

# NOTICE

U.S. DEPARTMENT OF TRANSPORTATION  
FEDERAL AVIATION ADMINISTRATION

N 8900.77

National Policy

Effective Date:  
06/15/2009

Cancellation Date:  
06/15/2010

**SUBJ:** Focused Program Review of Air Carrier Flight Crewmember Training, Qualification and Management

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- 1. Purpose of This Notice.** This notice directs a focused program review of Title 14 of the Code of Federal Regulations (14 CFR) part 121 air carrier programs for training, checking and managing flight crewmembers with emphasis on low-time flight crewmembers and those who have failed evaluation events and/or demonstrated a repetitive need for additional training.
- 2. Audience.** The primary audience for this notice is principal operations inspectors (POI) responsible for the approval, review and surveillance of 14 CFR part 121 air carrier flight crewmember training and qualification programs. The secondary audience includes Flight Standards personnel in certificate-holding district offices (CHDO), branches and divisions in the regions and headquarters.
- 3. Where You Can Find This Notice.** Inspectors can access this notice through the Flight Standards Information Management System (FSIMS) at <http://fsims.avs.faa.gov>. Operators may find this notice on the Federal Aviation Administration's (FAA) Web site at <http://fsims.faa.gov/>.
- 4. Applicability.** This notice applies to all 14 CFR part 121 air carriers with the exception of 14 CFR part 121 air carriers whose aircraft fleets have operation specification (OpSpec) A034 designated Advanced Qualification Program (AQP) curriculums.
- 5. Background.** Recent accidents make it necessary to validate 14 CFR part 121 air carrier flight crewmember training and qualification programs and to ensure that air carriers have the capability to identify, track and manage low-time flight crewmembers and those who have failed evaluation events and/or demonstrated a repetitive need for additional training.
  - a.** For the purpose of this notice, a low-time flight crewmember is defined as meeting at least one of the following criteria:
    - (1) One who has either less than 1,500 total flight hours in turbojet powered aircraft or less than 1,500 hours in 14 CFR parts 121, 135 or military operations;
    - (2) Less than 300 total flight hours in type with their current employer or;

(3) Less than 13 months in their current crewmember position (not type specific) with their current employer.

**b.** Use a 5-year look-back period when identifying flight crewmembers with demonstrated performance problems.

**6. Action.** This focused program review has two parts to be implemented by the POIs.

**a. Part I—Determine That Your Carrier’s Training and Qualification Programs Meet Regulatory Standards in Accordance with FAA Guidance Material.**

**Note:** Performance Assessments and Constructed Dynamic Observation Reports (ConDOR) may be delegated.

(1) Construct a ConDOR that shall include a minimum of the following questions (to be inserted).

(a) Element Performance Inspection (EPI) 4.2.3; questions 1.1, 1.2, 1.5, 1.6, 1.7, 1.9, and 5;

(b) EPI 4.2.7; questions 1.3, 1.5, and 1.6 and;

(c) If your carrier outsources training, EPI 4.2.9; questions 1.1, 1.2, 1.3, 1.5, 1.6, 1.7, 1.8, 1.9, 1.10, and 1.11.

(2) Create a sufficient number of ConDORs to observe enough qualification and proficiency evaluations, including line checks, to determine that your carrier’s training and qualification programs are achieving intended results.

(a) Sample size will vary depending on the size of your carrier. If your carrier employs 25 or fewer flight crewmembers, observe 100 percent of the evaluation events scheduled before September 30, 2009, if practicable. If your carrier employs more than 25 flight crewmembers, observe a large enough sample of evaluation events for each make and model aircraft to determine that your carrier’s training and qualification programs are achieving intended results. Attempt to target low-time flight crewmembers in the sample you observe.

(b) Consider supplementing the observations required by 6a(3)(a) with additional cockpit en route inspections using the ConDOR described in 6a(1).

(c) Enter N8900.77-TNG (exactly as shown) in the National/Regional/Local Use field on each ConDOR.

(d) Use the N/A (not applicable) response field in lieu of N/O (not observed) when a ConDOR question cannot be answered due to lack of opportunity to make a required observation. Enter “Not observed” in the comment field associated with the N/A response.

(3) If flight crewmember performance indicates deficiencies in your carrier’s training and/or qualification programs, take one of the following actions:

(a) Schedule a System Analysis Team (SAT), open a risk management plan (RMP) or schedule a performance assessment of elements 4.2.3, Training of Flight Crewmember, and/or 4.3.2, Appropriate Airman/Crewmember Checks and Qualifications, (and/or related elements, as appropriate) to gather additional evidence to determine whether observed deficiencies are indicative of systemic problems in the training and/or qualification programs.

(b) Schedule a design assessment of elements 4.2.3 and/or 4.3.2 to identify systemic deficiencies and/or areas of noncompliance.

(c) Require your carrier to take immediate corrective action for observed deficiencies in its flight crewmember training and/or qualification programs.

(4) If deficiencies exist, track required corrective actions specified in 6a(4) in the corrective action tracking tool (CATT). Enter N8900.77-TNG (exactly as shown) in the description field. Enter the deficiencies and the choice of further action in the CATT. Continue to track follow-up actions in the CATT to resolution.

(5) Begin the actions required by Part I immediately and complete them no later than September 30, 2009.

**Note:** Corrective actions required of air carriers, SATs, RMPs and performance and design assessments may take longer than September 30, 2009, to complete.

**b. Part II— Determine the Capability of Your Air Carrier to Identify, Track, and Manage Low-Time Flight Crewmembers and Those Who Have Failed Evaluation Events and/or Demonstrated a Repetitive Need for Additional Training.**

(1) Meet with the Director of Operations (DO), the Director of Safety (DOS), and the company official responsible for flight crewmember training and qualification programs to review the company's procedures for identifying, tracking and managing low-time flight crewmembers and those who have failed evaluation events and/or demonstrated a repetitive need for additional training.

(a) Require company personnel to demonstrate that the company's procedures are being used to identify, track and manage low-time flight crewmembers and those who have demonstrated performance problems by producing company policy and records for a sample of both types of flight crewmembers.

(b) Examples of management procedures may include reducing the interval for a captain's line checks, reducing the interval between proficiency checks or training events for any seat position or adding line observations for first officers.

(c) Complete this meeting as soon as possible but no later than September 30, 2009.

(2) Request company personnel to commit to developing procedures to identify, track and manage low-time flight crewmembers and those with demonstrated performance problems if not already doing so, or to alter existing procedures if they are ineffective.

(3) Adjust oversight (e.g., performance assessments, ConDORs, RMP) as needed to increase vigilance due to unmitigated risk if company personnel will not make a commitment or if existing management procedures are deficient.

(4) Document the results of Part II in a ConDOR.

**Note:** A national ConDOR template will be available in Air Transportation Oversight System (ATOS) automation on or about June 19, 2009.

(5) Enter N8900.77-ST (exactly as shown) in the Local/Regional/Local Use field of the ConDOR.

(6) Track corrective actions requested or required of the air carrier in the CATT. Enter N8900.77-ST (exactly as shown) in the description field.

**7. Additional References.** Advisory Circular (AC) 120-54, Advanced Qualification Program, current edition, and SAFO 06015, Remedial Training for Part 121 Pilots.

**8. Disposition.** This is a one-time focused program review. Therefore, Flight Standards will not incorporate the information in this notice into FSIMS. Direct questions concerning this notice to the Air Transportation Division, AFS-200, (202) 267-8166 or the Flight Standards Certification and Surveillance Division, AFS-900, Pete Spofford, (703) 509-7209.

ORIGINAL SIGNED BY

John McGraw for

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Director, Flight Standards Service