




MSTAR 145 APPROVAL RECOMMENDATION REPORT

FORM 6


Part 4: Findings MSTAR 145 Compliance status

Each level 1 and 2 finding should be recorded whether it has been rectified or not and should be identified by a simple cross-reference to the Part 2 requirement. All non-rectified findings should be copied in writing to the organisation for the necessary corrective action

Part 2 or 3 Ref.	Audit reference(s): Findings	Level	Corrective action		
			Date Due	Date Closed	Reference
OFI #6	Ref: #1. Syllabus training for human factor initial training MO is proposed to include subtopics in the syllabus training for human factor initial training (Ref #1).	OFI			REFER OFI #6

Signature: 
 Lead Auditor:
 (Name & Rank)
 Date: 5/9/24

CR. ISMAIL BIN YUSOF
 Lt Kol TUDM (372914)
 PS 1 JMR
 Directorate General Technical Airworthiness

Signature: 
 Auditee:
 (Name & Rank)
 Appointment:
 Date: 05/09/2024

OMAR BIN AHMAD
 Quality Assurance Manager
 Galaxy Aerospace (M) Sdn. Bhd
 (1040262-D)

DGTA AUDIT - OFI (3-5 Sept 2024)

NO	EVENT/FINDINGS	ROOT CAUSE	CORRECTIVE ACTION
OFI #6	Ref: #1. Syllabus training for human factor initial training MO is proposed to include subtopics in the syllabus training for human factor initial training (Ref #1).	Lack of awareness.	Subtopics have been included in the training syllabus for human factor (initial).

TRAINING PROGRAMME FOR GALAXY AEROSPACE (M) SDN BHD

APPROVAL NO:	ATO/2023/02
TRAINING PROGRAMME TITLE:	HUMAN FACTORS (HF) INITIAL
DOCUMENT REFERENCE:	GAM/IAT/TP/HFI
ISSUE NUMBER:	2
REVISION NUMBER:	0
DATE:	10 SEPTEMBER 2024
COPY NUMBER:	01
HOLDER:	TRAINING MANAGER

ADDRESS:

A-G-01, A-02-01 & A-03-01, BLOK A
BANGUNAN PERDAGANGAN SIERA
ARA DAMANSARA, JALAN PJU 1A/5A,
ARA DAMANSARA,
47301 PETALING JAYA,
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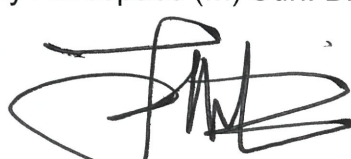

training@galaxyaerospace.my

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0.3 LIST OF EFFECTIVE PAGES

PART 0 – DOCUMENT OVERVIEW							
Part	Page	Issue/Rev	Dated	Part	Page	Issue/Rev	Dated
CP	1 of 31	2/0	10/09/2024	0.7	8 of 28	2/0	10/09/2024
0.1	2 of 31	2/0	10/09/2024	0.8	9 of 28	2/0	10/09/2024
0.2	3 of 31	2/0	10/09/2024	0.9	10 of 28	2/0	10/09/2024
0.3	4 of 31	2/0	10/09/2024		11 of 28	2/0	10/09/2024
0.4	5 of 31	2/0	10/09/2024		12 of 28	2/0	10/09/2024
0.5	6 of 31	2/0	10/09/2024	0.10	13 of 28	2/0	10/09/2024
0.6	7 of 31	2/0	10/09/2024				
PART 1 – TRAINING PROGRAMME							
Part	Page	Issue/Rev	Dated	Part	Page	Issue/Rev	Dated
1.1	14 of 31	2/0	10/09/2024	1.4	21 of 31	2/0	10/09/2024
1.2	15 of 31	2/0	10/09/2024	1.5	22 of 31	2/0	10/09/2024
	16 of 31	2/0	10/09/2024		23 of 31	2/0	10/09/2024
	17 of 31	2/0	10/09/2024	1.6	24 of 31	2/0	10/09/2024
1.3	18 of 31	2/0	10/09/2024		25 of 31	2/0	10/09/2024
	19 of 31	2/0	10/09/2024		26 of 31	2/0	10/09/2024
	20 of 31	2/0	10/09/2024	1.7	27 of 31	2/0	10/09/2024
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PART 4 – FEEDBACK AND EVALUATION							
4.1	31 of 31	2/0	10/09/2024				

<p>Recommended by: Training Manager Galaxy Aerospace (M) Sdn. Bhd.</p>  <p>Name: _____</p> <p>Dated: 09 SEP 2024</p>	<p>Approved by: Principal Quality Assurance (Training) Galaxy Aerospace (M) Sdn. Bhd.</p>  <p>Name: AHMAD KUSHAIRI YUNUS Principal Quality Assurance (Training) Galaxy Aerospace (M) Sdn. Bhd.</p> <p>Dated: 09 SEP 2024</p>
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0.4 SUMMARY OF AMENDMENTS

TP Reference:	GAM/IAT/TP/HFI
Issue:	2
Revision:	0
Date:	10 September 2024

Note: For any typo errors or cosmetic reasons, will be indicated as minor changes.

No.	Reference	Subject	Changes
1.	All Pages	Cosmetic	New GAM logo inserted.
2.	Cover Page	Cover Page	Amended to reflect the latest approval no., revision no., date and email address.
3.	Part 0.1	Table of Contents	Amended the no. of pages for Part 1.3 & 1.6.
4.	Part 0.2	Record of Revisions	Added the latest revision no. and date.
5.	Part 0.3	List of Effective Pages	Amended to reflect the pages with the latest revision no.
6.	Part 0.4	Summary of Amendments	Amended the revision no. and date. Added the summary of changes for the latest revision.
7.	Part 0.7	Approval Page	Amended to reflect the latest revision no., date and signatory approval.
8.	Part 1.3	Overview of Training Course Programme	Added subtopics
9.	Part 1.6	Training Lesson Plan	Added subtopics

0.5 POLICIES AND PROCEDURES FOR THE AMENDMENT OF TRAINING PROGRAMME

- a) All amendments to the Training Programme (TP) will require the Principal Quality Assurance (Training) (PQAT) approval. All amendments will be submitted to PQAT for approval prior to their incorporation in this TP.
- b) Revised portion will be indicated by a dark vertical line on the left side and a revision number and date printed at the bottom of each page. Summary of amendments will be prepared for easy reference and traceability.
- c) TP will be controlled and each page will have the following:
 - i. Issue number;
 - ii. Revision number;
 - iii. Date;
 - iv. Page number.
- d) The TP shall be controlled by the Training Manager.
- e) PQAT approval is not required for any minor changes due to typo errors or cosmetic reasons. An updated copy will be submitted to PQAT after the review.

Issue No.	Revision No.	Date	Page No.
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0.6 DISTRIBUTION LIST

This section is to ensure adequate distribution of the Training Programme (TP) for Galaxy Aerospace (M) Sdn. Bhd. personnel to have access to the relevant information. This does not mean that all personnel must be in receipt of a complete TP but that a reasonable number of copies are readily available within the organisation.

The distribution list may be in the following form.

COPY NO.	FORMAT OF COPIES	HOLDER OF THE COPIES
1	Hard Copy	Training Manager (Master)
1	Soft Copy	Principal Quality Assurance (Training) (Duplicate)
1	Soft Copy	Training Department Personnel including Associate Instructor (Duplicate)




0.7 PURPOSE OF DOCUMENT

- a) The Training Programme (TP) for Galaxy Aerospace (M) Sdn. Bhd. identifies and describes the appropriate training plan, guidelines and activities required to achieve the desired learning outcome.
- b) The TP provides a clear understanding of what must happen to meet the training requirements that have been defined and established in accordance with the syllabus and training standard specified in this document.
- c) All personnel are therefore required to perform the training in accordance with this TP. The TP is a second level document and any amendment to this TP is subjected to the approval of the Principal Quality Assurance (Training) (PQAT).
- d) The TP is organised into 5 parts as:
 - i. Part 0 – Document Overview
 - ii. Part 1 – Training Programme
 - iii. Part 2 – Examination
 - iv. Part 3 – Facilities and Personnel
 - v. Part 4 – Feedback and Evaluation

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0.8 APPROVAL PAGE

a) The undersigned acknowledged that they have reviewed the Training Programme (TP) and agreed with the information presented within this document. Major changes to this TP will be coordinated with and approved by PQAT.

Certification by	Name	Signature	Date
Developed and compiled by: <i>(SME/Instructor)</i>	Yusof bin Ahmad		09 SEP 2024
Examination questions verified by: <i>(Examination Manager)</i>	N/A	N/A	N/A
Recommended by: <i>(Training Manager)</i>	Adam Zafran George bin Abdullah		09 SEP 2024
Approved by: <i>(Principal Quality Assurance (Training))</i>	Ahmad Kushairi bin Yunus		09 SEP 2024

0.9 ABBREVIATION, TERMINOLOGY AND DEFINITIONS
0.9.1 Abbreviation

AM	Accountable Manager
AML	Aircraft Maintenance Licence
AMO	Approved Maintenance Organisation
CA	Certificate of Attendance
CAAM	Civil Aviation Authority of Malaysia
CAD	Civil Aviation Directive
CAGM	Civil Aviation Guidance Material
CC	Certificate of Completion
COR	Certificate of Recognition
EM	Examination Manager
GAM	Galaxy Aerospace (M) Sdn. Bhd.
ISS	Issue
KE	Knowledge Examiner
LEP	List of Effective Pages
CAR	Civil Aviation Regulation 2016
MTO	Maintenance Training Organisation
MTOE	Maintenance Training Organisation Exposition
PA	Practical Assessor
PQAT	Principal Quality Assurance (Training)
QAI	Quality Assurance Inspector
REF	Reference
REV	Revision
SME	Subject Matter Expert
TE	Training Executive
TM	Training Manager
TP	Training Programme
TPM	Training Procedures Manual

0.9.2 Terminology and Definitions

- a) **Aircraft Maintenance Licence or AML** means a licence issued by CAAM in accordance with CAD 1801.
- b) **AMO** means, an approved maintenance organisation which holds a valid certificate of approval granted under regulation 31(1) (b), or regulation 32 of the MCAR.
- c) **Knowledge Examiner** means an appropriately qualified person authorised by the maintenance training organisation to develop theoretical examination question paper and conduct assessment on the performance of the examinations.
- d) **Large Aircraft** means
 - i. an aeroplane with a maximum certificated take-off mass exceeding 5,700 kg;
 - ii. an aeroplane equipped with turbojet engine(s) or more than one turboprop engine;
 - iii. a rotorcraft with a maximum certificated take-off mass exceeding 3,175 kg; or
 - iv. a rotorcraft with more than one engine.
- e) **Maintenance** means, in relation an aircraft, the performance of tasks required to ensure the continuing airworthiness of the aircraft, including any one or combination of overhaul, inspection, replacement, defect rectification, and the embodiment of a modification or repair.
- f) **Maintenance Experience** means experience of being involved in maintenance tasks on operating aircraft and cover a wide range of tasks in length, complexity and variety.
- g) **Maintenance Training Organisation Exposition** or MTOE means an approved document that contains the material specifying the scope of work deemed to constitute approval and showing how the organisation intends to comply with this CAD.
- h) **MTO or The Organisation** means an approved maintenance training organisation which holds a valid certificate of approval granted under regulation 31(1)(c), or regulation 32 of the MCAR.

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- i) **Practical Assessor** means an appropriately qualified person authorised by the maintenance training organisation to conduct the practical assessments in determining the level of practical knowledge or skill whether the trainee is competent.
- j) **Validator** means licensed personnel or a person authorised by the maintenance training organisation who is responsible to supervise, train and validate the skill training and experience acquisition of aircraft maintenance trainee or personnel.
- k) Throughout this TP, the use of the male gender should be understood to include male and female persons.

0.10 NAME AND ADDRESS OF THE ORGANISATION

No.	Company Name	Address
1.	Galaxy Aerospace (M) Sdn. Bhd.	A-G-01, A-02-01 & A-03-01, Blok A Bangunan Perdagangan Siera Ara Damansara, Jalan PJU 1A/5A, Ara Damansara, 47301 Petaling Jaya, Selangor, Malaysia.

PART 1 – TRAINING PROGRAMME

1.1 DETAIL OF TRAINING COURSE

Description:	Human Factors Initial
TP Reference No.:	GAM/IAT/TP/HFI
Approved by:	Principal Quality Assurance (Training)
Material Reference:	1. CAAM CAD/CAGM 8601 2. CAAM CAD/CAGM 1801
Maximum Number of Students:	Shall not exceed twenty-eight (28) students per training course. (Subject to classroom size limitation)
Theoretical Training Duration:	12 Hours : 00 Minutes
Examination Duration:	N/A
Total Training Duration:	12 Hours : 00 Minutes

1.2 TRAINING STANDARD AND OBJECTIVE

- a) The training course standard is according to CAAM CAD 1801 Appendix 1 or ATA Chapter 104 whichever is relevant.

1.2.1 CAAM CAD 1801 Appendix 1

- a) Level 1: A familiarisation with the principal elements of the subject.

Objectives:

- i. The applicant should be familiar with the basic elements of the subject.
- ii. The applicant should be able to give a simple description of the whole subject, using common words and examples.
- iii. The applicant should be able to use typical terms.

1.2.2 ATA Chapter 104

- (a) Level 1: General Familiarization

Objectives:

- i. Personnel must be familiar with current equipment and have a general knowledge of turbine powered transport aircraft. Level I provide a brief overview of the airframe, systems and power plant as outlined in the Systems Description Section of the Aircraft Maintenance Manual.

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1.2.3 Training Methods and Tools

- a) Refer to the table below for the types of training methods and tools which may be used for the training. Actual training methods and tools or aids used shall be according to MTP Part 1.2.

No.	Training Tools	Description
1	Slideshow / PDF presentation	A structured presentation of slides.
2	Manuals	Comprehensive and controlled publication of a particular topic.
3	Computer (laptop)	An electronic processing device that can hold and display information in various media.
4	Mobile devices (such as, but not limited to, tablets, smart phones, etc.)	A mobile electronic processing device that can hold and display information in various media.
5	Videos	Electronic media for broadcasting moving visual images.
6	MSTD — Maintenance simulation training device	A training device that is intended to be used in maintenance training, examination, and/or assessment for a component, system or entire aircraft. The MSTD may consist of hardware and software elements.
7	Mock-up	A scaled or full-size replica of a component, system or entire aircraft that preserves (i.e., is an exact replica of) the geometrical, operational or functional characteristics of the real component, system or entire aircraft for which maintenance training is delivered with the use of such a replica.
8	Virtual reality	A computer-generated three-dimensional (3D) environment which can be explored and possibly interacted with.
9	MTD — Maintenance training device	Maintenance training device is any training device other than an MSTD used for maintenance training and/or examination and/or assessment. It may include mock-ups.
10	Real aircraft	A suitable aircraft whose condition allows teaching a selection of maintenance tasks that are representative of the particular aircraft or of the aircraft category. ‘Suitable’ means an aircraft of the type or licence (sub) category (if the licence (sub) category aircraft is outfitted with the same equipment subject to the particular lesson module(s) and is sufficiently similar so that the lesson objective(s) can be satisfactorily accomplished) for type training, or an aircraft representative of the licence (sub)category for basic training and excludes ‘virtual aircraft’. ‘Condition’ means that the aircraft is equipped with its main components and that the systems can be activated/operated when this is required by the learning objectives.

No.	Training Tools	Description
11	Aircraft component	A suitable aircraft component used to teach specific maintenance tasks off-the-wing. This may include but is not limited to tasks such as borescope inspections, minor repairs, testing, or the assembly/disassembly of sub-components. 'Suitable' means that the condition of the component should fit the learning objectives of the tasks and, when appropriate, may feature existing defects or damages.
12	Augmented reality	An enhancement (modification, enrichment, alteration or manipulation) of one's current perception of reality elements of a physical, real-world environment following user's inputs picked up by sensors transferred to rapid streaming computer images. By contrast, virtual reality replaces the real world with a simulated one.
13	Embedded training	A maintenance training function that is originally integrated into the aircraft component's design (i.e. a centralised fault display system).
14	Classroom	A physical, appropriate location where learning takes place.
15	Virtual classroom/SDL (Synchronous Distance Learning)	A simulated, not physical, location where synchronous learning takes place. SDL approval is required prior to start the training.

1.3 OVERVIEW OF TRAINING PROGRAMME

1.3.1 Training Syllabus

SYLLABUS			TRAINING STRUCTURES			
Day	No.	Description	Training Level*	Hours : Mins**	MCQ***	Training Aids****
One (1)	1.	Module 1: Introduction to Human Factors 1.1. Need to address human factors 1.2. Statistics 1.3. Incidents	1	3:00	-	1/3/5/14/15
	2.	Module 2: Safety Culture and Organisational Factors	1	1:00	-	1/3/5/14/15
	3.	Module 3: Human Error 3.1. Error models and theories 3.2. Types of errors in maintenance tasks 3.3. Violations 3.4. Implications of errors 3.5. Avoiding and managing errors 3.6. Human reliability	1	2:00	-	1/3/5/14/15
Two (2)	4.	Module 4: Human Performance and Limitations 4.1. Vision 4.2. Hearing 4.3. Information-processing 4.4. Attention and perception 4.5. Situational awareness 4.6. Memory 4.7. Claustrophobia and physical access 4.8. Motivation 4.9. Fitness/Health 4.10. Stress 4.11. Workload management 4.12. Fatigue 4.13. Alcohol, medication, drugs 4.14. Physical work 4.15. Repetitive tasks/complacency	1	3:00	-	1/3/5/14/15

Day	No.	Description	Training Level*	Hours : Mins**	MCQ***	Training Aids****
Two (2)	5.	Module 5: Environment 5.1. Peer pressure 5.2. Stressors 5.3. Time pressure and deadlines 5.4. Workload 5.5. Shift Work 5.6. Noise and fumes 5.7. Illumination 5.8. Climate and temperature 5.9. Motion and vibration 5.10. Complex systems 5.11. Hazards in the workplace 5.12. Lack of manpower 5.13. Distractions and interruptions	1	0:30	-	1/3/5/14/15
	6.	Module 6: Procedures, Information, Tools and Practices 6.1. Visual Inspection 6.2. Work logging and recording 6.3. Procedure - practice/mismatch/norms 6.4. Technical documentation - access and quality 6.5. Critical maintenance tasks and error-capturing methods (independent inspection, re-inspection, etc.)	1	0:30	-	1/3/5/14/15
	7.	Module 7: Communication 7.1. Shift/Task handover 7.2. Dissemination of information 7.3. Cultural differences	1	0:30	-	1/3/5/14/15
	8.	Module 8: Teamwork 8.1. Responsibility 8.2. Management, supervision and leadership 8.3. Decision making	1	0:30	-	1/3/5/14/15

Day	No.	Description	Training Level*	Hours : Mins**	MCQ***	Training Aids****
Two (2)	9.	Module 9: Professionalism and Integrity 9.1. Keeping up to date; currency 9.2. Error provoking behaviour 9.3. Assertiveness	1	0:30	-	1/3/14/15
	10.	Module 10: Organisation's HF Program 10.1. Reporting errors 10.2. Disciplinary policy 10.3. Error investigation 10.4. Action to address problems 10.5. Feedback	1	0:30	-	1/3/14/15
Total Training Hours:				12:00	-	-

Note:

*Aircraft training level as defined in TP Part 1.2.1.

**Those hours exclude 'self-study', aircraft visits, simulator visits, CBT, examination, etc.

***Number of Multi Choice Questions (MCQ) used per examination paper.

****Training methods and tools may be used to aid training. Training aids used are as illustrated in MTP Part 1.2.3.

1.4 TRAINING PREREQUISITE

a) Below is the recommended prerequisite to attend this training course:

- i. Shall be at least twenty-one (21) years old; and
- ii. Holds an Aircraft Maintenance Licence issued by CAAM or other foreign authorities; or
- iii. A degree in any field; or
- iv. A diploma in any field; or
- v. Has at least one (1) year of aircraft maintenance experience.

1.5 TRAINING COURSE DURATION AND SCHEDULE

1.5.1 Duration

	Hours : Minutes	Day (s)
Theoretical Training	12 : 00	2
Examination	-	-
Total	12 : 00	2

1.5.2 Training Course Schedule

- a) The standard training programme is based upon 6 hours of instruction per day.
- b) The 6 hours instruction per day does not include breaks and lunch.

Schedule	Time
Period 1	09:00 – 10:00
Morning Break	10:00 – 10:20
Period 2	10:20 – 11:20
Break	11:20 – 11:30
Period 3	11:30 – 12:30
Lunch Break	12:30 – 13:30
Period 4	13:30 – 14:30
Break	14:30 – 14:40
Period 5	14:40 – 15:40
Tea Break	15:40 – 16:00
Period 6	16:00 – 17:00
End	17:00

Day 1	Hrs: Mins	Day 2	Hrs: Mins	Day 3	Hrs: Mins
Refer TP Part 1.3.1	6:00	Refer TP Part 1.3.1	6:00	N/A	
Total Hours:	6:00	Total Hours:	6:00	Total Hours:	

1.6 TRAINING LESSON PLAN

1.6.1 Learning Objectives

- a) After completion of the training course, the trainee will be able to:
- i. enhance safety, quality, and efficiency in aircraft maintenance operations by mitigating human error and its impact on maintenance activities;
 - ii. foster awareness of individual and organizational human factors issues, both positive and negative, that can influence airworthiness;
 - iii. cultivate job-specific human factors skills to improve performance and effectiveness;
 - iv. promote a safety-oriented mindset and discourage unsafe behavior and practices;
 - v. understand the fundamentals of human factors and apply them to maintenance engineering contexts;
 - vi. analyze various error models and theories and apply strategies to prevent and manage errors in maintenance tasks;
 - vii. recognize and address factors affecting human performance, including vision, hearing, attention, and memory;
 - viii. manage environmental factors such as stress, workload, noise, and peer pressure in maintenance settings;
 - ix. improve communication during shift/task handovers and enhance teamwork within maintenance teams;
 - x. exhibit professionalism, stay current with industry practices, and eliminate error-provoking behaviors;
 - xi. effectively report errors, adhere to disciplinary policies, and participate in error investigations;

1.6.2 Contents

Training Level	Duration (hrs)	Contents	Methods/Tools	Materials Used
Level 1 (as per TP Part 1.3.1)	3:00	1. Module 1: Introduction to Human Factors 1.1. Need to address human factors 1.2. Statistics 1.3. Incidents	1. Slideshow 2. Laptop 3. Classroom 4. Virtual Classroom 5. Videos (as per TP Part 1.3.1)	1. Training Notes (as per TP Part 1.7.1)
	1:00	2. Module 2: Safety Culture and Organisational Factors		
	2:00	3. Module 3: Human Error 3.1. Error models and theories 3.2. Types of errors in maintenance tasks 3.3. Violations 3.4. Implications of errors 3.5. Avoiding and managing errors 3.6. Human reliability		
	3:00	4. Module 4: Human Performance and Limitations 4.1. Vision 4.2. Hearing 4.3. Information-processing 4.4. Attention and perception 4.5. Situational awareness 4.6. Memory 4.7. Claustrophobia and physical access 4.8. Motivation 4.9. Fitness/Health 4.10. Stress 4.11. Workload management 4.12. Fatigue 4.13. Alcohol, medication, drugs 4.14. Physical work 4.15. Repetitive tasks/complacency		

Training Level	Duration (hrs)	Contents	Methods/Tools	Materials Used
Level 1 (as per TP Part 1.3.1)	0:30	5. Module 5: Environment 5.1. Peer pressure 5.2. Stressors 5.3. Time pressure and deadlines 5.4. Workload 5.5. Shift Work 5.6. Noise and fumes 5.7. Illumination 5.8. Climate and temperature 5.9. Motion and vibration 5.10. Complex systems 5.11. Hazards in the workplace 5.12. Lack of manpower 5.13. Distractions and interruptions	1. Slideshow 2. Laptop 3. Classroom 4. Virtual Classroom 5. Videos (as per TP Part 1.3.1)	1. Training Notes (as per TP Part 1.7.1)
	0:30	6. Module 6: Procedures, Information, Tools and Practices 6.1. Visual Inspection 6.2. Work logging and recording 6.3. Procedure - practice/mismatch/norms 6.4. Technical documentation - access and quality 6.5. Critical maintenance tasks and error-capturing methods (independent inspection, re-inspection, etc.)		
	0:30	7. Module 7: Communication 7.1. Shift/Task handover 7.2. Dissemination of information 7.3. Cultural differences		
	0:30	8. Module 8: Teamwork 8.1. Responsibility 8.2. Management, supervision and leadership 8.3. Decision making		
	0:30	9. Module 9: Professionalism and Integrity 9.1. Keeping up to date; currency 9.2. Error provoking behaviour 9.3. Assertiveness		
	0:30	10. Module 10: Organisation's HF Program 10.1. Reporting errors 10.2. Disciplinary policy 10.3. Error investigation 10.4. Action to address problems 10.5. Feedback		

1.7 TRAINING COURSE MATERIALS

1.7.1 Training Notes

No.	Training Notes Reference	Issue No.	Revision No.	Date
1	GAM/IAT/TN/HFI	1	0	01 Sep 2023

PART 2 – EXAMINATION

2.1 EXAMINATION PLAN

2.1.1 Examination Standard

Not applicable

2.1.2 Document Reference

2.1.2.1 Examination Syllabus

Not applicable

2.1.2.2 Examination Schedule

Not applicable

2.1.2.3 Examination Paper Reference

Not applicable

PART 3 – FACILITIES AND PERSONNEL

3.1 FACILITIES

3.1.1 Main Office, Classroom and Examination Facility

No.	Address
1.	A-G-01, A-02-01 & A-03-01, Blok A Bangunan Perdagangan Siera Ara Damansara, Jalan PJU 1A/5A, Ara Damansara, 47301 Petaling Jaya, Selangor, Malaysia.
2.	Suite 11-14, Helicopter Center, Malaysia International Aerospace Center, Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor Darul Ehsan.

3.2 INSTRUCTIONAL STAFF AND CAPABILITY MATRIX

3.2.1 Instructor

No.	Name of Instructor	Capability
1.	Yusof bin Ahmad	Nil limitations.
2.	Idros bin Abd Rahman*	Nil limitations.
3.	Amran Shah bin Masnon*	Nil limitations.
4.	Adam Zafran George bin Abdullah	Nil limitations.

Note:

*Associate Instructor

PART 4 – FEEDBACK AND EVALUATION

4.1 TRAINING COURSE FEEDBACK AND EVALUATION

4.1.1 Feedback from Trainees and Instructor

- a) Trainees and instructor must complete the GAM/F-TPM2.5(03) Training Course Feedback and Evaluation form which is distributed on the last day of training.
- b) The GAM/F-TPM2.5(03) Training Course Feedback and Evaluation form will be analysed by the Training Manager (TM) for remedial action as necessary to ensure that the trainees acquire the skills and knowledge that should be gained from the training. This will help to identify training gaps and even discovers opportunities for improving the training programme.
- c) The purpose of the form is to gather feedback from participants or instructors to assess the effectiveness of a training programme or session. The form serves several key purposes:
 - i. **Assessing Learning Outcomes:** The form allows participants or instructors to evaluate the extent to which the training achieved its intended learning outcomes. It helps determine if the participants gained the knowledge, skills, and competencies that the training aimed to deliver.
 - ii. **Identifying Strengths and Areas for Improvement:** By collecting feedback on various aspects of the training, such as content, delivery, and materials, the form helps identify the strengths of the training programme as well as areas that need improvement. This information can guide future training sessions or program enhancements.
 - iii. **Enhancing Training Effectiveness:** Feedback provided through the form can help trainers or instructors refine their delivery methods, instructional techniques, and content to make future training sessions more effective. It provides valuable insights into what worked well and what can be improved, enabling continuous learning and development.
 - iv. **Participant Engagement and Satisfaction:** The evaluation form allows participants to express their satisfaction levels and engagement during the training session. It helps trainers gauge the overall experience of the participants and identify any issues or challenges that may have affected their engagement.
 - v. Overall, the GAM/F-TPM2.5(03) Training Course Feedback and Evaluation form is a valuable tool for assessing the quality of training, gathering insights, and continuously improving the training experience for participants. It helps align training programmes with organizational goals and ensures the delivery of effective and impactful learning experiences.

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