

TRAINING PROGRAM MANUAL (TPM)

for

GALAXY AEROSPACE (M) SDN BHD GLYY941D

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PART 0.1

RECORD OF REVISIONS

COPY NO: _____

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This record of revisions shall be retained in this Training Program Manual. Revisions shall be inserted to replace the superseded pages in this document with the revision date, insertion date and name of person incorporating the revision annotated in the appropriate block below.

ISSUE NO.	REVISION NO.	REVISION DATE	INSERTED BY	INSERTION DATE
1	0	24 th January 2022		
1	1	12 th May 2023		

PART 0.1A

HIGHLIGHT OF REVISIONS

ISSUE NO	REV. NO	REV. DATE	DETAILS OF REVISIONS
1	1	12 May 2023	Part 0.0: Change title page to reflect latest revision no and date.
			Part 0.1: Updated record of revision.
			Part 0.1A: Added new chapter for explanation of changes/revisions.
			Part 0.2: Updated Table of Contents
			Part 0.3: Updated List of Effective Pages (LEP).
			Part 2.0: <ul style="list-style-type: none"> Para 5.2.2 Revised initial Employee Training Evaluation (GAM-073) from 30 days to 60 days. Para 5.2.4: Corrected form number from (GAM/Q-014) to (GAM/Q-079).
			Part 8.0: <ul style="list-style-type: none"> Para 5.13 (a)(1): Corrected Document Master List to Internal Publication Masterlist (GAM/Q-067). Para 5.13 (a)(2): Removed statement "The recipients of the manual shall acknowledge receipt on the Document Acceptance Form (GAM/Q-025). Para 5.13 (a)(4): Corrected Document Master List to Internal Publication Masterlist (GAM/Q-067). Para 5.2.5 a) Added sentence "and/or email".
			Appendix – 1: <ul style="list-style-type: none"> Item 9. Removed GAM/Q-025 and replaced with GAM/Q-067.
			Appendix 2: <ul style="list-style-type: none"> Revised form.
			Appendix 3: <ul style="list-style-type: none"> Revised form.
Appendix 4: <ul style="list-style-type: none"> Revised form. 			
Appendix 8: <ul style="list-style-type: none"> Revised form. 			
Appendix 10: <ul style="list-style-type: none"> Revised form. 			
1	0	24 January 2022	New Issue.

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Quality Assurance Manager Approval



OMAR BIN AHMAD
Quality Assurance Manager

Date: 12 May 2023
Galaxy Aerospace (M) Sdn. Bhd
(1040262-D)

Federal Aviation Administration Approval

Date:

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Quality Assurance Manager Approval



OMAR BIN AHMAD
Quality Assurance Manager

Date: 12 May 2023
Galaxy Aerospace (M) Sdn. Bhd
(1040262-D)

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Date:

PART 0.4

DISTRIBUTION LIST

COPY NO.	HOLDER	FORMAT
01	Quality Assurance Manager (MASTER COPY)	HC
02	Managing Director (Accountable Manager) and Galaxy Aerospace (GAM) Personnel (GAMS Portal)	SC
03	Federal Aviation Administration (FAA)	SC
HC: Hard Copy SC: Soft Copy		

PART 0.5

INTRODUCTION TO THE TRAINING PROGRAM MANUAL

1. This Training Program Manual (TPM) has been prepared in accordance with the current Title 14 Code of Federal Regulations (CFR), FAA Advisory Circular AC 145-10 and policies and procedures used at Galaxy Aerospace (M) Sdn Bhd, hereinafter referred as GAM.
2. This training program manual contains policies and procedures GAM uses to determine its training requirements and to develop its training program. The training program ensures each GAM employee has the knowledge and skills to perform the assigned maintenance, preventive maintenance, and alteration tasks. The contents of this manual ensure GAM can respond to its employees' changing training needs.
3. This manual sets forth the procedures for GAM to identify its training needs in a systematic manner, develop training and/or identify appropriate existing training, select the training methods, provide training, record training accomplishment, and measure the effectiveness of its training program.
4. GAM controls this manual in accordance with the revision control in RSQCM Section 2.1. Quality Assurance Manager shall denote approval of the initial manual and subsequent revisions on the bottom page of "List of Effective Pages" (Part 0.3) prior to submitting to FAA for approval. FAA shall denote the approval of the manual or revisions thereto by signing on List of Effective Pages and/or issuing a Letter of Approval.
5. GAM uses a closed loop system to ensure that the training requirements for the company and employees are identified, training standards are established, training is provided, and the training program is revised as necessary. GAM's training program consists of the following basic components:
 - a) A training needs assessment to identify GAM's overall training needs and individual employee training needs
 - b) The method for defining areas of study and/or courses/lessons made available to employees
 - c) The method for identifying training sources and methods available to employees for the areas of study, courses, and/or lessons
 - d) The method of documenting employee qualifications and training
 - e) The methods used to measure the effectiveness of the training program and to make changes as necessary
6. The Accountable Manager has the overall authority for GAM's training program. Any changes to the training program will be coordinated with the Quality Assurance Manager.

PART 1

GENERAL

1. GENERAL

- 1.1 Persons performing maintenance (including inspections), preventive maintenance, and alteration must be assessed and trained in accordance with the Federal Aviation Administration (FAA)- approved procedures set forth in this manual.
- 1.2 All other employees may be trained in accordance with the approved procedures of this manual at management discretion.
- 1.3 Galaxy Aerospace (GAM) has an established training program that includes indoctrination initial, recurrent, specialized, and remedial training areas of study for all of its employees.
- 1.4 GAM has separate areas of study for the following staffing categories:
 - a) Technicians and other individuals performing maintenance, preventive maintenance, or alteration tasks such as:
 - (1) inspectors
 - (2) supervisors
 - (3) managers
 - b) Support staff
- 1.5 GAM further breaks down the training requirements for each staffing category based on job function requirements and experience levels. GAM has established minimum training standards for its job positions and methods to assess an individual's skill level for each job function to determine training requirements.
- 1.6 GAM has established the minimum standards required for supervision, inspection and maintenance personnel employed by the repair station.
 - Language (read, write, speak and understand English)
 - Computer (ability to access information)
 - Qualification and experience
- 1.7 The procedures in this manual enable GAM to revise its existing training program to ensure it continues to meet GAM's needs and produce training consistent with all regulatory requirements

PART 2

TRAINING NEEDS ASSESSMENT

1. PURPOSE

- 1.1 To establish a process to conduct Training Needs Assessment to evaluate the employees' skill levels and qualifications relative to their specific work assignments.

2. SCOPE

- 2.1 This procedure is applicable to GAM maintenance personnel and support staff when performing maintenance, preventive maintenance and alteration.

3. REFERENCE

- 3.1 FAR FAR Part § 145.163
- 3.2 AC 145-10 Advisory Circular – Repair Station Training Program

4. RESPONSIBILITIES

- 4.1 Quality Assurance Manager is responsible for preparing and analysing training needs assessment. He/She is also responsible to do annual review of training program to verify if GAM has made any changes that might affect training needs and effectiveness.
- 4.2 Engineering Manager and Head of Departments are responsible for determining the training needs of the individual employee against the task assigned and standards established for the position, and timely submission of training needs to Quality Assurance Manager.
- 4.3 Managing Director, the Accountable Manager, has the overall authority for GAM's training program.

5. PROCEDURES

GAM's Training Needs Assessment (TNA) is a two-part process that determines GAM's overall training requirements, as well as individual employee training requirements.

5.1 Overall Repair Station Needs

- 5.1.1 GAM's training needs assessment is performed to ensure continued compliance to regulatory, customer, industry standards and internal requirements. To determine its overall training requirements, the Quality

Assurance Manager and the Engineering Manager or his/her designee will review GAM's operations specifications (OpSpecs); capability list; job position duties and responsibilities listed in the Repair Station Quality Control Manual (RSQCM); technical job functions and tasks; current employee experience level and customer/operator requirements.

5.1.2 This will provide a general outline and description of skills, knowledge and expertise that GAM and its employees should possess. This assessment will include areas but not limited to the following:

- a) Part 145 operations and procedures
- b) Inspection of aircraft and articles
- c) Returning aircraft and articles to service
- d) Receipt and handling of aircraft materials and articles
- e) Access and usage of technical data
- f) Human factors in aircraft maintenance
- g) Safety management system
- h) Dangerous goods/Hazardous material handling

5.1.3 Quality Assurance Manager or his/her designee will complete Training Needs Assessment Matrix (GAM/Q-074) for this process. This form will be maintained by the Quality Assurance Manager.

5.1.4 Employees will then be assessed against the standard established for the position and tasks assigned. If it is determined that an employee does not possess the capability to perform a maintenance (including inspection), preventive maintenance, or alteration task, appropriate training will be administered.

5.1.5 GAM continuously evaluates its overall repair station training needs. At minimum, the training program will be revised when:

- a) TPM training deficiencies have been identified
- b) Changes to its ratings, facilities, equipment, or work scope require additional training areas, classes, or lessons
- c) Evaluations of training effectiveness indicates a need or
- d) The annual TPM review indicates changes are needed.

5.2 Individual Needs Assessment

- 5.2.1 GAM uses Employee Training Evaluation form (GAM/Q-073) to evaluate an individual and determine his/her previous work experience, knowledge and skills. This allow GAM to establish the employee's capability to properly perform the assigned tasks. The results of this evaluation are compared with the needs established on the Training Needs Assessment Matrix (GAM/Q-074) and any additional required training to be conducted.
- 5.2.2 Engineering Manager and/or Head of Departments shall complete initial Employee Training Evaluation (GAM/Q-073) on all newly hired and transferred employees within the employee's first **sixty (60)** days of employment. This assessment includes a review of the gaps and their associated trainings noted in the Employee Training Evaluation (GAM/Q-073).
- 5.2.3 Employees will be requested to provide copies of previous training (i.e. certificates, transcripts, diplomas, degrees etc). This will assist in determining any required training.
- A resume may be required for training evaluation.
 - An oral interview may also be required to ensure a thorough understanding of the individual's previous work experience, knowledge and skills. This oral interview will be accomplished by the respective Head of Department or his/her designee.
- 5.2.4 In addition, OJT will be required to demonstrate their proficiency in their daily duties. OJT needs will be documented on Work Experience Logbook (GAM/Q-079).
- 5.2.5 Departmental Heads are to identify individual training requirements and shall document the requirements. The individual training records shall be updated accordingly.
- 5.2.6 The Departmental Heads are responsible to ensure the individuals receive the necessary training in the appropriate timeframe.
- 5.2.7 Upon completion of an employee's initial needs assessment, employees are required to complete various types of training to ensure proficiency in compliance and skill based training as well as any necessary technical or specialized training. These types of training include formal courses, technical and specialized training on an initial and recurrent basis.
- 5.2.8 The scope of initial training required for an employee is based on their specified job duties. All mandatory compliance and regulatory training courses will be defined in the Training Needs Assessment Matrix (GAM/Q-074). Training Needs Assessment Matrix (GAM/Q-074) will also define the initial and recurrent frequency associated with these courses.

5.2.9 During identification of overall training needs, GAM shall consider items, including but not limited to the following:

- a) The tasks associated with each person responsible for performing maintenance, inspection and preventive maintenance.
- b) The skills, experience and training of new and/or current employees.
- c) The return of an employee to tasks after an extended period.
- d) The introduction to the employee of new regulations, procedures, equipment or recordkeeping requirements

5.3 Changes to Repair Station Work Scope

5.3.1 Whenever GAM is planning to change its facilities, equipment, or scope of work as reflected in its OpSpecs or capability list, it will conduct a review of its current training program. The need for additional training will be based on an analysis of the new work to be performed, the capability of employees, and the availability of in-house training.

5.3.2 Appropriate changes will be made to initial, recurrent, and specialized training areas of study, including existing courses or the addition of new courses, positions, and individuals requiring the training, and when the new training needs to be implemented and completed.

5.4 Annual Training Program Review

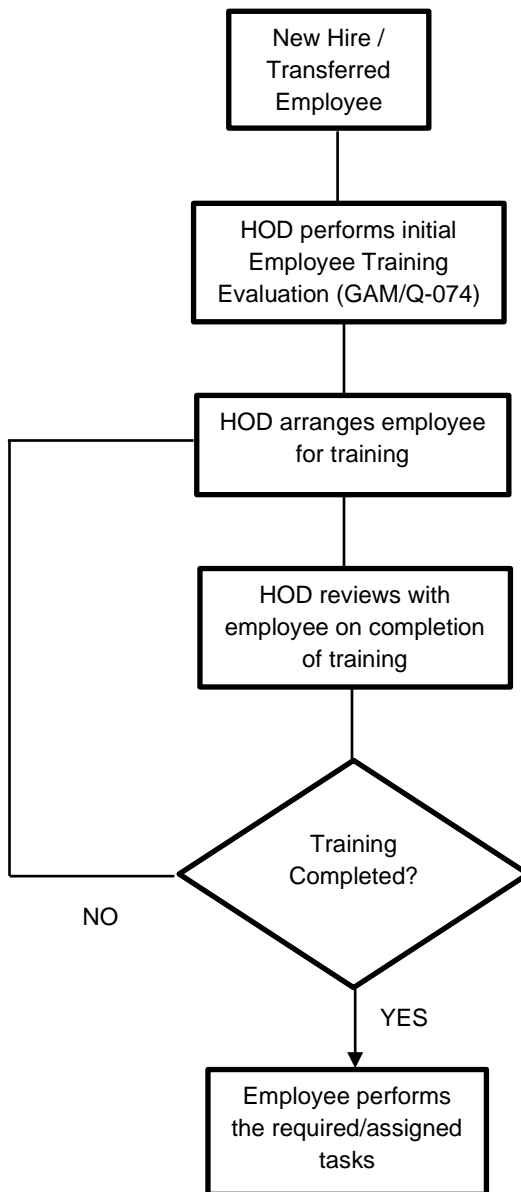
5.4.1 The Quality Assurance Manager shall review annually for currency and completeness of this training program. An annual review of the training program will verify if GAM has made any changes that might affect training and will analyze the measures of training effectiveness. This is performed by the Management team bi-annually during the quality review meeting, at a minimum.

5.4.2 Quality Assurance Manager will review the adequacy and completeness of Training Needs Assessment Matrix (GAM/Q-074). In addition, a review of observations, examination results and feedback from the measurement of the Training Course Evaluation (GAM/Q-045) effectiveness process will be considered.

5.4.3 As part of annual review, GAM will analyze employees' job position duty and task assignments, experience levels and the method of delivery for various courses, new training techniques, or commercially available courses. It will make any changes that are required to ensure employees are capable of performing assigned tasks in accordance with the procedures set forth in their manual.

Appendix A

Training Needs Assessment Overview



PART 3

COURSE DEFINITION

1. PURPOSE

- 1.1 This provides the general outline of the methods and types of training that are utilized to conduct both technical and non-technical courses by GAM and External Training Providers.

2. SCOPE

- 2.1 This procedure is applicable to GAM personnel and support staff when performing maintenance, preventive maintenance and alteration.

3. REFERENCE

- 3.1 FAR FAR Part § 145.163
- 3.2 AC 145-10 Advisory Circular – Repair Station Training Program

4. RESPONSIBILITIES

- 4.1 Quality Assurance Manager is responsible for ensuring the compliance of this requirements.
- 4.2 Departmental Head is responsible for ensuring that only employees adequately trained and qualified for the specific task are assigned to perform the work.

5. PROCEDURES

5.1 TYPE OF TRAINING

- 5.1.1 The Training Program Manual (TPM) is structured to provide the following levels of training:
- a) Initial Training will be provided to new employee for the first time or existing Repair Station employee who is taking upon a new function. It is also to establish a level of knowledge or proficiency on GAM procedures for operations, policies, maintenance and inspections and adherence to regulatory compliance requirements.
 - b) Recurrent Training is part of the continuation training to continuously update the employees on the latest technical information and development. Training received at specific intervals to support, expand

or refresh initial training areas of study, courses/lessons or other proficiency requirements.

- c) Remedial Training is provided to improve an employee's demonstrated lack of knowledge, proficiency or technical expertise. It is provided to employees based on need demonstrated or situation dictates.

5.2 CATEGORIES OF TRAINING

5.2.1 Initial / Indoctrination Training

- a) Indoctrination training shall include the following courses:
 - (1) FAR Part 145 Requirements
 - (2) Company Manuals, Policies and Procedures
 - (3) Human Factor
 - (4) Safety Management System (SMS)
- b) Each new employee involved in aircraft related work shall complete all above courses before he/she can be directly involved in any maintenance work.

5.2.2 Technical Training

- a) Technical Training can be a Process Training or Aircraft Type Courses and are conducted by qualified instructors to train Company Approval Holder or Certifying Staff to be proficient on the specific aircraft type relevant to his specific Trade's category. It is only after completing the Type Course with the required 'Structured' OJT that an employee can apply for Company Approval Holder Authorization as per company Approval system for authority to certify and release return to service.
- b) This may be a formal training provided by the manufacturer or the External Training Provider approved by the Company to provide such training. Satisfactory completion of these types of courses requires documentary evidence such as 'Certificate of Completion' of training issued by the Training Provider.

5.2.3 Recurrent Training

- a) Recurrent Training, also known as refresher or continuation training, is training that re-occurs at a specified frequency. This form of training is necessary to maintain employee proficiency and skill set. All recurrent courses shall be defined in Training Needs Assessment Matrix (GAM/Q-074).

- b) Recurrent Training can be either classroom or OJT training repeated at a regular basis, at least once in every two years to provide the latest information pertaining but not limited to the following:
- (1) Latest changes to Regulations and Repair Station Quality Control Manual procedures.
 - (2) Latest changes to a particular process or maintenance operation.
 - (3) New inspection procedures or techniques.
 - (4) New Safety and Quality issues.
 - (5) New technology updates.
- c) Recurrent Training shall include the following but not limited to:
- (1) CFR Part 145 and Part 43
 - (2) Human Factor
 - (3) Safety Management System (SMS)
 - (4) Relevant technology updates (latest Airworthiness Directives and/or Service Bulletins)
 - (5) Fuel Tank Safety - if applicable
 - (6) Electrical Wiring Interconnect System (EWIS) – if applicable
- d) All Inspection Personnel referenced in the Roster of Supervisory and Certifying Personnel (GAM/Q-053) are subject to recurrent training requirement.

5.2.4 Specialised Training

- a) Specialized training is associated with performing complex specialised processes such as NDT and welding where the quality of the product is very much dependent upon the proficiency of the individual concerned.

5.2.5 Remedial Training

- a) Remedial Training is conducted dependent upon the requirement as recommended by Quality Assurance Manager and/or Engineering Manager subsequent to:
- (1) Investigation of an incident or accident where it has been determined that more training is needed to enhance a process.
 - (2) Preventive measure as recommended during internal or external audit.

(3) Recommendation by management to further enhance operations.

- b) Remedial training will be assigned to ensure an employee who lacks demonstrated knowledge and has been provided the information necessary to accomplish assigned maintenance or alteration tasks properly.

5.3 COURSE DEVELOPMENT

5.3.1 All courses/lessons shall be developed using the following information as minimum necessary to capture the required knowledge or skill:

- a) Course Title
- b) Course Objectives
- c) Course outline
- d) Course duration - Required hours or performance outcome for each topic or lesson
- e) Training material including handouts, regulations, manuals, tools, or equipment used
- f) Training source(s)
- g) Training method(s) (i.e. classroom, OJT etc.)
- h) Instructor(s)

5.3.2 The information required by this process shall be developed for all areas of study and/or courses/lessons made available to employees who perform maintenance, preventive maintenance, alterations and inspection functions. This includes training provided by the on-the-job methodology.

5.3.3 The information on courses and lessons from outside sources will be evaluated to ensure the availability of enough information to determine its capability to impart the information required by the repair station's needs assessment for the company or for the particular employee.

5.3.4 Training material associated with each course shall be maintained on shared network drive by Quality Assurance Department.

PART 4

SELECTION OF TRAINING METHODS

1. PURPOSE

- 1.1 To provide the general outline of selection of training method(s), source(s), and instructor(s) to determine whether the appropriate and necessary knowledge or skill will be transferred to employees.

2. SCOPE

- 2.1 This procedure is applicable to GAM maintenance personnel and support staff when performing maintenance, preventive maintenance and alteration.

3. REFERENCE

- 3.1 FAR Part § 145.163
- 3.2 AC 145-10 Advisory Circular – Repair Station Training Program

4. RESPONSIBILITIES

- 4.1 Quality Assurance Manager is responsible to assess and qualify internal instructors. He/she is also responsible to evaluate external training provider before such training takes place.
- 4.2 Quality Assurance Inspector is responsible for coordinating with Departmental Heads to schedule and arrange personnel to attend the required training. He/she is also to engage and source external training provider.
- 4.3 Departmental Head is responsible for ensuring that only employees adequately trained and qualified for the specific task are assigned to perform the work.

5. PROCEDURES

5.1 Training Methods

- 5.1.1 GAM utilizes various methods to provide training to the employees including:

- a) The formal classroom training (performed under the supervision of an instructor using the in-house facilities such as lectures, mock-ups, visual aids and video facilities, etc).
- b) On-the-job training (OJT)
- c) Computer-based training (CBT)

- d) External classes and courses
- e) Original Equipment Manufacturer (OEM) training

5.1.2 The company will use all available resources to provide the appropriate training. Many areas of study, courses, and lessons will be provided by more than one method. Regardless of the methods used, training will include appropriate means to evaluate the student's capability to understand and apply the information taught.

5.2 Training Sources

5.2.1 Sources available for training will be continually monitored to ensure GAM is aware of its alternatives. When a new or revised training need is identified, the available options will be reviewed. This process may include consultation with the FAA Principal Inspector, other repair stations, manufacturers, and local colleges for available training.

5.2.2 If the training will be conducted by an External training Provider, Quality Assurance Inspector shall coordinate for the engagement of the acceptable source(s). He/she shall perform a survey/audit to ensure it provides appropriate information. The survey/audit may include an observation of training, a review of course outlines and materials, contact with previous training customers, and a review of instructor qualifications and experience.

5.2.3 Should the Engineering Manager and/or Departmental Heads require training from external training provider, he/she shall complete and forward Training Requisition Form (GAM/Q-052) to Quality Assurance Department.

5.2.4 Quality Assurance Inspector will source external training provider and compile all necessary information i.e. instructor's qualification, course outline, quotation etc. The Quality Assurance Inspector together with Quality Assurance Manager will review the external training provider inputs for selection and forward to Accountable Manager and/or Human Resource Manager for approval.

5.3 Training Instructors

5.3.1 Instructors shall be qualified based upon subject matter knowledge and teaching ability. Subject matter expertise may be established by experience, demonstrated knowledge, and/or certification. The ability to impart information can be determined by observation, demonstration, or experience.

5.3.2 Instructor must be adequately trained and experienced on a specific subject, process, an appropriate category of a specific aircraft type, components, or model/series of engines before he/she can be deemed to be qualified by Quality Assurance Manager to conduct training for that particular subject, process, aircraft/component category or engine type.

5.3.3 The Instructors shall meet the following requirements:

Criteria	Basic / Regulatory Training	Technical / Specific Training
Qualification	<ul style="list-style-type: none"> i. Hold a valid and current Aircraft Maintenance Engineer's License which is issued or validated by CAAM; or ii. A diploma/degree holder in related field; 	<ul style="list-style-type: none"> i. Hold a valid and current Aircraft Maintenance Engineer's License which is issued or validated by CAAM; or ii. Company Approval Holder; or iii. A diploma/degree holder in related field;
Training	<ul style="list-style-type: none"> i. Completed and attended Instruction technique / Train the Trainer; or ii. Attended and experienced in specific subject to be taught. 	<ul style="list-style-type: none"> i. Completed and attended Instruction technique / Train the Trainer; and ii. Attended and experienced in specific subject to be taught.

5.3.4 QAM shall review and assess the qualification of instructors before qualifying them as qualified instructor and the assessment is recorded in Training Instructor Assessment Checklist (GAM/Q-048).

5.3.5 Once assessment process is completed and Quality Assurance Manager is satisfied on the qualification, competency, and experience of the personnel, authorised instructors will be listed in the List of Approved Instructor (GAM/Q-020).

5.3.6 Quality Assurance Manager shall maintain a List of Approved Instructor (GAM/Q-020) for the types of courses to be conducted. The listing is available at the Quality Assurance Department.

5.3.7 For OJT Instructor, Quality Assurance Manager accepts supervisors with Company Authorization for that particular operation or process to conduct OJT on that particular operation or process.

5.3.8 For each classroom course performed at GAM facility, Training Course Evaluation Form (GAM/Q-045) will be completed. The Quality Assurance Inspector shall compile and address issues that require corrective action which may include additional training or support for the Instructor to Quality Assurance Manager.

PART 5

TRAINING DOCUMENTATION

1. PURPOSE

- 1.1 To provide a general guideline for recording, updating and maintaining personnel training records.

2. SCOPE

- 2.1 This procedure is applicable to all training records of GAM maintenance personnel and support staff when performing maintenance, preventive maintenance and alteration.

3. REFERENCE

- 3.1 FAR Part 145.163
3.2 AC 145-10 Advisory Circular – Repair Station Training Program

4. RESPONSIBILITIES

- 4.1 Quality Assurance Manager is responsible to record, update and maintain training records of employees who are assigned to perform maintenance, preventive maintenance, alterations and inspection functions.

5. PROCEDURES

- 5.1 Generally, training records refer to records of each employee's personal details, past employment, authorisations granted and training records indicating type of course, subject, date completed, total hours, method, location, name of instructor and results.
- 5.2 Training records may be maintained in two forms:
- a) hard copy
 - b) electronic

Note: GAM shall use the hard copy method as the primary version of maintaining records at GAM, however, GAM may also use electronic methods to summarize training record data.

- 5.3 Employees may access their training records which are kept by Quality Assurance Department. These training records are available for review upon request.
- 5.4 The Training Records shall be retained for the duration of an employee's period of employment. Upon termination of active employment, an employee's training record will be archived for a period of two years after the employee has left the organization.
- 5.5 The following training records to be kept at but not limited to:
- a) Employee Training Evaluation (GAM/Q-073)
 - b) Training Needs Assessment Matrix (GAM/Q-074)
 - c) Training Course Evaluation Form (GAM/Q-045)
 - d) Training Instructor Assessment Checklist (GAM/Q-048)
 - e) List of Approved Instructors (GAM/Q-020)
 - f) Meeting/Training Attendance Form (GAM/Q-022)
 - g) Training Certificate

PART 6

MEASUREMENT OF TRAINING EFFECTIVENESS

1. PURPOSE

1.1 To establish a procedure of measuring the effectiveness of training program.

2. SCOPE

2.1 This procedure is applicable to all training courses for GAM maintenance personnel and support staff when performing maintenance, preventive maintenance and alteration.

3. REFERENCE

3.1 FAR Part 145.163

3.2 AC 145-10 Advisory Circular – Repair Station Training Program

4. RESPONSIBILITIES

4.1 Quality Assurance Manager is responsible to conduct an annual review of the training program to analyze its effectiveness.

5. PROCEDURES

5.1 The Quality Assurance Inspector will regularly evaluate each course for its content, time, quality of the training materials, training facilities, and instructor. This is accomplished through observation, examination results, and feedback.

5.2 At the end of each course, to measure training effectiveness and comprehension, GAM develops methods to observe the employee's participation. These methods include written and verbal examinations including practical skills applications.

5.3 Student's interview shall be convened for reasons of poor performance or to correct certain irregularities.

5.4 On completion of each course, the Training Course Evaluation Form (GAM/Q-045) shall be completed up by each student. The Quality Assurance Inspector will work with the Quality Assurance Manager to resolve any discrepancies or concerns highlighted.

5.5 Quality Assurance Manager will analyze the results of course evaluations to determine if any changes are required to establish a basis for determining whether the course met its objectives and provided the information necessary to ensure the



employee was capable of performing assigned tasks.

- 5.6 Results or feedbacks received from training course evaluation will be addressed during quality review meeting.

PART 7

CONTROL OF EXAMINATION

1. PURPOSE

- 1.1 This provides a general guideline for controlling the administration of examination in support of the training courses.

2. SCOPE

- 2.1 This procedure is applicable to examinations/tests administered and conducted internally at GAM.

3. REFERENCE

- 3.1 FAR Part Part § 145.163
- 3.2 AC 145-10 Advisory Circular – Repair Station Training Program

4. RESPONSIBILITIES

- 4.1 Quality Assurance Manager is responsible for conducting audit and surveillance coverage to ascertain compliance with the requirements.
- 4.2 Quality Assurance Inspector is responsible for management of the question bank ensuring that there is no leakage of examination questions.

5. PROCEDURES

- 5.1 Quality Assurance Inspector shall administer written examination for all training conducted by the Quality Assurance Department.
- 5.2 All questions in the Question bank are managed by Quality Assurance Inspector and it is kept in appropriately secured location. It is accessible only through the Quality Assurance Inspector or his/her designee.
- 5.3 The examination questions developed must be within the scope of the approved syllabus. If confidentiality of the examination paper is in doubt, a new set is to be raised.
- 5.4 The examination questions are of multiple-choice objective type with three choices provided and marking of the answer sheets will be carried out by the examination panel or competent instructor as appointed by Quality Assurance Inspector.
- 5.5 The invigilator of the examination can be Quality Assurance Personnel, or Instructor who is not involved in the course.



5.6 Examination result provides an indication of the knowledge and understanding level of a participant on a particular subject matter. The scoring format is as follows:

Score	Result
75% - 100%	Pass
50% - 74%	Fail, re-examination necessary
Below 50%	Fail, re-course and re-examination required

PART 8

MANUAL CONTROL, APPROVAL AND REVISION

1. PURPOSE

1.1 This procedure outlines the management of the Training Program Manual.

2. SCOPE

2.1 This procedure is applicable to entire contents of this Training Program Manual.

3. REFERENCE

3.1 FAR Part § 145.163

3.2 AC 145-10 Advisory Circular – Repair Station Training Program

4. RESPONSIBILITIES

4.1 Quality Assurance Manager is responsible for ensuring that the Training Program Manual is maintained to meet the company objectives and in compliance with the Regulatory requirements.

4.2 Quality Assurance Manager shall submit the proposed revision for approval to the FAA and upon the receipt of the approval, the Quality Assurance Manager shall ensure the revision pages are timely reproduced and distributed to all the assigned custodians of Training Program Manual for incorporation.

4.3 Departmental Heads are responsible to ensure the following:

4.3.1 Necessary changes and corrections are forwarded timely to Quality Assurance Department for reviewing and processing.

4.3.2 Maintain the manual in a good condition for use.

5. PROCEDURES

5.1 MANUAL CONTROL

5.1.1 The introduction section of the manual shall incorporate a Record of Revisions page to indicate the current manual revision number and a List of Effective Pages indicating the revision status of each page.

5.1.2 Each page of the manual shall have the chapter number, issue number, revision number and page number. All pages will show the date of issue which can be cross-checked with List of Effective Pages (LEP) to ensure that it is current.

5.1.3 This manual is produced in both hard copy and electronic formats.

a) Hard Copy Format

(1) The manual is distributed to document holders identified in Part 0.4 of this manual. Quality Assurance Managers will register into [Internal Publication Masterlist \(GAM/Q-067\)](#) to identify the latest revisions of the manual.

(2) [Each manual holder will be responsible for inserting the revised pages in the manual and recording the revision on the manual's record of revision page.](#)

(3) All hard copy manuals shall be given a control number to ensure location and to denote the responsible manual holder.

(4) The Quality Assurance Manager is also responsible for maintaining the [Internal Publication Masterlist \(GAM/Q-067\)](#) of all manuals, indicating the control number assigned to individual and revision status of the manual.

b) Electronic Format

(1) Electronic copies of this manual shall be available to all personnel via Galaxy Aerospace Management System (GAMS) portal.

(2) The electronic manual is a read-only file for which password protected where staff user ID is required to access GAMS portal.

(3) Quality Assurance Manager is responsible to update and upload new or revised manual into GAMS portal.

5.2 MANUAL APPROVAL AND REVISION PROCESS

5.2.1 GAM Training Program Manual (TPM) is an FAA-approved manual where no changes or revision will be made without prior FAA approval.

5.2.2 The Quality Assurance Manager is responsible for the initiating, preparing and submitting the amendments of this TPM to the FAA for review and acceptance.

5.2.3 The Quality Manager is responsible to review the TPM annually so that its contents, when necessary, will be updated to reflect the latest operational and organizational set-ups in GAM.

- 5.2.4 The QAM shall notify of any changes in writing, e-mail or by phone as and when revisions are deemed required. The revised TPM shall be forwarded to the respective Principal Inspector (PI) of the FAA for approval.
- 5.2.5 The Quality Manager shall submit to the respective PI of the FAA:
- a) A Cover Letter [and/or email](#)
 - b) The revised copy of TPM
 - c) The revised List of Effective Pages (LEPs) with signature and dated of QAM
- 5.2.6 The FAA Principal Inspector (PI)'s will either accept or reject the manual revision. The acceptance of the manual may be noted by FAA Principal Inspector (PI)'s signature and the approval date on the List of Effective Pages (LEP) and/or in the form of transmittal documents such as letters, memos, e-mails or any other media. QAM is responsible to keep a record of manual approval by the FAA by inserting it into the manual after the manual cover page.
- 5.2.7 However, if the manual is rejected, a cover letter or transmittal document on detailed explanation of the deficiencies will be issued by FAA PI.
- 5.2.8 When a revision is found not acceptable to the FAA, QAM is responsible to:
- a) correct and address any non-compliant sections of the manual
 - b) resubmit the manual for FAA approval.
- 5.2.9 As needed, QAM will contact the FAA either by phone or email to discuss the details of non-compliant portions of the manual to ensure TPM is compliant with applicable FAA guidance materials.
- 5.2.10 Changes to each of the procedures in the manual shall be issued as a revision by complete section with procedure ready for incorporation into the manual.
- 5.2.11 A 'black' vertical bar at the Left-Hand margin of the affected page indicates the portion of a paragraph or sentence has been revised. This 'black' vertical line shall be removed at the subsequent revisions so that only changes made by the current revision are indicated.
- 5.2.12 A 'Record of Revisions' is available in the manual to record the date the revision is incorporated into the manual.

APPENDIX – 2:

GAM/Q-045 Training Course Evaluation Form

Purpose: To record training evaluation of instructor after completion of training.

Galaxy Aerospace		TRAINING COURSE EVALUATION				
TRAINING COURSE DETAILS						
Title of Training	:					
Training Reference No.	:					
Venue:	:					
Start Date to End Date	:	Start date:				End Date:
Name of Instructor(s)	:	1.				
	:	2.				
<p><small>Instructions: Upon completion of the training, participants are strongly encouraged to complete this evaluation form. QA Department will use this information to determine the effectiveness of training content and tool, instructor, training environment and training benefits. Please circle the response below that best describes your assessment of the training. If a question is not applicable to your training course or if you do not have sufficient information to answer, select N/A.</small></p>						
SCORE						
Excellent	Good	Fair	Poor	Not Applicable		
5	4	3	2	1		
NO.	ACHIEVEMENT OF TRAINING COURSE OBJECTIVE	SCORE				
1.	Has this training course achieved the stated objectives?	5	4	3	2	1
NO.	LEARNING OUTCOMES	SCORE				
1.	Improved relevant knowledge	5	4	3	2	1
2.	Application of knowledge & skills in the workplace	5	4	3	2	1
NO.	TRAINING COURSE CONTENT	SCORE				
1.	Meets the requirements	5	4	3	2	1
2.	Easy to understand with relevant examples	5	4	3	2	1
3.	Training materials and related notes	5	4	3	2	1
4.	Emphasis on theory	5	4	3	2	1
NO.	TRAINING COURSE TECHNIQUES / METHODOLOGY	SCORE				
1.	Lecture	5	4	3	2	1
2.	Discussion	5	4	3	2	1
3.	Video / Media Shows	5	4	3	2	1
4.	Practical training on real aircraft (for type/task training course only)	5	4	3	2	1
NO.	TRAINING COURSE MANAGEMENT	SCORE				
1.	Training course duration	5	4	3	2	1
2.	Training course schedule	5	4	3	2	1
3.	Classroom	5	4	3	2	1
4.	Cafeteria / Meal	5	4	3	2	1
NO.	ASSESSMENT OF INSTRUCTIONAL STAFF	SCORE				
1.	Mastery of the Subject	5	4	3	2	1
2.	Facilitation skills	5	4	3	2	1
3.	Use of teaching aids	5	4	3	2	1
4.	Performance	5	4	3	2	1

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Galaxy Aerospace maintenance . repair . overhaul		TRAINING COURSE EVALUATION				
5.	Creating an appropriate learning environment	5	4	3	2	1
6.	Skills in managing feedback / questions	5	4	3	2	1
7.	Interactive communication	5	4	3	2	1
8.	Appearance	5	4	3	2	1
NO.	TRAINING COURSE BENEFIT (please ✓ or X in the appropriate box)	ANSWER				
1.	Have you benefited from this training course?	Yes <input type="checkbox"/>		No <input type="checkbox"/>		
2.	Would you like to recommend this training course to others?	Yes <input type="checkbox"/>		No <input type="checkbox"/>		
OTHERS						
1.	What did you like most about the training course?					
2.	What are your suggestions for improvement of this training course?					
3.	Any other comments?					
FOR QUALITY ASSURANCE DEPARTMENT USE ONLY:						
REVIEWED BY						
Signature, Name, Designation and Stamp					Date	
VERIFIED BY QUALITY ASSURANCE MANAGER						
Signature, Name, Designation and Stamp					Date	
Remarks:						


INSTRUCTION FOR COMPLETING GAM/Q-045, TRAINING COURSE EVALUATION

Title of Training	Insert title of training/course attended
Training Reference No	Insert training ID/Code if applicable
Venue	Insert venue or place of training being conducted
Start Date to End Date	Insert date of training
Name of Instructor(s)	Insert name of instructor(s) conducting the training
Achievement of Training Course Objectives	Circle appropriate score for each criterion in accordance with the training as applicable.
Learning Outcomes	Circle appropriate score for each criterion in accordance with the training as applicable.
Training Course Content	Circle appropriate score for each criterion in accordance with the training as applicable.
Training Course Techniques / Methodology	Circle appropriate score for each criterion in accordance with the training as applicable.
Training Course Management	Circle appropriate score for each criterion in accordance with the training as applicable.
Assessment of Instructional Staff	Circle appropriate score for each criterion in accordance with the training as applicable.
Training Course Benefit	Tick in the appropriate box.
Others	Insert comment or recommendation as required
FOR QUALITY ASSURANCE DEPARTMENT USE ONLY	
Reviewed by	Enter name, signature, designation and stamp of QA Personnel who reviews this course evaluation.
Verified by	Enter name, signature, designation and stamp of QA Manager who verifies this course evaluation.

APPENDIX – 3:

GAM/Q-052 Training Requisition Form

Purpose: To record training request.

		<p align="center">TRAINING REQUISITION FORM</p>		
:Reference Number		GAM/TRF/		
:Department				
FOR SPECIFIC TRAINING ACQUISITIONS, PLEASE COMPLETE THE FOLLOWING:				
:Type of Training (Please tick accordingly)				
<input type="checkbox"/> Type Course	<input type="checkbox"/> Technical Course	<input type="checkbox"/> Others:	<input type="checkbox"/> In House Training	
<input type="checkbox"/> Quality Training	<input type="checkbox"/> Recertification Program		<input type="checkbox"/> Outside Training	
<input type="checkbox"/> Regulation Training	<input type="checkbox"/> Computer (Software)		<input type="checkbox"/> Overseas Training	
<input type="checkbox"/> General Familiarisation	<input type="checkbox"/> Soft Skill Training			
:Title of Training Course				
:Proposed Training Provider			:Estimated Cost	
Proposed Duration of Training				
:Date Start:	:Date End:	:Duration:		
Proposed Name of Trainees (Please attach separate list if necessary)				
:No	:Name	:Staff No	:Designation	:Department
:Justifications (Briefly describe the purpose or objective of the training)				
Requested by:		Supported by:		
:Signature		:Signature		
:Name		:Name		
:Designation		:Designation		
:Date		:Date		
:Additional Information (Do not fill out below – For official use only)		Training Coordinator		
HSE Claimable Training Agreement		:Signature		
<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	:Name		
<input type="checkbox"/> No	<input type="checkbox"/> No	:Date		
Approved by:				
Accountable Manager/Chief Operating Officer		Human Resource Manager		
:Signature		:Signature		
:Name		:Name		
:Date		:Date		
:Official Note:				

Instruction for completing Training Requisition Form (GAM/Q-052)

Block	Item	Description
1.	Reference Number	Insert the reference number. Eg. GAM/TRF/YYYY-XXX where YYYY refers Year and XXX indicates running number begins with 001, 002... (For QA used only)
2.	Department	Insert the requesting department for training.
3.	Type of training	Tick where applicable.
4.	Title of training	Enter the title of the intended training.
5.	Proposed of training provider	Enter the name of training organisation/provider.
6.	Estimated Cost	Enter the estimated cost of training. If no cost involved, enter "NIL"
	Proposed duration of training	
7.	Start Date	Enter proposed start date of training.
8.	End Date	Enter proposed end date of training.
9.	Duration	Enter duration of training (in days)
	Proposed Name of Trainees	
10.	No.	Running number eg 1, 2, 3 ...
11.	Name	Enter name(s) of participants.
12.	Staff No	Enter staff ID no
13.	Designation	Enter job designation
14.	Department	Enter department
15.	Justification	Enter the purposes/objectives of training.
	Requested by	
16.	Signature	Self-explanatory
17.	Name	Self-explanatory
18.	Designation	Self-explanatory
19.	Department	Self-explanatory
	Supported by	
20.	Signature	Self-explanatory
21.	Name	Self-explanatory
22.	Designation	Self-explanatory
23.	Department	Self-explanatory
24.	Additional Information	To be completed by HR/Admin/Training Coordinator. Tick where applicable
25.	Signature	Self-explanatory
26.	Name	Self-explanatory
27.	Date	Self-explanatory
	Approved by	
	To be completed by Accountable Manager / Chief Operating Officer	
28.	Signature	Self-explanatory
29.	Name	Self-explanatory
30.	Date	Self-explanatory
	Approved by	
	To be completed by Human Resource Manager	
31.	Signature	Self-explanatory
32.	Name	Self-explanatory
33.	Date	Self-explanatory
34.	Official Note	Enter any additional remarks

APPENDIX – 4:

GAM/Q-079 Work Experience Logbook

Purpose: To document OJT records.


WORK EXPERIENCE LOGBOOK

(Example)

1. Date	2. A/C or Comp. Type	3. A/C Reg. or Comp. S/N	4. Type of Major (rating)	5. Privilege Used	6. Task Type	7. ATA	8. Operation Performed	9. Maintenance Record Ref.	10. Remark(s)
01/01/22	ELT	453-5004	Workshop	C	INSP	31	Participated in carrying out detail inspection of ELT.	WP-ELT-18-105	
01/02/22	AW139	9M-PMB	Line	B1.3	R/I	32	Participated in carrying out replacement of nose wheel.	AJL No. 00103	
02/02/22	AW189	9M-BOF	Base	B1.3	SGH	20	Participated in carrying out 2 W CCP inspection.	WP-BOF-19-734	

Logbook Owner's Name: Signature:

Instructions for Completing Work Experience Logbook (GAM/Q-079)

	Galaxy Aerospace	WORK EXPERIENCE LOGBOOK	
Section 1.1 Instructions for Completing Work Experience Logbook			
No.	ID	Option	Description/ Remarks
1.	Date	-	Date when the maintenance activity was carried out. Dates entered shall follow the format DD/MM/YY.
2.	A/C or Comp. Type	-	A/C or component type.
3.	A/C Reg. or Comp. S/N	-	A/C registration marks or component serial number.
4.	Type of Maintenance (rating)	-	Identify the class rating under which the maintenance is carried out. The various options correspond to the different ratings possible for an AMO Part 145. E.g.: Line, Base, Workshop.
5.	Privilege Used	-	When the person holds different <u>privileges</u> this block is intended to identify the certifying staff or support staff privilege used depending from the rating identified in the previous column. E.g.: Category A or B1.1, B1.2, B1.3, B1.4 or B2 or C, components or engines or NDT certifying staff.
6.	Task Type		Identify the task type using the following term as being the <u>more</u> applicable to the task carried out. More than one term may be selected. E.g.: TS and R/I.
		FOT	Functional / Operational Test
		SGH	Service and Ground Handling
		R/I	Removal / Installation
		MEL	Minimum Equipment List
		TS	Trouble Shooting
		MOD	Modification
		REP	Repair
7.	ATA	-	Enter the ATA chapter which better describes the majority of the activity carried out. More than one ATA chapters may be entered when necessary/applicable to the activity carried out.
8.	Operation Performed	-	This field is used to provide detailed reference to the task carried out.
9.	Maintenance Record Ref.	-	Enter the precise reference of the maintenance records where the activity mentioned in this logbook was recorded (i.e. AJL No. 001323 or Work Card No. WP-BOF-19-734, etc.).
10.	Remark(s)	-	This field is intended to be used for any additional comment/not which was not possible to enter in the other fields.


All entries in this logbook shall be made in ink and handwritten.

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APPENDIX – 5:

GAM/Q-020 List of Approved Instructors

Purpose: To document list of approved internal instructors.


 <p>Galaxy Aerospace maintenance . repair . overhaul</p>	List of Approved Instructor	
	Issue No.:	2021-004
	Date:	19/11/2021

LIST OF APPROVED INSTRUCTORS			
No	Name	Date Assessment	Subject Covered
1.	OMAR BIN AHMAD	10 June 2021	1. MOE 2. MMP 3. CAME 4. CAAM PART M 5. CAAM PART 145 6. FAR 145 7. RSQCM
2.	YUSOF BIN AHMAD	10 June 2021	1. CAAM PART M 2. CAAM PART 145 3. MOE 4. CAME 5. FAR 145 6. EWIS 7. CDCCL & FUEL TANK SAFETY
3.	NUR AMIRAH IZANI BINTI KAMARZAMAN	3 May 2021	1. MOE 2. MMP 3. CAAM PART 145 4. FAR 145 5. RSQCM
4.	AHMAD ZHAFRI BIN MOHD NOR	14 June 2021	1. AW189 PRACTICAL TRAINING
5.	ZATY NADHIRA BINTI MOHAMED ZUHARI	14 June 2021	1. CAME 2. CAMP
6.	IDROS BIN ABD RAHMAN	3 MAY 2021	1. HUMAN FACTOR 2. EWIS 3. CDCCL & FUEL TANK SAFETY 4. CAAM PART 145

APPENDIX – 6:

GAM/Q-048 Training Instructor Assessment Checklist

Purpose: Tool used during assessment of training instructor.



TRAINING INSTRUCTOR ASSESSMENT CHECKLIST

A: DETAILS OF PERSONNEL	
NAME	
DEPARTMENT	
STAFF NO	
POSITION	
TYPE OF TRAINING	<input type="checkbox"/> Basic/Regulatory Training <input type="checkbox"/> Technical/Specific Training
DATE OF ASSESSMENT	
COURSE/TRAINING COVERED	1)
	2)
	3)
	4)

B: QUALIFICATION AND TRAINING					
NO	CRITERIA	COMPLIANCE			REMARKS
		YES	NO	NA	
1.	Qualification				
a.	Hold a valid and current Aircraft Maintenance Engineer's License which is issued or validated by CAAM, OR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b.	Hold company approval; OR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
c.	Hold a diploma/degree or diploma holder in related field	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
d.	Hold a Sijil Pelajaran Malaysia (SPM) or equivalent.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.	Training				
a.	Completed and attended Instruction technique / Train the Trainer, AND	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b.	Attended and experienced in specific subject to be taught	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3.	Experience				
a.	Minimum of 3 years of aviation experience either in aircraft maintenance, (Note: additional 2 years experience for SPM Holder) OR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b.	Minimum of 3 years of aviation experience in administering maintenance organization, (Note: additional 2 years experience for SPM Holder) OR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
c.	Minimum of 3 years of aviation experience in aircraft support workshops.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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(C) COMPETENCY ASSESSMENT

NO	ITEMS	COMPETENCY			REMARKS
		YES	NO	N/A	
1.	General knowledge of applicable CAAM/Authority regulations/standards.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.	Knowledgeable about the subjects that are assigned to their scope of instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3.	Know how to organize a lesson and how to efficiently deliver a course that clearly highlights the fundamental points;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4.	Proficient and familiar with the tools or the training techniques used by the training organisation to support the lessons.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5.	Has a good command of the subjects taught	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.	Adequate communication skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

(D) CONCLUSION

1. Is the personnel qualified and competent? YES NO

If No, state the reason:

If satisfactory please tick the boxes below:

I hereby certify that person, for which particular are given in block A, is able to perform and competent as training instructor.

2. Remarks

(E) ASSESSMENT CARRIED OUT BY:

ASSESSOR	NAME	SIGNATURE	DATE
1.			
2.			

Instruction Form for Training Instructor Assessment Checklist

Section A. NAME	Fill the Instructor Name
Section A. DEPARTMENT	Fill the Instructor Department
Section A. STAFF NO	Fill the Instructor GAM Staff Number
Section A. POSITION	Fill the Instructor Work Position
Section A. TYPE OF Training	Select type of training provided by instructor
Section A. Date of Assessment	Fill the date of assessment conducted
Section A. COURSE/TRAINING COVERED	Fill the name of course or training conducted by the instructor
Section B QUALIFICATION AND TRAINING	Tick the compliance column to the item in the criteria column. Note in the remark if necessary
Section C COMPETENCY ASSESSMENT	Tick the competency column to the item in the Items column. Note in the remark if necessary
Section D CONCLUSION Item 1.	Tick where applicable, Note the reason if select NO.
Section D CONCLUSION Item 2.	Note assessor remarks.
Section E ASSESSMENT CARRIED OUT BY:	Fill the assessor's name, signature and date

APPENDIX – 7:

GAM/Q-073 Employee Training Evaluation

Purpose: To record initial training needs assessment for new hire or transferred employee

	<p>EMPLOYEE TRAINING EVALUATION</p>
---	--

1. PERSONNEL DETAILS

NAME:		STAFF NO:	
DEPARTMENT:		DATE JOINED:	
EMAIL:		PHONE NO:	

2. QUALIFICATIONS

Name of School/College/University	Start	Finish	Qualification Obtained (CGPA/Class)
	Month/year	Month/year	
Secondary Education(s)			SPM Grade : Aggregate :
A-Level/STPM/Matriculation(s)			Result(s) :
Certificate(s)			Major : Grade :
Diploma Course(s)			Major : CGPA/Grade :
Degree Course(s)			Major : Minor : CGPA/Class :
Post Graduate Course(s)			Area of study : CGPA/Class :
Professional Qualification(s)			Level/Stage :

3. WORK EXPERIENCES

Date (m/y)	Employer	Function/Position	Summary of Workload

4. TRAINING ATTENDED

No.	Date	Place of Training	Training / Course	Remarks
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

5. TRAINING EVALUATION

No.	Additional Training Required	Reviewed by HOD:
1		Remarks: Signature: Name: Date:
2		
3		
4		
5		
6		
7		
8		
9		
10		


INSTRUCTION FOR COMPLETING GAM/Q-074, EMPLOYEE TRAINING EVALUATION

No.	Item	Instructions
1	Section 1 (Name)	Enter the staff full name.
2	Section 1 (Staff No)	Enter the staff no given by company.
3	Section 1 (Department)	Enter the staff attached department.
4	Section 1 (Date Joined)	Enter date joined the company.
5	Section 1 (Email)	Enter the email address of staff.
6	Section 1 (Phone No)	Enter the phone no of staff.
7	Section 2 (Name of School/College/University)	Enter the applicable name of School/College/University attended by staff.
8	Section 2 (Start – month/year)	Enter the start date attending the School/College/University by month and year.
9	Section 2 (Finish – month/year)	Enter the finish or completion date attending the School/College/University by month and year.
10	Section 2 (Qualification Obtained – CGPA/Class)	Enter the qualification obtained upon attending the school/college/university.
11	Section 3 (Date – m/y)	Enter the date by month and year of the relevant previous work experiences.
12	Section 3 (Employer)	Enter the name of employer of which the work experiences was obtained.
13	Section 3 (Function/Position)	Enter the function/position of the previous work experience.
14	Section 3 (Summary of Workscope)	Enter the summary of workscope pertaining to the function/position written.
15	Section 4 (Date)	Enter the date of training attended by staff.
16	Section 4 (Place of Training)	Enter the name of organization in which the training was attended.
17	Section 4 (Training/Course)	Enter the attended training/course name.
18	Section 4 (Remarks)	Enter additional remarks or notes for the training attended.
19	Section 5 (Additional Training Required)	HOD to enter the name of relevant additional training required by staff.
20	Section 5 (Reviewed by HOD)	HOD to enter any remarks with regards to the training required and fill in his personal details (i.e. signature, name and date)

APPENDIX – 8:

GAM/Q-074 Training Needs Assessment Matrix

Purpose: To identify applicable training required by job functions

	TRAINING NEEDS ASSESSMENT MATRIX	REF. NO	
		DATE	

TRAINING TOPICS	JOB FUNCTIONS																		REMARKS									
	ACCOUNTABLE MANAGER	ENGINEERING MANAGER	QUALITY ASSURANCE MANAGER	CHIEF ENGINEER (CE)	ENGINEER-IN-CHARGE (EIC)	CERTIFYING STAFF / INSPECTOR	CERTIFYING STAFF / WORKSHOP	STORE INSPECTOR	A/C TECHNICIAN	WORKSHOP-IN-CHARGE / WORKSHOP SUPERVISOR	W/SHOP TECHNICIAN	PRODUCTION PLANNER & CONTROLLER (PPC) /	TOOLS STORE SUPERVISOR / PERSONNEL	WAREHOUSE & LOGISTIC PERSONNEL	QUALITY AUDITOR	QUALITY ASSURANCE PERSONNEL	CONTINUING AIRWORTHINESS MANAGER & DEPUTY	WEIGHING ENGINEER	AIRWORTHINESS REVIEW STAFF (ARS)	TECHNICAL SERVICE	CAMO PLANNER	TECHNICAL RECORD	TECHNICAL PUBLICATION	INITIAL	REFRESHER			

PREPARED BY		APPROVED BY	
Signature :		Signature :	
Name :		Name :	
Date :		Date :	

Legends:
M - Mandatory Training O - Optional Training

Instructions for completing Training Needs Assessment Matrix (GAM/Q-074)

Item	Instructions
Ref. No	Enter TNA Reference Number For example: GAM/TNA/YYYY-XX where YYYY indicates Year and XX refers to sequence issuance number 01, 02 etc
Date	Enter date of issuing Training Needs Assessment
Training Topics	Enter the training title/topics.
Job Functions	Enter the letter "M" as mandatory or "O" for optional training for the appropriate job functions column.
Initial	Enter "YES" if such training requires initial training.
Refresher	Enter "YES" if such training requires refresher/continuation training.
Prepared by	Enter the applicable name, signature and date of Quality Assurance Inspector who prepares the document.
Approved by	Enter the applicable name, signature and date of Quality Assurance Manager who approves the document.

APPENDIX – 9:

GAM/Q-022 Meeting/Training Attendance Form

Purpose: To record participant attendance of meeting/training.

 maintenance . repair . overhaul				MEETING/TRAINING ATTENDANCE		
Course Title	:	Date	:	Instructor name	:	
Course Duration	:	Venue	:	Instructor Signature	:	
NO	NAME	STAFF ID/IC NO	DEPT	POSITION	EMAIL	SIGNATURE
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						

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Instruction Form for Meeting/Training Attendance GAM/Q-022.R2

Course Title	Enter the course title
Course Duration	Enter the duration of the course
Date	Enter the date of the course
Venue	Enter the venue of the course conducted
Instructor	Insert name of the instructor
Instructor signature	Insert instructor signature
Name	Insert the participant name
Staff ID/IC no	Insert the participant staff ID or IC
Department	Insert the participant Department
Position	Insert the participant Position
Email	Insert the participant Email
Signature	Insert the participant signature

APPENDIX – 10:

GAM/Q-067 Internal Publication Masterlist

Purpose: List of all controlled manuals, documents and forms.



INTERNAL PUBLICATION MASTERLIST

Document Reference: _____
Issue Date: _____

DOCUMENT NO	TITLE / DESCRIPTION	ISSUE NO	REV NO	REV. DATE	DOCUMENT OWNER

Prepared by: _____ Date: _____

Verified by: _____ Date: _____

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Instructions for completing Internal Publication Masterlist (GAM/Q-067)

DOCUMENT NO	Insert Document Reference Number Eg. IPM/YYYY-XX where YYYY indicates year and XX refers to sequential running number 01, 02, etc
TITLE/DESCRIPTION	Insert document title/description
ISSUE NO	Insert document issue number
REV.NO	Insert document revision number
REV. DATE	Insert document revision date
DOCUMENT OWNER	Insert document owner eg. QA, CAMO, AMO
PREPARED BY	Insert name, signature and date of Quality Assurance personnel who prepares the document
VERIFIED BY	Insert name, signature and date of Quality Assurance Manager or designee who verifies the document