



NOTICE OF PROPOSED AMENDMENT (NPA) No 2010-08

**DRAFT DECISION OF THE EXECUTIVE DIRECTOR
OF THE EUROPEAN AVIATION SAFETY AGENCY**

amending Annex II and III (AMC and GM to Part-145) of Decision No 2003/19/RM of the Executive Director of the European Aviation Safety Agency of 28 November 2003 on acceptable means of compliance and guidance material to Commission Regulation (EC) No 2042/2003 of 20 November 2003 on the continuing airworthiness of aircraft and aeronautical products, parts and appliances, and on the approval of organisations and personnel involved in these tasks

“Control of contracted maintenance personnel”

TABLE OF CONTENTS

- A. EXPLANATORY NOTE 3**
 - I. GENERAL 3
 - II. CONSULTATION..... 3
 - III. COMMENT RESPONSE DOCUMENT 4
 - IV. CONTENT OF THE DRAFT DECISION 4
 - V. REGULATORY IMPACT ASSESSMENT 6
- B. DRAFT DECISION 7**
 - I. DRAFT DECISION AMC TO PART-145..... 7
 - II. DRAFT DECISION GM TO PART-145 12

A. Explanatory Note

I. General

1. The purpose of this Notice of Proposed Amendment (NPA) is to envisage amending Decision 2003/19/RM of the Executive Director of 28 November 2003¹ to develop AMC/GM material to relevant paragraphs of Commission Regulation (EC) No 2042/2003². The scope of this rulemaking activity is outlined in Terms of Reference (ToR) 145.022 and is described in more detail below.
2. The European Aviation Safety Agency (hereinafter referred to as the Agency) is directly involved in the rule-shaping process. It assists the Commission in its executive tasks by preparing draft regulations, and amendments thereof, for the implementation of the Basic Regulation³ which are adopted as "Opinions" (Article 19(1)). It also adopts Certification Specifications, including Airworthiness Codes and Acceptable Means of Compliance and Guidance Material to be used in the certification process (Article 19(2)).
3. When developing rules, the Agency is bound to follow a structured process as required by Article 52(1) of the Basic Regulation. Such process has been adopted by the Agency's Management Board and is referred to as "The Rulemaking Procedure"⁴.
4. This rulemaking activity is included in the Agency's Rulemaking Programme for 2010. It implements the rulemaking task 145.022.
5. The text of this NPA has been developed by the Agency, based on the input from the 145.022 drafting group. It is submitted for consultation of all interested parties in accordance with Article 52 of the Basic Regulation and Articles 5(3) and 6 of the Rulemaking Procedure.

II. Consultation

6. To achieve optimal consultation, the Agency is publishing the draft decision of the Executive Director on its website. Comments should be provided within 3 months in accordance with Article 6(4) of the EASA Rulemaking procedure. Comments on this proposal should be submitted by one of the following methods:

CRT: Send your comments using the Comment-Response Tool (CRT) available at <http://hub.easa.europa.eu/crt/>.

E-mail: In case the use of CRT is prevented by technical problems, these should be reported to the [CRT webmaster](mailto:CRT_webmaster@easa.europa.eu) and comments sent by e-mail to NPA@easa.europa.eu.

¹ Decision No 2003/19/RM of the Executive Director of the European Aviation Safety Agency of 28 November 2003 on acceptable means of compliance and guidance material to Commission Regulation (EC) No 2042/2003 of 20 November 2003 on the continuing airworthiness of aircraft and aeronautical products, parts and appliances, and on the approval of organisations and personnel involved in these tasks (OJ L 315, 28.11.2003, p. 1). Decision as last amended by Decision 2010/002/R of 28 April 2010.

² OJ L 315, 28.11.2003, p. 1. Regulation as last amended by Commission Regulation (EC) No 127/2010 of 5 February 2010.

³ Regulation (EC) No 216/2008 of the European Parliament and of the Council of 20 February 2008 on common rules in the field of civil aviation and establishing a European Aviation Safety Agency, and repealing Council Directive 91/670/EEC, Regulation (EC) No 1592/2002 and Directive 2004/36/EC (OJ L 79, 19.3.2008, p. 1). Regulation as last amended by Commission Regulation (EC) 1108/2009 of the European Parliament and of the Council of 21 October 2009 (OJ L 309, 24.11.2009, p. 51).

⁴ Management Board decision concerning the procedure to be applied by the Agency for the issuing of opinions, certification specifications and guidance material (Rulemaking Procedure), EASA MB 08-2007, 13.6.2007.

Correspondence: If you do not have access to the Internet or e-mail, you can send your comment by mail to:

Process Support
Rulemaking Directorate
EASA
Postfach 10 12 53
D-50452 Cologne
Germany

Comments should be submitted by **19 October 2010**. If received after this deadline, they might not be taken into account.

III. Comment response document

7. All comments received in time will be responded to and incorporated in a comment response document (CRD). The CRD will be available on the Agency's website and in the Comment-Response Tool (CRT).

IV. Content of the draft Decision

8. Background

Paragraphs 145.A.30 and 145.A.35 establish personnel requirements for maintenance organisations approved in accordance with Part-145. In accordance with these paragraphs, personnel should be sufficient and suitable for their intended tasks, being the approved organisation responsible for controlling the fulfilment of these criteria by means of a man-hour plan and competence assessment of each individual.

Feedback received shows that although approved maintenance organisations generally fulfil these requirements when referring to personnel directly employed by the company, this is not always the case when personnel are contracted through other organisations, especially for short duration contracts.

However, the rule does not allow for alleviation in cases where personnel are contracted (instead of directly employed) and an individual positive competence assessment is therefore equally required for these personnel prior to performing maintenance.

9. Objective

The main objective of this rulemaking task is to amend the AMC/GM to Part-145 to provide considerations to be followed for the proper assessment of individuals by approved organisations. When trying to achieve this objective, the drafting group has intentionally not distinguished any difference between contracted and employed personnel, since the requirements have to be satisfied in both cases.

10. The process of agreeing on a text proposal

In accordance with the task's Terms of Reference, a group of experts from industry and authorities have drafted the proposal, which with minor amendments led to the text proposed in this NPA.

To tackle the problem identified in the pre-RIA and the terms of reference, i.e. improper assessment or lack of assessment of the contracted individuals, the drafting group focused its deliberations on the need of a proper competence assessment of each individual working in a maintenance organisation, regardless whether this person is directly employed or contracted. The changes proposed in the AMC and GM are mostly proposed with this aim, establishing considerations that, once in the form of a Decision, should be considered by the approved maintenance organisations to better control the competence of its personnel, as required by the rules.

11. The envisaged changes to Decision No 2003/19/RM are:

1. Changes in AMC to 145.A.30 (d):

Current first paragraph: Because of other change proposals explained below in relation with the proper competence assessment of all personnel, the Agency understands that to satisfy operational needs, the ratio between contract and employed staff might temporarily be adjusted through appropriate company procedures approved by the competent authority, without compromising the organisation stability, as opposed to maintaining a maximum ratio of 50/50 between contract and employed personnel, as it is currently stated.

There are no other change proposals for the remaining paragraphs of AMC to 145.A.30 (d).

2. Changes in AMC to 145.A.30 (e):

The current AMC contains eleven paragraphs. The first five paragraphs contain recommendations for the competence assessment of the personnel, paragraphs six to ten are devoted to human factors training, and the eleventh paragraph refers to fuel tank safety training. This NPA proposes to split this AMC into three new AMC to 145.A.30 (e):

- the first new AMC (AMC 1 to 145.A.30 (e)) would correspond to the first five paragraphs of the current AMC, but with some changes:
 - o The AMC would start with an introduction paragraph containing the definition of competence and consideration for the competence assessment.
 - o Paragraph 2 would become a new paragraph 1 (with changes).
 - o Paragraphs 3 and 5 would be converted in new paragraphs 4 and 5, but contain some changes. New paragraph 4 proposes to benefit from the job description at the competence assessment. New paragraph 5 contains a link to a new GM (GM 2 to 145.A.30 (e), for the development of a company procedure for the competence assessment).
 - o Current paragraph 4, slightly redrafted, would become new paragraph 2.
 - o The new paragraph 3 would be addressing the need for the staff to have an understanding of human performance additionally to referring to the second AMC for training in this respect.
- the second new AMC (AMC 2 to 145.A.30 (e)) would contain basically paragraph six to ten of the current AMC, also with changes:
 - o Paragraph 6 would be converted into an introductory paragraph, removing the explicit reference to contract staff.
 - o Paragraph 7 is renumbered as 1 in the new AMC and the last part of it is changed to require that personnel are trained in human factors as necessary prior to commencing their job function.
 - o Paragraphs 8, 9 and 10 would be transferred to new paragraph 2, 3 and 4, respectively.
- the third AMC (AMC 3 to 145.A.30 (e)) would be paragraph 11 of the current AMC, regarding training in fuel tank safety, with no changes.

3. New GM (GM 2 to 145.A.30 (e)) is added to help maintenance organisations with the development of a procedure for the competence assessment, including examples of knowledge and abilities normally expected for different job functions in a given organisation. The introductory paragraph to AMC 1 above refers to this GM.

4. New GM (GM 3 to 145.A.30 (e)) is added. It contains a proposal for an individual to record professional experience, which may be validated by the maintenance organisation where the experience is obtained, and be considered during the competence assessment of the individual in another organisation.

5. Changes in AMC to 145.A.35 (f). Paragraph 145.A.35 refers particularly to certifying staff and B1/B2 support staff. However, the content of the current AMC to this paragraph would become redundant when the AMC 145.A.30 (e) (applicable to all staff) is updated. Therefore, this NPA proposes that AMC to 145.A.35 (f) almost disappears, only remaining a reference to AMC to 145.A.30 (e), and keeping the alleviation for the competence assessment in the case foreseen in 145.A.30(j)(5).

V. Regulatory Impact Assessment

12.

- a. Since this NPA is not imposing new requirements, impact is assessed as minimal. Proposed AMC and GM should help organisations to assure the competence of their personnel before work commences, by adapting their internal procedures and policies. In this respect, the impact on organisations that need to adapt their competence assessment methods could be as follows:

- i. Safety:

The proposed approach should allow for a proper assessment of all personnel, making no distinction between employed and contracted staff, thereby avoiding situations where personnel may not be properly qualified to perform a specific maintenance task. Therefore, the level of risk towards safety would improve.

The possibility of exceeding temporarily the ratio of 50% of contracted staff in cases of a specific operational necessity could lead, when improperly administered, to destabilisation of the organisation. However, the risk is mitigated by the involvement of the competent authority and the necessity for a control procedure.

- ii. Economic:

The ability to adjust a 50-50 ratio of employed and contracted staff as mentioned in AMC 145.A.30 (d) may provide more flexibility for the organisation, but in contrast there may be some additional operational costs for those organisations not already assessing personnel competence in this manner.

- iii. Social:

The proposed text emphasises equity and makes no distinction between contracted and employed personnel, which would hopefully produce a positive social effect.

- iv. Environmental:

None.

B. Draft Decision

The text of the amendment is arranged to show deleted text, new text or new paragraph as shown below:

1. deleted text is shown with a strike through: ~~deleted~~
2. new text is highlighted with grey shading: **new**
3. ... indicates that remaining text is unchanged in front of or following the reflected amendment.

I. Draft Decision AMC to Part-145

...

AMC 145.A.30 (d) - Personnel requirements

~~1. Has sufficient staff means that the organisation employs or contracts such staff of which at least half the staff that perform maintenance in each workshop, hangar or flight line on any shift should be employed to ensure organisational stability. Contract staff, being part time or full time should be made aware that when working for the organisation they are subjected to compliance with the organisation's procedures specified in the maintenance organisation exposition relevant to their duties. For the purpose of this sub-paragraph, employed means the person is directly employed as an individual by the maintenance organisation approved under Part-145 whereas contracted means the person is employed by another organisation and contracted by that organisation to the maintenance organisation approved under Part-145.~~

1. Has sufficient staff means that the organisation employs or contracts such staff, as detailed in the man-hour plan, of which at least half the staff that perform maintenance in each workshop, hangar or flight line on any shift should be employed to ensure organisational stability. For the purpose of meeting a specific operational necessity, a temporary increase of the proportion of contracted staff may be permitted to the organisation by the competent authority, in accordance with an approved procedure which should describe the extent, specific duties, and responsibilities for ensuring adequate organisation stability. For the purpose of this subparagraph, employed means the person is directly employed as an individual by the maintenance organisation approved under Part-145, whereas contracted means the person is employed by another organisation and contracted by that organisation to the maintenance organisation approved under Part-145.

...

AMC 145.A.30 (e) - Personnel requirements

~~1. The referenced procedure requires amongst others that planners, mechanics, specialised services staff, supervisors and certifying staff are assessed for competence by 'on the job' evaluation and/or by examination relevant to their particular job role within the organisation before unsupervised work is permitted. A record of the qualification and competence assessment should be kept.~~

~~2. Adequate initial and recurrent training should be provided and recorded to ensure continued competence.~~

~~3. To assist in the assessment of competence, job descriptions are recommended for each job role in the organisation. Basically, the assessment should establish that:~~

~~a. Planners are able to interpret maintenance requirements into maintenance tasks, and have an appreciation that they have no authority to deviate from the maintenance data.~~

~~b. Mechanics are able to carry out maintenance tasks to any standard specified in the maintenance data and will notify supervisors of mistakes requiring rectification to re-establish required maintenance standards.~~

~~c. Specialised services staff are able to carry out specialised maintenance tasks to the standard specified in the maintenance data and will both inform and await instructions from their~~

~~supervisor in any case where it is not possible to complete the specialised maintenance in accordance with the maintenance data.~~

~~d. Supervisors are able to ensure that all required maintenance tasks are carried out and where not completed or where it is evident that a particular maintenance task cannot be carried out to the maintenance data, then such problems will be reported to the 145.A.30(c) person for appropriate action. In addition, for those supervisors who also carry out maintenance tasks, that they understand such tasks should not be undertaken when incompatible with their management responsibilities.~~

~~e. Certifying staff are able to determine when the aircraft or aircraft component is ready to release to service and when it should not be released to service.~~

~~4. In the case of planners, specialised services staff, supervisors and certifying staff, a knowledge of organisation procedures relevant to their particular role in the organisation is important. The aforementioned list is not exclusive and may include other categories of personnel.~~

~~5. Quality audit staff are able to monitor compliance with Part-145 identifying non-compliance in an effective and timely manner so that the organisation may remain in compliance with Part-145.~~

~~6. In respect to the understanding of the application of human factors and human performance issues, maintenance, management, and quality audit personnel should be assessed for the need to receive Initial human factors training, but in any case all maintenance, management, and quality audit personnel should receive human factors continuation training. This should concern to a minimum:~~

- ~~-Post holders, managers, supervisors;~~
- ~~-Certifying staff, technicians, and mechanics;~~
- ~~-Technical support personnel such as, planners, engineers, technical record staff;~~
- ~~-Quality control/assurance staff;~~
- ~~-Specialised services staff;~~
- ~~-Human factors staff/ human factors trainers;~~
- ~~-Store department staff, purchasing department staff;~~
- ~~-Ground equipment operators;~~
- ~~-Contract staff in the above categories.~~

~~7. Initial human factors training should cover all the topics of the training syllabus specified in GM 145.A.30(e) either as a dedicated course or else integrated within other training. The syllabus may be adjusted to reflect the particular nature of the organisation. The syllabus may also be adjusted to meet the particular nature of work for each function within the organisation. For example:~~

- ~~-small organisations not working in shifts may cover in less depth subjects related to teamwork and communication;~~
- ~~-planners may cover in more depth the scheduling and planning objective of the syllabus and in less depth the objective of developing skills for shift working.~~

~~Depending on the result of the evaluation as specified in paragraph 6, initial training should be provided to personnel within 6 months of joining the maintenance organisation, but temporary staff may need to be trained shortly after joining the organisation to cope with the duration of employment.~~

~~Personnel being recruited from another maintenance organisation approved under Part-145 and temporary staff should be assessed for the need to receive any additional Human factors training to meet the new maintenance organisation's approved under Part-145 human factors training standard.~~

8. The purpose of human factors continuation training is primarily to ensure that staff remain current in terms of human factors and also to collect feedback on human factors issues. Consideration should be given to the possibility that such training has the involvement of the quality department. There should be a procedure to ensure that feedback is formally passed from the trainers to the quality department to initiate action where necessary.

Human factors continuation training should be of an appropriate duration in each two year period in relation to relevant quality audit findings and other internal/external sources of information available to the organisation on human errors in maintenance.

9. Human factors training may be conducted by the maintenance organisation itself, or independent trainers or any training organisations acceptable to the competent authority.

10. The Human factors training procedures should be specified in the maintenance organisation exposition.

11. — Additional training in fuel tank safety as well as associated inspection standards and maintenance procedures should be required for maintenance organisations' technical personnel, especially technical personnel involved in the compliance of CDCL tasks

EASA guidance is provided for training to maintenance organisation personnel in Appendix IV to AMC to 145.A.30(e) and 145.B.10(3)

AMC 1 145.A.30 (e) - Personnel requirements

Competence should be defined as a measurable skill or standard of performance, knowledge and understanding, including attitude and behaviour.

The referenced procedure requires amongst others that planners, mechanics, specialised services staff, supervisors, certifying staff and B1 and B2 support staff, whether employed or contracted, are assessed for competence before unsupervised work commences and competence is controlled on a continuous basis.

Competence should be assessed by evaluation of:

- on-the-job performance and/or testing of knowledge by appropriately qualified personnel, and
- records for basic, organisational, and/or product type and differences training, and
- experience records.

Validation of the above could include a confirmation check with the organisation(s) that issued such document(s). For that purpose, experience/training may be recorded in a document such as a log book or based on the suggested template in GM 3 to 145.A.30 (e).

As a result of this assessment, an individual's qualification should determine:

- which level of ongoing supervision would be required or whether unsupervised work could be permitted.
- whether there is a need for additional training.

A record of such qualification and competence assessment should be kept.

This should include copies of all documents that attest to qualification, such as the licence and/or any authorisation held, as applicable.

For a proper competence assessment of its personnel, the organisation should consider that:

1. In accordance with the job function, adequate initial and recurrent training should be provided and recorded to ensure continued competence so that this is maintained throughout the duration of employment/contract.
2. All staff should be able to demonstrate knowledge of and compliance with the maintenance organisation procedures, as applicable to their duties.

3. All staff should be able to demonstrate an understanding of human factors and human performance issues in relation with their job function and be trained as per AMC 2 145.A.30 (e).
4. To assist in the assessment of competence and to establish the training needs analysis, job descriptions are recommended for each job function in the organisation. Job descriptions should contain sufficient criteria to enable the required competence assessment.
5. Criteria should allow the assessment to establish that, among others:
 - Managers are able to properly manage the work output, processes, resources and priorities described in their assigned duties and responsibilities in a safe compliant manner in accordance with regulations and organisation procedures.
 - Planners are able to interpret maintenance requirements into maintenance tasks, and have an appreciation that they have no authority to deviate from the maintenance data.
 - Supervisors are able to ensure that all required maintenance tasks are carried out and, where not completed or where it is evident that a particular maintenance task cannot be carried out to the maintenance data, then such problems will be reported to the 145.A.30(c) person for appropriate action. In addition, for those supervisors who also carry out maintenance tasks, that they understand such tasks should not be undertaken when incompatible with their management responsibilities.
 - Mechanics are able to carry out maintenance tasks to any standard specified in the maintenance data and will notify supervisors of defects or mistakes requiring rectification to re-establish required maintenance standards.
 - Specialised services staff are able to carry out specialised maintenance tasks to the standard specified in the maintenance data. They should be able to communicate with supervisors and report accurately when necessary.
 - Certifying staff are able to determine when the aircraft or aircraft component is ready to release to service and when it should not be released to service.
 - Quality audit staff are able to monitor compliance with Part-145 identifying non-compliance in an effective and timely manner so that the organisation may remain in compliance with Part-145.

Competence assessment should be based upon the procedure specified in GM 2 to 145.A.30 (e).

AMC 2 145.A.30 (e) - Personnel requirements

In respect to the understanding of the application of human factors and human performance issues, all maintenance organisation personnel should have received an initial and continuation human factors training. This should concern to a minimum:

- Post-holders, managers, supervisors;
- Certifying staff, technicians, and mechanics;
- Technical support personnel such as planners, engineers, technical record staff;
- Quality control/assurance staff;
- Specialised services staff;
- Human factors staff/ human factors trainers;
- Store department staff, purchasing department staff;
- Ground equipment operators.

1. Initial human factors training should cover all the topics of the training syllabus specified in GM 145.A.30(e) either as a dedicated course or else integrated within other training. The syllabus may be adjusted to reflect the particular nature of the organisation. The syllabus may also be adjusted to meet the particular nature of work for each function within the organisation. For example:
 - small organisations not working in shifts may cover in less depth subjects related to teamwork and communication,
 - planners may cover in more depth the scheduling and planning objective of the syllabus and in less depth the objective of developing skills for shift working.

All personnel, including personnel being recruited from any other organisation should receive initial human factors training compliant with the organisation's training standards prior to commencing actual job function, unless their competence assessment justifies that there is no need for such training. New employees (i.e. initial trainee) may receive training within 6 months after joining the maintenance organisation.
2. The purpose of human factors continuation training is primarily to ensure that staff remain current in terms of human factors and also to collect feedback on human factors issues. Consideration should be given to the possibility that such training has the involvement of the quality department. There should be a procedure to ensure that feedback is formally passed from the trainers to the quality department to initiate action where necessary.
3. Human factors training may be conducted by the maintenance organisation itself, or independent trainers or any training organisations acceptable to the competent authority.
4. The human factors training procedures should be specified in the maintenance organisation exposition.

AMC 3 145.A.30 (e) - Personnel requirements

11. Additional training in fuel tank safety as well as associated inspection standards and maintenance procedures should be required for maintenance organisations' technical personnel, especially technical personnel involved in the compliance of CDCCL tasks.

EASA guidance is provided for training to maintenance organisation personnel in Appendix IV to AMC to 145.A.30(e) and 145.B.10(3).

...

AMC 145.A.35 (f) – Certifying staff and category B1 and B2 support staff

1. ~~As stated in 145.A.35 (f), with one exception, all prospective certifying staff are required to be assessed for competence, qualification and capability related to intended certifying duties. There are a number of ways in which such assessment may be carried out but the following points need to be considered to establish an assessment procedure that fits the particular organisation.~~
2. ~~Competence and capability can be assessed by working the person under the supervision of either another certifying person or a quality auditor for sufficient time to arrive at a conclusion. Sufficient time could be as little as a few weeks if the person is fully exposed to relevant work. It is not required to assess against the complete spectrum of intended duties. When the person has been recruited from another approved maintenance organisation and was a certifying person in that organisation then the organisation should accept a written confirmation from the person responsible for running the quality system about the person.~~

~~3. Qualification assessment means collecting copies of all documents that attest to qualification, such as the licence and/or any authorisation held. This should be followed by a confirmation check with the organisation(s) that issued such document(s) and finally a comparison check for differences between the product type ratings on the qualification documents and the relevant product types maintained by the organisation. This latter point may reveal a need for product type differences training.~~

1. As stated in 145.A.35 (f), except where any of the unforeseen cases of 145.A.30(j)(5) apply, all prospective certifying staff and category B1 and B2 support staff are required to be assessed for competence related to their intended duties in accordance with AMC 145.A.30 (e).

...

II. Draft Decision GM to Part-145

...

GM 1 145.A.30 (e) – Personnel requirements

(Training syllabus for initial human factors training)

...

GM 2 145.A.30 (e) – Competence assessment procedure

The organisation should develop a procedure describing the process of competence assessment of personnel. The procedure should specify:

- responsible persons for this process,
- when the assessment should take place,
- credits from previous assessments/validation of qualification records,
- means and methods for the initial assessment,
- means and methods for the continuous control of competence including feedback on personnel performance,
- competences to be observed during the assessment in relation with each job function,
- actions to be taken when assessment is not satisfactory,
- recording of assessment results.

For example, according to the job functions and the scope, size and complexity of the organisation, the assessment may consider the following (the list is not exhaustive):

Managers:

- Ability to promote the safety and quality policy
- Personal integrity and attitude towards safety
- Knowledge of Part-M and Part-145 regulations and organisation procedures
- Adequate communication and literacy skills
- Knowledge of organisation capabilities, privileges and limitations
- Knowledge of information systems
- Resources management skills, including staff competence
- Teamwork, decision making and leadership skills
- Knowledge of logistics processes
- Ability to prioritise tasks
- Knowledge on CDCCL
- Ability to consider human performance and limitations.
- ...

Planners:

- Personal integrity and attitude towards safety
- Ability to use applicable maintenance data
- Knowledge on production planning management
- Knowledge of logistics processes
- Ability to prioritise tasks
- Knowledge on CDCCL
- Ability to consider human performance and limitations while preparing task cards
- Ability to split complex maintenance tasks into clear stages
- Ability to plan performance of critical task
- Adequate communication and literacy skills
- Knowledge of Part-M and Part-145 regulations and organisation procedures
- Knowledge of organisation capabilities, privileges and limitations
- Ability to process the work requested from the operator
- Ability to compile and control completed work cards
- Knowledge of information systems
- Ability to manage third parties involved in maintenance activity
- Ability to determine required qualifications for task performance
- ...

Supervisors:

- Personal integrity and attitude towards safety
- Resources management and production planning skills
- Teamwork, decision making and leadership skills
- Ability to understand work cards and refer and use applicable maintenance data
- Ability to properly record and sign for work accomplished
- Ability to use, control and be familiar with required tooling
- Knowledge of reporting system and understanding of the importance of reporting incorrect maintenance data and existing defects
- Knowledge of relevant parts of the maintenance organisation exposition and procedures
- Ability to use information systems
- Proven communication and literacy skills
- Understanding task criticality
- Ability to recognise the acceptability of parts to be installed prior to fitment
- Ability to properly process removed, uninstalled and rejected parts
- Knowledge of safety risks linked to the working environment
- Understanding of his/her own human performance and limitations
- Ability to prioritise tasks and report discrepancies
- ...

Mechanics:

- Personal integrity and attitude towards safety
- Ability to understand work cards and refer and use applicable maintenance data
- Ability to properly record and sign for work accomplished
- Ability to use, control and be familiar with required tooling
- Knowledge of reporting system and understanding of the importance of reporting incorrect maintenance data and existing defects

- Knowledge of relevant parts of the maintenance organisation exposition and procedures
- Ability to use information systems
- Adequate communication and literacy skills
- Understanding task criticality
- Ability to recognise the acceptability of parts to be installed prior to fitment
- Ability to properly process removed, uninstalled and rejected parts
- Knowledge of safety risks linked to the working environment.
- Understanding of his/her own human performance and limitations
- ...

Specialised service staff:

- Personal integrity and attitude towards safety
- Ability to understand work cards and refer and use applicable maintenance data
- Ability to properly record and sign for work accomplished
- Ability to use, control and be familiar with required tooling and equipment
- Knowledge of reporting system and understanding of the importance of reporting incorrect maintenance data, existing and possible defects
- Knowledge of relevant parts of the maintenance organisation exposition and procedures
- Ability to use information systems
- Adequate communication and literacy skills
- Ability to properly process removed, uninstalled and rejected parts
- Knowledge of safety risks linked to the working environment.
- Understanding of his/her own human performance and limitations
- Knowledge of organisation capabilities, privileges and limitations
- Knowledge of applicable national and international standards
- Ability to perform applicable specialised techniques to the recognised standards
- Knowledge of calibration standards
- Understanding of personal authorisations and limitations
- ...

Certifying staff and B1 and B2 support staff:

- Personal integrity and attitude towards safety
- Ability to understand work orders, work cards and use applicable maintenance data
- Ability to perform, as applicable, required inspections, test and troubleshooting to confirm proper accomplishment of maintenance tasks
- Understanding of release to service documentation and associated responsibilities in accordance with applicable regulations
- Understanding of his/her own human performance and limitations
- Ability to properly record and sign for work accomplished
- Ability to use, control and be familiar with required tooling
- Knowledge of reporting system and understanding of the importance of reporting incorrect maintenance data
- Ability to identify and rectify existing and potential un-airworthy conditions
- Knowledge of relevant regulations
- Understanding of conditions for ensuring continuing airworthiness of aircraft and components
- Knowledge of relevant parts of the maintenance organisation exposition and procedures
- Ability to use information systems

- Proven communication and literacy skills
- Understanding task criticality
- Ability to recognise the acceptability of parts to be installed prior to fitment
- Ability to properly process removed, uninstalled and rejected parts
- Knowledge of safety risks linked to the working environment
- Ability to prioritise tasks and report discrepancies
- ...

Quality audit staff:

- Personal integrity and attitude towards safety
- Detailed knowledge of regulations and officially recognised standards
- Knowledge of maintenance practices and standards
- Knowledge of auditing techniques: planning, conducting and reporting
- Proven auditing behaviour skills. For example, objectivity, fairness, open-mindedness, determination, ...
- Analytical skills
- Maintenance error investigation skills
- Ability to understand work orders, work cards and use applicable maintenance data
- Knowledge of release to service documentation and associated responsibilities in accordance with applicable regulations
- Knowledge of human factors, human performance and limitations
- Understanding of conditions for ensuring continuing airworthiness of aircraft and components
- Knowledge of the maintenance organisation exposition and procedures
- Ability to use information systems
- Proven communication and literacy skills
- Knowledge of task criticality
- Knowledge of safety risks linked to the working environment
- ...

GM 3 145.A.30 (e) – Template for recording experience/training

The following template may be used to record professional experience and training and be considered during the competence assessment of the individual in another organisation.

Aviation Maintenance personnel experience credential	
Name	Given name
Address	
Telephone	E-mail
Independent worker <input type="checkbox"/>	
Trade Group: airframe <input type="checkbox"/> engine <input type="checkbox"/> electric <input type="checkbox"/> avionics <input type="checkbox"/> other (specify) <input type="checkbox"/>	
Employer's details (when applicable)	
Name	
Address	
Telephone	
Maintenance organisation details	

Name				
Address				
Telephone				
Approval Number				
Period of employment		From:	To:	
Domain of employment				
<input type="checkbox"/> Planning	<input type="checkbox"/> Engineering	<input type="checkbox"/> Technical records		
<input type="checkbox"/> Store department	<input type="checkbox"/> Purchasing			
Mechanics/Technician				
<input type="checkbox"/> Line Maintenance	<input type="checkbox"/> Base Maintenance	<input type="checkbox"/> Component Maintenance		
<input type="checkbox"/> Servicing	<input type="checkbox"/> Removal/installation	<input type="checkbox"/> Testing/inspection		
<input type="checkbox"/> Scheduled Maintenance	<input type="checkbox"/> Inspection	<input type="checkbox"/> Repair		
<input type="checkbox"/> Trouble-shooting	<input type="checkbox"/> Trouble-shooting	<input type="checkbox"/> Overhaul		
	<input type="checkbox"/> Repair	<input type="checkbox"/> Re-treatment		
		<input type="checkbox"/> Reassembly		
A/C type	A/C type	Component type		
Certifying Staff and support staff				
<input type="checkbox"/> Cat. A	<input type="checkbox"/> Cat. B1	<input type="checkbox"/> Cat. B2	<input type="checkbox"/> Cat. C	<input type="checkbox"/> Component
A/C Type	A/C Type	A/C Type	A/C Type	Component Type
Certification privileges: Yes <input type="checkbox"/> / No <input type="checkbox"/>				
<input type="checkbox"/> Specialised services	Speciality (<i>NDT, composites, welding, etc.</i>):			
<input type="checkbox"/> Skilled personnel	Speciality (<i>sheet metal, structures, wireman, upholstery, etc.</i>):			
<input type="checkbox"/> Ground equipment operation				
<input type="checkbox"/> Quality control	<input type="checkbox"/> Quality assurance	<input type="checkbox"/> Training		
Total number of check boxes ticked:				

Details of employment

Training received from the contracting organisation

Date	Nature of training
------	--------------------

Certified by:

Name:	Date:
Position:	Signature:

Contact details:

Advisory note: A copy of the present credential will be kept for at least 3 years from its issuance by the maintenance organisation.