

CHAPTER 6

Training

TRAINING RESPONSIBILITIES

The Department shall maintain a comprehensive safety training program for all flight, maintenance, operations, and administrative personnel. The Safety Manager is responsible for providing information and training to management personnel concerning their responsibilities under the Safety Program.

Unless otherwise assigned, all safety training and safety training records are the responsibility of the facility Safety Representative.

[*Position Title*] is responsible for the development and implementation of flight-related training programs that will include, but not be limited to:

- Flight crewmember ground, simulator and flight training, as required.
- Contents and policies contained in the company SMS manual.
- Content and policies contained in the company security manual.
- Flight crewmember emergency and survival training.
- Maintenance technician training.
- Operations and flight dispatch training.
- Department safety training (OSHA, MSDS's, Fire, Tornado, etc.)
- Emergency Response Plan training, as applicable.
- Management and self-improvement training.

Contract workers whose day-to-day activities are supervised by Department personnel shall be required to attend Department safety training appropriate to the tasks performed. In general, if a worker is covered under the Company's workmen's compensation insurance then safety training must be provided.

Training designed to meet the requirements of this section, including contracted training, must be approved by the Safety Manager. In-house trainers must attend comprehensive training courses and must be approved by the Safety Manager to perform specific training.

All initial training records shall be retained for the duration of the employee's employment. All recurring (e.g., annual) training records shall be maintained for a minimum of 3 years and then released to the employee.

TRAINING DOCUMENTATION

All required training sessions shall be documented with the forms at the end of this section or by certificates provided by training vendors. Training records shall include:

- Date(s) of the training session(s).
- Signature(s), name(s), and qualifications of the person(s) conducting the training.
- Names of all personnel attending the training session(s).
- Allocated duration of training (optional).

Content of training sessions shall be in accordance with the requirements of this section. All trainers shall ensure that documentation of training is completed accurately and completely following the conclusion of each training session.

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FLIGHT-RELATED TRAINING

FLIGHT ATTENDANT/FLIGHT TECHNICIAN QUALIFICATIONS TRAINING. No flight attendant, or flight technician (full time or contract), may be assigned for cabin duty on an aircraft owned, or operated, by the Department until satisfactorily completing a Department-approved cabin attendant training course, or has shown proof of equivalent training and related work experience that is acceptable to the Safety Manager. The training must have been completed within the 12 month period prior to flight assignment for the Department. Additionally, prior to assignment the flight attendant or flight technician must successfully complete a Department Standardization Flight as described in this manual.

Flight attendants and flight technicians shall attend annual training courses which shall include at a minimum the following information:

- The Department Safety Program Manual, as applicable.
- Cabin attendant procedures.
- The operation of the cabin service equipment (galley, storage, supplies, etc.).
- The location and status of inspection of the cabin emergency equipment.
- The operation of the cabin emergency equipment.
- Cabin evacuation procedures.
- Ditching drill and water survival.
- First-aid, AED, and CPR.
- Passenger briefings.
- Aircraft security procedures.

After the successful completion of the ground training portion of the syllabus, the Lead Flight Attendant, or a designee, shall complete a standardization flight (conducted during a routine flight). The Standardization Flight shall be completed prior to a new hire flight attendant being released for flight duty with the Department.

Successful completion of a standardization flight will be recorded for each individual on the applicable Standardization Flight Form. This form will be forwarded to the Safety Manager for review, retained in the employees training file for 24 months, and then destroyed.

REQUIRED TRAINING (PILOTS). All Department pilots shall attend training conducted by organizations and operators selected by the Safety Manager.

Training shall include at a minimum the following information:

- Initial certification training.
- Recurrent and transition training.
- Aircraft manufacturers' schools.
- CPR / AED training.
- First Aid training
- Water Survival training
- International procedures training, as required.

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- Emergency Situation Training.
- MEL/NEF Training
- Additional training as determined by management.

Pilot training shall be scheduled to enable Department pilots to accomplish simulator training as a two pilot crew whenever possible. The training organization shall provide a written summary and evaluation of work performed by each flight crewmember during training to the Safety Manager. Files of these reports will be maintained in the office of the Safety Manager. Personal training files will be accessible to individual pilots.

TRAINING SCHEDULES/INTERVALS. Pilots not already qualified in the aircraft type to be assigned will be scheduled for initial training prior to assignment.

Training intervals shall not exceed (XX) months alternating between types of aircraft flown. All captains and type-rated pilots will complete the proficiency checks required under FAR Part 61.58 during recurrent training. All other pilots will, at least, complete the proficiency checks required under FAR Part 61.55 during recurrent training.

Maintenance personnel, if not already qualified, will be assigned to initial training within 12 months of employment. The acquisition of a new type of aircraft, or the relocation of existing aircraft, will require initial training prior to beginning operations, as applicable (NOTE: if department is a CFR145 Repair Station, can meld required repair station training with this training manual).

The intervals listed herein are for recurrent training. The ground and flight training for pilots, flight attendant training and employee safety training intervals are mandatory. The remainder of the recurrent training is supplemental, therefore, the intervals are recommended.

Flight Attendant/Flight Technician Personnel	Frequency
Cabin Procedures Training	Annual
CPR / AED Training	Annual
First Aid Training	Annual
Water Survival Training	2 years
Emergency Situation Training	Annual
Aerospace Physiology Training	10 years
Pilot Personnel	Frequency
Aircraft Flight/Ground (assigned to one type)	(6-8) months
Aircraft Flight/Ground (assigned to two alternating types)	(6-8) months
Emergency Situation Training	2 years
CPR / AED Training	2 years
First Aid Training	2 years
Water Survival Training	2years
International Procedures, as required (except rotor wing pilots)	3 years
Aerospace Physiology Training (except rotor wing pilots)	10 years
MEL / NEF Training	2 years
Maintenance Personnel	Frequency
Aircraft Ground School, make/model/series	2 years
Powerplant Ground School, make/model/series	2 years
Electronic/Avionics/Autopilot	3 years
Troubleshooting	3 years
Engine run & taxi training, make/model/series	Annual
MEL / NEF Training	2 years
Fueling / Fire training (for CFR139 airports)	Annual
OSHA / Safety Training	2 years
CFR145 Training (if a repair station)	Annual

The Maintenance Manager will select technical courses based on equipment acquisition or relocation of existing

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equipment and special training needs, in coordination with the Safety Manager.

Management Courses	Frequency
Management/Self-Improvement	As Required

INITIAL CREWMEMBER TRAINING. Pilot crewmembers shall attend the following training within the first twelve months after initial hire date and at two-year intervals thereafter. Cabin personnel shall attend the training on an annual basis.

- Emergency Situation Training

The course will include, but not be limited to: Crewmember duties and responsibilities during emergency situations, crew coordination during emergencies, aircraft cabin fires/fire extinguisher training, air piracy, use of supplemental oxygen, aircraft ground security, sabotage and emergency evacuation.

- CPR / AED Training
- Aerospace Physiology
- First Aid Training
- Water survival training (additional types of survival training are based on specific mission requirements).
- Ditching.

This training program may be supplemented, as necessary, based on specific mission requirements and/or current conditions.

MANAGEMENT TRAINING. All staff personnel including pilots, maintenance technicians and supervisory employees, will participate in management training courses which have been selected by the Flight Department Manager as appropriate for the various staff grade levels.

NEW PILOT/CONTRACT PILOT INDOCTRINATION. Prior to being assigned to flight duty, a new pilot employee or contract pilot shall meet with his/her Chief Pilot for a review of this manual.

This review will include, but not be limited to, the following items:

- Use of this manual.
- Use of Department forms.
- Standardization Program.
- Flight crew scheduling procedures.
- Dispatch procedures.
- FAA and Company medical examination policy.
- Conflict of interest.
- Department uniform and personal conduct requirements.
- Department security and hangar access procedures.
- Department Aviation Safety Program (Safety Management System).

TRAINING RECORDS. The Safety Manager is responsible for maintaining the Department master training file that will include records of training and evaluations required by the Department.

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GROUND TRAINING

HAZARD AND INCIDENT REPORTING SYSTEM TRAINING (SAFETY MANAGEMENT SYSTEM). All Department employees shall receive initial employment training on their responsibilities under the Hazard and Incident Reporting System.

Training shall include at a minimum the following information:

- A general description of the system.
- Information on hazards and incidents which are required to be reported.
- The proper procedure to report recognized hazards and incidents.
- The location and availability of the Hazard and Incident Report Form and the Flight Operations Incident Report Form.
- The proper method to notify management of hazards posing an immediate danger to persons or property.

HAZARD COMMUNICATION TRAINING PROGRAM. All maintenance personnel shall receive training at the time of their initial assignment, and every three calendar years thereafter, on the OSHA Hazard Communication Standard, the Department Hazard Communication Program, and the safe use of hazardous chemicals. Additional training is required when the hazards change, when a new hazard is introduced into the workplace, or when an employee's conduct demonstrates the need for retraining.

Training shall include at a minimum the following information:

- Summary of the OSHA Standard and the Department Hazard Communication Program
- The location and availability of this written program.
- Physical hazards of chemicals in the work area.
- Health hazards, including signs and symptoms of exposure, and any medical condition known to be aggravated by the chemical.
- Procedures to protect against hazards (e.g., personal protective equipment, proper use, and maintenance; work practices to assure proper use and handling of hazardous chemicals; and procedures for emergency response).
- Work procedures for hazardous chemical spills and leaks.
- Material Safety Data Sheets (MSDSs) and the Hazardous Chemical List location.
- How to read and interpret the information on labels and MSDSs, including chemical identity and appropriate hazard warnings.
- How to obtain additional hazard information.
- Methods and observations that may be used to detect the presence or release of a hazardous chemical.
- Access to Employee Medical and Exposure Records.

FACILITY EMERGENCY PLAN TRAINING. All employees shall receive training on the Facility Emergency Plan at the following times:

- At the time of hire prior to the commencement of work.

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- When the employee's responsibilities or designated actions under the plan change.
- When the plan is changed.

An evacuation drill should be conducted at least once per calendar year at each facility. All employees are not required to be in attendance for the required evacuation drill.

Training shall include at a minimum the following information:

- The location(s) of evacuation route map(s).
- Types of exit markings posted at the facility.
- Evacuation routes and alternate routes of egress from work areas.
- The locations of hazardous areas to be avoided, i.e., emergency response vehicle routes.
- The identity of any employees who may require assistance in evacuating the workplace.
- The location of assembly areas and employee accountability method to be used.
- Local employee alarm systems that would signal the need for evacuation.
- Additionally, for emergency evacuation coordinators and fire wardens:
 - The complete workplace layout including various alternate escape routes.
 - Procedures to check rooms and other enclosed for employees who may be trapped or otherwise unable to evacuate.
 - The method to use to ensure employee accountability, including reporting of missing employees to emergency response personnel.
 - Familiarization with the general principles of fire extinguisher use and the hazards involved with incipient stage firefighting.
 - A general description of the four classifications of fire.
 - The types of portable fire extinguishers available for each class of fire, including standard portable fire extinguisher classification markings.
 - The proper use and limitations of available portable fire extinguishers.
 - The definition of "incipient stage fire" and how to distinguish an incipient stage fire from a more developed fire.
 - Fire alarm system(s) available at the facility.
 - The proper method to report a fire to emergency response personnel.
 - The proper method to exit a smoke filled room or space.
 - The proper technique to extinguish clothing fires.
 - General housekeeping rules for the prevention of fires.

ADDITIONAL TRAINING.

All maintenance personnel shall additionally receive annual training on fuel source and ignition source controls related to particular fire hazards associated with maintenance areas. Training on proper housekeeping practices will also be provided emphasizing routine procedures to control accumulations of flammable and combustible waste materials and residues that could cause or contribute to a fire emergency.

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Training shall include at a minimum the following information:

- Hazards associated with fuel and ignition sources found in maintenance areas including fuel and ignition source controls.
- Proper housekeeping practices for the control of hazardous and flammable waste materials and residues.
- The proper use of available Class II standpipe or small hose fixed extinguishing systems in controlling or extinguishing incipient stage fires.

BLOODBORNE PATHOGENS EXPOSURE CONTROL PLAN TRAINING. All employees in a job classification identified as having possible occupational exposure to blood or other potentially infectious materials (see Exposure Determination in Section VIII) shall receive training on the Bloodborne Pathogens Exposure Control Plan. This training will be given at the time of initial assignment to tasks where occupational exposure may occur, and annually thereafter.

Training shall include at a minimum the following information:

- An explanation of the Bloodborne Pathogens Standard (29 CFR 1910.1030) and that a copy this standard is accessible to employees.
- A general explanation of the epidemiology and symptoms of bloodborne diseases.
- An explanation of the modes of transmission of bloodborne pathogens.
- An explanation of the Department Exposure Control Plan where employees can obtain a copy.
- An explanation of the appropriate methods for recognizing tasks and other activities that may involve exposure to blood and other potentially infectious materials (OPIM).
- An explanation of the use and limitations of methods that will prevent or reduce exposure including engineering controls, work practice controls, and personal protective equipment.
- Information on the types, proper uses, location, removal, handling, decontamination, and disposal of personal protective equipment.
- An explanation of the basis for selection of personal protective equipment.
- Information on the Hepatitis B vaccine, including information on its efficacy, safety, method of administration, the benefits of being vaccinated, and that the series is offered free of charge.
- Information on the appropriate actions to take and persons to contact in an emergency involving blood or OPIM.
- An explanation of the procedure to follow if an exposure incident occurs, including the method of reporting the incident and the post-exposure medical evaluation and follow-up that will be made available.
- Employee's rights of access to medical records.
- An explanation of the signs and labels in use.
- An opportunity for interactive questions and answers with the person conducting the training session.

ACCESS TO EMPLOYEE EXPOSURE AND MEDICAL RECORDS TRAINING. All employees shall be informed at the time of initial employment, and annually thereafter, of their rights under the Access to Employee Exposure and Medical Records standard.

Training shall include at a minimum the following information:

- The existence, location, and availability of any records covered by this section.

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- The person(s) responsible for maintaining and providing access to records.
- Each employee's right of access to these records.
- Each employee's responsibility to notify his or her supervisor in the event of exposure to hazardous chemicals or harmful physical agents.

PERSONAL PROTECTIVE EQUIPMENT TRAINING. Department maintenance personnel must be trained in the use and care of any personal protective equipment that they use, or may be required to use, in Department facilities. Affected personnel must be trained initially, every three calendar years thereafter, and at any time when the employee's conduct indicates the need for retraining. Additional training will be provided when the operating conditions change or when there is any change in the PPE required for the identified hazards. Personnel must demonstrate an understanding of the training and ability to use the PPE properly.

Training shall include at a minimum the following information:

- An explanation of when PPE is necessary.
- An explanation of what PPE is necessary under what conditions or circumstances.
- How to properly wear and adjust PPE.
- The limitations of selected PPE.
- The proper care, maintenance, useful life, and disposal of PPE.

RESPIRATORY PROTECTION PROGRAM TRAINING. All affected employees and their immediate supervisors shall be provided Respiratory Protection training prior to use or fit testing of any required respirator, annually, and when an employee's conduct indicates the need for retraining. Where retraining is required as a result of employee non-adherence to any aspect of the Department's Respiratory Protection Program, the employee's immediate supervisor shall also be required to attend the training session.

Training shall include at a minimum the following information:

- The nature, extent, and effects of respiratory hazards to which the employee may be exposed;
- An explanation of the operation, limitations, and capabilities of the selected respirator(s);
- Instruction in procedures for inspection, donning and removal, checking the fit and seals, and in the wearing of the respirator;
- An explanation of fit testing procedures and the purpose of fit testing.
- An explanation of the procedures for maintenance and storage of the respirator;
- Instruction on how to deal with emergency situations involving the use of respirators or with respirator malfunctions;
- The contents of the Respiratory Protection Standard (29 CFR 1910.134) and of the Department's Respiratory Protection Program, its location and availability.

POWERED INDUSTRIAL VEHICLE POLICY TRAINING & CERTIFICATION. All employees authorized by the Manager, Base Aviation Maintenance to operate powered industrial vehicles must be certified prior to operating this equipment. Certification is a three-part process which combines formal instruction (e.g., lecture, discussion, videotape, etc.), practical training (demonstrations by the trainer and exercises performed by the trainee), and evaluation of the employees performance in the workplace. Employees must be certified for each type of vehicle that they are authorized to operate.

Training shall include at a minimum the following information:

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- A general description of the Department Powered Industrial Vehicle Policy.
- The requirements of Appendix I - General Safety Rules for the Operation of Powered Industrial Vehicles. (Flight Department Safety Manual, Section XII).
- Pre-operational checks to be performed on each vehicle the employee is authorized to operate.
- All requirements of the OSHA Powered Industrial Vehicles Standard, including;
 - Vehicle related topics.
 - Operating instructions, warnings and precautions for the types of vehicle(s) the employee will be authorized to operate.
 - Differences between the vehicle and the automobile.
 - Vehicle controls and instrumentation.
 - Where they are located, what they do, and how they work.
 - Engine or motor operation.
 - Steering and maneuvering.
 - Visibility.
 - Fork and attachment adaptation, operation, and use limitations.
 - Vehicle capacity.
 - Vehicle stability.
 - Refueling or recharging of batteries.
 - Any vehicle maintenance the employee will be required to perform.
 - Operating limitations.
 - Any other operating instructions, warnings, or precautions listed in the vehicle manufacturer's manual.
 - Workplace related topics:
 - Surface conditions where the vehicle will be operated.
 - Composition of the loads to be carried and load stability.
 - Load manipulation.
 - Stacking.
 - Unstacking.
 - Pedestrian traffic in the work area.
 - Narrow aisles and other restricted areas where the vehicle will be operated.
 - Hazardous (classified) locations where the vehicle will be operated.
 - Ramps and other sloped surfaces that could affect stability.

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- Closed environments and other areas where insufficient ventilation or poor vehicle maintenance could cause a buildup of carbon monoxide or diesel exhaust.
- Other unique or potentially hazardous environmental conditions in the workplace that could affect safe operation.

Note: Any of the subjects listed above may be omitted if it is documented that they do not apply to the work area.

Practical training shall include:

- A demonstration of proper vehicle operating procedures by the trainer.
- Completion of a series of exercises by the employee, under the direct supervision of the trainer.

CERTIFICATION. After completion of the formal instruction and practical training, the employee's performance must be evaluated in the actual work environment. The performance evaluation shall include observation of the employee safely operating the vehicle. There is no set timeframe for this evaluation; the duration of the evaluation will vary based on the complexity of the work environment and the skill demonstrated by the employee. Employees must have their performance reevaluated at least once every three years.

The person(s) who conducts vehicle training or evaluation must have sufficient knowledge, training, and experience to effectively complete the task. Records of the certification must include the following:

- The employee's name.
- The date of training.
- The date of the evaluation.
- The identity of the person(s) performing the training or evaluation.

RETRAINING. An employee must undergo refresher training in all relevant topics whenever:

- The employee has been observed to operate the vehicle in an unsafe manner.
- The employee has been involved in an accident or near-miss incident.
- The employee has received an evaluation which indicates they are not operating the vehicle safely.
- There are changes in the work environment that could affect the safe operation of the vehicle.

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Appendix I - Sample Forms

Training Date(s): _____

Hazard and Incident Reporting System Training Documentation

Approximate Duration 0:20

Name(s) of Trainer(s)	Signature(s) of	Qualifications

Attendee's Name	Signature	Job Title

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Training Date(s): _____

Hazard Communication Program Training Documentation

Approximate Duration 2:00

Name(s) of Trainer(s)	Signature(s) of	Qualifications

Attendee's Name	Signature	Job Title

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Training Date(s): _____

Facility Emergency Plan Training Documentation

Approximate Duration 0:30

Name(s) of Trainer(s)	Signature(s) of	Qualifications

Attendee's Name	Signature	Job Title

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Training Date(s): _____

Bloodborne Pathogens Exposure Control Plan Training Documentation

Approximate Duration 2:00

Name(s) of Trainer(s)	Signature(s) of	Qualifications

Attendee's Name	Signature	Job Title

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Training Date(s): _____

Access to Employee Exposure and Medical Record Training Documentation

Approximate Duration 0:15

Name(s) of Trainer(s)	Signature(s) of	Qualifications

Attendee's Name	Signature	Job Title

Training Date(s): _____

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Personal Protective Equipment Policy Training Documentation

Approximate Duration 1:00

Name(s) of Trainer(s)	Signature(s) of	Qualifications

Attendee's Name	Signature	Job Title

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Training Date(s): _____

Respiratory Protection Program Training Documentation

Approximate Duration 1:00

Name(s) of Trainer(s)	Signature(s) of	Qualifications

Attendee's Name	Signature	Job Title

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Training Date(s): _____

Powered Industrial Vehicle Policy Training Documentation

Duration 2:00

Name(s) of Trainer(s)	Signature(s) of	Qualifications

Attendee's Name	Signature	Job Title