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IEP CHECKLIST
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July 2025

MAINTENANCE 5.

Maintenance Training (PART 135)

Maintenance Training:

The maintenance training program is appropriate to the size and scope of maintenance functions the operation performs. A well organized and properly documented training program that includes appropriate indoctrination, initial, on-the-job, and recurrent training, and continuous opportunities for professional development and education will provide benefit to maintenance technicians and the operation as a whole. Accurate tracking of training requirements and a vigorous update review helps ensure training is appropriate and relevant.

PART 135

SCALE OF 1-5

1 – Unsatisfactory
2 – Poor
3 – Meets Minimum Standards
4 – Excellent
5 – Best Practice

If your answer is not a 3 or better, you must record a
finding that requires corrective action.

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1. **Examine the process for tracking initial and recurrent maintenance training requirements for individuals. Is it functional and reliable? How are expirations tracked and resolved?**

   (FAR 135.433; IS-BAO 8.1.1, 8.1.7.1, 8.5.1; NBAA Management Guide 3.3; ARGUS Platinum 8.5)

   (Documentation) Someone in the organization should be assigned the duty of monitoring initial and recurrent maintenance training requirements. The frequency requirement for recurrent training should be stated in the GMM or company manual and documentation should confirm the completion of such training. Examine the process used to validate recurrent training requirements for relevance and currency. Recurrent training should be scheduled in advance of expiration.

1	2	3	4	5

2. **Is on-the-job training (OJT) a defined, effective, and documented maintenance training program?**

   (IS-BAO 8.1.7.1; ARGUS Platinum 8.5.1)

   (Documentation) OJT requirements and procedures should be outlined in the company maintenance manual. All on-the-job training, whether formal or informal, can fulfill set requirements and should be tracked accordingly. Accurate documentation will allow for realistic assessment of a technician's proficiency, capability, and training accomplished.

1	2	3	4	5

3. **Are minimum initial and recurrent technical training requirements established and documented? How does the company ensure that all maintenance personnel are competent and appropriately trained to perform assigned tasks?**

   (FAR 135.433; IS-BAO 8.1.7; NBAA Management Guide 3.3; ARGUS Platinum 8.5)

   (Documentation) Evaluate how the maintenance training program in place meets the demand of the scope of operations. The company might operate under '10 or more', Cat II & III landing, or other very specific operations that have special maintenance requirements. The maintenance manual/GMM should stipulate what pre-requisite training is required for technicians in these areas of specialization. Task qualification lists can be used to identify what tasks technicians can be appropriately assigned specific work tasks.

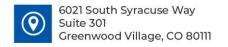 | 1 | 2 | 3 | 4 | 5 |
   |---|---|---|---|---|

4. **Examine individual maintenance employee training records. Are they well maintained and organized? Do they contain all required documentation in accordance with regulations and company requirements?**

   (IS-BAO 8.5; NBAA Management Guide 1.3.4 & 3.7; ARGUS Platinum 4.2, 8.5.9)

   (Documentation) A thorough training record should be kept for each technician. If files are not electronic, they should be maintained in a designated area. All electronic records should be secure and backed up. Documentation to include certification forms, OJT records, and training reviews should all be kept organized in the training record. These records should be retained for at least three years.

1	2	3	4	5

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5. Are all newly hired maintenance employees provided with timely indoctrination training and is the training appropriately documented?

(IS-BAO 8.1.1, 8.1.7.1, 8.1.7.2, 8.5.1; NBAA Management Guide 3.3; ARGUS Platinum 8.5)

(Training) Indoctrination training ensures thorough understanding of company manuals, policies and procedures as job responsibilities are introduced. Each new employee has a different experience and knowledge base; it is critical that each is exposed to the same information upon initial employment at the company. General training that might include the use of applicable software applications, aircraft Minimum Equipment Lists (MEL), CPR, emergency equipment (eyewash stations, fire extinguishers, fueling, security etc.) should be addressed at indoctrination training. Any valid training from a previous employer should be reviewed documented with a waiver if deemed current and acceptable for indoctrination requirements.

1	2	3	4	5

6. Is there a maintenance initial engine run-up and taxi training program? If so, examine the program to ensure training requirements are met. Recurrent training should also be conducted.

(IS-BAO 8.1.7.1, 13.3.4(FW), 13.3.5(RW); ARGUS Platinum 8.5.4(FW), 8.5.5(RW))

(Training) **FW:** Before any technician is authorized to start an APU, taxi an aircraft, or perform engine run-ups initial training should be conducted. **RW:** If the operator permits maintenance personnel to be at the controls of a helicopter when the rotor is turning under power, they shall have a process for authorizing and training applicable personnel. Training should be documented in a formalized program that covers operations, limitations, and appropriate emergency procedures. Recurrent training should ensure a technician remains proficient and knowledgeable in pertinent aircraft operations, limitations, and emergency procedures.

1	2	3	4	5

7. Are adequate internal training facilities available for maintenance employees? Are utilized training materials reviewed for currency?

(FAR 135.323, IS-BAO 8.1.1; NBAA Management Guide 3.3)

(Training) Is there a dedicated classroom or adequate space for training? Training materials should be well organized and standardized. Up-to-date audio and visual materials and/or computer-based training should be relevant to assigned tasks, and readily available when needed. Internal training materials should be reviewed annually to ensure currency.

1	2	3	4	5

8. Examine the company's hazardous materials training program for maintenance activities. Ensure training is completed and documented IAW with DOT and OSHA requirements.

(FAR 135 Subpart K; 49 CFR 175.20; 29 CFR 1910 Subpart H – Hazardous Materials; IS-BAO 9.1.1[e]; NBAA Management Guide 1.1.4.1 & 3.3; ARGUS Platinum 8.10.7)

(Training) Employees that are expected to transport or use Hazmat in their job assignments require DOT Hazmat training. Employees must also be trained in company/locally specific Hazmat procedures. Training must address how to use available information about the identity and hazards of handling/using workplace chemicals.

1	2	3	4	5

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9. Do employees receive formal initial and recurrent aircraft specific training?

(IS-BAO 8.1.7.3; NBAA Management Guide 3.3; ARGUS Platinum 8.5.1 - 8.5.3)

(Training) Technicians and inspectors should attend formal, manufacturer approved training on the aircraft types operated. Personnel shall receive initial and continuation systems training on aircraft types operated as well as continuing education on other aircraft specific topics.

1	2	3	4	5

10. Do individuals with release authority receive recurrent training? Is the training specific to the system or aircraft group for which they exercise authority?

(IS-BAO 8.1.7.3 & 15.2.3.2; ARGUS Platinum 8.5.3)

(Training) Individuals who hold maintenance release authority should undertake recurrent training every two years. Company policies should restrict individuals from signing a release unless, within the preceding 24 months, they have had at least six months' experience in the inspection, servicing, or maintenance of an aircraft type or system for which they exercise authority.

1	2	3	4	5

11. Are maintenance personnel properly trained to conduct maintenance check flights?

(FAA AC 120-51E; IS-BAO 8.1.7.1, 8.2, 13.9; NBAA Management Guide 2.1.4, 3.3, 3.6; ARGUS Platinum 4.5.4.c, 7.13, 8.5.10)

(Training) There are certain characteristics of individuals that are more important in check flight work than in other tasks; therefore, personnel responsible for maintenance check flights should be carefully selected and properly training. Training for maintenance check flights should include task planning and preparation procedures, conditions, and procedures for execution of the maintenance check flights, and procedures for inflight abnormalities or emergencies. Maintenance personnel responsible for maintenance check flights should also be properly trained and skilled in Crew Resource Management/Threat and Error Management (CRM/TEM).

1	2	3	4	5

12. Do maintenance personnel receive Human Factors (HF) and Maintenance Resource Management (MRM) training?

(FAA AC 120-51E; IS-BAO 8.2, 12.1.1; NBAA Management Guide 2.1.4, 2.1.6, 1.3.2.22.2; ARGUS Platinum 6.1, 8.5.7)

(Training) Life stressors, employee interaction, performance pressures are all present and can have a significant effect on aircraft maintenance. Human factors and resource management training help maintenance personnel to recognize and manage these interpersonal issues. It is recommended that maintenance personnel receive initial and recurrent human factors and resource management training covers specific topics such as: communication processes, coordination, teamwork, workload and time management, situational awareness, effects of fatigue on performance, avoidance strategies and fatigue countermeasures, decision making and judgement, and effects of stress and stress reduction strategies.

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13. Are there defined procedures to verify vendors performing contracted maintenance work are appropriately trained? Are these vendors provided with company/site specific training, when required?

(FAR 135.413 & 135.426; IS-BAO 8.1.7 & 15.1.6; NBAA 3.9.5; ARGUS Platinum 8.3.4 – 8.3.5, 8.5.1)

(Quality Assurance) If all or part of your maintenance is contracted out, the vendor should have documented training programs. These training programs should meet all the requirements of this IEP checklist. This is not intended to imply a required review of a manufacturer's maintenance training program, but for those vendors that might be contracted to perform day-to-day onsite maintenance for the operation.

1	2	3	4	5

14. Does the company maintenance manual or policies contain an adequate description of maintenance training procedures and requirements?

(FAR 135.433; IS-BAO 6.1.1 & 8.1.7; NBAA Management Guide 3.3; ARGUS Platinum 8.5.1)

(Programs/Procedures) Policies and procedures regarding each training requirement should be defined in manuals; this validates and provides the required authority for training programs. Documentation requirements should also be defined and sufficiently described.

1	2	3	4	5