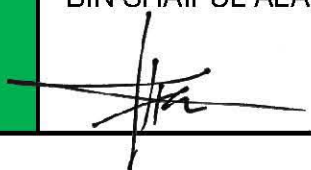




SUBJECT : TRAINING
REFERENCE NO : QAN 017
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1.0 INTRODUCTION

The purpose of this Notice is to outline the training policies and procedures for Galaxy Aerospace (M) Sdn Bhd personnel, particularly, the Certifying and Non-Certifying personnel who involves directly or indirectly in the maintenance (including inspection) and operation of the aircraft and to ensure they possess the required knowledge and skills to perform the assigned tasks correctly, safely and efficiently.

2.0 TRAINING NEEDS ANALYSIS

All Heads of Department shall be responsible to identify, determine and provide training to all personnel in his/her department. Heads of Department shall conduct Training Needs Analysis to evaluate the employees' skill levels and qualifications relative to their specific work assignments. In addition, training requirements shall also be identified based on actual manpower planning decision.

The Training Coordinator shall assist the Departmental Head in identifying the training needs. The Departmental Head shall forward the training requirement to Training Coordinator for consolidation and budget application.


The Quality Section shall formulate a Training Schedule/Calendar annually based on the user department training requirements. New courses may be developed after appropriate Training Requirement Analysis is carried out.

Courses that are not within the capability of Quality Department, shall be sourced out externally. Training Coordinator shall source and recommend these courses to the Engineering Manager for evaluation and approval.

GAM uses the results of Training Needs Analysis assessments, to define and develop the areas of study, subject matter and individual courses or lessons necessary to ensure its employees are capable of performing assigned tasks efficiently, safely and correctly. Areas of study will include the appropriate number and level of courses or lessons to satisfy initial and recurrent training requirements.

Training development is a continuous process accomplished as the needs of the organisation and as individual employee requirements dictate. GAM will source/develop training courses:

- When individual employee knowledge or skill deficiencies are identified
- When significant changes are planned where current employee knowledge, skills or experience will render the employee unable to perform work properly such as:
 - a) New regulatory requirements are introduced
 - b) New tools, equipment or skills are required to perform the work properly
- Whenever GAM is planning to change its facilities, equipment, or scope of work as reflected in its Company Approval or Capability List.

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3.0 TYPES OF TRAINING

GAM provides training that is classified into one of the following categories to identify distinct courses of study:

3.1 Initial Training:

Initial training is provided to ensure that all personnel whose work / activities affect airworthiness and service quality are provided with the necessary knowledge, skills, and experience to enable them to perform maintenance on aircraft and aircraft components to the required quality standards.

In addition, initial training is provided to GAM employees to promote a common knowledge of GAM procedures for operations, policies, maintenance and inspections and adherence to regulatory compliance requirements.

Training for employees will include but not limited to:

- Company Manuals and Procedures
- CAAM Regulations/Notices
- Human Factors
- Safety Management System

3.2 Technical Training

Technical training provided to establish, validate or enhance GAM employee's technical proficiency regarding specific job requirements, tasks or functions. This will be sourced from the OEM and/or CAAM Part 147 Training School.

Examples of training will include but not limited to:

- Basic Engineering Courses
- Aircraft Type Training
- Aircraft General Familiarisation Training

3.3 Specialized Training

Training provided to GAM employees to prepare them for increased responsibility or assignment of tasks they are not currently qualified for or authorized to perform. This will be sourced from the OEM and/or CAAM Part 147 Training School.

3.4 Recurrent/Continuous Training

Recurrent/continuous training is provided to ensure that GAM personnel whose work affects airworthiness and service quality are continuously updated on changes to Company and regulatory requirements.

Continuous Training may be given in the following forms:



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- Department/Section Publications.
- Videotape Training – loan of Company videotapes to individuals or groups.
- Briefing Session – semiformal training by engineering supervisors using training video equipment and other training aids, to train small groups of LAE's and Technicians under their control.
- Formal Classroom – formal classroom training to cover such subjects as major modifications that have been installed like TCAS, IVS etc..
- Circulation – by circulation of notices and related manufacturer's publication.

4.0 TRAINING DELIVERABLES

4.1 Training Methods

GAM will use a variety of available training methods to provide employees with the necessary information to perform work safely and correctly. Those training methods may include:

- Classroom: Formal classroom instruction.
- On-the-Job Training (OJT): will be provided by Head of Department as applicable.
- Self-Study: Individual study using provided course material or references.
- External Training: Training provided by OEM training schools, professional organizations and commercial providers.

Note: More than one training method may be available or required for some courses and/or classes. Regardless of the methods used, training will include appropriate means to evaluate the student's capability to understand and apply the information taught.


4.2 Training Sources

GAM may deliver the training either by in-house training or using external training provider. It shall be administered to ensure the provided training is appropriate and satisfactory for the requirement.

5.0 DEVELOPMENT OF SYLLABUS

Information used to develop in-house training materials may be obtained from the following:

- Authority regulations or requirements
- Manufacturer documentation
- Company policies and procedures
- Industry best practices/standards

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- Other available documentation and presentations that accurately illustrate the desired training

When developing the syllabus for a new course, particularly technical/aircraft related courses, the following guidelines shall be utilised.

- The objectives of the course shall be clearly identified. All Technical courses syllabus and notes will be developed into the following levels:

Level	Descriptions
1	A familiarisation with the principal elements of the subject.
2	A general knowledge of the theoretical and practical aspects of the subject and an ability to apply that knowledge.
3	A detailed knowledge of the theoretical and practical aspects of the subject and a capacity to combine and apply the separate elements of knowledge in a logical and comprehensive manner.

- The syllabus will contain an outline of the subjects to be taught and will sufficiently reflect the required depth and scope to be covered.
- For aircraft Type Courses, designed to meet the issue of CAAM Part-66 Aircraft Maintenance Engineer's License Type Rating or Company Approval /Authorisation, approval by Civil Aviation Authority of Malaysia (CAAM) is required.

6.0 PREPARATION OF COURSE MATERIAL

Course material shall be prepared and developed to the requirements of CAAM Airworthiness Notices 1101. The instructors or subject matter expert will prepare and developed the course material.

The complete Course Package shall include:

- Course Syllabus (topics covered, level of training for each topic, duration and examination).
- Course Timetable.
- Resources/Training aids if required.
- Examination Questions with answer templates.

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7.0 AIRCRAFT & WORKSHOP VISIT

All aircraft and workshop visits organised by the assigned Instructor involved during the course shall be undertaken in a manner not to disrupt the operational aspects of the aircraft or workshop.

All students must be supervised, and operation must be done with the co-ordination of the respective Personnel in Charge.

In the event any item or aircraft is disturbed which affects the airworthiness of the item or the aircraft, the respective Personnel in Charge must be informed.

8.0 INSTRUCTORS

Only authorised and approved instructors are allowed to provide training. Instructors providing training shall be knowledgeable of the subject being taught and competent in training methods and techniques. The training instructor approval process is per Training Instructor Assessment Checklist (GAM/Q-048).


The assigned instructors shall:

- Ensure that the registration of course participants are promptly and accurately carried out.
- Ensure that a full briefing is done to appraise all course participants on the classroom rule.
- Ensure the safety and security of all training aids installed in the classroom
- Ensure that the classroom is tidied at the end of the day.
- Ensure that all lights and equipment are switched off at the end of the day.
- Ensure the safety of all course participants over all phases of their training.

9.0 COURSE FEEDBACK AND EVALUATION

The Assigned Instructor shall at the end of the course, hand out the Training Evaluation Form (GAM/Q-048) to be completed by the students.

The Training Evaluation Form shall serve as one of the mediums to be used by Training Section to improve the standard of the courses conducted. The Training Coordinator will address issues that require corrective action, which may include additional training or support for the Instructor.

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10.0 RECORDS OF TRAINING

For every course conducted, Training Coordinator shall maintain a training records, which will consist of (depending on type of course):

- Daily Attendance Form
- Course Examination Question
- Examination Answer Sheets (if applicable)
- Course Examination Result Form
- Training Evaluations Form

The training records shall be used to monitor, control, and record the progress of the course conducted. All 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 not less than two years. All records shall be made available during audit when requested by the auditor.

Records of all students shall be kept and updated by Training Coordinator or delegated personnel appointed by Training Coordinator.