance duties, which includes: -Effects and consequences of drug use on personal health safety and work environment- .Manifestations and behavioral cues that may indicate drug use and abuse. <i>Sources:</i> 121.429(a); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121 <i>Interfaces:</i> 1.3.14-aw; 2.1.2-aw; 2.1.2-op; 4.2.1-aw; 5.1.1-aw; 5.1.5-op • Check that the certificate holder has an FAA Approved program that provides training to each supervisor who will determine reasonable cause for drug testing of an employee 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>performing aircraft maintenance or preventive maintenance duties, including at least 60 minutes of initial training on:</p> <ul style="list-style-type: none"> Effects and consequences of drug use on personal health safety and work environment Manifestations and behavioral cues that may indicate drug use and abuse Contemporaneous physical, behavioral, and performance indicators of probable drug use. <p><i>Sources:</i> 121.429(a); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121</p> <p><i>Interfaces:</i> 1.3.14-aw; 2.1.2-aw; 2.1.2-op; 4.2.1-aw; 5.1.1-aw; 5.1.5-op</p> <ul style="list-style-type: none"> • Check that the certificate holder has an FAA Approved program that provides recurrent training to each supervisor who will determine reasonable cause for drug testing of an employee performing aircraft maintenance or preventive maintenance <p><i>Sources:</i> 121.429(a); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121</p> <p><i>Interfaces:</i> 1.3.14-aw; 2.1.2-aw; 2.1.2-op; 4.2.1-aw; 5.1.1-aw; 5.1.5-op</p>	
<p>1.6.2 Ground security coordinator duties?</p> <p>SRRs: 121.429(a); Appendix I to Part 121</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the certificate holder has an FAA Approved program that provides training to each supervisor who will determine reasonable cause for drug testing of an employee performing ground security coordinator duties, including at least 60 minutes of initial training on: <ul style="list-style-type: none"> Effects and consequences of drug use on personal health safety and work environment Manifestations and behavioral cues that may indicate drug use and abuse Contemporaneous physical, behavioral, and performance indicators of probable drug use. <p><i>Sources:</i> 121.429(a); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121</p> <p><i>Interfaces:</i> 3.1.1-op; 3.1.2-op; 4.2.3-op; 4.2.4-op; 5.1.1-aw; 5.1.5-op</p> <ul style="list-style-type: none"> • Check that the certificate holder has an FAA Approved program that provides recurrent training to each supervisor who will determine reasonable cause for drug testing of an employee performing ground security coordinator duties <p><i>Sources:</i> 121.429(a); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121</p> <p><i>Interfaces:</i> 3.1.1-op; 3.1.2-op; 4.2.3-op; 4.2.4-op; 5.1.1-aw; 5.1.5-op</p> <ul style="list-style-type: none"> • Check that the certificate holder has an FAA Approved program that provides training to each employee performing ground security coordinator duties, which includes: <ul style="list-style-type: none"> Effects and consequences of drug use on personal health safety and work environment Manifestations and behavioral cues that may indicate drug use and abuse. <p><i>Sources:</i> 121.429(a); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121</p> <p><i>Interfaces:</i> 3.1.11-op; 3.1.2-op; 4.2.3-op; 4.2.4-op; 5.1.1-aw; 5.1.5-op</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>

<p>1.7 Does the Certificate Holder's manual specify that the Certificate Holder will not use any contractor to perform a function listed in 14 CFR Part 121 Appendix I unless that contractor provides each of its employees with the training specified in that appendix? SRRs: 121.429(b); Appendix I to Part 121</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the certificate holder specifies how it will prevent the use of any contractor from performing aircraft maintenance or preventive maintenance duties for the air carrier unless that contractor provides training to those employees Including:· Effects and consequences of drug use on personal health safety and work environment· Manifestations and behavioral cues that may indicate drug use and abuse. <i>Sources:</i> 121.429(b); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121 <i>Interfaces:</i> 1.3.7–aw; 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 2.1.3–aw; 2.1.3–op; 2.1.4–op; 3.1.1–op; 5.1.1–aw; 5.1.5–op • Check that the certificate holder specifies how it will prevent the use of any contractor from performing aviation screening duties for the air carrier unless that contractor provides training to those employees Including:· Effects and consequences of drug use on personal health safety and work environment· Manifestations and behavioral cues that may indicate drug use and abuse. <i>Sources:</i> 121.429(b); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121 <i>Interfaces:</i> 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 3.1.1–op; 5.1.1–aw; 5.1.5–op • Check that the certificate holder specifies how it will prevent the use of any contractor whose supervisor/s will determine reasonable cause for drug testing of an employee performing aircraft maintenance or preventive maintenance duties for the air carrier, unless that contractor provides at least 60 minutes of initial training to those supervisors on: · Effects and consequences of drug use on personal health safety and work environment· Manifestations and behavioral cues that may indicate drug use and abuse· Contemporaneous physical, behavioral, and performance indicators of probable drug use <i>Sources:</i> 121.429(b); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121 <i>Interfaces:</i> 1.3.14–aw; 1.3.7–aw; 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 2.1.3–aw; 2.1.3–op; 2.1.4–aw; 2.1.4–op; 5.1.1–aw; 5.1.5–op • 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
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Check that the certificate holder specifies how it will prevent the use of any contractor whose supervisor/s will determine reasonable cause for drug testing of an employee performing ground security coordinator duties for the certificate holder, unless that contractor provides at least 60 minutes of initial training to those supervisors on:

- Effects and consequences of drug use on personal health safety and work environment.
- Manifestations and behavioral cues that may indicate drug use and abuse.
- Contemporaneous physical, behavioral, and performance indicators of probable drug use.

Sources: 121.429(b); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121

Interfaces: 1.3.7-aw; 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 3.1.1-op; 5.1.1-aw; 5.1.5-op

- Check that the certificate holder specifies how it will prevent the use of any contractor whose supervisor/s will determine reasonable cause for drug testing of an employee performing aviation screening duties for the certificate holder, unless that contractor provides at least 60 minutes of initial training to those supervisors on:

 - Effects and consequences of drug use on personal health safety and work environment.
 - Manifestations and behavioral cues that may indicate drug use and abuse.
 - Contemporaneous physical, behavioral, and performance indicators of probable drug use.

Sources: 121.429(b); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121

Interfaces: 1.3.7-aw; 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 3.1.1-op; 5.1.1-aw; 5.1.5-op

- Check that the certificate holder specifies how it will prevent the use of any contractor whose supervisor/s will determine reasonable cause for drug testing of an employee performing maintenance or preventive maintenance duties for the certificate holder, unless that contractor provides recurrent training for those supervisors.

Sources: 121.429(b); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121

Interfaces: 1.3.7-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 2.1.3-aw; 2.1.3-op; 2.1.4-aw; 2.1.4-op; 5.1.1-aw; 5.1.5-op

- Check that the certificate holder specifies how it will prevent the use of any contractor whose supervisor/s will determine reasonable cause for drug testing of an employee performing ground security coordinator duties for the certificate holder, unless that contractor provides recurrent training for those supervisors.

<p><i>Sources:</i> 121.429(b); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121 <i>Interfaces:</i> 1.3.7-aw; 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 3.1.1-op; 5.1.1-aw; 5.1.5-op</p> <ul style="list-style-type: none"> • Check that the certificate holder specifies how it will prevent the use of any contractor whose supervisor/s will determine reasonable cause for drug testing of an employee performing aviation screening duties for the certificate holder, unless that contractor provides recurrent training for those supervisors. <i>Sources:</i> 121.429(b); Appendix I Section III to Part 121; Appendix I Section VIII B to Part 121 <i>Interfaces:</i> 1.3.7-aw; 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 3.1.11-op; 5.1.1-aw; 5.1.5-op • Check that the certificate holder specifies how it will ensure that each contractor, providing services listed in appendix I for it, documents training of its' employees and supervisory personnel of their Employee Assistance Program. <i>Sources:</i> Appendix I Section VIII B to Part 121 <i>Interfaces:</i> 1.3.7-aw; 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 5.1.1-aw; 5.1.5-op • Check that the certificate holder has procedures for the documentation of training provided to its employees and supervisory personnel on the Employee Assistance Program. <i>Sources:</i> Appendix I Section VIII B to Part 121 <i>Interfaces:</i> 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 5.1.1-aw; 5.1.5-op 	
<p>1.8 Does the Certificate Holder's manual require personnel who are assigned duties and responsibilities for carriage and handling of dangerous articles, to include magnetized materials (HAZMAT), to satisfactorily complete training in a program established and approved under 14 CFR Section 121.433a within the preceding 12 calendar months? SRRs: 121.433a(a)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the certificate holders manual system includes procedures to prevent any person from performing, or being assigned the duties and responsibilities regarding handling or carriage of dangerous articles and magnetized materials (HAZMAT), unless within the preceding 12 calendar months, that person has satisfactorily completed an FAA Approved training program regarding their proper packaging, marking, labeling, and documentation. <i>Sources:</i> 121.433a(a) <i>Interfaces:</i> 1.3.14-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 2.1.3-aw; 2.1.3-op; 2.1.4-aw; 2.1.4-op; 3.1.8-op; 4.2.1-aw; 4.2.3-op; 4.2.4-op; 4.2.5-op; 5.1.1-aw; 5.1.5-op 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

<ul style="list-style-type: none"> • Check that the certificate holders manual system includes procedures to prevent any person from performing or being assigned the duties and responsibilities regarding handling or carriage of dangerous articles and magnetized materials (HAZMAT) unless, within the preceding 12 calendar months, that person has satisfactorily completed an FAA Approved training program regarding their compatibility, loading, storage, and handling characteristics. <i>Sources:</i> 121.433a(a) <i>Interfaces:</i> 1.3.14-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 2.1.3-aw; 2.1.3-op; 2.1.4-aw; 2.1.4-op; 3.1.8-op; 4.2.1-aw; 4.2.3-op; 4.2.4-op; 4.2.5-op; 5.1.1-aw; 5.1.5-op 	
<p>1.9 Does the Certificate Holder's manual require documentation of training given to personnel who perform assigned duties and responsibilities for carriage and handling of dangerous articles, to include magnetized materials (HAZMAT)? SRRs: 121.433a(b)</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the certificate holders manual system includes procedures to document initial training given to personnel who perform assigned duties and responsibilities for the handling and carriage of dangerous articles and magnetized materials (HAZMAT). <i>Sources:</i> 121.433a(b) <i>Interfaces:</i> 1.3.14-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 2.1.3-aw; 2.1.3-op; 2.1.4-aw; 2.1.4-op; 3.1.8-op; 4.2.1-aw; 4.2.3-op; 4.2.4-op; 4.2.5-op; 5.1.1-aw; 5.1.5-op • Check that the certificate holders manual system includes procedures to document recurrent training given to personnel who perform assigned duties and responsibilities for the handling and carriage of dangerous articles and magnetized materials (HAZMAT). <i>Sources:</i> 121.433a(b) <i>Interfaces:</i> 1.3.14-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 2.1.3-aw; 2.1.3-op; 2.1.4-aw; 2.1.4-op; 3.1.8-op; 4.2.1-aw; 4.2.3-op; 4.2.4-op; 4.2.5-op; 5.1.1-aw; 5.1.5-op 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.10 Does the Certificate Holder's manual provide an alcohol misuse prevention program in accordance with the provisions of Appendix J of Part 14 CFR Part 121? SRRs: 121.459(a); Appendix J to Part 121</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the certificate holder specifies how it will ensure that a copy of educational materials, that explain their policies and procedures with respect to alcohol misuse and the requirements of appendix J are distributed to each covered person prior to the start of alcohol testing. <i>Sources:</i> 121.459(a); Appendix J Section VI A(1)(a) to Part 121 <i>Interfaces:</i> 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 4.2.1-aw; 4.2.3-op; 4.2.4-op; 5.1.1-aw; 5.1.5-op • Check that the certificate holder specifies how it will ensure that a copy of educational materials, that explain their policies and procedures with respect to alcohol misuse are distributed to each person that is 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

subsequently hired or transferred to a covered position.

Sources: 121.459(a); Appendix J Section VI A(1)(a) to Part 121

Interfaces: 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 4.2.1–aw; 4.2.3–op; 4.2.4–op; 4.2.5–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder specifies how it will ensure that each contractor, conducting safety sensitive functions for it, has a program to distribute educational materials that explain their policies and procedures with respect to alcohol misuse to each of its covered employees prior to the start of alcohol testing.

Sources: 121.459(a); Appendix J Section VI A(1)(a) to Part 121

Interfaces: 1.3.14–aw; 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder specifies how it will ensure that each contractor, conducting safety sensitive functions for it, has a program to distribute educational materials that explain their policies and procedures with respect to alcohol misuse to each person that is subsequently hired or transferred to a covered position.

Sources: 121.459(a); Appendix J Section VI A(1)(a) to Part 121

Interfaces: 1.3.14–aw; 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder specifies how it will ensure that written notice is provided to representatives of its employee organizations of the availability of educational material explaining the requirements of Appendix J and their policies and procedures with respect to alcohol misuse.

Sources: 121.459(a); Appendix J Section VI A(1)(b) to Part 121

Interfaces: 1.3.14–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder specifies how it will ensure that each contractor, conducting safety sensitive functions for it, has a program to provide written notice to representatives of its employee organizations of the availability of educational material explaining the requirements of Appendix J and their policies and procedures with respect to alcohol misuse.

Sources: 121.459(a); Appendix J Section VI A(1)(b) to Part 121

Interfaces: 1.3.14–aw; 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder has educational material on alcohol misuse that contains the identity of the person designated by the certificate holder to answer questions about the materials.

Sources: 121.459(a); Appendix J Section VI A(2)(a) to Part 121

Interfaces: 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 4.2.1–aw; 4.2.3–op; 4.2.4–op; 4.2.5–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder specifies how it will ensure that educational material on alcohol misuse provided by each contractor, conducting safety sensitive functions for it, identifies the person, designated by the contractor, to answer questions about the materials.

Sources: 121.459(a); Appendix J Section VI A(2)(a) to Part 121

Interfaces: 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder has educational material on alcohol misuse that contains the categories of employees who are subject to the provisions of the alcohol misuse requirements.
Sources: 121.459(a); Appendix J Section VI A(2)(b) to Part 121
Interfaces: 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 4.2.1–aw; 4.2.3–op; 4.2.4–op; 4.2.5–op; 5.1.1–aw; 5.1.5–op
- Check that the certificate holder specifies how it will ensure that each contractor, conducting safety sensitive functions for it, has a program to provide its employees with educational materials identifying the categories of employees who are subject to the provisions of the alcohol misuse requirements.
Sources: 121.459(a); Appendix J Section VI A(2)(b) to Part 121
Interfaces: 1.3.7–aw; 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 2.1.3–aw; 2.1.3–op; 2.1.4–aw; 2.1.4–op; 4.2.1–aw; 4.2.2–aw; 4.2.3–op; 4.2.4–op; 4.2.5–op; 5.1.1–aw; 5.1.5–op
- Check that the certificate holder has educational material that contains sufficient information about the safety–sensitive functions performed by its covered employees to make clear what period of the work day the employee is required to be in compliance with these alcohol misuse requirements.
Sources: 121.459(a); Appendix J Section VI A(2)(c) to Part 121
Interfaces: 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 4.2.1–aw; 4.2.3–op; 4.2.4–op; 4.2.5–op; 5.1.1–aw; 5.1.5–op
- Check that the certificate holder specifies how it will ensure that each contractor, conducting safety sensitive functions for it, provides its covered employees with educational materials to make clear what period of the work day the covered employee is required to be in compliance with these alcohol misuse requirements.
Sources: 121.459(a); Appendix J Section VI A(2)(c) to Part 121
Interfaces: 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op
- Check that the certificate holder has educational material on alcohol misuse that contains specific information concerning employee conduct that is prohibited by 121.458 and Appendix J.
Sources: 121.459(a); Appendix J Section VI A(2)(d) to Part 121
Interfaces: 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 2.1.3–aw; 2.1.3–op; 2.1.4–aw; 2.1.4–op; 4.2.1–aw; 4.2.3–op; 4.2.4–op; 4.2.5–op; 5.1.1–aw; 5.1.5–op
- Check that the certificate holder specifies how it will ensure that each contractor, conducting safety sensitive functions for it, provides its covered employees with educational material on alcohol misuse that contains specific information concerning employee conduct that is prohibited by 121.458 and Appendix J.
Sources: 121.459(a); Appendix J Section VI A(2)(d) to Part 121
Interfaces: 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op
- Check that the certificate holder has educational material on alcohol misuse that contains specific information concerning the circumstances under which a covered employee will be tested for alcohol under Appendix J.

Sources: 121.459(a); Appendix J Section VI A(2)(e) to Part 121

Interfaces: 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 4.1.1–aw; 4.2.3–op; 4.2.4–op; 4.2.5–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder specifies how it will ensure that each contractor, conducting safety sensitive functions for it, provides its covered employees with educational materials on alcohol misuse concerning the circumstances under which a covered employee will be tested for alcohol under Appendix J.

Sources: 121.459(a); Appendix J Section VI A(2)(e) to Part 121

Interfaces: 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder has educational material on alcohol misuse that contains procedures that will be used to test for the presence of alcohol.

Sources: 121.459(a); Appendix J Section VI A(2)(f) to Part 121

Interfaces: 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 4.2.1–aw; 4.2.3–op; 4.2.4–op; 4.2.5–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder has educational material on alcohol misuse that contains procedures that will be used to protect the employee and the integrity of the breath testing process.

Sources: 121.459(a); Appendix J Section VI A(2)(f) to Part 121

Interfaces: 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 4.2.1–aw; 4.2.3–op; 4.2.4–op; 4.2.5–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder has educational material on alcohol misuse that contains procedures that will be used to safeguard the validity of the test results.

Sources: 121.459(a); Appendix J Section VI A(2)(f) to Part 121

Interfaces: 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 4.2.1–aw; 4.2.3–op; 4.2.4–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder has educational material on alcohol misuse that contains procedures that will be used to ensure that the test results are attributed to the correct employee.

Sources: 121.459(a); Appendix J Section VI A(2)(f) to Part 121

Interfaces: 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 4.2.1–aw; 4.2.3–op; 4.2.4–op; 4.2.5–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder specifies how it will ensure that each contractor, conducting safety sensitive functions for it, provides its covered employees educational material on alcohol misuse that contains the procedures that will be used to test for the presence of alcohol.

Sources: 121.459(a); Appendix J Section VI A(2)(f) to Part 121

Interfaces: 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder specifies how it will ensure that each contractor, conducting safety sensitive functions for it, provides its covered employees educational material on alcohol misuse that contains the procedures that will be used to protect the employee and the integrity of the breath testing process.

Sources: 121.459(a); Appendix J Section VI A(2)(f) to Part 121

Interfaces: 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder specifies how it will ensure that each contractor, conducting safety sensitive functions for it, provides its covered employees educational material on alcohol misuse that contains the procedures that will be used to safeguard the validity of the test results.
Sources: 121.459(a); Appendix J Section VI A(2)(f) to Part 121
Interfaces: 1.3.7-aw; 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 5.1.1-aw; 5.1.5-op
- Check that the certificate holder specifies how it will ensure that each contractor, conducting safety sensitive functions for it, provides its covered employees educational material on alcohol misuse that contains the procedures that will be used to ensure that the test results are attributed to the correct employee.
Sources: 121.459(a); Appendix J Section VI A(2)(f) to Part 121
Interfaces: 1.3.7-aw; 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 5.1.1-aw; 5.1.5-op
- Check that the certificate holder has educational material on alcohol misuse that contains the requirement that a covered employee submit to alcohol tests administered in accordance with Appendix J.
Sources: 121.459(a); Appendix J Section VI A(2)(g) to Part 121
Interfaces: 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 4.2.1-aw; 4.2.3-op; 4.2.4-op; 4.2.5-op; 5.1.1-aw; 5.1.5-op
- Check that the certificate holder specifies how it will ensure that each contractor, conducting safety sensitive functions for it, provides its covered employees educational material on alcohol misuse that contains the requirement that a covered employee submit to alcohol tests administered in accordance with Appendix J.
Sources: 121.459(a); Appendix J Section VI A(2)(g) to Part 121
Interfaces: 1.3.7-aw; 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 5.1.1-aw; 5.1.5-op
- Check that the certificate holder has educational material on alcohol misuse that contains an explanation of what constitutes a refusal to submit to an alcohol test.
Sources: 121.459(a); Appendix J Section VI A(2)(h) to Part 121
Interfaces: 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 4.2.1-aw; 4.2.3-op; 4.2.4-op; 4.2.5-op; 5.1.1-aw; 5.1.5-op
- Check that the certificate holder has educational material on alcohol misuse that contains an explanation of the consequences for refusal to submit to an alcohol test.
Sources: 121.459(a); Appendix J Section VI A(2)(h) to Part 121
Interfaces: 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 4.2.1-aw; 4.2.3-op; 4.2.4-op; 4.2.5-op; 5.1.1-aw; 5.1.5-op
- Check that the certificate holder specifies how it will ensure that each contractor, conducting safety sensitive functions for it, provides its covered employees educational material on alcohol misuse that contains an explanation of what constitutes a refusal to submit to an alcohol test
Sources: 121.459(a); Appendix J Section VI A(2)(h) to Part 121
Interfaces: 1.3.7-aw; 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 5.1.1-aw; 5.1.5-op
- Check that the certificate holder specifies how it will ensure that each contractor, conducting safety sensitive functions for it, provides its covered

employees educational material on alcohol misuse that contains the consequences for refusal to submit to an alcohol test.

Sources: 121.459(a); Appendix J Section VI A(2)(h) to Part 121

Interfaces: 1.3.7-aw; 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 5.1.1-aw; 5.1.5-op

- Check that the certificate holder has educational material on alcohol misuse that contains the consequences for covered employees found to have violated the prohibitions in this chapter, including the requirement that the employee be removed immediately from performing safety-sensitive functions, and the process in 49 CFR part 4.2.3, subpart O.

Sources: 121.459(a); Appendix J Section VI A(2)(i) to Part 121

Interfaces: 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 4.2.1-aw; 4.2.3-op; 4.2.4-op; 4.2.5-op; 5.1.1-aw; 5.1.5-op

- Check that the certificate holder specifies how it will ensure that each contractor, conducting safety sensitive functions for it, provides its covered employees with educational material on alcohol misuse that contains the consequences for covered employees, found to have violated the prohibitions in this chapter, including the requirement that the employee be removed immediately from performing safety-sensitive functions, and the process in 49 CFR part 4.2.3, subpart O.

Sources: 121.459(a); Appendix J Section VI A(2)(i) to Part 121

Interfaces: 1.3.7-aw; 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 4.2.1-aw; 4.2.3-op; 4.2.4-op; 4.2.5-op

- Check that the certificate holder has educational material on alcohol misuse that contains the consequences for covered employees found to have an alcohol concentration of 0.02 or greater but less than 0.04.

Sources: 121.459(a); Appendix J Section VI A(2)(j) to Part 121

Interfaces: 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 4.2.1-aw; 4.2.3-op; 4.2.4-op; 4.2.5-op; 5.1.1-aw; 5.1.5-op

- Check that the certificate holder specifies how it will ensure that each contractor, conducting safety sensitive functions for it, provides its covered employees with educational material on alcohol misuse that contains the consequences for covered employees found to have an alcohol concentration of 0.02 or greater but less than 0.04.

Sources: 121.459(a); Appendix J Section VI A(2)(j) to Part 121

Interfaces: 1.3.7-aw; 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 5.1.1-aw; 5.1.5-op

- Check that the certificate holder has educational material that contains information concerning the effects of alcohol misuse on an individual's health, work, and personal life.

Sources: 121.459(a); Appendix J Section VI A(2)(k) to Part 121

Interfaces: 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 4.2.1-aw; 4.2.3-op; 4.2.4-op; 4.2.5-op; 5.1.1-aw; 5.1.5-op

- Check that the certificate holder specifies how it will ensure that each contractor, conducting safety sensitive functions for it, provides its covered employees with educational material containing information concerning the effects of alcohol misuse on an individual's health, work, and personal life.

Sources: 121.459(a); Appendix J Section VI A(2)(k) to Part 121

Interfaces: 1.3.7-aw; 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 5.1.1-aw;

5.1.5–op

- Check that the certificate holder has educational material on alcohol misuse that contains information concerning signs and symptoms of an alcohol problem.
Sources: 121.459(a); Appendix J Section VI A(2)(k) to Part 121
Interfaces: 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 4.2.1–aw; 4.2.3–op; 4.2.4–op; 4.2.5–op; 5.1.1–aw; 5.1.5–op
- Check that the certificate holder specifies how it will ensure that each contractor, conducting safety sensitive functions for it, provides its covered employees with educational material on alcohol misuse that contains information concerning signs and symptoms of an alcohol problem.
Sources: 121.459(a); Appendix J Section VI A(2)(k) to Part 121
Interfaces: 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op
- Check that the certificate holder has educational material on alcohol misuse that contains information concerning available methods of evaluating and resolving problems associated with the misuse of alcohol.
Sources: 121.459(a); Appendix J Section VI A(2)(k) to Part 121
Interfaces: 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 4.2.1–aw; 4.2.3–op; 4.2.4–op; 4.2.5–op; 5.1.1–aw; 5.1.5–op
- Check that the certificate holder specifies how it will ensure that each contractor, conducting safety sensitive functions for it, provides its covered employees with educational material on alcohol misuse that contains information concerning available methods of evaluating and resolving problems associated with the misuse of alcohol.
Sources: 121.459(a); Appendix J Section VI A(2)(k) to Part 121
Interfaces: 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op
- Check that the certificate holder has educational material on alcohol misuse that contains information concerning intervening when an alcohol problem is suspected, including confrontation.
Sources: 121.459(a); Appendix J Section VI A(2)(k) to Part 121
Interfaces: 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 4.2.1–aw; 4.2.3–op; 4.2.4–op; 4.2.5–op; 5.1.1–aw; 5.1.5–op
- Check that the certificate holder specifies how it will ensure that each contractor, conducting safety sensitive functions for it, provides its covered employees with educational material on alcohol misuse that contains information concerning intervening when an alcohol problem is suspected, including confrontation.
Sources: 121.459(a); Appendix J Section VI A(2)(k) to Part 121
Interfaces: 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op
- Check that the certificate holder has educational material on alcohol misuse that contains information concerning referral to any available employee assistance program, and/or referral to management.
Sources: 121.459(a); Appendix J Section VI A(2)(k) to Part 121
Interfaces: 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 4.2.1–aw; 4.2.3–op; 4.2.4–op; 4.2.5–op; 5.1.1–aw; 5.1.5–op
- Check that the certificate holder specifies how it will ensure that each contractor, conducting safety sensitive functions for it, provides its covered

<p>employees with educational material on alcohol misuse that contains Information concerning referral to any available employee assistance program, and/or referral to management. <i>Sources:</i> 121.459(a); Appendix J Section VI A(2)(k) to Part 121 <i>Interfaces:</i> 1.3.7-aw; 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 5.1.1-aw; 5.1.5-op</p> <ul style="list-style-type: none"> • Check that the certificate holder has procedures to ensure that supervisory personnel, designated to determine that reasonable suspicions exist to require a covered employee to undergo alcohol testing under Sec. II of this appendix, receives at least 60 minutes of training on the following: <ul style="list-style-type: none"> Physical indicators of probable alcohol misuse Behavioral indicators of probable alcohol misuse Speech indicators of probable alcohol misuse Performance indicators of probable alcohol misuse <i>Sources:</i> 121.459(a); Appendix J Section VI B to Part 121 <i>Interfaces:</i> 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 4.2.1-aw; 4.2.3-op; 4.2.4-op; 4.2.5-op; 5.1.1-aw • Check that the certificate holder specifies how it will ensure that each contractor, conducting safety sensitive functions for it, provides its supervisory personnel, designated to determine that reasonable suspicions exist to require a covered employee to undergo alcohol testing under Sec. II of this appendix, receives at least 60 minutes of training on the following: <ul style="list-style-type: none"> Physical indicators of probable alcohol misuse Behavioral indicators of probable alcohol misuse Speech indicators of probable alcohol misuse Performance indicators of probable alcohol misuse <i>Sources:</i> 121.459(a); Appendix J Section VI B to Part 121 <i>Interfaces:</i> 1.3.7-aw; 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 5.1.1-aw; 5.1.5-op • Check that the certificate holders manual system includes procedures to retain documentation of training of supervisory personnel on the Alcohol Misuse and Prevention Program for a 2-year period. <i>Sources:</i> 121.459(a); Appendix J Section IV A(2)(b)(7) to Part 121 <i>Interfaces:</i> 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 4.2.5-op; 5.1.1-aw; 5.1.5-op 	
<p>1.11 Does the Certificate Holder's manual specify that no person who meets the definition of covered employee in Appendix J to 14 CFR Part 121 will be used to perform a safety-sensitive function listed in that appendix unless such person is subject to testing for alcohol misuse in accordance with the provisions of Appendix J? <i>SRRs:</i> 121.459(b)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.12 Does the Certificate Holder's Training of Station Personnel process comply with guidance contained in FAA Order 8400.10? <i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the certificate holder's manual system includes procedures to retain documentation of training provided to its supervisory employees that determine the need for drug testing based on reasonable suspicion. <i>Sources:</i> 8400.10, Volume 3, Chapter 11, Section 3, Paragraph 1807 and 1809. <i>Interfaces:</i> 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 5.1.1-aw; 5.1.5-op • Check that the certificate holder specifies how it will ensure that station 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

personnel receive initial training (formal or on-the-job) in duties and responsibilities.

Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.

Interfaces: 1.3.17-aw; 1.3.18-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 2.1.3-aw; 2.1.3-op; 2.1.4-aw; 2.1.4-op; 3.1.1-op; 3.1.2-op; 3.1.5-op; 3.1.6-op; 3.1.7-op; 3.1.8-op; 3.2.2-op; 5.1.1-aw; 5.1.5-op

- Check that the certificate holder specifies how it will ensure that station personnel receive recurrent training (formal or on-the-job) in duties and responsibilities.

Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.

Interfaces: 1.3.16-aw; 1.3.17-aw; 1.3.18-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 2.1.3-aw; 2.1.3-op; 2.1.4-aw; 2.1.4-op; 3.1.1-op; 3.1.2-op; 3.1.5-op; 3.1.6-op; 3.1.7-op; 3.1.8-op; 3.2.2-op; 5.1.1-aw; 5.1.5-op

- Check that the certificate holder specifies how it will ensure that contract station personnel receive initial training (formal or on-the-job) in duties and responsibilities.

Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.

Interfaces: 1.3.16-aw; 1.3.17-aw; 1.3.18-aw; 1.3.7-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 2.1.3-aw; 2.1.3-op; 2.1.4-aw; 2.1.4-op; 3.1.1-op; 3.1.2-op; 3.1.5-op; 3.1.6-op; 3.1.7-op; 3.1.8-op; 3.2.2-op; 5.1.1-aw; 5.1.5-op

- Check that the certificate holder specifies how it will ensure that contract station personnel receive recurrent training (formal or on-the-job) in duties and responsibilities.

Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.

Interfaces: 1.3.16-aw; 1.3.17-aw; 1.3.18-aw; 1.3.7-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 2.1.3-aw; 2.1.3-op; 2.1.4-aw; 2.1.4-op; 3.1.1-op; 3.1.2-op; 3.1.5-op; 3.1.6-op; 3.1.7-op; 3.1.8-op; 3.2.2-op; 5.1.1-aw; 5.1.5-op

- Check that the certificate holder specifies how it will ensure that station personnel receive initial training (formal or on-the-job) in passenger handling and protection.

Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.; AC 120-65 Paragraph 6.

Interfaces: 1.3.7-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 2.1.3-aw; 2.1.3-op; 2.1.4-aw; 2.1.4-op; 3.1.1-op; 3.1.2-op; 3.1.5-op; 3.1.6-op; 5.1.1-aw; 5.1.5-op

- Check that the certificate holder specifies how it will ensure that station personnel receive recurrent training (formal or on-the-job) in passenger handling and protection.

Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.; AC 120-65 Paragraph 6.

Interfaces: 1.3.17-aw; 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 3.1.1-op; 3.1.2-op; 3.1.5-op; 3.1.6-op; 5.1.1-aw; 5.1.5-op

- Check that the certificate holder specifies how it will ensure that contract station personnel receive initial training (formal or on-the-job) in passenger handling and protection.

Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.; AC 120-65 Paragraph 6.

Interfaces: 1.3.17-aw; 1.3.7-aw; 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 3.1.1-op; 3.1.2-op; 3.1.5-op; 3.1.6-op; 5.1.1-aw; 5.1.5-op

- Check that the certificate holder specifies how it will ensure that contract station personnel receive recurrent training (formal or on-the-job) in passenger handling and protection.
Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.; AC 120-65 Paragraph 6.
Interfaces: 1.3.17-aw; 1.3.7-aw; 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 3.1.1-op; 3.1.2-op; 3.1.5-op; 3.1.6-op; 5.1.1-aw; 5.1.5-op
- Check that the certificate holder specifies how it will ensure that station personnel receive initial training (formal or on-the-job) in load planning and weight and balance procedures.
Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.
Interfaces: 1.3.17-aw; 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 3.1.5-op; 3.1.8-op; 3.2.2-op
- Check that the certificate holder specifies how it will ensure that station personnel receive recurrent training (formal or on-the-job) in load planning and weight and balance procedures.
Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.
Interfaces: 1.3.17-aw; 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 3.1.5-op; 3.1.8-op; 3.2.2-op
- Check that the certificate holder specifies how it will ensure that contract station personnel receive initial training (formal or on-the-job) in load planning and weight and balance procedures.
Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.
Interfaces: 1.3.17-aw; 1.3.7-aw; 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 3.1.5-op; 3.1.8-op; 3.2.2-op
- Check that the certificate holder specifies how it will ensure that contract station personnel receive recurrent training (formal or on-the-job) in load planning and weight and balance procedures.
Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.
Interfaces: 1.3.7-aw; 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 3.1.5-op; 3.1.8-op; 5.1.1-aw; 5.1.5-op
- Check that the certificate holder specifies how it will ensure that station personnel receive initial training (formal or on-the-job) in communications procedures.
Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.; AC 120-65 Paragraph 6.
Interfaces: 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 5.1.1-aw; 5.1.5-op
- Check that the certificate holder specifies how it will ensure that station personnel receive recurrent training (formal or on-the-job) in communications procedures.
Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.; AC 120-65 Paragraph 6.
Interfaces: 2.1.1-op; 2.1.2-op; 2.1.3-op; 2.1.4-op; 5.1.1-aw; 5.1.5-op
- Check that the certificate holder specifies how it will ensure that contract station personnel receive initial training (formal or on-the-job) in communications procedures.
Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.; AC 120-65 Paragraph 6.

Interfaces: 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder specifies how it will ensure that contract station personnel receive recurrent training (formal or on–the–job) in communications procedures.

Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.; AC 120–65 Paragraph 6.

Interfaces: 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder specifies how it will ensure that station personnel receive initial training (formal or on–the–job) in manual backup procedures in case of computer or communications equipment failures.

Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.

Interfaces: 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder specifies how it will ensure that station personnel receive recurrent training (formal or on–the–job) in manual backup procedures in case of computer or communications equipment failures.

Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.

Interfaces: 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder specifies how it will ensure that contract station personnel receive initial training (formal or on–the–job) in manual backup procedures in case of computer or communications equipment failures.

Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.

Interfaces: 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder specifies how it will ensure that contract station personnel receive recurrent training (formal or on–the–job) in manual backup procedures in case of computer or communications equipment failures.

Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.

Interfaces: 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder specifies how it will ensure that station personnel receive initial training (formal or on–the–job) in aircraft servicing and ramp operations.

Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.

Interfaces: 1.3.14–aw; 1.3.16–aw; 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 2.1.3–aw; 2.1.3–op; 2.1.4–aw; 2.1.4–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder specifies how it will ensure that station personnel receive recurrent training (formal or on–the–job) in aircraft servicing and ramp operations.

Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.

Interfaces: 1.3.14–aw; 1.3.16–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder specifies how it will ensure that contract station personnel receive initial training (formal or on–the–job) in aircraft servicing and ramp operations.

Sources: 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.

<p><i>Interfaces:</i> 1.3.14–aw; 1.3.16–aw; 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op</p> <ul style="list-style-type: none"> • Check that the certificate holder specifies how it will ensure that contract station personnel receive recurrent training (formal or on–the–job) in aircraft servicing and ramp operations. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473. <i>Interfaces:</i> 1.3.14–aw; 1.3.16–aw; 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op • Check that the certificate holder specifies how it will ensure that station personnel receive initial training (formal or on–the–job) in first aid and emergency actions. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473. <i>Interfaces:</i> 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 3.1.1–op; 5.1.1–aw; 5.1.5–op • Check that the certificate holder specifies how it will ensure that station personnel receive recurrent training (formal or on–the–job) in first aid and emergency actions. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473. <i>Interfaces:</i> 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 3.1.1–op; 5.1.1–aw; 5.1.5–op • Check that the certificate holder specifies how it will ensure that contract station personnel receive initial training (formal or on–the–job) in first aid and emergency actions. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473. <i>Interfaces:</i> 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 3.1.1–op; 5.1.1–aw; 5.1.5–op • Check that the certificate holder specifies how it will ensure that contract station personnel receive recurrent training (formal or on–the–job) in first aid and emergency actions. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473. <i>Interfaces:</i> 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 3.1.1–op; 5.1.1–aw; 5.1.5–op 	
<p>1.13 Does the Certificate Holder's Training of Station Personnel process comply with the guidance contained in FAA Advisory Circular 120–60?</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the certificate holder specifies how it will ensure that parties contracted to perform deicing/anti–icing services have an approved training program that meets the carriers own training standards. <i>Sources:</i> AC 120–60 Paragraph 10 c (8)(i). <i>Interfaces:</i> 1.3.14–aw; 1.3.18–aw; 1.3.7–aw; 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 2.1.3–aw; 2.1.3–op; 2.1.4–aw; 2.1.4–op; 3.1.7–op; 4.2.1–aw; 5.1.1–aw; 5.1.5–op • Check that the certificate holder has a train the trainer program to train contract deicing/anti–icing personnel or a designated trainer <i>Sources:</i> AC 120–60 Paragraph 10 c (9)(ii). <i>Interfaces:</i> 1.3.18–aw; 1.3.7–aw; 3.1.7–op • Check that the certificate holder has a tracking system to ensure all required training has been satisfactorily completed and recorded for all ground personnel participating in the deicing process. 	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>

<p><i>Sources:</i> AC 120–60 Para. 10 c (9)(ii). <i>Interfaces:</i> 1.3.14–aw; 1.3.18–aw; 1.3.7–aw; 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 2.1.3–aw; 2.1.3–op; 2.1.4–aw; 2.1.4–op; 3.1.7–op; 4.2.1–aw; 5.1.1–aw; 5.1.5–op</p> <ul style="list-style-type: none"> • Check that the certificate holder has a current list of qualified deicing personnel, which should be made available to all local managers responsible for deicing. <i>Sources:</i> AC 120–60 Para. 10 c (9)(ii). <i>Interfaces:</i> 1.3.18–aw; 1.3.7–aw; 3.1.7–op; 5.1.1–aw; 5.1.5–op • Check that the certificate holder specifies how it will conduct an ongoing review of its deice/anti–ice training to evaluate the effectiveness of the program. <i>Sources:</i> AC 120–60 Paragraph 10 c (9)(iii) <i>Interfaces:</i> 1.3.11–aw; 1.3.18–aw; 3.1.7–op • Check that the certificate holder has a training program to ensure proper accomplishment of a “outside the aircraft check” if approved by Operations Specifications in lieu of an approved deice/anti–ice program. <i>Sources:</i> AC 120–60 Paragraph 11. <i>Interfaces:</i> 1.3.18–aw; 1.3.7–aw; 3.1.3–op; 3.1.7–op; 4.2.3–op; 5.1.1–aw; 5.1.5–op 	
<p>1.14 Does the Certificate Holder's Training of Station Personnel process comply with the guidance contained in FAA Advisory Circular 120–65?</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the certificate holder specifies how it will ensure that station personnel receive initial training (formal or on–the–job) in passenger handling and protection. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.; AC 120–65 Paragraph 6. <i>Interfaces:</i> 1.3.7–aw; 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 2.1.3–aw; 2.1.3–op; 2.1.4–aw; 2.1.4–op; 3.1.1–op; 3.1.2–op; 3.1.5–op; 3.1.6–op; 5.1.1–aw; 5.1.5–op • Check that the certificate holder specifies how it will ensure that station personnel receive recurrent training (formal or on–the–job) in passenger handling and protection. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.; AC 120–65 Paragraph 6. <i>Interfaces:</i> 1.3.17–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 3.1.1–op; 3.1.2–op; 3.1.5–op; 3.1.6–op; 5.1.1–aw; 5.1.5–op • Check that the certificate holder specifies how it will ensure that contract station personnel receive initial training (formal or on–the–job) in passenger handling and protection. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.; AC 120–65 Paragraph 6. <i>Interfaces:</i> 1.3.17–aw; 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 3.1.1–op; 3.1.2–op; 3.1.5–op; 3.1.6–op; 5.1.1–aw; 5.1.5–op • Check that the certificate holder specifies how it will ensure that contract station personnel receive recurrent training (formal or on–the–job) in passenger handling and protection. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.; AC 	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain</p>

<p>120–65 Paragraph 6. <i>Interfaces:</i> 1.3.17–aw; 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 3.1.1–op; 3.1.2–op; 3.1.5–op; 3.1.6–op; 5.1.1–aw; 5.1.5–op</p> <ul style="list-style-type: none"> • Check that the certificate holder specifies how it will ensure that station personnel receive initial training (formal or on–the–job) in communications procedures. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.; AC 120–65 Paragraph 6. <i>Interfaces:</i> 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op • Check that the certificate holder specifies how it will ensure that station personnel receive recurrent training (formal or on–the–job) in communications procedures. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.; AC 120–65 Paragraph 6. <i>Interfaces:</i> 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op • Check that the certificate holder specifies how it will ensure that contract station personnel receive initial training (formal or on–the–job) in communications procedures. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.; AC 120–65 Paragraph 6. <i>Interfaces:</i> 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op • Check that the certificate holder specifies how it will ensure that contract station personnel receive recurrent training (formal or on–the–job) in communications procedures. <i>Sources:</i> 8400.10 Volume 6, Chapter 2, Section 19, Paragraph 473.; AC 120–65 Paragraph 6. <i>Interfaces:</i> 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op; 5.1.1–aw; 5.1.5–op 	
<p>1.15 Does the Certificate Holder's Training of Station Personnel process comply with the guidance contained in FAA Advisory Circular 121–21B?</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the certificate holder, that elects not to accept hazardous materials (HAZMAT), has an FAA Approved training program to ensure that handling staff is adequately trained to recognize those items classified as hazardous materials. (Recognition program) <i>Sources:</i> AC 121.21B Section 4 g <i>Interfaces:</i> 1.3.7–aw; 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 2.1.3–aw; 2.1.3–op; 2.1.4–aw; 2.1.4–op; 3.1.8–op; 4.2.1–aw; 4.2.3–op; 4.2.4–op; 4.2.5–op; 5.1.1–aw; 5.1.5–op 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.16 Does the Certificate Holder's Training of Station Personnel process comply with the guidance contained in FAA Advisory Circular 121–29B?</p> <p><i>Related Design JTIs:</i></p> <ul style="list-style-type: none"> • Check that the certificate holder has a training program to provide training to appropriate ground personnel regarding their approved carry–on baggage limitations. 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

Sources: AC 121–29B Paragraph 4 k.

Interfaces: 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op;
3.1.1–op; 3.1.5–op; 3.1.8–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder has a training program to provide training to appropriate ground personnel regarding their approved carry–on baggage scanning duties and responsibilities.

Sources: AC 121–29B Paragraph 4 k.

Interfaces: 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op;
3.1.1–op; 3.1.5–op; 3.1.8–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder has a training program to provide training to appropriate ground personnel regarding their approved carry–on baggage program including processing of carry–on baggage that cannot be accommodated in any of the passenger compartments.

Sources: AC 121–29B Paragraph 4 k.

Interfaces: 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op;
3.1.1–op; 3.1.5–op; 3.1.8–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder has a training program to provide training to appropriate ground personnel regarding their approved carry–on baggage program including proper stowage of carry–on baggage.

Sources: AC 121–29B Paragraph 4 k.

Interfaces: 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op;
3.1.1–op; 3.1.5–op; 3.1.8–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder has a training program to provide training to appropriate ground personnel regarding their approved carry–on baggage program including carriage of cargo and unusual items in the cabin.

Sources: AC 121–29B Paragraph 4 k.

Interfaces: 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op;
3.1.1–op; 3.1.5–op; 3.1.8–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder has a training program to provide training to appropriate ground personnel regarding their approved carry–on baggage program including applicable passenger information.

Sources: AC 121–29B Paragraph 4 k.

Interfaces: 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op;
3.1.1–op; 3.1.5–op; 3.1.8–op; 5.1.1–aw; 5.1.5–op

- Check that the certificate holder has a training program to provide training to appropriate ground personnel regarding their approved carry–on baggage program including types of and limitations on stowage provisions.

Sources: AC 121–29B Paragraph 4 k.

Interfaces: 1.3.7–aw; 2.1.1–op; 2.1.2–op; 2.1.3–op; 2.1.4–op;
3.1.1–op; 3.1.5–op; 3.1.8–op; 5.1.1–aw; 5.1.5–op

SAI SECTION 1 – PROCEDURES ATTRIBUTE –Drop Down Menu
1. No procedures, policy, instructions or information specified.
2. Procedures or instructions and information do not identify (who, what, when, where, how).
3. Procedures, policy or instructions and information do not comply with CFR.
4. Procedures, policy or instructions and information do not comply with FAA policy and guidance.
5. Procedures, policy or instructions and information do not comply with other documentation (e.g., manufacturer's data, Jeppesen's Charts, etc.).
6. Procedures, policy or instructions and information unclear or incomplete.
7. Documentation quality (e.g., unreadable or illegible).
8. Procedures, policy or instructions and information inconsistent across Certificate Holder manuals (FOM – Flight Operations Manual to GMM – General Maintenance Manual, etc.).
9. Procedures, policy or instructions and information inconsistent across media (e.g., paper, microfiche, electronic).
10. Resource requirements incomplete (personnel, facilities, equipment, technical data).
11. Other.

SAI SECTION 2 – CONTROLS ATTRIBUTE

Objective: Controls are checks and restraints designed into a process to ensure a desired result. The questions in this section of the data collection tool are designed to assist the inspector in determining if checks and restraints are designed into the process to ensure the desired result is achieved. Controls should be written into the manual system to ensure that the most important manual policies, procedures or instructions and information will be complied with.

Controls may be in the form of "administrative controls" which are secondary or supplemental written procedures. Like written procedures, administrative controls also need to provide answers to the associated who, what, when, where and how type questions. Controls may also be in the form of "engineered controls" such as automated features or mechanical actions or devices (i.e., safety devices, warning devices, etc.).

Tasks

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

- 1 Review the control questions below.
- 2 Review the Certificate Holder's policies, procedures, instructions and information to gain an understanding of the controls that it has documented.

Questions

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

2. Are the following controls built into the Training of Station Personnel process:
 - 2.1 Is there a control in place to ensure that station personnel are trained in the recognition of dangerous goods in accordance with the Certificate Holder's procedures? Yes
 No, Explain
 - 2.2 Is there a control in place to ensure that station personnel are trained in the Certificate Holder's substance abuse program in accordance with the Certificate Holder's procedures? Yes
 No, Explain
 - 2.3 Is there a control in place to ensure that station personnel are trained to perform their duties in accordance with the Certificate Holder's procedures? Yes
 No, Explain
 - 2.4 Is there a control in place to ensure that there are authorized signatures certifying the competency of each program graduate, including contract personnel? Yes
 No, Explain
 - 2.5 Is there a control in place to ensure that all station personnel (Certificate Holder or contractor) are trained on the Employee Assistance Program (EAP)? Yes
 No, Explain
 - 2.6 Is there a control in place to ensure that each supervisory employee (Certificate Holder or contractor) is trained on the Alcohol Misuse Prevention Program (AMPP)? Yes
 No, Explain
 - 2.7 Is there a control in place to ensure that AMPP educational materials are properly distributed to covered personnel? Yes
 No, Explain
 - 2.8 Does the Certificate Holder have a documented method for assessing the impact of any changes made to the controls in the Training of Station Personnel process? Yes
 No, Explain

SAI SECTION 2 – CONTROLS ATTRIBUTE –Drop Down Menu
1. No controls specified.
2. Documentation for the controls do not identify (who, what, when, where, how).
3. Controls incomplete.
4. Controls could be circumvented.
5. Controls could be unenforceable.
6. Resource requirements incomplete (personnel, facilities, equipment, technical data).
7. Other.

SAI SECTION 3 – PROCESS MEASUREMENT ATTRIBUTE

Objective: Process measurements are used by the Certificate Holder to measure and assess its processes to identify and correct problems or potential problems and to make improvements to the processes. The questions in this section of the data collection tool are designed to assist the inspector in determining if the Certificate Holder measures or assesses information to identify, analyze and document potential problems with the process. Process measurements are basically a Certificate Holder's internal evaluation or auditing of the most important policies, procedures or instructions and information associated with an element.

To prevent the duplication of work that would otherwise occur, Process Measurements are most commonly addressed through a combination of auditing features contained in both the Certificate Holder's Safety Program/Internal Evaluation Program (for Operations and Cabin Safety related issues) and the auditing function of the Continuous Analysis & Surveillance System (for Airworthiness or Maintenance/Inspection related issues). The Director of Safety and the Quality Assurance Department often work in conjunction to accomplish this function for the Certificate Holder. This approach simply requires amendment of the Safety Program/Internal Evaluation Program audit forms or checklists and the Continuous Analysis & Surveillance System audit forms or checklists to include the specific process measurements for each element.

Tasks

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

- 1 Review the process measurement questions below.
- 2 Review the Certificate Holder's policies, procedures, instructions and information to gain an understanding of the process measurements that it has documented.

Questions

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

3. Does the Certificate Holder's Training of Station Personnel process include the following process measurements:

3.1 Process measurements that would reveal when the Certificate Holder failed to ensure that station personnel were trained in the recognition of dangerous goods in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.2 Process measurements that would reveal when the Certificate Holder failed to ensure that station personnel were trained in the Certificate Holder's substance abuse program in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.3 Process measurements that would reveal when the Certificate Holder failed to ensure that station personnel were trained to perform their duties in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.4 Process measurements that would reveal when the Certificate Holder failed to ensure that there were authorized signatures certifying the competency of each program graduate, including contract personnel?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.5 Process measurements that would reveal when the Certificate Holder failed to ensure that all station personnel (Certificate Holder or contractor) were trained on the Employee Assistance Plan (EAP)?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.6 Process measurements that would reveal when the Certificate Holder failed to ensure that each supervisory employee (Certificate	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

Holder or contractor) is trained on the Alcohol Misuse Prevention Program (AMPP)?	
3.7 Process measurements that would reveal when the Certificate Holder failed to properly distribute Alcohol Misuse Prevention Program (AMPP) educational materials concerning general information and the effects and symptoms of alcohol abuse to the required personnel?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.8 Does the Certificate Holder document its process measurement methods and results?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.9 Does the organization that conducts the process measurements have direct access to the person with responsibility for the Training of Station Personnel process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI SECTION 3 – PROCESS MEASUREMENT ATTRIBUTE –Drop Down Menu
1. No process measurements specified.
2. Documentation for the process measurements does not identify (who, what, when, where, how).
3. Inability to identify negative findings.
4. No provisions for implementing corrective actions.
5. Ineffective follow-up to determine effectiveness of corrective actions.
6. Resources requirements (personnel, facilities, equipment, technical data).
7. Other.

SAI SECTION 4 – INTERFACES ATTRIBUTE

Objective: Interfaces are used by the Certificate Holder to identify and manage the interactions between processes. The questions in this section of the data collection tool are designed to assist the inspector in determining whether or not interactions between the procedures, policies or instructions and information associated with other independent processes within the Certificate Holder's organization are documented. Written procedures, policies or instructions and information that are interrelated and located in different manuals within the Certificate Holder's manual system need to be consistent and complement each other. For the interfaces to be effectively managed, it is not only important to identify what the interfaces are, but it is imperative to document the specific location of the interfaces within the Certificate Holder's manual system.

Tasks

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

- 1 Review the interfaces associated with the Training of Station Personnel process that have been identified along with the individual questions in the Procedures Section (1) of this data collection tool.
- 2 Review the Certificate Holder's policies, procedures, instructions and information to gain an understanding of the interfaces that it has documented.

Questions

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

NOTE: ALL EXPLANATIONS IN THE DROP DOWN MENU FOR "NO" ANSWERS MUST INCLUDE THE INDIVIDUAL QUESTION NUMBER FROM THE PROCEDURES SECTION (1) OF THIS DATA COLLECTION TOOL AND THE ELEMENT NUMBER(S) OF THE INTERFACE(S) THAT WERE NOT ADDRESSED.

4. Does the Certificate Holder's manual:

- | | |
|--|--|
| 4.1 Properly address the interfaces that are identified along with the individual questions in the Procedures Section (1)? | <input type="checkbox"/> Yes
<input type="checkbox"/> No, Explain |
| 4.2 Document a method for assessing the impact of any changes to the associated interfaces within the Training of Station Personnel process? | <input type="checkbox"/> Yes
<input type="checkbox"/> No, Explain |
| 4.3 List additional interfaces identified during the accomplishment of this SAI. | |

SAI SECTION 4 – INTERFACES ATTRIBUTE –Drop Down Menu
1. No interfaces specified.
2. The following interfaces not identified within the Certificate Holder's manual system:
3. Interfaces listed are inaccurate.
4. Specific location of interfaces not identified within the manual system.
5. Other

SAI SECTION 5 – MANAGEMENT RESPONSIBILITY & AUTHORITY ATTRIBUTE

Objective: The questions in this section of the data collection tool address the responsibility and authority of the process. They are designed to assist the inspector in determining if there is a clearly identifiable, qualified and knowledgeable person who is responsible for the process, is answerable for the quality of the process and has the authority to establish and modify the process. (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 Station Personnel process.
- 2 Identify the person who has overall authority for the Training of Station Personnel process.
- 3 Review the duties and responsibilities of the person(s), documented in the Certificate Holder's manual.
- 4 Review the appropriate organizational chart.

Questions

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

5. Are the following aspects of the Management Responsibility and Authority Attributes addressed in the Training of Station Personnel process:
 - 5.1 Does the Certificate Holder's manual clearly identify who is responsible for the quality of the Training of Station Personnel process?

<input type="checkbox"/> Yes
<input type="checkbox"/> No, Explain Name/Title: <input style="width: 100%;" type="text"/>
 - 5.2 Does the Certificate Holder's manual clearly identify who has authority to establish and modify the policies, procedures, instructions and information for the Training of Station Personnel process?

<input type="checkbox"/> Yes
<input type="checkbox"/> No, Explain Name/Title: <input style="width: 100%;" type="text"/>
 - 5.3 Does the Certificate Holder's manual include the duties and responsibilities of those who manage the work required by the Training of Station Personnel process?
SRRs: 121.135(b)(2)

<input type="checkbox"/> Yes
<input type="checkbox"/> No, Explain
 - 5.4 Does the Certificate Holder's manual include instructions and information for those who manage the work required by the Training of Station Personnel process?
SRRs: 121.135(a)(1)

<input type="checkbox"/> Yes
<input type="checkbox"/> No, Explain
 - 5.5 Does the Certificate Holder's manual clearly and completely document the authority for this position?

<input type="checkbox"/> Yes
<input type="checkbox"/> No, Explain
 - 5.6 Does the Certificate Holder's manual clearly and completely document their qualification standards for the person having responsibility for the Training of Station Personnel process?

<input type="checkbox"/> Yes
<input type="checkbox"/> No, Explain
 - 5.7 Does the Certificate Holder's manual clearly and completely document their qualification standards for the person having authority to establish and modify the Certificate Holder's policies, procedures, instructions and information for the Training of Station Personnel process?

<input type="checkbox"/> Yes
<input type="checkbox"/> No, Explain

5.8 Does the Certificate Holder's manual clearly and completely document the procedures for delegation of authority for the Training of Station Personnel process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
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SAI SECTION 5 – MANAGEMENT RESPONSIBILITY & AUTHORITY ATTRIBUTE –Drop Down Menu
1. Not documented.
2. Documentation unclear.
3. Documentation incomplete.
4. Other.