



**U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION**

Air Traffic Organization Policy

**ORDER
JO 3000.57B**

Effective Date:
12/30/2022

SUBJ: Air Traffic Organization Technical Operations Training and Personnel Certification

This order establishes the procedures and assigns responsibility for the administration of the Federal Aviation Administration (FAA) Air Traffic Organization (ATO) Technical Operations Training and Personnel Certification Program.

General guidance is provided for the management, planning, conduct, and evaluation of the Technical Operations Training and Personnel Certification Program. This order ensures that personnel responsible for the establishment, installation, maintenance, second-level support, and certification of facilities used in the National Airspace System (NAS) are proficient in performing their assigned duties.

Certification of the NAS system and services are an inherently governmental function. Through the Technical Operations Training and Personnel Certification Program, the FAA grants certification to individuals who have attained a professional level and are responsible for the operation and performance of NAS facilities. The personnel certification process confirms that the individual possesses the requisite knowledge and skills to assume full responsibility for attesting to the operational status of a particular system, subsystem, or service. This level of achievement is demonstrated by attainment of certification authority as defined in this order.

Impacted personnel must comply with this order within 90 days of the effective date.

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Chapter 1. General

- 1. Purpose of This Order.** This order specifies the policies necessary to implement and sustain the uniform national Technical Operations Training and Personnel Certification Program.
- 2. Audience.** This order applies to all personnel involved in training and certification in the Air Traffic Organization (ATO), the Federal Aviation Administration (FAA) Logistics Center, the FAA Academy, and the FAA Technical Center. It is primarily concerned with employees maintaining the National Airspace System (NAS) but has facets for all personnel involved in the purchase, development, delivery, and revision of national operations, maintenance, and certification training. The Technical Operations Training and Personnel Certification Program only applies to FAA technical specialists working in the NAS.
- 3. Where This Order Can Be Found.** This order can be found at https://employees.faa.gov/tools_resources/orders_notices/.
- 4. Cancellation.** This order cancels FAA Order JO 3000.57A, *Air Traffic Organization Technical Operations Training and Personnel Certification*, dated October 1, 2019.
- 5. Authority to Change This Order.** The Vice President of Safety and Technical Training (AJI) has the authority to approve changes and revisions to this order. The Director of Technical Training (AJI-2) may cancel and replace procedural changes to appendices. Some appendices exist within the nationally approved software system and are updated on a periodic basis.
- 6. Air Traffic Safety Oversight.** The Air Traffic Safety Oversight Service (AOV) has been given acceptance authority in accordance with the current versions of FAA Order 8000.90, *Air Traffic Safety Oversight Credentialing and Control Tower Operator Certification Programs*, and FAA Order JO 8000.97, *Technical Operations Credentialing Program*. After any changes to FAA Order JO 3000.57, not including changes to the appendices, are made and implemented, they must be submitted through AJI to AOV for acceptance. In addition, any change to the Technical Operations Training and Personnel Certification Program requires a full safety risk management analysis in accordance with the current version of FAA Order JO 1000.37, *Air Traffic Organization Safety Management System*.
- 7. Order Hierarchy.** Headquarters' publications (both FAA-issued and FAA-adopted) take precedence over service area and local publications.
- 8. Scope.** The Technical Operations Training and Personnel Certification Program has the following scope:
 - a. Philosophy.** Training and personnel certification are the cornerstones of our maintenance program, business practices, and safety culture. The ATO Technical Operations Training and Certification Program equips the workforce with the required skills and knowledge. New and innovative delivery methods will be implemented to meet the increasing demands created by the evolving technologies and capabilities of the NAS.

b. Technical Competence. The Technical Operations Training and Personnel Certification Program must be conducted in a manner that allows employees to develop the necessary knowledge and skills to the depth and scope equal to the Technical Operations maintenance philosophy as defined in the current version of FAA Order 6000.30, *National Airspace System Maintenance Policy*.

c. Safety. All training curricula must meet or exceed the appropriate occupational safety and environmental regulations.

d. Personnel Certification Authority. This order provides national direction for the attainment and retention of personnel certification authority, not equipment certification. Certification authority enables employees to certify NAS systems, subsystems, equipment, and services.

9. Explanation of Policy Changes. This revision reflects changes due to the implementation of the PLAN 2.0 workgroup. It also reflects the removal of Chapter 7 and the Non-Federal Verification Program as that item has been incorporated within FAA Order 6700.20C, *Approval, Operation, and Oversight of Non-federal Systems*. Other order changes include:

a. Removal of Chapter 7 – Verification of Personnel Maintaining Non-Federal Facilities

(1) The policies for Non-Federal Verification have been moved to Order 6700.20C

(2) Removal of references to Personnel Verification Authority

b. Assorted grammatical corrections

c. Replaced “Theory-of-Operations” with “Theory”

d. Removal of references to the discontinued Certification Tracking System (CTS)

e. Converted Appendices from number to letter identifiers

f. Appendix 3 was removed and content is now managed by Non-Fed Program Office

g. Appendix 7 was deleted as it is obsolete under the PLAN 2.0 changes

h. Paragraphs 2-4 & 2-5 reflect current office alignments

i. 2-7h added to clarify FAA Academy (AMA), Technical Operations Training Division (AMA-400) role with course maintenance

j. 2-8 rewritten to match FAA Order JO 3000.22B, *Air Traffic Organization Technical Training Management*

k. 2-9q removed due to ambiguity and inability to clarify

l. 3-6c(1) removed form reference

m. 3-7d(8) replaced performance exam with Learning Management System (LMS) comments field per PLAN 2.0 changes

- n.** 3-9 added:
 - (1) Clarification of one-time exemption
 - (2) Clarification of waiver file location per PLAN 2.0
- o.** 3-12b(1) – (3) added “or equivalent”
- p.** 4-7a(1) added Performance Exam grade cut score
- q.** 4-7b(5) added PLAN 2.0 impacts to performance exam failure
- r.** Added 5-3a – c due to previous omission error
- s.** 5-4 clarification of action regarding AOV credential
- t.** 5-5 deleted reference to form per PLAN 2.0 changes
- u.** 5-5a deleted reference to form per PLAN 2.0 changes
- v.** 5-5a(3) – (11) updated to reflect PLAN 2.0 changes
- w.** 5-5c updated to reflect LMS Certification System Migration per PLAN 2.0
- x.** 5-6 defined Official Certification Record File (OCRf) as part of LMS
- y.** 5-6a – c eliminated references to paper forms now housed within LMS per PLAN 2.0
- z.** 5-7a & c removed references to mail
- aa.** 5-9a combined Regular Certification and Remote Regular Certification into one paragraph per PLAN 2.0
- bb.** Removed 5-9c and combined with 5-9a
- cc.** 5-11a updated to reflect automated changes from PLAN 2.0
- dd.** 5-14 changed OCRf reference to personnel record
- ee.** 5-17 removed CTS reference per PLAN 2.0
- ff.** Appendix A rewritten to reflect changes made by PLAN 2.0
- gg.** Appendix C clarified that a written formal program is NOT required for voluntary individual development plans
- hh.** Appendix C 1 added training specialist
- ii.** Appendix C 7 rewritten to reflect automation of the process by PLAN 2.0
- jj.** Appendix D updated to reflect impacts of PLAN 2.0

- kk.** Appendix E added LMS as an official source
- ll.** Appendix E 1 updated URL to reflect LMS per PLAN 2.0
- mm.** Appendix F updated to reflect impacts by PLAN 2.0
- nn.** Appendix F 15 & 16 deleted due to PLAN 2.0
- oo.** Appendix F 20 changed email address to PLAN 2.0 email
- pp.** Appendix K updated pointer per PLAN 2.0
- qq.** Appendix M rewritten to reflect deactivation of CTS and use of LMS per PLAN 2.0
- rr.** Appendix N 2a – e consolidation of training number blocks
- ss.** Appendix N 2f added restriction on duplicate numbering
- tt.** Appendix O updated AJI-30/22 titles and removed AMA-405
- uu.** Appendix P updated definition of OCRF per PLAN 2.0
- vv.** Appendix Q added Order 6700.20

10. Recommendations for Changes. Users may submit recommendations for improvements to this order electronically. Comments may be submitted using the Directive Change Request (DCR) website located at <https://technet.faa.gov/dcr/>.

11. Related Publications. See Appendix Q, Websites and Related Publications.

Chapter 2. Program Administration Roles and Responsibilities

1. General. This chapter defines the roles and responsibilities for organizations and employees within the ATO Technical Operations Training and Personnel Certification Program.

2. Safety and Technical Training. AJI is responsible for developing an integrated strategy to lead, direct, and guide the overall design, management, and delivery of technical training. AJI develops policies and standards for ATO technical training.

3. Technical Training. Technical Training (AJI-2) establishes and is responsible for the policy and oversight of all ATO national technical training for the ATO workforce.

4. Training Technologies Group. The Training Technologies Group (AJI-21) is responsible for developing and implementing technological and process solutions to enhance current and future training processes and methods. Projects include consultation to development and design of proprietary applications, customization of off the shelf applications, strategic planning, management of capital investment programs, and coordinating/socializing research outcomes for new technologies and methods in adult learning.

5. Technical Training Planning & Analysis Group. The Technical Training Planning & Analysis Group (AJI-22) is responsible for initiating and managing the Requirements Identification (enrollment) process, quota management, validation of enrollment requests, and allocation of all Technical Operations training quotas. It is also responsible for FAA Order JO 3000.22, *Air Traffic Organization Technical Training Management*.

6. Technical Operations Training Group. The Technical Operations Training Group (AJI-23) is responsible for the overall training requirements and the administration of training programs for Technical Operations personnel. The responsibilities of AJI-23 are as follows:

a. Manage the requirements for all training and training systems (software and hardware) for the Technical Operations workforce.

b. Solicit facility training best practices and conduct an annual review of this order, with stakeholder participation, no later than July 1 of each year.

c. Identify personnel certification requirements that support the systems, subsystems, or services in the NAS.

d. Provide standards and oversight for the evaluation of the Technical Operations Personnel Certification Program.

e. Manage and approve training identification and activation.

f. Manage and approve prerequisites.

g. Manage and approve operational necessity waivers.

h. Manage and approve all training equivalencies.

i. Maintain and update all appendices not specifically assigned to other organizations listed in this order.

7. Technical Operations Training Division. The Technical Operations Training Division (AMA-400) is the primary organization responsible for the delivery of initial and specialized national Technical Operations training. The responsibilities of AMA-400 are as follows:

a. Facilitate and manage the delivery of applicable technical FAA Academy training.

(1) Distribute training materials, including examinations and surveys.

(2) Manage the environment and equipment for training delivered at the FAA Academy.

(3) Coordinate the environment and equipment for FAA Academy training delivered remotely.

(4) Enter training completions following FAA Academy-delivered training (this is dependent on the training platform).

b. Ensure that instructors are properly qualified for their assigned duties.

c. Administer the Personnel Certification Program for FAA Academy Instructors.

d. Determine Academy training delivery capabilities in response to the annual Requirements Identification process.

e. Manage, implement, and maintain the course critiques, questionnaires, and other survey materials and procedures for an FAA Academy evaluation process.

f. Identify the need for course revisions or corrective actions to AJI-2.

8. Sponsoring Organization and Acquisition Authority. The responsibilities of the sponsoring organization and acquisition authority are as follows:

a. Notify AJI-2 of changes that could impact training.

b. Provide for training acquisition and development in accordance with FAA's Acquisition Management System.

9. Service Centers. The responsibilities of Service Centers are as follows:

a. Recommend policies, standards, and procedures necessary for effective implementation of the national training program.

b. Review operational necessity requests for completeness and forward for approval.

c. Review individual equivalency requests and forward for approval.

d. Verify that employees receive training in accordance with this order.

- e. Validate requests to access training software applications and forward to the appropriate managing office.
- f. Review and validate Additional Quota Requests (AQRs) for approval.
- g. Process quota movements within the service area of responsibility per Appendix H, Quota Management Process.
- h. Review non-contiguous training requests and forward for approval per Appendix H, Quota Management Process.
- i. Create vacancies in the Requirements Identification Tool (RIT).
- j. Reserve quotas as placeholders in the Quota Management Tool (QMT) per Appendix H, Quota Management Process.
- k. Process retraining requests per Appendix H, Quota Management Process.
- l. Coordinate and distribute training quotas.
- m. Ensure timely quota enrollment.
- n. Ensure that completion data is entered into the LMS per Appendix J, Entering Completions in the Learning Management System.
- o. Act as the point of contact for the accountability of no-shows.
- p. Participate in national training programs and workgroups.
- q. Develop and/or procure local training in accordance with the established standards and procedures defined in this order.

10. District Offices. The district offices are field-level organizations responsible for the maintenance and certification of the NAS.

a. The responsibilities of the second-level manager or anyone acting in that capacity with an official personnel action are as follows:

(1) Make the final determination of whether or not employees have demonstrated the minimum acceptable level of technical proficiency to perform actual duties.

(2) Grant, withhold, or revoke certification authority to employees in accordance with this order.

(3) Take action when employees fail to acquire or maintain a required certification authority.

(4) Provide oversight of the AOV Credentialing Program.

b. The Operations Support Staff (OSS) provides administrative support to the district offices. The responsibilities of the OSS are as follows:

(1) Manage the Technical Operations Training and Personnel Certification Program within their organizations, including, but not limited to, verifying that all prerequisite training, enrollment, and employee notifications are completed.

(2) Document the Personnel Certification Program.

(3) Assist in the oversight of the AOV Credentialing Program.

(4) Validate certification assignments in the approved logging system.

(5) Provide guidance on training and educational needs to employees and management. This can include research, data gathering or input, and validation.

(6) Recommend individual equivalencies and operational necessity waivers.

(7) Maintain training and certification records according to their National Archives and Records Administration (NARA) approved retention schedule listed in the Office File Plan (OFP).

(8) Manage technical and nontechnical training quota allocation.

(9) Verify that completion data is recorded into the official training history.

(10) Support national training programs and workgroups.

11. First-Level Manager. The first-level manager supervises employees who require training and/or certification covered by this order. Within the Technical Operations Training and Personnel Certification Program, the responsibilities of the first-level manager are as follows:

a. Determine the technical training requirements necessary to maintain NAS operations.

b. Develop, update, and review a training plan for each employee.

c. Coordinate and establish each employee's training schedule.

d. Select and approve employees for training.

e. Discuss and document pre-training notifications with employees.

f. Verify that all prerequisite training, enrollment, and employee notifications are completed.

g. Endorse employees for certification authority prior to it being granted.

h. Verify that all On-the-Job Training (OJT) and performance examination requirements are accomplished.

i. Complete the annual review of technical proficiency for each assigned employee with active certification authority, including their own.

j. Administer distance learning course examinations, if applicable.

k. Request, schedule, and administer bypass, OJT, and performance examinations.

- l.** Develop, approve, and implement action to be taken on potential or actual training failures.

12. Employees. Within the Technical Operations Training and Personnel Certification Program, the responsibilities of employees are as follows:

a. Apply themselves to the learning task in a professional manner and successfully complete training objectives within prescribed times.

b. Assist their first-level manager with identifying individual training needs, developing their training plan applicable to current job requirements, and maintaining proficiency on assigned systems and functions.

c. Provide training to other employees as assigned.

d. Participate in pre-training notification sessions.

e. Complete and submit all required course critiques and questionnaires and provide feedback to their first-level manager.

f. Participate in the ATO evaluation process.

Chapter 3. Training Administration

1. General. This chapter contains policies about needs identification and requirements identified by the FAA. The agency will make every effort to provide an environment that is conducive to the learning process. As new technology is implemented, additional training guidance will be provided.

2. Identifying Technical Operations Training Needs. The following contains the policies and definitions unique to Technical Operations requirements identification not already captured in the current version of FAA Order JO 3000.22. These policies must be implemented at every organizational level for efficient and orderly management of the Technical Operations Training and Personnel Certification Program:

a. Training restrictions enacted by Congress in 1996 prohibit agencies from spending appropriated funds on training that is offensive to federal employees or that is unnecessary in the execution of their duties. These restrictions apply to all federal employees. The Human Resource Policy Manual (HRPM), Volume 5, *Talent Development System*, includes the reference material listing these congressional training restrictions. The FAA uses Form 3000-20, *ATO Group Training Needs Assessment*, or Form 3000-22, *ATO Individual Training Needs Assessment*, to document that the training provided is appropriate and necessary to accomplish official duties in support of the FAA's mission. To identify Environmental and Occupational Safety and Health (EOSH) training requirements and needs, the ATO uses the EOSH Training Needs Assessment Tool (TNAT).

b. The Call for Training is one of the formal processes the FAA uses to identify training needs. Refer to Appendix G, Requirements Identification, for additional information.

c. Funding for training may be provided by the FAA and is subject to resource availability.

d. The target audience is identified, the quota is allocated to the target audience, and management selects the employees.

e. The nomination, selection, and approval of employees for training is a management responsibility. Selection and approval must take into consideration available resources, cost-effectiveness, congressional training restrictions, legal requirements (e.g., safety or hazardous materials), current workload, training location, and maintenance responsibility. The selection of employees for training activities that primarily prepare for advancement and are not directly related to improving performance in employees' current positions must conform to the appropriate collective bargaining unit agreement, Uniform Guidelines on Employee Selection Procedures, and the merit principles adopted in the FAA Personnel Management System.

Note: The term "requirement" in this paragraph refers to identified personnel in need of training. This is not to be confused with the use of "requirement" in the development of curriculum or acquisitions. The usage of the term "requirement" is contextually different.

3. Quota Management. Quota management is an ongoing process to ensure the maximum use of allocated quotas. AJI-22 has the authority to manage, move, or remove quotas.

- a. An emergency quota requirement is a request to meet an immediate need.
- b. An unused quota is an approved, funded seat without an enrollment on the scheduled start date.
- c. A no-show quota is an approved, funded seat with an enrollment but for which the employee does not show up.
- d. Unused and no-show quotas should be avoided.
- e. The quota management process is discussed in Appendix H, Quota Management Process.

4. Curriculum. Technical Operations training is delivered through a structured curriculum designed to develop the specialized skills, knowledge, and abilities necessary for the performance of official duties. The curriculum may include one or more of the following:

a. **Theory.** Theory courses are conceptual or specific to a system. System-specific courses must include a troubleshooting process and must contain graded troubleshooting exercises.

b. **Prerequisites.** A prerequisite is a course that provides a common body of knowledge to a specific training assignment.

(1) Prerequisite requirements are accessible through the course profile located in the nationally approved application.

(2) If a prerequisite is not met, then a waiver might be granted, per paragraph 3.9, prior to attendance in the subsequent course.

(3) Employees who arrive for resident training and have not met the prerequisites or obtained an approved waiver must return to their duty location at the expense of their district or service area, as appropriate. The Service Center Training Program Management Officer (TPMO) must ensure that the travel is not funded out of centralized training funding.

c. **Field-Conducted Training.** Field-conducted training is formal training conducted at a NAS facility by either FAA or contracted personnel. It is planned, scheduled, and guided by a qualified employee.

5. On-the-Job Training. OJT is a hands-on activity used to develop the requisite skills and knowledge to perform work in the NAS. OJT will be conducted using a published, nationally developed course. In the absence of a nationally developed OJT course, a locally developed course may be used. The OJT must include the performance examination that will be administered. OJT will be conducted with academic integrity.

a. OJT must be completed by employees when assigned, when they are preparing for certification authority, or when it is identified as part of a written formal program.

b. OJT must be conducted within the timeframe established in the training plan after successful completion of theory and before the performance exam, if applicable.

c. OJT completions must be recorded in the employee's official learning history.

d. All national OJT courses contain the official number of hours of instructional and study time within the approved materials. The materials are accessed from the course profile. All OJT courses must include, but need not be limited to, the following subjects:

(1) *Safety and Coordination.* This must include all safety procedures and coordination for release of the system from the NAS.

(2) *Test Equipment.* This must include the use of test equipment for the measurement of all key performance parameters and certification parameters.

(3) *System Interfaces.* This must include the interface of this system with the NAS. This must also include identification of the applicable handbooks, standards and tolerances, maintenance schedules, certification parameters and procedures, and technical performance records and their use.

(4) *System Operation.* This must include system shutdown and startup procedures, but these do not have to be performed where operations will be affected. This may be done by discussion in the field. This must also include procedures needed to operate the system, including software installations and reloads.

(5) *Preventive Maintenance.* This must include all maintenance procedures for key performance parameters and all certification procedures. This should include all other maintenance procedures.

(6) *Troubleshooting.* This must include locating troubleshooting procedures in the respective manuals, performing all diagnostic tests, and identifying and locating the removal and replacement procedures in the applicable manuals. It may also include actual removal and replacement.

6. OJT Types. OJT is used to gain mastery over skills introduced in resident and distance learning. It may be employed whenever justified by the media analysis. OJT is a required component in attaining personnel certification authority. OJT must be conducted using maintenance handbooks and/or technical instruction books.

a. FAA Academy-Conducted OJT. OJT will be conducted by qualified personnel approved by the FAA Academy. FAA Academy-led OJT will include laboratory exercises.

(1) Site familiarization must be completed for location-specific elements that cannot be addressed at the FAA Academy. These elements are detailed in Appendix B, Site Familiarization.

(2) At the FAA Academy or at a vendor site, a personnel certification for the instructor is not required, as these locations are not NAS operational and are not certified.

b. Field-Conducted OJT. OJT will be administered by qualified personnel. For certifiable systems, the instructor must be certified on the system, as these locations are NAS operational.

c. Preparing for OJT Conducted in the Field. The first-level manager and OJT instructor, with input from the employee, must develop a plan for how and when the OJT training will be administered. This plan must:

- (1) Use the OJT process in the nationally approved software system.
- (2) Use a nationally approved OJT package, if available. When one is not published, use a locally developed OJT package.
- (3) Determine if portions of a national OJT may be excluded.
- (4) Determine the timeframe in which the OJT is to be completed. (The timeframes given in the OJT packages were developed for an employee with no previous experience.)
- (5) Include the number of instructional hours.

d. Locally Developed OJT. A locally developed OJT course is used when a national course is not published. This course is normally developed by the OJT instructor but may be developed by a subject matter expert.

(1) *Local OJT Development Process Requirements.* Locally developed OJT must conform to the established OJT requirements listed in this order. A second-level manager or above should approve and set allowable timeframes for a locally developed course. The number of instructional hours for OJT varies by system but usually equals 1.5 times the performance examination hours. Locally developed OJT courses will be sent to AJI-2 for possible incorporation as national courses. Once a national OJT course is published, it supersedes all locally developed OJT courses for the particular system, subsystem, or service.

e. Enhanced Hands-On Training. Enhanced Hands-On Training (EHOT) contains the normal theory instruction and additional material to develop the skills and knowledge to maintain and certify a system, subsystem, or service. EHOT takes the place of both the theory and OJT requirements. It is followed by a Demonstration of Proficiency (DoP) examination. Together, EHOT and DoP provide an alternative path to satisfy the theory, OJT, and performance examination requirements, leading to attainment of personnel certification authority.

(1) *Sunset Clause.* EHOT courses will be separated into theory, OJT, and performance examination sections during a major revision. Refer to Appendix L, Enhanced Hands-On Training and Demonstration of Proficiency, for additional information on EHOT.

7. Examinations. Examinations are used to measure and document an employee's knowledge, cognitive ability, and performance of job skills and tasks. All examinations used in the Technical Operations Training and Personnel Certification Program must be developed and validated under the administrative control of AJI-23 and in accordance with applicable orders and standards. Examinations are subject to review and updates.

a. Security of Examinations. Every employee is responsible for safeguarding the integrity of all controlled examinations. Any individual having personal knowledge of a compromise of any segment of an examination must immediately advise management of the incident.

b. Theory Examination Administration. First-level managers shall provide controlled examination material to employees in a non-operational environment free from distraction and interruption. Examination instructions will be discussed with the examinee prior to exam commencement. Employees will be considered to be in training status while taking an examination.

c. Demonstration of Proficiency. A DoP is given following successful completion of FAA Academy or Out-of-Agency Training (OAT) conducted as EHOT. Successful completion of the DoP satisfies a step toward attainment of personnel certification authority.

(1) *Sunset Clause.* DoPs will be converted to a performance examination during a major revision. Refer to Appendix L, Enhanced Hands-On Training and Demonstration of Proficiency, for additional information on DoPs.

d. Performance Examinations. A performance examination measures the employee's demonstrated proficiency of the training assignment being assessed. A performance examination is a required part of the process to attain personnel certification authority.

(1) If an FAA handbook with key and certification parameters has not been published, the available material must be used to develop the examination.

(2) An unsuccessful measurement or failure of a "lock-out" item, as designated by an asterisk (*) or (LO) on the examination, will constitute failure of the entire examination. "Lock-out" items will include, but are not limited to, certification parameters, key performance parameters, and personnel safety practices.

(3) All performance examinations for certifiable systems, subsystems, or services must, at a minimum, test the employee's ability to:

- Measure all key performance parameters.
- Perform scheduled maintenance checks.
- Perform system diagnostic tests.
- Coordinate maintenance activities.
- Demonstrate knowledge of standards and tolerances and system documentation.
- Perform tasks related to a specific system.

(4) Performance examinations must be documented in the nationally approved software system.

(5) Employees must be advised that the examination is graded, and the examination must not be administered until employees successfully complete OJT.

(6) A performance examination must not be stopped to avoid a failure.

(7) The examiner may modify a performance examination to make it compatible with the actual system used. Any deviation must have approval of the second-level manager or above prior to the administration of the examination.

(8) Each national performance examination has an estimated time length. Time extensions require the verbal approval of a second-level manager or above and must be documented by the examiner in the comments field in LMS.

(9) The performance examiner cannot be the same individual who provided OJT instruction.

(10) All employees have access to the performance examinations on the FAA Information Superhighway for Training (FIST).

(11) Performance examinations are not limited to certifiable systems. They may be used whenever an assessment of performance proficiency is deemed to be necessary.

e. Nationally Published Performance Examinations. All nationally published performance examinations must be approved by AJI-23. The official hours can be found on the cover sheet of the examination. For FAA Academy-administered examinations, items specific to individual NAS facilities will be covered during site familiarization.

f. Locally Developed Performance Examinations. If a national performance examination has not been published, the employee must satisfactorily complete a locally developed performance examination that is:

- (1) Conducted by an authorized examiner,
- (2) In conformance with the established performance examination requirements,
- (3) Approved with a set allowable time by a second-level manager or above, and
- (4) Submitted to AJI-2 for possible inclusion as a national examination.

g. Bypass Examinations. Bypass examinations are comprehensive examinations used to indicate a knowledge level equivalent to that of a graduate of an appropriate formal training course. A bypass examination may be used to satisfy the theory requirement for certification authority. If an employee voluntarily uses the bypass examination as a first attempt and fails the examination, the failure does not count as one of the three official attempts and does not require a written formal program.

8. Equivalencies. Equivalencies are a set of training courses that may be used in place of a specific training course. Academic equivalencies consist of two distinct types: those that are permanently defined and those that apply to an individual. The defined equivalencies are accessible through the course profile or crosswalk located in the nationally approved applications. The individual's equivalency is based on an evaluation of the employee's prior training that shows a level of knowledge comparable to that achieved by taking the course. Equivalencies that apply to an individual will not be granted for OJT, EHOT, DoP, performance examinations, or for a course that has a bypass examination. Requests for academic equivalencies will be submitted using FAA Form 3000-23, *Training Equivalency Request*. Additional guidance can be found in Appendix K, Established Equivalency Listings and Processes.

9. Waivers. An operational necessity waiver is a one-time exemption from a prerequisite requirement that allows the employee to attend a specific scheduled course offering. It is to be used only for emergency operational situations such as those that would result in a degradation of safety or significant additional expense if the training were not provided at that time. An approved operational necessity waiver must be submitted to the Service Center TPMO using FAA Form 3000-21, *Operational Necessity Waiver*. The approved waiver must be filed in the employee's LMS record and the approved request will be added to the Historical event. Refer to Appendix H, Quota Management Process, for additional guidance.

a. An operational necessity waiver is requested by the first-level manager and approved by the second-level manager or above. If the employee successfully completes the course for which the prerequisite was waived, all reasonable efforts must be made to complete the prerequisite.

b. If an employee fails a course for which an operational necessity waiver has been granted, the prerequisite must be successfully completed before the employee retakes the failed course or any other course for which that prerequisite is required.

c. Operational necessity waivers apply to an entire course.

10. Out-of-Agency Training. OAT is training that is conducted by or obtained from sources other than the FAA. This training must meet the same technical standards for training defined in this order. Refer to FAA Order JO 3000.22 for additional guidance.

11. Non-Contiguous Training Assignment. An employee may be enrolled in more than one scheduled offering at the FAA Academy without returning to his or her permanent duty station. When there is an intervening period between scheduled offerings, prior arrangements must be made to assign employees to supervised training or other work assignments during the intervening period. See Appendix H, Overlapping, Consecutive, or Non-Contiguous Training, for process details.

12. Training Standards. Training standards encompass the eligibility requirements for training opportunities, employees' expected conduct during training, the training environment, and the required qualifications for instructors. The following sections provide guidance on these topics.

a. **Conduct during Training.** Conduct issues while attending training must be resolved at the lowest level possible in accordance with the Standards of Conduct. If required, counseling must be conducted by FAA management. The training provider may return employees to their facility prior to completion of training after coordination with the field organization. Refer to the appropriate HRPM for further guidance.

b. **Instructor Qualifications.** At a minimum, instructors must have knowledge of the subject area and successfully complete the specific course(s) they are going to teach. All instructors are required to have EOSH training related to the equipment for which they are conducting training (e.g., Electrical Safety Qualified Person (ESQP) and Lock-Out Tag-Out (Hazardous Energy Control) for Authorized Employees). They must also meet these qualifications:

(1) *FAA Academy FAA Instructors.* The basic requirement for FAA Academy instructors is the successful completion of the agency's Basic Instructor Training (BIT) course or equivalent.

(2) *FAA Academy Contract Instructors.* The basic requirement for FAA Academy contract instructors assigned to duties as a classroom instructor is the successful completion of BIT or equivalent.

(3) *Field Instructors.* The basic requirement for field instructors is the successful completion of the Facility Instructor Training course or equivalent. When an individual who has met this requirement is not available, the first- or higher-level manager may designate other personnel to conduct field training. In such an instance, it is recommended that the individual have skills in instructional methodology or prior experience in providing training, including OJT.

(4) *OAT Instructors.* FAA-approved OAT instructors must meet the requirements as outlined in the applicable contract agreement.

(5) *OJT Instructors.* OJT instructors must hold valid certification authority on the applicable system, subsystem, or service. For non-certifiable situations, they must have demonstrated proficiency on the applicable equipment. OJT instructors are assigned by first-level management or above.

(6) *Additional Skills.* Different delivery media may require additional skills. Therefore, follow-on training may be required in order to maintain an effective level of instructional skill.

c. Performance Examiner Requirements. The following guidance applies to all performance examiners. Additional performance examiner responsibilities and instructions are listed in Appendix F, Performance Examiner Requirements and Responsibilities:

(1) For certifiable systems, subsystems, and services, the performance examiner must possess certification authority for the system, subsystem, or service on which the examination is given. If the authority is inactive, they may administer the examination but may not perform system, subsystem, or service certification.

(2) The performance examiner must not administer performance examinations to his or her first-level manager.

d. Field Performance Examiner Requirements. The following additional guidance applies to performance examiners in the field.

(1) The field performance examiner must be assigned by a first-level manager or above and designated in the nationally approved software system.

(2) For the purposes of non-certifiable system examinations, the field performance examiner must be proficient on the system.

(3) The field performance examiner must not be an individual who was administered the same performance examination by the employee taking the performance examination.

(4) Field performance examiners who are external to the local organization are preferred.

(5) The field performance examiner must not be the individual who provided OJT to the employee.

e. Employees. The following guidance applies to all employees:

(1) *Training Selection and Approval.* The nomination, selection, and approval of employees for training is a management responsibility and must be accomplished through appropriate procedures in support of the organization's mission.

(2) *Leave while in a Training Status.* Leave usage will be governed by the appropriate HRPM policy and/or collective bargaining agreement. Notification of absence should be given to the training provider as soon as it is practical.

(3) *Personal Issues while in Training Status.* If the employee encounters any issues that may affect their ability to learn while in the training environment, they should notify their instructor, FAA Academy management, and/or immediate supervisor as appropriate.

Chapter 4. Training Documentation and Outcomes

1. General. This chapter contains policies and requirements regarding training documentation and training outcomes. Training specialists must implement these policies for training outcomes at their organizational level to ensure that training opportunities are effectively used. Guidance related to training documentation can be found in the appropriate appendices.

2. Training Plan. Managers must develop a training plan with each employee requiring training. This plan must be tailored to each individual employee's job requirements and may exist in both written and electronic formats. Create a training plan within 30 days of the employee reporting to the organization. The training plan must be reviewed with the employee annually and updated as required. This review must be documented on the training plan by having both the first-level manager and the employee sign and date the form.

a. A training plan must be part of any written formal program.

b. An employee's LMS learning plan is part of an employee's training plan but does not require signatures.

c. The initial training plan for employees must include the required new-hire training.

d. Training must be completed within timeframes defined in the plan.

e. Satisfactory training progress is required. Unsatisfactory conditions include:

(1) Failure to successfully complete any assigned training.

(2) Failure to meet the time limits established in the training plan. The manager may extend the limits specified in the plan if completion is prevented by circumstances beyond the control of the employee.

f. Managers must monitor the progress of employees enrolled in training and must address unsatisfactory progress.

3. Pre-Training Notification. Employees must receive advance notice of a training's purpose, methods, and content. This notification must be documented on the nationally approved form and signed by the employee and his or her manager for all training. This form must be retained by the first-level manager for three years.

4. End-of-Course Evaluations. Every training event must use an end-of-course evaluation to assess participant reaction, instructor performance, learning outcomes, transfer of learning, and the effectiveness of participatory learning techniques. It must be provided to the employee. The employee's completion of the end-of-course evaluation is required. In accordance with FAA Order 1350.14, *Records Management*, the completed end-of-course evaluation must be retained by the training provider. Further guidance may be found in FAA Order JO 3000.22 and the HRP, Volume 5.

5. Learning Histories in Electronic Learning Management System. All approved training activities must be recorded with the appropriate completion status in the employee's official learning history in the LMS. Employees must have access to their official learning histories.

6. Completion without an FAA Number. When employees attend required training that does not have an FAA course number, they must provide the training specialist with documentation of course attendance. This may be a transcript, a completion certificate, or another similar official proof of attendance. These courses must be recorded in the employee's LMS learning history. For LMS process guidance, see Appendix J, Entering Completions in the Learning Management System.

7. Training Outcomes. A successful training program will be defined by the following: effective needs identification, appropriate training methods, the roles and responsibilities of the training community, and efficient records management. Measuring training outcomes requires a review and validation as outlined in FAA Order JO 3000.22.

a. Satisfactory completion occurs by meeting the objectives and outcomes of the learning assignments. Successfully completed learning assignments must be documented as "PASS" for graded materials or as "COMP" for non-graded materials. The following requirements apply unless the employee is exempted elsewhere in this order:

(1) *Grading.* Employees must receive a cumulative 70% or better on graded examinations and a passing grade on pass/fail examinations. For courses with more than four graded examinations, a passing grade is required in at least 50% of the examinations. In the case of performance examinations, an employee must successfully complete all lock-out items and score a 90% or better on evaluated items.

(2) *Attendance.* To receive maximum benefit from training, an employee should be present for the entire course. Leave must be approved by the employee's manager of record. Notification of absence must be communicated to the training provider.

b. Unsatisfactory completion is a failure to meet the objectives and outcomes of the learning assignments and must be documented as a "FAIL" in the employee's learning history.

(1) *Notification of the Employee's Manager.* If the employee fails the training, the training provider must notify the Service Center TPMO. The TPMO will notify the employee's manager.

(2) *Establishment of a Written Formal Program.* Unless exempted elsewhere, employees who fail assigned training, bypass examinations, OJT, or performance examinations must be provided a written formal program for remediation by the first-level manager within 30 days of the failure. A written formal program must also be implemented when certification authority has been revoked due to lack of proficiency and when management has determined that the individual needs to regain the revoked authority. Satisfactory progress is determined by the employee successfully meeting all of the requirements outlined in the written formal program. Refer to Appendix C for additional information regarding written formal program.

(3) *Retakes of Training or Bypass Examinations.* A minimum of 30 days is required between attempts to retake a failed training event. The 30-day minimum may be waived by the second-level manager or above. Only three attempts are allowed to satisfy a training requirement, with noted exception in paragraph 3.7.g. The second-level manager or above will authorize the third and final attempt. Copies of all retake authorizations for training or examinations must be sent to AJI-2.

(4) *Funding of Travel and Per Diem for Multiple Attempts.* The employee's organization must fund the travel and per diem costs that are incurred when the employee takes multiple attempts to satisfactorily complete a training course or examination.

(5) *Documentation of Reasons for Performance Examination Failures.* When an employee fails a performance examination, the reasons for failure will be recorded in the performance examination comments field in LMS. The observer shall email the FLM regarding the nature of the failure. The FLM and training coordinator are given written notification of the reasons for the failure.

c. Incomplete. This entry is made for any employee whose circumstances are not covered under the guidelines for withdrawal, successful completion, or failure.

d. Withdrawal. With prior management approval, an employee may depart from training in the event of an emergency or another unusual circumstance. The employee's manager must notify the training provider of the departure. When an employee withdraws from a training course, a grade of "WITH" must be entered for that course in the employee's official LMS learning history. Withdrawals will not be used for the purpose of avoiding failure of the course.

e. Early Release. When the training provider determines that an individual employee or entire class has satisfied the course completion requirements or has failed the course prior to the established class end date, early release may be granted. When any of these situations occurs, the training provider will complete an early release form and will be responsible for notifying the employees' managers and AJI-23.

Chapter 5. Personnel Certification Authority

1. Personnel Certification Authority. This chapter provides national direction for the attainment and retention of personnel certification authority. Employees must possess the minimum competencies necessary to certify a given type of system, subsystem, or service. Certification authority imparts to the holder all rights and responsibilities for independent determination to keep, remove, or place a certifiable element into operation in the NAS. Certification authority must be documented in the nationally approved software system in accordance with this order.

2. Individuals Requiring Certification Authority. Only FAA employees may be granted certification authority. FAA individuals required to hold certification authority for systems, subsystems, or services are identified as follows:

- All employees that certify systems, subsystems, or services
- Performance examiners
- DoP examiners
- OJT instructors conducting OJT on a certifiable system

3. Sources for Certification Authority Requirements. Personnel certification requirements are published in Appendix D, Air Traffic Organization Personnel Certification Requirements, which include specific criteria such as theory, OJT, and performance examinations or equivalent for attainment of certification authority. FAA Order 6000.15, *General Maintenance Handbook for NAS Facilities*, defines certification requirements based on the system(s), subsystem(s), and service(s) requiring certification.

a. Appendix D may list a particular theory course, OJT course, or performance examination / DoP in many entries. The requirement only needs to be met once and does not have to be repeated for each listing. For example, EP15 is a performance examination listed many times for various systems, but it needs to be performed only once to satisfy all of the requirements. The individual granting certification authority may require a retake of the performance examination, especially if some years have passed since the first one.

b. When the same theory course, OJT, and performance examination apply to multiple pieces of equipment of the same type, they only need to be taken once. Completing the OJT and performance examination on one piece of equipment leads to certification authority for all equipment of that type.

c. In some cases, the acronyms of current version of FAA Order 6000.15, Appendix C, Certification Requirements, may be combined by the Technical Operations Training Group into one general acronym (i.e., RCAG, RCO, RTR, BUEC, and ECS may be consolidated into COMM).

4. Use of Certification Authority in Other FAA Programs. FAA personnel with appropriate user rights and responsibilities must update an employee's certification authorization record in the FAA logging system and verify the AOV credential after any change to a personnel certification authority status.

5. Documentation of Certification Authority. Certification authority must be documented in the nationally approved software system. Additional guidance specific to the documentation of the certification authority record can be found in Appendix A, Personnel Certification Authority Process.

a. The information in each certification authority record must include, but is not limited to, the following:

- (1) Facility type (FAC);
- (2) Facility Identification Code (FIC), as appropriate;
- (3) Certification authority type;
- (4) Theory qualification(s) that support each certification authority, with date of completion (Automated in LMS);
- (5) OJT qualification(s) that support each certification authority, with date of completion (Automated in LMS). If OJT was satisfied by EHOT, instructor name is not required;
- (6) Performance qualification(s) that support each certification authority, with date of completion (Automated in LMS). If performance qualification(s) were completed via DoP, examiner name is not required;
- (7) The name and date of the employee making the entries (Automated in LMS);
- (8) Comments regarding the certification authority entry in the Comments block;
- (9) The name of the first-level manager making the endorsement and the date (Automated in LMS);
- (10) The name of the second-level manager granting the certification and the date granted (Automated in LMS); and
- (11) The name of the second-level manager revoking a certification authority and the date revoked (Automated in LMS).

b. Changes to existing certification authority records because of a new FAC, FIC, or certification requirements require that a new certification authority record be created. All fields in the new record in the nationally approved software system must be completed as though it was the original record.

c. Legacy Records. Certification authority records that pre-date July 27, 2020—the implementation date of the Learning Management System Certification System Migration—can be found on FIST and are kept for historical purposes, are not official, and must not be used for documentation of personnel certification authority.

6. Official Certification Record File. Each employee who holds personnel certification authority of any status must have an OCRF. The OCRF consists of electronic records found in the LMS. The file must contain documentation to substantiate the employee's qualifications to possess certification authority on a specific system, subsystem, or service. The OCRF is part of the LMS. Printed copies of electronic records may be made for local reference.

a. Electronic Records. The official FAA records reside in the nationally approved software system and are considered part of the employee's OCRF. The nationally approved software system must populate the data entry as much as possible, including automatically sending notification of pending actions where possible. In the event of the failure of the OJT or performance examination the observer shall email the FLM regarding the nature of the failure. The failure is recorded in the LMS.

b. Certification Authority Status Change. Changes to certification authority status are managed in the nationally approved software system.

c. Other Documents as Needed. There may be other documents filed in the LMS for the purpose of historical records in support of certification authorization actions.

7. Transfers and Retention of OCRFs. An employee's training file or OCRF must be maintained in accordance with the current version of FAA Order 1350.14 and the NARA-approved retention schedule listed in the OFP. The processes for transfers and retentions are as follows:

a. When an employee is reassigned to another location or another FAA office, the training file or OCRF must be transferred to the employee's new location or office within 30 days.

b. Once an employee has left the FAA or an employee has transferred to a position where he or she no longer needs personnel certification authority, the training file or OCRF is sent to the Service Center TPMO, who holds it for five years, for disposal of these records according to their NARA approved disposition instructions.

8. Certification Authority Attainment. Attainment of certification is a six-step process. Individuals successfully completing a theory requirement with the intention of attaining certification authority should be granted that authority within 180 days.

a. Theory Requirement. The first step of the personnel certification authority process is the theory requirement. Successful completion will affirm that the individual possesses satisfactory knowledge of the system, subsystem, or service. The current applicable theory requirement is listed in Appendix D, Air Traffic Organization Personnel Certification Requirements.

b. OJT Requirements. The second step of the personnel certification authority process is OJT. The current applicable requirement for OJT is listed in Appendix D, Air Traffic Organization Personnel Certification Requirements.

c. Performance Examination Requirements. The third step of the personnel certification authority process requires successful completion of a performance examination. The current applicable requirement for a performance examination is listed in Appendix D, Air Traffic Organization Personnel Certification Requirements.

d. Validation. The fourth step of the personnel certification authority process is the training specialist's validation that the certification requirements have been met and that a certification record has been created.

e. Endorsement. The fifth step in the personnel certification authority process is an endorsement from the first-level manager after confirming the specialist's knowledge of site familiarity and capability to perform work practices. This endorsement is documented in the nationally approved software system.

f. Granting. The sixth step in the personnel certification authority process is the reviewing and granting from the second-level manager or above. Granting of certification authority is documented in the nationally approved software system.

9. Certification Authority Types. There are two types of certification authority:

a. Regular Certification Authority. Regular certification authority on a system, subsystem, or service may be granted to an employee after satisfactory completion of the certification requirements identified in Appendix D, Air Traffic Organization Personnel Certification Requirements. This includes employees who are responsible for accomplishing remote certifications through the use of Remote Maintenance Monitoring equipment and capabilities.

b. Temporary Certification Authority. Temporary certification authority may be granted on a specific type of system, subsystem, or service based on a determination of operational need during unusual circumstances. This authority is valid for up to 90 days from granting and must not be granted to the same individual for more than 6 months within any 12-month period on the same system, subsystem, or service. The granting of temporary certification authority must be fully and formally documented in the nationally approved software system. The following criteria must also be met to grant temporary certification:

(1) When granting temporary certification authority to an individual, consideration should be given in the following sequence:

(a) Individuals who have met the applicable theory requirements, and

(b) Individuals who have not met the applicable theory requirements but have met training requirements for related systems (e.g., an employee certified on FA-9639 Distance Measuring Equipment (DME) may be granted temporary certification authority for FA-9783 DME; however, training on communications equipment cannot be considered applicable to DME).

(2) Temporary certification authority must not be granted to employees who, on the last attempt, failed the theory requirement, OJT requirement, or performance requirement for the pertinent system, subsystem, or service.

10. Granting of Certification Authority in Emergencies. Provided that the requirements for the type of authority granted are met, the second-level manager or above may grant emergency certification authority through the most expedient means (e.g., electronic communication or telephone). This must be done in accordance with paragraph 5.9.b., Temporary Certification Authority. This action must be followed up within three business days with the appropriate documentation.

11. Review of Certification Authority. On an annual basis, the first-level manager must review the proficiency of each employee. During the annual review of each specialist's records, the first-level manager must determine if any of the certification authorities should change status.

a. Frontline Review of Certification Authority. The first-level manager and the employee must verify proficiency for as long as the certification authority is active. The first-level manager must perform a proficiency review of active certification authorities, including his or her own, annually. This should occur no more than 13 months after the previous review. The first-level manager must document the review in the nationally approved performance management software system.

(1) The review of an employee may be an examination of his or her ability to perform designated procedures and adjustments or an observation of on-the-job performance. The observation of on-the-job performance must include a review of site conditions, restoration activities, air traffic reports, maintenance logs, and other information gathered during normal execution of the manager's duties throughout the year. The documentation in the nationally approved software system must include the following statement: "Airway transportation system specialist (ATSS) is proficient for all active certification authorities."

(2) The first-level manager documents the review on his or her own active certification authority in the nationally approved software system with the following statement: "I manage employees with active certification authorities."

b. Second-Level Review of Certification Authority. The second-level manager or above confirms the manager's review and recommendation. This review must be documented in the nationally approved software system with the following statement: "All active certification authorities confirmed."

12. Certification Authority for New Systems. When new systems are installed, there are two methods for beginning the process to attain certification authority:

a. Temporary Certification Authority for New Systems. Temporary certification authority may be granted to employees in accordance with paragraph 5.9.b. Those employees then administer the OJT and performance examinations to other employees. The individuals with temporary certification authority attain regular certification authority by receiving the OJT and performance examinations from individuals who they did not train or examine.

b. Three or More Years of Experience on Similar Systems. This method applies only to those new systems that have a nationally approved theory course. Each second-level manager within the district may grant regular certification authority for up to two employees in his or her organization. Regular certification authority may be granted if the employee has completed the nationally approved theory course and has three or more years of experience as a certified employee on a similar system. The designated employee(s) would then administer the OJT and performance examinations to other employees.

13. Certification Authority Status. A certification authority must have one of three statuses: active, inactive, or revoked. During the annual review of each specialist's records, the first-level manager must determine if any of the certification authorities should change status.

a. Active Certification Authority. Active certification authority attests to the employee's proficiency on a system, subsystem, or service. Specialists with active certification authority must have a corresponding AOV credential.

b. Inactive Certification Authority. Inactive certification authority must be documented in the nationally approved software system, and the employee's certification authorization must be removed from the FAA logging system when any of the following have been determined:

(1) The certification authority holder has not certified the system, subsystem, or service for a period of two years or more at the date of the annual review; or

(2) The FAA Academy instructor has not administered a DoP for a period of two years or more at the date of the annual review.

c. Revoked Certification Authority. Certification authority must be revoked when one of the following circumstances occurs:

(1) When the proficiency (performance and/or knowledge of theory) of an employee has deteriorated to a level such that continued certification of a system, subsystem, or service by the employee might render it unusable or unsafe for use;

(2) When the end date of the temporary certification authority period is reached;

(3) When certification authority is discovered to have been erroneously granted. Administrative errors in documenting training or examinations may be corrected without revoking certification authority; or

(4) When there are no longer any systems of a particular type commissioned in the NAS. The revocation must include the following comment: "Certification revoked; no commissioned systems in the NAS."

14. Change in Certification Authority Status. A change in the status of a certification authority must be documented and communicated to the employee and his or her manager. If the change is to revoke certification authority, then AOV must also be notified. If a change in status is based on proficiency, a copy of the proficiency evaluation and the first-level manager's recommendation must be filed in the employee's personnel record. This evaluation must use one or more of the following methods:

a. Require the employee to receive informal hands-on refresher training from another certified employee.

b. Require the employee to take the OJT course for the system, subsystem, or service. All of the policies and procedures for taking an OJT course for a certifiable system must be followed.

c. Require the employee to take the performance examination for the system, subsystem, or service. All of the policies and procedures for taking a performance examination must be followed.

d. If it is determined by the first-level manager that an employee with certification authority needs to repeat the related or associated theory requirement, the certification authority must be revoked.

15. Changes to Existing Certification Authorities. Unless advised otherwise, previously granted certification authority must not be affected by later changes in examinations or course configurations.

16. Modernizations and Equipment Replacement. A new certification authority may be required following any NAS modernization project or major equipment modification or replacement that results in a hybrid system or equipment having new theory requirements. The Operations Support Directorate (AJW-1) must determine when a new certification authority is required.

17. Certification Authority Review Program. AJI-2 will conduct a monthly review of certifications entered into the LMS. Refer to Appendix M, Certification Tracking System Review Process, for additional information.

18. Test and Training Systems Used in the NAS during Emergencies. Emergency contingency plans exist to protect the NAS during catastrophic events. In the event that these plans include the activation of test facilities for use in the NAS (e.g., configuring test facilities at the Technical Center to replace the facilities and function of an Air Route Traffic Control Center by providing connectivity and bringing controllers and technical specialists to the Technical Center), these systems or subsystems may require certification as specified in FAA Order 6000.15.

a. When the test or training facilities do not have a direct equivalent in the NAS, the second-level manager or above may use the temporary certification authority process to grant certification authority to employees assigned to these facilities.

b. Specific personnel certification authority documentation in the nationally approved software system is not required for these test or training facilities used in the NAS. Copies of the email documentation will be maintained in accordance with the granting of emergency certification authority policy in this order.

Chapter 6. Files, Forms, and Records

- 1. General.** In accordance with Department of Transportation (DOT) policy, the official training history for all FAA employees resides in the LMS. All records and forms generated must have filing directions included in the form descriptions.
- 2. Form and Record Correction Procedures.** Due to administrative mistakes or oversights, forms and records sometimes contain errors. For paper documents, errors may be corrected by drawing a line through the error, initialing on the line, and then entering the correct data.
- 3. Computer Security, Privacy, and Freedom of Information Act.** Certain legal and regulatory restrictions are placed on the collection, use, and dissemination of information. See the current version of FAA Order 1370.121, *FAA Information Security and Privacy: Policy*. These requirements must be applied to the provisions of this directive when and where appropriate.
- 4. Automated Records.** Automation allows national access to centralized electronic database applications and permits authorized users to execute training enrollments and to prepare and store official certification records.
 - a. System Stability.** The nationally approved software system must have an approved disaster recovery plan to include a data backup system using local and off-site storage.
 - b. Data Retention.** The nationally approved software system administrators must retain all data, in accordance with the current version of FAA Order 1350.14.
 - c. Signatures.** Management officials are authenticated in the nationally approved software system through a successful login using a secure user identification and password.

Appendix A. Personnel Certification Authority Process

Official certification authority records reside in the nationally approved software system. Please see the [eLMS and Blackboard Resource Center](#) for guidance on recording, editing, and reporting Technical Operations Certifications.

Appendix B. Site Familiarization

Site familiarization is an important part of the technical training process. It provides individuals with specific information regarding the localized conditions, policies, and procedures of the facility to be maintained or certified. It is required that all personnel involved with the operations, maintenance, monitoring, or certification of a facility or service be given site familiarization appropriate to their job responsibilities. This is necessary to address the inability to cover site-specific information, coordination, and other topics covered in the field-administered training environment. Site familiarization will be completed for each site for which certification is to be granted or for which the employee will have maintenance responsibility. The required elements to be covered will include, but are not limited to, the following:

1. Coordination procedures for maintenance activities (e.g., scheduling maintenance activities, local coordination)
2. Airport operations (to include driving for facilities requiring movement on the airfield)
3. Knowledge of facility reference data (e.g., Technical Performance Records (TPRs), facility drawings, initial parameters)
4. Security policy and procedures, including site or building access and key control
5. Knowledge of risk management
6. Knowledge of technical documentation procedures such as proper logging; TPR completion, retention, or disposition; and the use of any relevant software application records associated with the facility
7. Knowledge of aircraft accident procedures for the facility (e.g., verification of system operation, logging, local communications requirements)
8. Knowledge of safety policies and procedures (e.g., climbing requirements for the facility, confined space training, personal protective equipment)
9. Site-specific lock-out/tag-out power isolations for facilities (e.g., power panels, circuit breakers, receptacles)
10. Awareness of contact information used in the maintenance of the facility (e.g., utility companies, Operations Control Center, Technical Support)
11. Knowledge of connectivity paths (e.g., copper, fiber, microwave systems) to include demarcation points
12. Logistics procedures

Appendix C. Written Formal Program

A written formal program must be implemented when an individual has not met the minimum expectations to accomplish a task; has failed a training course, a bypass examination, an On-the-Job Training (OJT) course, or a performance examination; or is required to regain a revoked certification authority. The program may be an opportunity to Demonstrate Performance (DoP). Satisfactory progress is defined by the employee meeting all of the requirements outlined in the written formal program. If certification authority has been revoked due to proficiency, the technical specialist must be counseled immediately, and a written formal program designed to restore proficiency must be initiated. A written formal program will not be required:

- For an unsuccessful attempt as a first attempt to bypass a course;
- If an individual fails a DoP or performance examination as part of an FAA Academy training program; or
- When training is elected for individual development and not required as part of their official work assignment (e.g., for career enhancement, as part of an individual development plan).

Additional guidance follows.

1. Development of Written Formal Program. The employee's first-level manager is responsible for developing and implementing a written formal program within 30 days of any event that requires one. The first-level manager may include input from a training specialist, the employee's training history in the Learning Management System (LMS) and FAA Form 3000-14, *Technical Operations Training Plan*, as part of the written formal program. The Remarks block of the form may say "see attached" if all required information will not fit in the Remarks block.

2. Content of the Written Formal Program. The written formal program must include the following:

- a. A list of the areas of knowledge deficiencies (if known). The areas may not be known if the employee failed a theory course or a bypass examination;
- b. A list of recommended study areas;
- c. A list of required training;
- d. A list of itemized OJT requirements (if applicable);
- e. An established schedule for completion of the program;
- f. The identified instructor and the method of documenting training (if applicable); and
- g. The method for measuring progress. This may include hours of study time, completion of required training, or other methods.

3. Monitoring Program Process. The employee's first-level manager must implement the program and monitor the employee's progress. The employee's first-level manager is also responsible for determining the reason for any lack of progress.

4. First Alternative for Theory Course Failure. When a course that has a bypass examination is failed, the first-level manager should consider requiring the bypass examination as the first item on the written formal program. The first-level manager has the authority to customize the written formal program, enabling the employee to obtain the minimum skills necessary to become proficient.

5. Completion of a Written Formal Program. A written formal program is considered complete when the employee has met all the requirements of the program.

6. Failure of a Written Formal Program. Failure to satisfy the requirements established in the written formal program may subject the employee to reassignment, reduction in grade, or separation.

7. Filing and Retention of a Written Formal Program. The written formal program for a failed training event must be attached to the item's historical record in LMS.

Appendix D. Air Traffic Organization Personnel Certification Requirements

The most current official Appendix is located on the Federal Aviation Administration (FAA) Information Superhighway for Training (FIST) and is available for review and download by accessing Policies and Procedures > Order 3000.57 Appendices. This electronic procedure provides the user with the most current information available. This Appendix lists the theory, On-the-Job Training, and performance exam requirements for the Personnel Certification Program. The following content can be accessed from the website:

- Air Traffic Organization (ATO) Personnel Certification Requirements. The specific training and examination requirements for certifiable systems, subsystems, equipment, or services may be found on FIST. The preferred path to certification is Set 1 as it identifies the current active path. It does not preclude the use of any other listed path.
- Air Traffic Organization (ATO) Non-Certified NAS Systems training requirements. The specific training requirements for non-certifiable systems, subsystems, equipment, may be found on FIST. The primary or preferred path for training is Set 1 as it identifies the current active path. It does not preclude the use of any other listed path.
- Change Log. The change log is a record of changes made to the Appendix D and can be found on the Useful links button on the Appendix D.

Any additions, deletions, or corrections to this Appendix must be forwarded to the Technical Operations Training Policy & Programs Group through the appropriate service area training representative. No additions, deletions, or corrections will be posted without prior approval from the Technical Operations Training Policy & Programs Group. Upon approval, the information will be added to this appendix. This appendix will be maintained and updated by Technical Training (AJI-2) and will be made available for download on FIST.

The Appendix will be reviewed monthly and updated as required with additions, deletions, and revisions.

Appendix E. Instructions for Accessing the FAA Information Superhighway for Training, the Comprehensive Management Resource Information System, and the Learning Management System

The official sources for retrieval of data, forms, and information pertinent to Federal Aviation Administration (FAA) Order JO 3000.57, *Air Traffic Organization Technical Operations Training and Personnel Certification*, are the Learning Management System (LMS), FAA Information Superhighway for Training (FIST), and the Comprehensive Management Resource Information System (CMRIS).

1. LMS can be accessed at <https://elms.faa.gov/>. Every FAA employee has a user identification for access to the LMS.

2. FIST can be accessed at <https://fist.faa.gov/> through the FAA intranet.

3. CMRIS can be accessed at <https://cmris.faa.gov/> through the FAA intranet. The system has the following features:

a. The front page is accessible to everyone and contains general information, including user guides for the various CMRIS tools.

b. The CMRIS system has multiple different levels of access. Requests for identification and passwords are to be made on a form downloadable from the CMRIS legacy home page. District personnel may download the form, complete it, and send it to their Service Center Training Program Management Officers for approval and forwarding to the CMRIS help desk.

c. From this point on, a CMRIS identification and password are required. Enter the identification and password in the blocks at the left of the front page and click on the “Sign In” button.

d. If access has been granted but a password is forgotten, send an email to 9-AWA-CMRIS-HELPDESK and a new password will be emailed back to the sender.

e. Once logged in to the system, different choices are available depending on the access level. The system was originally created in the late 1990s and is being updated. Due to the dynamic nature of the changes, a more detailed description of the system is not being provided.

f. Every CMRIS screen contains an online help menu.

Appendix F. Performance Examiner Requirements and Responsibilities

The following guidance applies to all performance examiners. These guidelines may also be printed from the Federal Aviation Administration (FAA) Information Superhighway for Training (FIST):

1. The examiner should review these instructions and any supplemental instructions that pertain to this examination.
2. Before administering this examination, the examiner should give the examinee a brief explanation of the procedure to be used, what is expected, and the time limitation.
3. The distribution of the performance examinations to employees prior to the examinations' actual administration is encouraged. The employee should have become familiar with the examination requirements and related test equipment during On-the-Job Training.
4. The examiner (observer) should review job aids associated with performing the task as the observer. These job aids are located on the electronic Learning Management System and Blackboard Resource Center.
5. The examiner may modify a performance examination to make it compatible with the actual system used. Any deviation must have approval of the second-level manager or above prior to the administration of the examination.
6. The examiner should use the list of operations for the step-by-step administration of the examination, state the name of the procedure to the examinee, and observe the step-by-step execution of the procedure and the correct use of any test equipment necessary to the operation. If no reference has been provided, the examiner should complete this column prior to administering the examination. The examinee must be advised of the references that pertain to the examination. Operations other than those listed may be used, provided that they are appropriate. Where an operation does not apply because of equipment differences, a similar operation should be performed. The operation should be eliminated if there is no like operation.
7. The sequence of steps is not necessarily as it appears in the handbook but is in a logical order as the examinee progresses through the system. The examiner may change the sequence as the situation demands, provided that the examinee has first been advised of the change.
8. It is advisable to complete the entire examination in one or more consecutive working days as required. Any break should be predetermined, and the balance of the examination should be scheduled as soon as possible; for example, the ground check and flight check requirements need not be accomplished the same day as the rest of the examination if circumstances prohibit this.
9. There is no restriction on the use of any aids such as instruction books, a calculator, notes, and so on in the examination process.

10. The estimated time required for this examination is specified on the cover sheet, and any changes will be communicated prior to starting the examination. Adequate time should be allowed for a simulated flight check. The time on the cover sheet does not include a briefing period or a flight check, if needed. Verbal approval of the second-level manager or above is needed for any additional time. The examiner must document the verbal approval on the examination cover sheet.
11. A performance examination must not be stopped to avoid a failure.
12. Items marked with an asterisk (*) or (LO) are “lock-out” items. Failure to perform adequately on any one of these means failure of the entire examination. The examination must not be continued beyond this point.
13. Satisfactory performance on 90 percent of the total items (all three columns) constitutes successful completion of the examination.
14. If assistance is necessary for an adjustment, another certified individual will be used. The examiner will not assist the examinee in any adjustment unless no other certified person is available.
15. Flight inspection, if required, may be satisfied through simulation when an actual flight check is not scheduled within a reasonable period of time. Other operations may also be simulated at the discretion of the examiner, but such simulation should be kept at an absolute minimum.
16. The examiner must ensure that the facility is operating normally upon conclusion of the examination. The examiner must ensure that the National Airspace System facility is certified and returned to service in accordance with FAA Order 6000.15, *General Maintenance Handbook for NAS Facilities*.
17. For areas of the examination that were unsatisfactory or that were failed, the examiner must make specific comments regarding the examinee’s performance exam within the Learning Management System (LMS).
18. Examiners should submit the completed examinations to the employee’s first-level manager and training specialist. A failed field-administered performance examination and its cover sheet must be returned in their entirety.
19. For locally developed performance examinations, the examiner must document all of the certification and key performance parameters in LMS. The documentation must include whether or not each item was satisfactorily completed.
20. Field personnel are encouraged to submit any recommended changes to performance examinations. They may be scanned and/or emailed to the following email address: 9-AWA-AJI-PLAN-Helpdesk@faa.gov. The PLAN team will work with the appropriate portfolio’s Requirements Lead in the Technical Operations Training Group (AJI-23).

Appendix G. Requirements Identification

The two most recent years' Requirements Identification Guides are available on the Federal Aviation Administration (FAA) Information Superhighway for Training (FIST) and the Comprehensive Management Resource Information System. The most current official Appendix located on FIST is available for review and download at <https://fist.faa.gov/fist.asp>.

Appendix H. Quota Management Process

Requirements Identification

Requirements can be identified at a national level, at a service area level, at a district level, or by Technical Operations Services. The requirements may be technical; management and general; Environmental and Occupational Safety and Health (EOSH); and/or mandatory (e.g., SAVI, Privacy 101, etc.). The requirements are communicated via memo and email.

Ongoing Requirements Identification

The Technical Operations Training Group (AJI-23), Technical Training Planning & Analysis Group (AJI-22), Technical Operations (AJW) Liaison, and the Federal Aviation Administration (FAA) Academy (AMA) Technical Operations Training Division (AMA-400) work together to create classes to be offered during the calendar year for technical training. Refer to the latest Requirements Identification Guide located in the FAA Information Superhighway for Training (FIST) and the Comprehensive Management Resource Information System (CMRIS) for the latest roles and responsibilities.

A schedule of offerings is created based on the requirements and resources available. The schedule is communicated at each appropriate level of notification. The authorizing authority distributes quota appropriately. The authorizing authority creates and assigns slots associated with scheduled offerings (if applicable). The field then validates the distribution of quota (including strings, overlaps, prerequisites, and equivalencies). Quota distribution is communicated at each appropriate level of notification. The data transferred between the Quota Management Tool (QMT) and the electronic Learning Management System (eLMS) is validated.

The first-level manager determines the name of the employee to attend training. The employee's training plan is updated based on the quota assignment. Any changes to quota assignments must be tracked and explanations provided.

Enrollment and Completion Process

The initial enrollment is validated and made in the system of record.

Placeholders

An enrollment cannot be made until the employee's personnel data is in eLMS and QMT. In some cases, the ability to associate a placeholder with a quota is needed, but an enrollment will not be made. If an enrollment is not made 75 days before the commencement of the scheduled offering to which the person is associated, then the quota will show in the Non-Utilized Quota pending action list. A Service Center Training Program Management Officer (TPMO) is able to "reserve" the quota as a placeholder. Other users will be able to see it but will not be able to act on it.

When the quota is being reserved, the Training Specialist must add information in the Comments field referencing what the placeholder is being used for to include intended employee, reason for reserve instead of enroll, and expected date of enrollment. (Examples are "John Smith is not in the CC in FPPS but is expected NLT 00/00/00 date which is prior to the class start"; "Jane Smith is currently on military leave but will return in time for training"; NH not yet on-board but expected NLT 00/00/00 date which is prior to the class start.")

Note: An enrollment cannot be made because QMT needs to be able to match the names of employees that have training plans in the Requirements Identification Tool (RIT). It cannot associate a placeholder training plan with the employee (i.e., new hires, vacancies, and contractors). Once the individual is active in eLMS and QMT, the Service Center can “unreserve” the quota for enrollment by the cost center user.

Overlaps, Consecutive, or Non-Contiguous Training

Overlap

Prior to enrolling an employee in two or more AMA-400 overlapping scheduled offerings, the Service Center must receive approval from the AMA-400 section managers associated with the overlapping items. If the section managers approve the employee’s attendance, he/she will be enrolled in the scheduled offerings. If the employee’s attendance is not approved, the first-level manager must decide to enroll the employee in one or neither of the scheduled offerings.

Consecutive

If the scheduled offerings take place on consecutive dates, no approval is necessary, and the employee is enrolled in each of the scheduled offerings.

Non-Contiguous

In accordance with paragraph 3-11, non-contiguous training only applies at the FAA Academy. If the scheduled offerings are non-contiguous (normally within seven days of each other), the first-level manager and employee determine whether a request should be made for the employee to stay at the training site between the two assignments. The Service Center must receive budgetary approval from the Performance and Analytics Team. The request for approval must show a cost savings and identify what computer-based or correspondence training the individual will be taking in between the scheduled offerings. If the non-contiguous budgetary approval is denied, the first-level manager must decide whether the employee will attend both or one of the scheduled offerings. If the non-contiguous budgetary approval is obtained, the Service Center TPMO must make arrangements with AMA-405 for FAA Academy space for the employee. AMA-400 may deny the request based on space limitations. The Service Center TPMO must advise the field of any approvals and disapprovals.

Travel authorizations for non-contiguous training must charge the intervening period to the appropriation code for the first course. To determine the travel per diem rates (long or short) calculate the total class days by adding the number of class days for the first scheduled offering, the class days of the training that occurs between the two scheduled offerings, and the class days of the second scheduled offering. The cost comparison worksheet to be used for non-contiguous training can be downloaded from FIST.

Enrollment Validation

The person enrolling the employee must validate that the employee meets the criteria to be enrolled in the training. The following criteria are considered:

- The calculated training history data (includes equivalent courses) to ensure that the enrollment meets the assigned priority
- The prerequisites needed (accounting for and/or combinations)

- If the employee is scheduled to complete the prerequisite before the start of the scheduled offering of the needed item
- If there is a schedule conflict with another scheduled offering in which the employee is enrolled
- The employee's learning history to make sure they have not already completed the item
- Ensure that the employee is not already enrolled for the same item
- The requirement for training in the course is documented with the proper priority code in employee's training plan

Re-enrollments/Retraining

Re-enrollments/retraining will require Performance and Analytics Team (AJI-2210) approval for technical training instructor-led courses. The Service Center TPMO is the approving official for locally conducted courses. For FAA Leadership & Learning Institute (FLLI) courses, the Service Center TPMO is the approving official following approval by FLLI. FLLI and locally conducted courses will be approved at the Service Center level. For FLLI courses, it will be up to the Service Center to obtain FLLI approval outside of the tool.

Waiver of Prerequisite(s)

An Operational Necessity Waiver is the one-time release of a prerequisite requirement that allows the technical specialist to attend one specific item scheduled offering. It is to be used only for emergency operational situations. Emergency situations include those that would result in a degradation of safety or significant additional expense if the training were not provided at that time.

Form 3000-21, *Operation Necessity Waiver*, is completed by the first-level manager / program support specialist. It is submitted to the employee's second-level manager and Service Center for approval and then to the Technical Training (AJI-2) manager for notification prior to enrolling an individual in a scheduled offering. The request should include the reason for the waiver request describing the specific impact if the waiver is not approved. The Training Specialist will request the waiver via CMRIS and once all the approvals are complete the TPMO will enter a "Waiver-Not For Credit" against the item in the Learning Management System (LMS) and upload a copy of the signed 3000-21.

If the Operational Necessity Waiver is approved, the Service Center TPMO is expected to notify the applicable AMA-400 course and section managers of the approval. They may request a copy of the approved waiver.

Within the QMT, upon enrollment of an individual, part of the validation process is to determine if the individual has met the prerequisite(s) or is enrolled in the prerequisite prior to the commencement of the scheduled offering. QMT will check for required prerequisites and determine if the individual has already completed or is scheduled to complete the prerequisite prior to the commencement of the scheduled offering. If the instructor-led prerequisite will not be met prior to commencement, an enrollment will not be made until an Operational Necessity Waiver is approved. The cost center user is given the option to complete the action for submission to the Service Center user. The Service Center user is expected to obtain approval from the Service Center Administrative Service Group manager and document the QMT Waiver

form with the approval or disapproval. If approved, the individual is automatically enrolled once the approval is indicated in the system.

At this time, QMT does not initiate the opportunity to request a waiver of the prerequisite if a theory bypass examination, computer-based instruction, web training, or correspondence training is scheduled on the RIT training plan prior to the commencement of the scheduled offering.

It is incumbent upon the employee, first-level manager, Training Specialist, and Service Center TPMO to ensure that all prerequisite requirements are met prior to the individual's departure for the scheduled offering.

Enrollment Outputs

The pre-brief can be generated at the time of enrollment. Quota is identified as needing a travel authorization, and the appropriate party makes travel plans. The employee attends training.

No-Show

A no-show is a vacant seat in which a name was enrolled, but no one is in the seat at the commencement of the scheduled offering. For Technical Training, the Performance and Analytics Team (AJI-2210) marks an employee as a no-show in the eLMS registration tab of the scheduled offering, if a person does not show. The course coordinator informs the section manager of the no-show. The section manager informs the Performance and Analytics Team and Service Center of the no-show. The Service Center TPMO follows up with the Training Specialist regarding the no-show. The Training Specialist discusses the no-show with the first-level manager / appropriate parties and the employee. The explanation for the no-show comes from the employee and the first-level manager to the Training Specialist. The Training Specialist shares the explanation with the Service Center and must document it in the QMT. The Service Center informs the section manager and the Performance and Analytics team. The Performance and Analytics Team documents the reason for the no-show in LMS.

For locally conducted courses, the Service Center TPMO must also mark an individual as a no-show in the registration tab of the scheduled offering when an individual does not show for the scheduled offering.

Recording of the Learning Event

The learning event is recorded following the process of the sponsor of the training. An automated check is made between the QMT and the employee's learning history to verify completion to ensure that the loop is closed.

For non-centralized training, there is a need to capture actual training costs (i.e., tuition, course material, travel, and per diem) and to verify those costs based on vouchers. A validated roster is used to confirm completion of the training. An automated check is made between the QMT and the employee's learning history to verify completion to ensure that the loop is closed.

Quota Movements

There are a variety of actions that can be performed to manage quota on a daily basis. Below are the processes for the various types of quota movement.

Name Change/Disenrollment (within Cost Center Code)

If a name change is being made within a cost center, see the Enrollment and Completion Process.

If there is a disenrollment, the following process should be completed. The change or disenrollment must be captured/documented along with the justification. Any change in requirements must also be updated in the employee's training plan. The change must then be communicated to the impacted individuals. If a travel authorization was issued, the first-level manager or the Training Specialist must notify the appropriate personnel of the need to cancel the travel authorization, if applicable.

For a name change, the original employee is disenrolled, and the new employee is enrolled. The reason for the change is documented.

When a name change or enrollment is made within seven days of commencement of the scheduled offering, QMT will automatically send an email to a centralized AMA-400 mailbox for further distribution to the section manager.

Movement of Quota to Different Cost Center (Release)

If the first-level manager determines that he/she no longer has a need for the training requirement, the employee must be disenrolled. The first-level manager can move quota in any cost center in which he/she has control at the same priority (priorities are defined in Appendix G) or higher, with the exception of E1 quota.

When a cost center user releases a quota and there is an emergency and/or additional quota request that has not been met as of yet, the Service Center TPMO will see a red flag in the QMT in the Released and Available for Cost Center Reassignment pending action list. Where unmet training requests still exist, released quota will continue to be red flagged until such a time when all unmet requests for the calendar year remain.

The Service Center notifies the Technical Operations Training Group of the available slot and validates requests of the same or greater priority. The Service Center will assign the released quota to the cost center having the greatest need. **Note:** If the quota assignment needs to be changed to a different legacy region, the Service Center requests that the Technical Operations Training Group make a slot change in eLMS. The Technical Operations Training Group will then assign the quota to the cost center identified by the Service Center in QMT.

Swaps

A swap is defined as a "one-for-one" quota trade between organizations that have existing slots in a scheduled offering. The priority code does not matter (with the exception of E1). This action is used when the first-level manager has an attendance date conflict for the employee and another organization is willing to swap.

The need to swap quota is communicated to other groups (organizations). In QMT, there is a bulletin board to advertise a swap. The location needing the swap posts it for all those users that have quota in the scheduled offering(s) meeting the need of the advertising user. The organizations agree to swap the quota. The original employee is disenrolled and then enrolled in the new scheduled offering. The changes are communicated to the impacted parties. If the swap occurs between two different Service Areas or Service Area organizations (i.e., Northwest Mountain (NM) to Western Pacific (WP)), the Service Center requests that the QMT make a slot change.

Scheduled Offering Changes and Cancellations

Changes

AJI-2210 notifies the Service Center and Training Specialist via email of any scheduled offering changes. The Training Specialist advises the first-level manager. The first-level manager advises the employee of the change. The following information is revalidated in QMT at the time that the scheduled offering is changed:

- The prerequisites needed (including and/or combinations)
- If the employee is scheduled to complete the prerequisite before the course
- If there is a schedule conflict with another scheduled offering in which the employee is enrolled

The Training Specialist distributes a new pre-brief to the employee and manager.

Cancellations

AJI-2210 or the sponsor issues a notification to the Service Center and Training Specialist via email (the reason as to why the scheduled offering is being cancelled is usually included in the message). The Training Specialist advises the first-level manager / appropriate parties. The first-level manager advises the employee of the cancellation. If there is a travel authorization, the Training Specialist notifies the appropriate personnel of the need to cancel it. The training requirement is documented in the employee's training plan. The date of the requirement must be changed on the training plan.

New Equipment Quota

The requirement for new equipment is established based on the waterfall schedule from the associated program office. AJI-2210 validates the E1 training need. The program office and AJI-2210 negotiate the number of classes needed to meet the waterfall schedule. Quota is then allocated to meet the Initial Operating Capability dates.

If the first-level manager cannot use the assigned quota, he/she releases it to AJI-2210 providing the reason the quota cannot be used. AJI-2210 reviews the impact of the quota release and reassigns the quota based on the most critical need.

Emergency Quota Request

Emergency quota should be coordinated first within one's organization, service area, and then with other service areas in an attempt to fulfill the requirement before forwarding to AJI-2210.

Non-Utilized Quota

Non-utilized quota is defined as quota assigned to an organization that has not been enrolled. There are reports in the QMT that can be generated at 75, 56, 28, and 14 days prior to the scheduled offering start date. AJI-2210 will notify the service center, as well as the training specialist, of any non-utilized quota within 75 days of the scheduled offering start date. The training specialist is given seven calendar days to make an enrollment. If the quota is not enrolled after seven days, AJI-2210 removes it from the assigned organization.

If quota is removed and the seat is needed, follow the additional quota request process. If there are a number of unenrolled or unallocated seats in a specific scheduled offering AJI-2210, along with the training delivery organization, will work together to assess if scheduled offerings can be combined to better utilize resources.

An explanation from the appropriate party as to why the quota is not being utilized is documented in the QMT. Within specific time frames, the appropriate party is asked to provide a reason as to why they cannot use the quota (e.g., the new hire is not in eLMS so an enrollment cannot be made).

The Service Center will review non-utilized quota and the explanation. A report will be made available for the tracking of non-utilized quota as well as the reasons/explanations for non-utilization.

Appendix I. Assignment and Enrollment Processes

Performance Examination and OJT Observation Assignments

See the [eLMS and Blackboard Resource Center](#) for guidance on On-the-Job Training (OJT) and the performance examination process.

Theory Bypass Examination Enrollment

Theory bypass examinations may be taken on any computer connected to the Federal Aviation Administration (FAA) Intranet in an acceptable examination environment. For bypass exam instructions, go to FIST6.0 > Distance Learning – FIST > Bypass Exams > Request a Bypass Instructions. Additional guidance is as follows:

1. Only an authorized requestor may request a theory bypass examination. Each request must include the examinee's name, electronic Learning Management System (eLMS) identification number, and phone number; testing administrator's name; exam number; and start date. The examinations must be started within seven days of the start date.
2. These examinations must be maintained by the Distance Learning Office within the Technical Operations Instructional Design Team (AJI-2340).
 - Examination grades must be entered into eLMS by the Distance Learning Office.

Distance Learning Enrollment

Distance Learning may be taken on any computer connected to the FAA Intranet. For Distance Learning instructions, go to [FIST6.0](#) > Distance Learning – FIST > Distance Learning (CS/CBI/eLMS) Courses.

Resident and Out of Agency (OAT) Training Enrollment

Refer to *Technical Operations - Technical Training Quota Enrollment Standard Operating Procedure*.

Appendix J. Entering Completions in the Learning Management System

Responsibilities and Capabilities

Training Specialists are responsible for recording completions in the Learning Management System (LMS) for the following items only:

- a. Nationally developed On-the-Job Training (OJT) courses
- b. Locally developed OJT courses
- c. Performance examinations
- d. Field-conducted labs

Under no circumstances should the Training Specialist attempt to do the following:

- a. Record completions for external events
- b. Record completions for technical training scheduled offerings
- c. Record completions for those users who are not associated with their cost center(s)

The Training Specialist cannot edit entries in an individual's LMS learning history. When editing an entry is necessary, he or she should contact his or her service center representative.

Service center representatives are responsible for recording completions in the LMS for the following items:

- a. Field-conducted labs
- b. Locally conducted courses not managed by the Safety and Technical Training (AJI), Performance and Analytics Team (AJI-2210)
- c. Nationally contracted workshops that are outside of AJI-2210's responsibility
- d. External events

Service center representatives have the capability to record completions for those items for which the Training Specialists are responsible and may assist when necessary.

Service Center Training Program Management Offices (TPMOs) have the capability to edit learning histories and learning plans in the LMS for accessible domains and individuals within their purview.

Service Center TPMOs cannot edit entries in an individual's LMS learning history for Federal Aviation Administration (FAA) Academy and/or FAA Leadership & Learning Institute (FLLI) items. When editing of an entry is necessary, they should contact the appropriate FAA Academy or FLLI point of contact.

Performance and Analytics quota management team members have the capability to record completions for all items in the technical operations domain (all workshops, OJT, performance examinations, field-conducted labs, locally conducted courses, and external events). They also have the capability to edit learning histories and learning plans in the LMS. They may assist with all these activities as needed.

AJI-2210 is responsible for recording completions in the LMS for the following items that are in the FAA Academy shared domain of the LMS:

- a. Academy-conducted courses
- b. Nationally contracted technical operations courses
- c. Computer-based instruction courses
- d. Correspondence study courses
- e. Bypass examinations (theory bypass examinations)
- f. Equivalencies granted for recognized or approved prior training and experience

Designated FLLI representatives are responsible for recording completions in the LMS for FLLI courses or workshops.

Do not make LMS completions for courses satisfied by equivalents in the course profile. If an individual has satisfied a training requirement by the completion of a set of equivalent courses as identified in the FAA Information Superhighway for Training course profile, there must not be an LMS completion record for the training requirement.

Entering Completions in the LMS. When entering completions for items or external events, there is a Comments field that will hold a maximum of 2,000 characters. This field can be used to record free-form comments about the selected learning event as it relates to the corresponding user.

Note: When LMS is not available for the Observer to complete the task check list, a manual record of the event can be entered. The observer's name is entered into the Comments field.

Entering Completions for Events with Item IDs

a. Entering completions for course item IDs:

(1) Enter the default completion using one of the following from the drop-down menu:

- COURSE-PASS (Pass)—For Credit
- COURSE-FAIL (Fail)—Not for Credit
- COURSE-WITH (Withdrawn)—Not for Credit
- COURSE-INCO (Incomplete)—Not for Credit
- COURSE-NO SHOW (No Show)—Not for Credit

(2) Enter or change the default completion date, time, and time zone.

(3) Total hours should remain as the item default.

b. Entering completions for workshop item IDs:

(1) Enter the default completion using one of the following from the drop-down menu:

- WORKSHOP-COMP (Completed)—For Credit
- WORKSHOP-WITH (Withdrawn)—Not for Credit
- WORKSHOP-INCO (Incomplete)—Not for Credit
- WORKSHOP-NO SHOW (No Show)—Not for Credit

(2) Enter or change the default completion date, time, and time zone.

(3) Total hours should remain as the item default.

c. Entering completions for external learning events. Refer to the eLMS resource center administrator job aid (Admin: Recording External Events).

d. Recording No-Shows. For any student who is enrolled in a scheduled offering but did not attend the training, the scheduled offering registration status must be changed from “ENROLL” to “NO-SHOW.” AJI-2210 will change the status to no-show for AJI managed technical training. For locally conducted scheduled offerings, the service center representative must change the status to “no-show.” For FLLI courses, FLLI will change the status. If the status is not changed to “no-show,” entering a new enrollment for the same course will not be possible in the Quota Management Tool without submitting a request for retraining.

Appendix K. Established Equivalency Listings and Processes

The listing of established equivalencies for military and other training is located on the Federal Aviation Administration (FAA) Information Superhighway for Training (FIST) and is available for review and download by accessing FIST > Programs & Tools > Equivalency Crosswalk. Refer to FAA Order JO 3000.22, *Air Traffic Organization Technical Training Management*, for further guidance on Equivalencies.

Appendix L. Enhanced Hands-On Training and Demonstration of Proficiency

1. Enhanced Hands-On Training

Enhanced Hands-On Training (EHOT) includes the normal theory instruction and additional material to develop the skills and knowledge to maintain and certify a system, subsystem, or service. EHOT takes the place of both the theory and On-the-Job Training (OJT) requirements. It is followed by a Demonstration of Proficiency (DoP) examination. Together, EHOT and DoP provide an alternate path to satisfy the theory training, OJT, and performance examination leading to attainment of personnel certification authority.

a. All EHOT courses must include:

(1) Procedures to measure all key performance parameters and certification parameters for the system, subsystem, or service

(2) Key performance and certification parameters that are not individually tested in the DoP and must be tested in individual graded laboratory exercises during the course

(3) Instruction in the use of the applicable maintenance handbooks and Technical Instruction Books (TIBs). Laboratory exercises must be conducted using the maintenance handbooks and/or TIBs

(4) Instruction in the standards and tolerances, maintenance requirements and intervals, certification requirements and intervals, certification exceptions, and applicable certification log statements

(5) A troubleshooting process and graded troubleshooting exercises

(6) Technical performance records must be used in the course to document the periodic measurements of key performance parameters or certification parameters in a maintenance handbook in accordance with Federal Aviation Administration (FAA) Order 6000.15, *General Maintenance Handbook for National Airspace System (NAS) Facilities*.

b. *Location of EHOT Courses.* EHOT courses may be conducted at the FAA Academy or at a vendor location.

c. *Laboratory Training Systems.* Laboratory training systems used for EHOT courses must replicate field systems as closely as possible. If a particular procedure cannot be performed according to the maintenance handbook due to the training configuration, an errata sheet must be provided to the technical specialist explaining how it would be accomplished on a live system.

d. *Handbook Errors.* If a particular procedure cannot be performed according to the maintenance handbook due to errors or omissions in the handbook, an errata sheet containing the correct information must be provided to the technical specialist.

e. *EHOT Revisions.* All new courses and major revisions to the EHOT portions of existing courses will be done in the new modular format.

f. *Theory Bypass Examinations for EHOT Courses.* Theory bypass examinations for EHOT courses must address the following topics: theory of operations, troubleshooting, preventive maintenance, maintenance documentation, and certification. Theory bypass examinations for EHOT courses satisfy the theory requirement for certification authority. The OJT and performance examination requirements must still be met.

g. *No Training Equivalencies for EHOT Courses.* There is no training equivalency for an EHOT course. There may be a combination of a theory course or a theory bypass examination that, when coupled with an OJT course, meets the requirements for certification authority.

2. Demonstration of Proficiency

A DoP is given following successful completion of a Technical Operations Training Division (AMA-400) or out-of-agency theory training conducted as EHOT. Successful completion of the DoP satisfies a step toward attaining personnel certification authority.

a. *Content of DoP Materials.* A DoP consists of one or more troubleshooting problems, a difficult maintenance task (or more than one task if none are difficult), and a written component covering the standards and tolerances, preventive maintenance requirements, certification requirements, and certification exceptions.

b. *Specific DoP Material.* The specific DoP must be taught in the course, but only the maintenance task is to be provided to the technical specialist prior to the actual demonstration. For example, troubleshooting is taught and practiced in the course, including the trouble that must be in the demonstration, but the specific problem to be done in the demonstration is not given prior to the actual demonstration.

c. *DoP Revisions.* All new revisions to existing DoPs will be done in the new modular format.

d. *Recording DoP Completions.* Documentation of completion of a DoP at the FAA Academy is conducted by AMA-400 using internal processes. That documentation must be kept on file with AMA-400 and is not kept in the Official Certification Reference File. The DoP completion must be entered into the LMS.

e. *No Retakes for DoP.* There are no retakes for a DoP. Individuals who fail a DoP must return to their field location and complete the OJT and performance examination.

Appendix M. Learning Management System Certification Record Review Process

The Technical Training Planning & Analysis Group will conduct quarterly reviews of certifications entered into the nationally approved software system. The appropriate documents in existence at the time of the review will be used. These include:

- The current personnel certification directive
- Appendix D, Air Traffic Organization Personnel Certification Requirements, in effect for the month or year the authority was granted or converted
- Review of improperly entered certifications
- Review for edited certifications
- Review for duplicate certifications

Notification of missing, edited, or incorrect entries will be provided to the field.

Appendix N. Item Identifications—Numbering Scheme

1. All recurring items conducted or arranged by the Federal Aviation Administration (FAA) will be assigned item IDs. All item IDs created prior to Fiscal Year (FY) 2007 were composed of “FAA” followed by five digits (no hyphens). All item IDs created and offered during and after FY07 must consist of “FAA” followed by eight digits (no hyphens). An example of an eight-digit item ID is FAA00000601.

Note: No eight-digit item ID should be created that ends in “000,” as this will cause confusion with the previous five-digit items.

The following table lists item ID blocks that have already been assigned to various FAA organizations. If an item is being created and an item ID is needed, contact the Primary Level 1 Learning Management System (LMS) administrator for the appropriate line of business. Please note that the Primary Level 1 LMS administrator may have further broken down the number range for the line of business.

FAA National Item Identification System (Eight Digits)

Category	Owner (Assigns and Maintains Numbers)	Range
FAA Academy / FAA Leadership & Learning Institute (FLLI)	AMA	00000001–19999999
Aviation Safety (AVS)	AVS	20000001–29999999
Office of Assistant Administrator for Regions and Center Operations (ARC)	ARC	30000001–30199999
Office of Human Resource Management (AHR), which includes smaller Lines of Business (LOBs) FAA-wide (e.g., Ethics, SAVI)	AHR (AHR is responsible for providing numbers to the smaller LOBs)	30200001–35999999
Non-Department of Transportation Government	ALL (For these courses (i.e., National Transportation Safety Board courses), organizations are required to search for the next number in this sequence—thereby forcing them to verify that there is not already an item out there for this training)	36000001–39999999
Air Traffic Organization (ATO)	ATO Tech Ops Technical Courses Air Traffic Technical Courses	40000001–69999999 40000001–49999999 50000001–59999999
	Tech Ops Technical Exams	88000001–89999999
Security	Security and Hazardous Materials (ASH)	70000001–79999999
Reserved for future use		80000001–87999999 90000001–99999999

Note: Item numbers for the Transportation Safety Institute and Civil Aerospace Medical Institute will be decided between the FAA Academy and AVS.

The item IDs for the different types of training conducted for the technical operations workforce are as follows:

- a. New National Technical Operations learning items will be issued with an electronic Learning Management System (eLMS) item ID ending in “001.” The Learning Item Management Team will reserve the “002–009” in that series for major revisions of that parent item.
- b. If a new learning item is a major revision of, or related to, an existing learning item, all efforts should be made to assign an eLMS item ID as close as possible to that existing item number.
- c. **New National Technical Operations** training delivery items (courses, On-the-Job Trainings (OJTs), briefings, etc.) will be issued in the number series 40000001–47999999.
- d. **Locally Developed** learning items will be issued in the number series 48000001–49999999.
- e. **New national bypass exams and performance exams** will be issued in the number series 88000001–89999999.
- f. No new items will be created with duplicate item numbers regardless of item type. (Example: Course 1234, BB-ILT 1234, Exam 1234.)
- g. **Locally Arranged and Conducted Training (LACT).** Technical operations item number lengths were expanded in LMS to accommodate the lack of available local item numbers. The Item ID field was increased to eight digits. The following series was assigned to the Technical Training and Development Group, the Technical Operations Training Policy & Programs Group, and the Service Centers for Technical Operations. (The Technical Operations Training Policy & Programs Group establishes item IDs for locally developed OJT and performance examinations and identifies them in Appendix D, Air Traffic Organization Personnel Certification Requirements. These numbers must be used by the Program Support Specialists to record LMS completions for locally developed OJT and performance examinations.):

(1) Technical Operations Training Policy & Programs Group: FAA49400001–FAA49699999

(2) Eastern Service Area: FAA49700001–FAA49799999

(3) Central Service Area: FAA49800001–FAA49899999

(4) Western Service Area: FAA49900001–FAA49999999

2. Guidance:

- a. Only training events related to the employee’s job or related to the FAA in any manner will be allowed as in the past. The service center will need to make a judgment call.
- b. Before creating an item number, search the LMS first (both active and inactive items) to ensure that the item (or a similar one) does not already exist.
- c. Item numbers should only be assigned to those locally purchased courses that do not have national numbers. Item numbers should be created for items that will be offered multiple times for multiple people. If there are items that are common to each service area, the Technical

Operations Training Policy & Programs Group will assign an item number. This will ensure that when a query is run to report on the item information, it will be consistent across the service areas.

d. For those courses that will be offered only once to one or two people, follow the existing LMS procedures listed in Chapter 8, Recording and Managing Learning Events, in Version 2 of the LMS Administrator Resource Guide dated November 2007.

e. Following a standard numbering scheme will allow for reporting capability nationally. To ensure conformity, the following procedures will be used in assigning new course numbers within each service area (this example references the Eastern Service Area (ESA)):

(1) The first three digits of the item ID will start with “497” for the ESA.

(2) The fourth digit of the item ID will be assigned as follows:

1 = Managers or supervisors (training specifically for those positions)

2 = Administrative (secretarial or office skills) or any other management and general type not covered under Item 1 above

3 = Logistics (acquisition)

4 = Technical (as defined by the LOB) (follows ATO scheme)

5 = Security

6 = Environmental or EOSH (safety)

7 = EEO/Ethics/Cultural...

8 = Locally developed PEXAM (item type must be “Exam”)

9 = Reserved

Appendix O. Acronyms

Acronym	Definition
AJI	Safety and Technical Training
AJI-2	Technical Training
AJI-21	Training Technologies Group
AJI-22	Technical Training Planning & Analysis Group
AJI-2210	Performance and Analytics Team
AJI-23	Technical Operations Training Group
AJI-2340	Technical Operations Instructional Design Team
AJW	Technical Operations Services
AJW-1	Operations Support Office
AMA	FAA Academy
AMA-400	Technical Operations Training Division
AOV	Air Traffic Safety Oversight Service
ASIS	Academy Student Information System
ATO	Air Traffic Organization
ATSS	Airway Transportation System Specialist
BIT	Basic Instructor Training
CBI	Computer-Based Instruction
CMRIS	Comprehensive Management Resource Information System
CTS	Certification Tracking System
DCR	Directive Change Request
DoP	Demonstration of Proficiency
DOT	Department of Transportation
DME	Distance Measuring Equipment
EHOT	Enhanced Hands-On Training
eLMS	electronic Learning Management System
EOSH	Environmental and Occupational Safety and Health
ESA	Eastern Service Area
ESQP	Electrical Safety Qualified Person
FAA	Federal Aviation Administration

Acronym	Definition
FAC	Facility Type
FIC	Facility Identification Code
FIST	FAA Information Superhighway for Training
FLLI	FAA Leadership & Learning Institute
FY	Fiscal Year
HRPM	Human Resources Policy Manual
LACT	Locally Arranged and Conducted Training
LMS	Learning Management System
LOB	Lines of Business
NARA	National Archives and Records Administration
NAS	National Airspace System
OAT	Out-of-Agency Training
OCRF	Official Certification Record File
OFP	Office File Plan
OJT	On-the-Job Training
OSS	Operations Support Staff
PSS	Program Support Specialist
QMT	Quota Management Tool
RIT	Requirements Identification Tool
TIB	Technical Instruction Book
TNAT	Training Needs Assessment Tool
TPMO	Training Program Management Officer
TPR	Technical Performance Record

Appendix P. Definitions

Annually. A scheduling term meaning once every year and at 12-month intervals.

Blended Learning. A learning approach that combines both distance learning and instructor-led training.

Call for Training. A formal process used by the Federal Aviation Administration (FAA) to identify training needs. Technical Training (AJI-2) oversees this process and the gathering, validation, and assignments of training quotas.

Certification Authority. Substantiation that an individual possesses the minimum skills necessary to certify a given type of system, subsystem, or service.

Competency. A collection of characteristics including knowledge, skills, abilities, traits, and behaviors that individuals must exhibit to successfully perform their jobs.

Demonstration of Proficiency (DoP). An examination administered at the FAA Academy or at an out-of-agency location following successful completion of a theory course that is designed using Enhanced Hands-On Training (EHOT). The demonstration consists of one or more troubleshooting problems, a difficult preventive maintenance task (or more than one if none are difficult), and a written examination on the applicable maintenance handbooks and certification parameters (including procedures and intervals). Between graded laboratory exercises in the course and the DoP, most key performance parameters and all certification parameters will be tested. The examination is administered by an FAA employee holding certification authority for the specific system, subsystem, equipment, or service.

Enhanced Hands-On Training (EHOT). EHOT is an integral part of some resident training. An EHOT course contains the normal theory instruction and additional material to develop the skills and knowledge to maintain and certify a system, subsystem, or service. An EHOT course takes the place of both the theory training and the On-the-Job Training (OJT) requirement for attainment of personnel certification authority.

FAA Information Superhighway for Training (FIST). The FAA intranet website maintained by the Technical Operations Training Division (AMA-400) that contains technical operations training and certification program information.

Field-Conducted Training. Training conducted in the field by authorized personnel that has been nationally approved.

Field Organization. For the purposes of this order, “field organization” is a generic term that refers to the Air Traffic Organization (ATO) organization below the organization using the term.

First-Level Manager. The first-level manager provides first-level supervision to subordinate employees and manages the activities of one operating unit, project, or program area.

Fixed-Schedule Training. The schedule for this type of training is established by the training provider.

Official Certification Record File (OCRf). The OCRf consists of electronic records. It contains the documentation that substantiates the technical specialist's qualifications to possess certification authority on a specific system, subsystem, or service. These records can be found in the nationally approved Learning Management System (LMS).

Out-of-Agency Training (OAT). Training conducted by or obtained from sources other than the FAA.

Personnel Certification. Confirmation that the individual possesses the requisite minimum knowledge and skills to determine the operational status of a system, subsystem, or service.

Program Support Specialist (PSS). See "Training Specialist."

Quota Management. The identification of training requirements and processes to ensure maximum utilization of allocated quotas. This includes both the assignment of quotas and the enrollment and notification processes. Quota Management also provides a method of adjustment for changing circumstances.

Second-Level Manager. This refers to the second-level management or supervision in an organization. The first-level manager reports to this individual. In the case of a district, the second-level manager may be the district manager or an individual below the district manager and above the first-level manager.

Self-Paced Training. This type of training has a flexible schedule.

Service Center Training Program Management Officer (TPMO). This person provides overall management and oversight of the technical training program for ATO field service area organizations.

Sunsetting. The act of causing or allowing something to lapse, end, or be terminated.

System, Subsystem, or Service Certification. The determination and validation that a system, subsystem, or service is providing or is capable of providing the advertised service to the user.

Technical Specialists. A generic title that includes, but is not limited to, electronic technicians, Airway Transportation System Specialists, engineering technicians, maintenance mechanics, environmental support technicians, and engineers.

Theory. The principles and concepts of equipment operation; periodic and corrective maintenance; and troubleshooting for National Airspace System systems, subsystems, and services.

Training Community. This consists of all resources and personnel involved in the purchase, development, delivery, and revision of technical operations training.

Training Program Management Officer (TPMO). See “Service Center Training Program Management Officer (TPMO).”

Training Provider. An organization, agency, or person that is responsible for the direct oversight and management of a technical training course. Examples include the Technical Operations Training Division (AMA-400), site administrators, testing administrators, out-of-agency contractors, and locally arranged and conducted training administrators.

Training Specialist. A training specialist is responsible for the implementation and administration of the technical training and certification programs at the field organization level. This is typically a PSS.

Waiver. A waiver is the deferment of a prerequisite requirement that allows the technical specialist to attend one specific course or class.

Written Formal Program. A program specified by this order to be used when an individual has failed a theory bypass examination, a performance examination, or an OJT course or has had certification authority revoked. The program may be an Opportunity to Demonstrate Performance but is not required to be. The written formal program must list the areas of deficiencies, recommend study areas, itemize training requirements, establish a schedule for completion, and identify the instructor and the method of documenting training.

Appendix Q. Websites and Related Publications

This Appendix provides links for websites and related publications as follows:

1. The Comprehensive Management Resource Information System (CMRIS) can be accessed at <http://cmris.faa.gov/> through the Federal Aviation Administration (FAA) intranet. The following applications and documents are available in CMRIS:

- The Quota Management Tool (QMT)
- The Requirements Identification Tool (RIT)
- CMRIS user guides. User guides for the basic CMRIS, QMT, and RIT are available.

2. The Department of Transportation (DOT) electronic Learning Management System (eLMS) can be accessed at <https://elms.faa.gov/>.

3. Directive Change Requests (DCRs) are located at <https://technet.faa.gov/dcr/>.

4. Acquisition Management System policies can be accessed at <https://fast.faa.gov/>.

5. The FAA Information Superhighway for Training (FIST) can be accessed at <https://fist.faa.gov/> through the FAA intranet.

6. The Environment and Occupational Safety and Health Training Needs Assessment Tool (TNAT) can be accessed at <https://eoshtnat.faa.gov/>.

7. The Academy Student Information System (ASIS) can be accessed at <http://academynet.faa.gov/asis/>.

8. Technical training request forms are located at <https://ksn2.faa.gov/stt/TTPPM/SitePages/Home.aspx>.

9. The following publications are available at https://employees.faa.gov/tools_resources/orders_notices:

- FAA Order 1000.36, *FAA Writing Standards*
- FAA Order JO 1000.37, *Air Traffic Organization Safety Management System*
- FAA Order 1100.161, *Air Traffic Safety Oversight*
- FAA Order JO 1110.104, *Technical Operations Supervisor's Committee*
- FAA Order 1100.154, *Delegations of Authority*
- FAA Order 1320.1, *FAA Directives Management*
- FAA Order JO 1320.62, *Air Traffic Organization Directives Management*
- FAA Order 1350.14, *Records Management*
- FAA Order 1370.121, *FAA Information Security and Privacy Program: Policy*

- FAA Order JO 3000.22, *Air Traffic Organization Technical Training Management*
- FAA Order 6000.5, *Facility, Service and Equipment Profile (FSEP)*
- FAA Order 6000.15, *General Maintenance Handbook for NAS Facilities*
- FAA Order 6000.30, *National Airspace System Maintenance Policy*
- FAA Order JO 6000.50, *National Airspace (NAS) Project Implementation Risk Management*
- FAA Order 6000.207, *Reliability Centered Maintenance (RCM) Handbook*
- FAA Order 6032.1, *National Airspace System (NAS) Modification Program*
- FAA Order JO 6200.4, *National Test Equipment Program Management*
- FAA Order 6700.20, *Approval, Operation, and Oversight of Non-federal Systems*
- FAA Order 8000.90, *Air Traffic Safety Oversight Credentialing and Control Tower Operator Certification Programs*
- FAA Order JO 8000.97, *Technical Operations Credentialing Program*