

NOTICE

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

N 8900.209

National Policy

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2/26/13

Cancellation Date:
2/26/14

SUBJ: Crew Resource Management Training in Part 135 Training Programs and OpSpec A037 and A038 for Basic Part 135 Operators

1. Purpose of This Notice. This notice provides guidance for principal operations inspector (POI) approval of Crew Resource Management (CRM) training for Title 14 of the Code of Federal Regulations (14 CFR) part 135 certificate holders. In addition, this notice also announces a revision to operations specifications (OpSpec) A037, Basic 14 CFR Part 135 Operator—Commuter and On Demand Operations, and A038, Basic 14 CFR Part 135 Operator—On Demand Operations Only. The revisions to A037 and A038 represent a mandatory template change.

2. Audience. The primary audience for this notice is POIs responsible for the approval and surveillance of part 135 certificate holder training programs. The secondary audience includes Flight Standards Service (AFS) personnel in certificate-holding district offices (CHDO), branches and divisions in the regions and headquarters (HQ).

3. Where You Can Find This Notice. You can find this notice on the MyFAA employee Web site at https://employees.faa.gov/tools_resources/orders_notices. Inspectors can access this notice through the Flight Standards Information Management System (FSIMS) at <http://fsims.avs.faa.gov>. Operators can find this notice on the Federal Aviation Administration's (FAA) Web site at <http://fsims.faa.gov>. This notice is available to the public at http://www.faa.gov/regulations_policies/orders_notices.

4. Applicability. This notice applies to all part 135 certificate holder POIs, except POIs of part 135 certificate holders limited to only one pilot, as authorized by the issuance of OpSpec A040, Single Pilot Operator.

5. Background. On January 21, 2011, the FAA published a final rule requiring CRM training for crewmembers in Part 135 Operations with an effective date of March 22, 2011. This final rule requires all certificate holders conducting operations under part 135 that are required to have a training program under § 135.341 to include initial and recurrent CRM training in their crewmember training programs. As stated in the preamble, the FAA determined that CRM issues are not limited to dual-pilot operations; therefore CRM training is required for all crewmembers conducting either dual- or single-pilot operations. After March 22, 2013, no certificate holder may use a person as a flightcrew member or Flight Attendant (F/A) unless that person has completed approved CRM initial training with that certificate holder.

Note: CRM means the effective use of all the resources available to crewmembers, including each other, to achieve a safe and efficient flight.

6. Related Publications. Additional information may be found in the current editions of Advisory Circular (AC) 120-51, Crew Resource Management Training and AC 00-64, Air Medical Resource Management.

7. CRM Module Requirements. In accordance with §§ 135.329(a)(4), 135.330(a), and 135.351(b)(2), initial and recurrent ground training must include a CRM module with at least the following elements:

- Authority of the pilot in command (PIC);
- Communication processes, decisions, and coordination, to include communication with air traffic control (ATC), personnel performing flight locating and other operational functions, and passengers;
- Building and maintenance of a flight team;
- Workload and time management;
- Situational awareness;
- Effects of fatigue on performance, avoidance strategies, and countermeasures;
- Effects of stress and stress reduction strategies; and
- Aeronautical decision-making and judgment training tailored to the certificate holder's flight operations and aviation environment.

8. Credit for Previous CRM Training. In accordance with § 135.330(c) and (d), if a certificate holder conducted voluntary CRM training prior to March 22, 2013, the POI may credit that training toward all or part of the initial CRM training required by § 135.330. In determining whether to grant credit, the POI should consider the training aids, devices, methods, and procedures, in accordance with AC 120-51 and AC 00-64, as amended, used by the certificate holder. Credit should only be granted for those elements that were included in the voluntary CRM training. No credit may be granted for CRM training received at a different certificate holder.

9. Recordkeeping. An instructor, supervisor, or check pilot must certify the proficiency and knowledge of each crewmember upon completion of initial and recurrent CRM training. That certification must be made a part of the crewmember's record. If the POI grants credit for previous CRM training in accordance with paragraph 8, an appropriate entry must be made in the crewmember's record indicating the specific elements for which credit was granted for initial CRM training.

10. Sample OpSpec Templates. A sample template of OpSpec paragraph A037 is in Appendix A. A sample template of OpSpec paragraph A038 is in Appendix B.

a. Action. POIs will follow the approval process in FAA Order 8900.1, Flight Standards Information Management System (FSIMS) to approve revisions to the certificate holders' training program. POIs must ensure that the training program revision includes all the required elements for initial and recurrent CRM training in accordance with paragraph 7 of this notice.

b. OpSpecs A037/A038. For certificate holders currently issued OpSpec A037 or A038, after approval of the CRM training, POIs must issue the new A037 or A038 template, as applicable. Prior to issuing the new template, POIs must ensure the certificate holders comply with its authorization. Revision 010 to A037 and A038 is a mandatory change and POIs must issue the new template no later than March 22, 2013.

c. OpSpec A039. For certificate holders currently issued OpSpec A039, after approval of the CRM training, POIs must reissue, as necessary, the A039 template to require CRM training. Full deviation will no longer be authorized.

Note: POIs are reminded that all nonstandard OpSpec text (TEXT 99) provisions must be authorized by AFS-200 prior to issuance.

11. Disposition. We will incorporate the information in this notice into FAA Order 8900.1 before this notice expires. Direct questions or comments concerning this notice to the Air Carrier Training and 142 Training Center Branch (AFS-210) at 202-267-8166.

for 
John M. Allen
Director, Flight Standards Service

Appendix A. Sample OpSpec Paragraph A037, Basic 14 CFR Part 135 Operator— Commuter and On-Demand Operations

The certificate holder is authorized (in accordance with the deviation provisions of 14 CFR §§ 135.21(a), 135.341(a), and the conditions and limitations of this paragraph) to conduct commuter and on demand operations as a basic 14 CFR part 135 operator.

a. The certificate holder is authorized to conduct operations with deviations to the following specific sections of part 135:

(1) The portions of an operations manual required by §§ 135.23(d), 135.23(m), 135.23(n), 135.23(p), 135.23(q), and 135.23(s).

(2) An approved pilot training program, as required by § 135.341, provided the certificate holder has:

(a) An approved basic indoctrination ground training curriculum segment that complies with § 135.329(a)(1) and an approved check pilot training curriculum segment that complies with § 135.339.

(b) An approved Crew Resource Management (CRM) training program (including initial and recurrent training) which complies with § 135.330.

(c) An approved crewmember emergency training curriculum segment (including provisions for recurrent training) which complies with § 135.331.

(d) Facilities available to conduct the training specified in subparagraphs (a), (b), and (c) above.

(e) An agreement with another part 119 certificate holder operating under part 135 or a part 142 training center which includes the use of appropriate ground and flight curriculums acceptable to the FAA for initial, transition, upgrade, differences, and recurrent training, as appropriate.

b. The certificate holder shall conduct all operations under part 135 in accordance with the following limitations and conditions:

(1) No more than five pilots, including seconds in command are used.

(2) No more than five aircraft are used.

(3) No more than three different types of aircraft are used. For the purpose of these operations specifications, aircraft type has the same meaning as described in § 135.293(b).

(4) No aircraft type certificated for more than nine passenger seats is used.

(5) No CAT II or III instrument approach operations are conducted.

(6) Area of operations authorized by the Administrator as appropriate in these operations specifications.

(7) No check pilots other than operating experience check pilots are used.

Appendix B. Sample OpSpec Paragraph A038, Basic 14 CFR Part 135 Operator— On-Demand Operations Only

Basic 14 CFR Part 135 Operator—On Demand Operations Only. The certificate holder is authorized (in accordance with the deviation provisions of §§ 135.21(a), 135.341(a), 14 CFR part 119, § 119.69(b), and the conditions and limitations of this paragraph) to conduct on demand operations as a basic 14 CFR part 135 operator.

a. The certificate holder is authorized to conduct operations with deviations to the following specific sections of part 135:

(1) The portions of an operations manual required by §§ 135.23(d), 135.23(m), 135.23(n), 135.23(p), 135.23(q), and 135.23(s).

(2) The management personnel and positions required by § 119.69(a), provided the certificate holder has at least one person in a management position who meets the qualifications of § 119.71(a) to serve as Director of Operations (DO) and one person who meets the qualifications of § 119.71(e) to serve as Director of Maintenance. If one person meets both criteria, the certificate holder may use that person in both positions.

(3) An approved pilot training program, as required by § 135.341, provided the certificate holder has:

(a) An approved basic indoctrination ground training curriculum segment that complies with § 135.329(a)(1) and an approved check pilot training curriculum segment that complies with § 135.339.

(b) An approved Crew Resource Management (CRM) training program (including initial and recurrent training) which complies with § 135.330.

(c) An approved crewmember emergency training curriculum segment (including provisions for recurrent training) that complies with § 135.331.

(d) Facilities available to conduct the training specified in subparagraphs (a), (b), and (c) above.

(e) An agreement with another part 119 certificate holder operating under part 135 or a part 142 training center which includes the use of appropriate ground and flight curriculums acceptable to the FAA for initial, transition, upgrade, differences, and recurrent training, as appropriate.

b. The certificate holder shall conduct all operations under part 135 in accordance with the following limitations and conditions:

(1) No more than five pilots, including seconds in command are used.

(2) No more than five aircraft are used.

(3) No more than three different types of aircraft are used. For the purpose of these operations specifications, aircraft type has the same meaning as described in § 135.293(b).

(4) No aircraft type certificated for more than nine passenger seats is used.

(5) No CAT II or III instrument approach operations are conducted.

(6) Area of operations authorized by the Administrator as appropriate in these operations specifications:

(7) No check pilots are used.

c. For these deviations to be effective, they must also be listed in OpSpec A005, Exemptions and Deviations.