![Galaxy Aerospace - Airworthiness Expert]

TRAINING PROCEDURES MANUAL

FOR

GALAXY AEROSPACE (M) SDN BHD

APPROVAL PAGE:	ATO/2023/02
DOCUMENT REFERENCE:	GAM/CAAM/TPM
ISSUE NO.:	2
REVISION NO.:	0
DATE:	01 JANUARY 2024
COPY NUMBER:	01 (MASTER COPY)
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,
SELANGOR, MALAYSIA

TELEPHONE NO: +603 7455 0555

E-MAIL: training@galaxyaerospace.my

PART 0:

GENERAL

0.1 TABLE OF CONTENTS

0.2 RECORD OF REVISIONS

Issue	Revision	Date	Inserted By
1	0	01 April 2023	Adam Zafran George
1	1	01 November 2023	Adam Zafran George
2	0	01 January 2024	Adam Zafran George

0.3   LIST OF EFFECTIVE PAGES

PART 0 – GENERAL							
Part	Page	Issue/Rev	Dated	Part	Page	Issue/Rev	Dated
0.1	1 of 2	2/0	01/01/2024	0.6	1 of 1	2/0	01/01/2024
	2 of 2	2/0	01/01/2024	0.7	1 of 1	2/0	01/01/2024
0.2	1 of 1	2/0	01/01/2024	0.8	1 of 1	2/0	01/01/2024
0.3	1 of 3	2/0	01/01/2024	0.9	1 of 3	2/0	01/01/2024
	2 of 3	2/0	01/01/2024		2 of 3	2/0	01/01/2024
	3 of 3	2/0	01/01/2024		3 of 3	2/0	01/01/2024
0.4	1 of 1	2/0	01/01/2024				
0.5	1 of 1	2/0	01/01/2024				
PART 1 – MANAGEMENT							
Part	Page	Issue/Rev	Dated	Part	Page	Issue/Rev	Dated
1.1	1 of 2	2/0	01/01/2024	1.3	1 of 1	2/0	01/01/2024
	2 of 2	2/0	01/01/2024	1.4	1 of 2	2/0	01/01/2024
1.2	1 of 9	2/0	01/01/2024		2 of 2	2/0	01/01/2024
	2 of 9	2/0	01/01/2024				
	3 of 9	2/0	01/01/2024				
	4 of 9	2/0	01/01/2024				
	5 of 9	2/0	01/01/2024				
	6 of 9	2/0	01/01/2024				
	7 of 9	2/0	01/01/2024				
	8 of 9	2/0	01/01/2024				
	9 of 9	2/0	01/01/2024				

Recommended by: Training Manager Galaxy Aerospace (M) Sdn. Bhd.	Approved by: Principal Quality Assurance (Training) Galaxy Aerospace (M) Sdn. Bhd.
ADAM ZAFRAN GEORGE ABDULLAH Training Manager Galaxy Aerospace (M) Sdn. Bhd.	AHMAD KUSHAIRI YUNUS Principal Quality Assurance (Training) Galaxy Aerospace (M) Sdn. Bhd
Name:	Name:
Dated: 1 4 MAY 2024	Dated: 1 4 MAY 2024

PART 2 – TRAINING AND EXAMINATION PROCEDURES							
Part	**Page**	**Issue/Rev**	**Dated**	**Part**	**Page**	**Issue/Rev**	**Dated**
2.1	1 of 6	2/0	01/01/2024	2.8	1 of 2	2/0	01/01/2024
	2 of 6	2/0	01/01/2024		2 of 2	2/0	01/01/2024
	3 of 6	2/0	01/01/2024	2.9	1 of 5	2/0	01/01/2024
	4 of 6	2/0	01/01/2024		2 of 5	2/0	01/01/2024
	5 of 6	2/0	01/01/2024		3 of 5	2/0	01/01/2024
	6 of 6	2/0	01/01/2024		4 of 5	2/0	01/01/2024
2.2	1 of 8	2/0	01/01/2024		5 of 5	2/0	01/01/2024
	2 of 8	2/0	01/01/2024	2.10	1 of 5	2/0	01/01/2024
	3 of 8	2/0	01/01/2024		2 of 5	2/0	01/01/2024
	4 of 8	2/0	01/01/2024		3 of 5	2/0	01/01/2024
	5 of 8	2/0	01/01/2024		4 of 5	2/0	01/01/2024
	6 of 8	2/0	01/01/2024		5 of 5	2/0	01/01/2024
	7 of 8	2/0	01/01/2024	2.11	1 of 2	2/0	01/01/2024
	8 of 8	2/0	01/01/2024		2 of 2	2/0	01/01/2024
2.3	1 of 2	2/0	01/01/2024	2.12	1 of 3	2/0	01/01/2024
	2 of 2	2/0	01/01/2024		2 of 3	2/0	01/01/2024
2.4	1 of 3	2/0	01/01/2024		3 of 3	2/0	01/01/2024
	2 of 3	2/0	01/01/2024	2.13	1 of 2	2/0	01/01/2024
	3 of 3	2/0	01/01/2024		2 of 2	2/0	01/01/2024
2.5	1 of 5	2/0	01/01/2024	2.14	1 of 2	2/0	01/01/2024
	2 of 5	2/0	01/01/2024		2 of 2	2/0	01/01/2024
	3 of 5	2/0	01/01/2024	2.15	1 of 1	2/0	01/01/2024
	4 of 5	2/0	01/01/2024	2.16	1 of 2	2/0	01/01/2024
	5 of 5	2/0	01/01/2024		2 of 2	2/0	01/01/2024
2.6	1 of 1	2/0	01/01/2024	2.17	1 of 4	2/0	01/01/2024
	2 of 2	2/0	01/01/2024		2 of 4	2/0	01/01/2024
2.7	1 of 2	2/0	01/01/2024		3 of 4	2/0	01/01/2024
	2 of 2	2/0	01/01/2024		4 of 4	2/0	01/01/2024
				2.18	1 of 1	2/0	01/01/2024

Recommended by: Training Manager Galaxy Aerospace (M) Sdn. Bhd.	**Approved by:** Principal Quality Assurance (Training) Galaxy Aerospace (M) Sdn. Bhd.
ADAM ZAFRAN GEORGE ABDULLAH Training Manager Galaxy Aerospace (M) Sdn. Bhd. **Name:**	AHMAD KUSHAIRI YUNUS Principal Quality Assurance (Training) Galaxy Aerospace (M) Sdn. Bhd. **Name:**
Dated: 1 4 MAY 2024	**Dated:** 1 4 MAY 2024

PART 3 – TRAINING SYSTEM QUALITY PROCEDURES							
Part	**Page**	**Issue/Rev**	**Dated**	**Part**	**Page**	**Issue/Rev**	**Dated**
3.1	1 of 2	2/0	01/01/2024	3.7	1 of 5	2/0	01/01/2024
	2 of 2	2/0	01/01/2024		2 of 5	2/0	01/01/2024
3.2	1 of 1	2/0	01/01/2024		3 of 5	2/0	01/01/2024
3.3	1 of 1	2/0	01/01/2024		4 of 5	2/0	01/01/2024
3.4	1 of 1	2/0	01/01/2024		5 of 5	2/0	01/01/2024
3.5	1 of 1	2/0	01/01/2024	3.8	1 of 1	2/0	01/01/2024
3.6	1 of 6	2/0	01/01/2024	3.9	1 of 3	2/0	01/01/2024
	2 of 6	2/0	01/01/2024		2 of 3	2/0	01/01/2024
	3 of 6	2/0	01/01/2024		3 of 3	2/0	01/01/2024
	4 of 6	2/0	01/01/2024				
	5 of 6	2/0	01/01/2024				
	6 of 6	2/0	01/01/2024				
PART 4 – APPENDICES							
Part	**Page**	**Issue/Rev**	**Dated**	**Part**	**Page**	**Issue/Rev**	**Dated**
4.1	1 of 1	2/0	01/01/2024				

Recommended by: Training Manager Galaxy Aerospace (M) Sdn. Bhd.	Approved by: Principal Quality Assurance (Training) Galaxy Aerospace (M) Sdn. Bhd.
Name: ADAM ZAFRAN GEORGE ABDULLAH Training Manager Galaxy Aerospace (M) Sdn. Bhd.	**Name:** AHMAD KUSHAIRI YUNUS Principal Quality Assurance (Training) Galaxy Aerospace (M) Sdn. Bhd.
Dated: 1 4 MAY 2024	**Dated:** 1 4 MAY 2024

0.4   DISTRIBUTION LIST

This section is to ensure adequate distribution of the Training Procedures Manual (TPM) for all Galaxy Aerospace (M) Sdn Bhd – Maintenance Training Organisation (GAM-MTO) personnel to have access to the relevant information. This does not mean that all personnel must be in receipt of a complete TPM 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	Accountable Manager **(Duplicate)**
1	Soft Copy	Examination Manager **(Duplicate)**
1	Soft Copy	Principal Quality Assurance (Training) **(Duplicate)**
1	Soft Copy	Associate Instructional Staff and Other GAM-MTO Personnel **(Duplicate)**

0.5   PURPOSE OF MANUAL

a. The Training Procedures Manual (TPM) serves to supplement the Maintenance Training Organisation Exposition (MTOE) in establishing the organisational structure, responsibilities, resources, policies, procedures, and processes in performing aircraft maintenance training and the management of the training to the standards of the Civil Aviation Authority of Malaysia (CAAM) as an approved Maintenance Training Organisation (MTO).

b. All GAM-MTO personnel are therefore required to refer the TPM for aircraft maintenance training and the management of training. The TPM is a second level document and any amendment to this TPM is subjected to the approval of the Principal Quality Assurance (Training) (PQAT).

c. The procedures in this TPM are prepared by the Training Manager (TM) and Examination Manager (EM) which is then approved by the PQAT.

d. The TPM is organised into 5 parts as per below:

    i. Part 0 – General

    ii. Part 1 – Management

    iii. Part 2 – Training and Examination Procedures

    iv. Part 3 – Training System Quality Procedures

    v. Part 4 – Appendices

0.6 **CONDITION OF USE**

a. This Training Procedures Manual (TPM) is the property of GAM-MTO It is not to be copied or communicated in any part or as a whole, to any person not employed by the company, without the expressed written consent of GAM-MTO Accountable Manager.

b. This manual is not intended to conflict with or override the civil aviation regulations or any related CAAM requirements.

0.6.1 **Control of Manual**

a. This manual shall be prepared by the Training Manager (TM) and Examination Manager which is then approved by the Principal Quality Assurance (Training) (PQAT). The control and management of this manual is the responsibility of the TM.

b. Changes in this manual are indicated with a bar on the left margin on the same line of the changes. The bar is dropped at the next revision for that page or in total for a re-issue.

c. Amendment of this manual is controlled as follows:

    i. Issue: Significant change that requires extensive re-issue of the manual or exceed ten (10) revision. Numerical ascending order, with initial issuance as Issue 1.

    ii. Revision: Minor change. Numerical ascending order from 0 until 10.

d. Approval shall be indicated in TPM Part 0.3 and Part 0.7.

e. This TPM must be reviewed at least once a year to ensure it remains up to date.

f. Amendment to this manual can also be done on ad-hoc basis as necessary especially for critical matter.

0.7   APPROVAL PAGE

This is the approval page for GAM-MTO Training Procedures Manual (TPM) Issue 2 Revision 0 dated 01 January 2024.

Training Procedures Prepared by:	*(signature)* --- **Adam Zafran George bin Abdullah** **Training Manager**
Examination Procedures Prepared by:	*(signature)* --- **Roslina binti Mohd Sobri** **Examination Manager**
Approved by:	*(signature and stamp)* --- **Ahmad Kushairi bin Yunus** **Principal Quality Assurance (Training)**

0.8   SUMMARY OF AMENDMENTS

TPM Reference:	GAM/CAAM/TPM
Issue:	2
Revision:	0
Date:	01 January 2024

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

No.	Reference	Subject	Changes
1.	ALL Pages	Cosmetic - header	• Old GAM logo replaced with the new logo.
2.	Cover Page	Cover Page	• Added Approval No. row. • Amended Issue Number to Issue No. • Amended Revision Number to Revision No. • Amended Revision No. and Date.
3.	Part 0.2	Record of Revisions	• Added latest Record of Revisions.
4.	Part 0.3	List of Effective Pages	• Amended date for Part 2.2. • Amended date for Part 2.14.
5.	Part 0.7	Approval Page	• Amended Revision No. and Date.
6.	Part 0.8	Summary of Amendments	• Amended Revision No. and Date. • Added Summary of Amendments to reflect latest revision.
7.	Part 1.3	Notification Procedures Regarding Changes to The Organisation	• Amended Part 1.3 (b)
8.	Part 2.1	Organisation of Courses	• Amended Part 2.1.2.
9.	Part 2.2	Preparation of Corse Material	• Amended Part 2.2.1.2, 2.2.2.1 and 2.2
10.	Part 2.3	Preparation of Classroom and Equipment	• Amended Part 2.3(d).
11.	Part 2.5	Conduct of Theoretical and Practical Training	• Amended Part 2.5.1 and 2.5.2.
12.	Part 2.6	Recods of Training Carried Out	• Amended Part 2.6.1(b).
13.	Part 2.7	Storage of Training Records	• Amended Part 2.7.1.
14.	Part 2.12	Security and Preparation of Examination Material	• Amended Part 2.10.3.
15.	Part 2.14	Records of Examinations	• Amended Part 2.14.2.
16.	Part 2.15	Storage of Examination Records	• Added Part 2.15.2.
17.	Part 3.3	Analysis Of Examination Results	• Amended Part 3.3 (b)
18.	Part 3.6	Qualifying The Instructors	• Amended 3.6 (d) 11 & 3.6.3 (f) 14 Added 3.6.4
19.	Part 3.7	Qualifying The KE and PA	• Amended Part 3.7 (c) 11 & 3.7.1 14.

0.9 ABBREVIATION, TERMINOLOGY AND DEFINITIONS

0.9.1 Abbreviation

AM	Accountable Manager
AMAR	Accountable Manager Annual Review
AML	Aircraft Maintenance Licence
AMO	Approved Maintenance Organisation
CAAM	Civil Aviation Authority of Malaysia
CAD	Civil Aviation Directive
CAGM	Civil Aviation Guidance Material
CCTV	Closed-Circuit Television
COR	Certificate of Recognition
EM	Examination Manager
GAM	Galaxy Aerospace (M) Sdn Bhd
GAM-MTO	Galaxy Aerospace (M) Sdn Bhd - Maintenance Training Organisation
IEA	Independent External Auditor
ISS	Issue
KE	Knowledge Examiner
LEP	List of Effective Pages
MCAR	Malaysia Civil Aviation Regulation 2016
MTO	Maintenance Training Organisation
MTOE	Maintenance Training Organisation Exposition
MTP	Maintenance Training Programme
PA	Practical Assessor
PQAT	Principal Quality Assurance (Training)
QAI	Quality Assurance Inspector
REF	Reference
REV	Revision
SME	Subject Matter Expert
SPT	Structured Practical Training
TE	Training Executive
TM	Training Manager
TP	Training Programme
TPM	Training Procedures Manual
UniKL MIAT	University of Kuala Lumpur - Malaysian Institute of Aviation Technology

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.

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 TPM, the use of the male gender should be understood to include male and female persons.

PART 1:

MANAGEMENT

1.1 MANAGEMENT PERSONNEL ORGANISATION CHART

1.1.1 General Organisation Chart

1.1.2 GAM-MTO Organisation Chart

```
                          ┌─────────────────────────┐
                          │  ACCOUNTABLE MANAGER     │
                          └────────────┬────────────┘
                                       │
  ┌──────────────────────────┐         │
  │ PRINCIPAL QUALITY         │         │
  │ ASSURANCE                 │         │
  │ (TRAINING)                │         │
  └───────────┬──────────────┘         │
              │                         │
         ┌────┴─────────┐               │
         │  QUALITY     │               │
         │  ASSURANCE   │               │
         │  INSPECTOR   │               │
         └──────────────┘               │
                                         
      ┌──────────────────────┐    ┌──────────────────────┐
      │ EXAMINATION MANAGER  │    │  TRAINING MANAGER    │
      └──────────┬───────────┘    └──────────┬───────────┘
                 │                            │
         ┌───────┴────────┐          ┌────────┴─────────┐
         │  KNOWLEDGE     │          │ LEAD INSTRUCTOR  │
         │  EXAMINER      │          └──────────────────┘
         └────────────────┘                  │
                 │                   ┌────────┴─────────┐
         ┌───────┴────────┐          │   INSTRUCTOR     │
         │ PRACTICAL      │          └──────────────────┘
         │ ASSESSOR       │                  │
         └────────────────┘          ┌────────┴─────────┐
                 │                    │ TRAINING         │
         ┌───────┴────────┐          │ EXECUTIVE        │
         │  INVIGILATOR   │          └──────────────────┘
         └────────────────┘
```

1.2 TERMS OF REFERENCE

1.2.1 Training Manager

a. The Training Manager (TM) reports to the Accountable Manager (AM). The TM manages training plans, control and manage all training activities of GAM-MTO.

b. He shall supervise the knowledge examiner, practical assessor and invigilator.

1.2.1.1 Duties and Responsibilities

a. The duties and responsibilities shall be as described in MTOE Part 1.3.2.2

1.2.1.2 Qualification Requirements

a. At least 5 years working experience in a training environment for an approved Maintenance Training Organisation (Part 147); or

b. Holder of Aircraft Maintenance Licence with at least 5 years working experience in aviation industry; or

c. A degree in aviation or engineering or science or education field with at least 7 years working experience in aviation industry.

1.2.1.3 Training Requirements

a. He shall have attended the following courses:

   i. GAM-MTO Company Procedure course;

   ii. CAAM Part 147 course;

   iii. CAAM Part 66 course;

   iv. 'Train the Trainer' or equivalent course;

   v. 'Train the Examiner' course;

   vi. 'Train the Assessor' course

1.2.2 Principal Quality Assurance (Training)

a. The Principal Quality Assurance (Training) (PQAT) reports to the AM. The PQAT leads all GAM-MTO quality assurance activities.

b. The PQAT has direct access to the AM in the event of any reported discrepancy not being adequately attended to by the relevant person, or in respect of any disagreement over the nature of the discrepancy.

c. He shall supervise the Quality Assurance Inspector (QAI).

1.2.2.1 Duties and Responsibilities

a. The duties and responsibilities shall be as described in MTOE Part 1.3.3.2.

1.2.2.2 Qualification Requirements

a. The qualification requirements shall be as described in MTOE Part 3.9.1.1.

1.2.2.3 Training Requirements

a. The training requirements shall be as described in MTOE Part 3.9.1.2.

1.2.3 Examination Manager

a. The Examination Manager (EM) reports to the AM. The EM coordinates and supervises all examinations and practical assessment activities.

b. He shall supervise the knowledge examiner, practical assessor and invigilator.

1.2.3.1 Duties and Responsibilities

a. The duties and responsibilities shall be as described in MTOE Part 1.3.4.2.

1.2.3.2 Qualification Requirements

a. At least 3 years working experience in an examination environment for an approved Maintenance Training Organisation (Part 147); or

b. Holder of Aircraft Maintenance Licence with at least 5 years working experience in aviation industry; or

c. At least a degree aviation or engineering or science or education field with at least 5 years working experience in aviation industry.

1.2.3.3   Training Requirements

a. He shall have attended the following courses:

   i. GAM-MTO Company Procedure course;

   ii. CAAM Part 147 course;

   iii. CAAM Part 66 course;

   iv. 'Train the Examiner' course;

   v. 'Train the Assessor' course.

1.2.4   Lead Instructor and Instructor (CAAM Approved Training)

a. Lead Instructor and Instructor (CAAM Approved Training) shall be appointed by the TM. They shall report to the TM.

1.2.4.1   Duties and Responsibilities

a. The duties and responsibilities shall be as described in MTOE Part 1.3.5.2.

1.2.4.2   Qualification Requirements

a. The qualification, experience and criteria requirement shall be as described in MTOE Part 3.6.4.

1.2.4.3   Training Requirements

a. He shall have attended the following courses:

   i. GAM-MTO Company Procedure course;

   ii. CAAM Part 147 course;

   iii. CAAM Part 66 course;

   iv. CAAM Part 145 course (for practical element instructor only);

   v. 'Train the Trainer' or equivalent course;

1.2.5   Knowledge Examiner

a. Knowledge Examiners (KE) shall be appointed by the EM. He shall report to the EM.

1.2.5.1   Duties and Responsibilities

a. The duties and responsibilities shall be as described in MTOE Part 1.3.6.2.

1.2.5.2   Qualification Requirements

a. The qualification, experience and criteria requirement shall be as described in MTOE Part 3.7.4.

1.2.5.3   Training Requirements

a. He shall have attended the following courses:

   i.   GAM-MTO Company Procedure course;

   ii. CAAM Part 147 course;

   iii. CAAM Part 66 course;

   iv. 'Train the Examiner' course;

1.2.6   Practical Assessor

a. Practical Assessors (PA) shall be appointed by the EM. He shall report to the EM.

1.2.6.1   Duties and Responsibilities

a. The duties and responsibilities shall be as described in MTOE Part 1.3.7.2.

1.2.6.2   Qualification Requirements

a. The qualification, experience and criteria requirement shall be as described in MTOE Part 3.7.5.

1.2.6.3   Training Requirements

    a.   He shall have attended the following courses:

        i.   GAM-MTO Company Procedure course;

        ii. CAAM Part 147 course;

        iii. CAAM Part 66 course;

        iv. 'Train the Assessor' course;

1.2.7   Invigilator

    a.   Invigilator shall be appointed by the EM. He shall report to the EM.

1.2.7.1   Duties and Responsibilities

    a.   The duties and responsibilities shall be as described in MTOE Part 1.3.8.2.

1.2.7.2   Qualification Requirements

    a.   Holder of Aircraft Maintenance Licence; or

    b.   At least a degree in aviation or engineering or science or education field

1.2.7.3   Training Requirements

    a.   He shall have attended the following courses:

        i. GAM-MTO Company Procedure course (related to conduct of examination;

1.2.8   Training Executive

a. Training Executive (TE) shall be appointed by the TM. He shall report to him.

1.2.8.1   Duties and Responsibilities

a. Provide daily support to the Training Manager in overseeing the administration and management of training records, ensuring compliance with plans and proper record keeping.

b. Organize and distribute the training schedule, handle nominee registration, and update electronic training records.

c. Ensure the equipment and training aids are available and serviceable for training.

d. Coordinate with instructors and/or associate instructors for the conduct of training.

e. Ensure that examination schedule is communicated to the EM.

f. Maintain and update the instructor's record file. Ensure a review of the files are carried out.

g. Manage the control, security and storage of all training records.

h. Update and manage the e-library.

i. Undertake the duties of invigilator and carry out the marking of examination papers if assigned.

j. Perform any additional tasks assigned by the TM.

1.2.8.2   Qualification Requirements

a. Holder of Aircraft Maintenance Licence; or

b. At least a degree in aviation or engineering or science or education

1.2.8.3   Training Requirements

a. He shall have attended the following courses:

i. GAM-MTO Company Procedure course;

     ii. CAAM Part 147 course;

     iii. CAAM Part 66 course;

1.2.9   Quality Assurance Inspector

    a. Quality Assurance Inspector shall be appointed by the PQAT. He shall report to him.

1.2.9.1   Duties and Responsibilities

    a. Periodically review the MTOE, MTP and TPM to meet the changing organisational requirements while meeting the applicable and current regulatory requirements.

    b. Process and evaluate of the instructional staff authorisation applications for adequacy and correctness.

    c. Maintain the instructional staff records as per the requirements of MTOE 3.8.

    d. Ensure the instructional staff always meet the training requirements.

    e. Review the corrective action with respect to the internal audit findings and its acceptance.

    f. Prepare yearly audit schedule including independent audit for quality system and communicate the programme to TM and EM.

    g. Organise and conduct scheduled audits to identify deficiencies.

    h. Report the audit findings through the PQAT to the concerned managers and AM for corrective actions.

    i. Perform surveillance audits as per the MTOE Part 3.1.

    j. Perform any additional tasks assigned by the TM.

1.2.9.2   Qualification Requirements

    a. Holder of Aircraft Maintenance Licence; or

    b. At least a degree in engineering or science or education field

1.2.9.3   Training Requirements

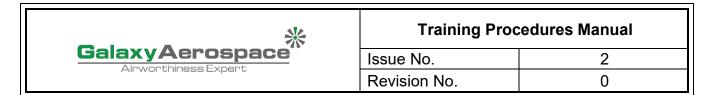   a. He shall have attended the following courses:

      i.   GAM-MTO Company Procedure course;

      ii.   CAAM Part 147 course;

     iii.   CAAM Part 66 course;

     iv.   Lead Auditor or Internal Audit course

1.2.10 Instructor (Internal Approved Training)

a. Instructor (Internal Approved Training) shall be appointed by the TM. They shall report to the TM.

1.2.10.1 Duties and Responsibilities

a. Conduct Internal Approved Training (IAT) for which they are qualified.

b. Develop and update Training Programme (TP) and Training Course Materials (TCM).

c. Maintain and ensure classrooms are in a conducive environment for learning.

d. Monitor and record trainees' training course attendance.

e. Enforce regulations related to trainee conduct and discipline.

f. Ensure training aids and equipment are in serviceable condition.

g. Carry out appropriate corrective action, where instructed, and to clear non-compliances raised in the Training Unit.

h. Perform any additional tasks assigned by the TM.

1.2.10.2 Qualification Requirements

a. Holds a valid and current Aircraft Maintenance Engineer's License which is issued or validated by CAAM, or

b. Holds a diploma or degree in aviation, engineering, science, education or related field, and

c. At least 3 years of experience in aviation environment either in aircraft maintenance or support workshop, or

  d. At least 3 years of experience in education environment.

1.2.10.3 Training Requirements

  a. He shall have attended the following courses:

   i. Train the Trainer course or Instructor Techniques course, and

   ii. Attended the training course subject to be taught, and

   iii. GAM-MTO Company Procedure course.

1.3 NOTIFICATION PROCEDURES REGARDING CHANGES TO THE ORGANISATION

a. Notification of any such proposed changes impacting the scope of approval are as describes in MTOE Part 1.10:

b. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Principal Quality Assurance (Training)	PQAT
2.	Accountable Manager	AM
3.	Training Manager	TM
4.	Examination Manager	EM

Personnel		Actions
TM/EM/ PQAT	1.	To raise Management of Change (MOC) in GAMS Portal as necessary.
PQAT/AM	2.	Prepare and forward an official letter and/or email together with supporting documents and proposed resolution to CAAM for any changes impacting the scope of approval as described in MTOE Part 1.10.
	3.	Liaise with CAAM to ensure a smooth transition.

1.4 EXPOSITION AND ASSOCIATED MANUALS AMENDMENT PROCEDURE

1.4.1 Amendments to the MTOE and MTP

a. Amendments to the MTOE and MTP shall be as described in the MTOE Part 1.11.1.

b. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Training Manager	TM
2.	Examination Manager	EM
3.	Principal Quality Assurance (Training)	PQAT
4.	All GAM-MTO Personnel	GP

Personnel		Actions
GP	1.	MTOE and MTP shall be reviewed once annually and to record the review in the GAM/F-TPM1.4(01) Records of Document Review form. To file the form accordingly.
	2.	If found discrepancies, to complete the GAM/F-TPM1.4(02) Document Change Request form and attach the proposed amendment or supporting documents.
	3.	Forward the GAM/F-TPM1.4(02) Document Change Request form and proposed amendment or supporting documents to the relevant manager for their recommendation.
TM/EM	4.	Review the GAM/F-TPM1.4(02) Document Change Request form and proposed amendment or supporting documents, to recommend to PQAT if satisfactory.
	5.	Forward the GAM/F-TPM1.4(02) Document Change Request form and proposed amendment or supporting documents to PQAT for approval.
PQAT	6.	Review and approve the completed GAM/F-TPM1.4(02) Document Change Request form and proposed amendment or supporting documents, if satisfactory.
	7.	Forward the amended MTOE and/or MTP to CAAM for their approval.
	8.	Once the amended MTOE and/or MTP is approved by CAAM, to notify and distribute the newly revised MTOE and/or MTP to all GP via GAM-MTO network server or GAMS

Personnel		Actions
		Portal or email.
	9.	Update GAM/F-TPM1.4(03) Internal Publication Master List form for the newly revised MTOE and/or MTP.

1.4.2 Amendments to the TPM and/or Forms

a. Amendments to the TPM shall be as described in the MTOE Part 1.11.2.

b. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Training Manager	TM
2.	Examination Manager	EM
3.	Principal Quality Assurance (Training)	PQAT
4.	All GAM-MTO Personnel	GP

Personnel		Actions
GP	1.	TPM and/or forms shall be reviewed once annually and to record the review in the GAM/F-TPM1.4(01) Records of Document Review form. To file the form accordingly.
	2.	If found discrepancies, to complete the GAM/F-TPM1.4(02) Document Change Request form and attach the proposed amendment or supporting documents.
	3.	Forward the GAM/F-TPM1.4(02) Document Change Request form and proposed amendment or supporting documents to the relevant manager for their recommendation.
TM/EM	4.	Review the GAM/F-TPM1.4(02) Document Change Request form and proposed amendment or supporting documents, to recommend to PQAT if satisfactory.
	5.	Forward the GAM/F-TPM1.4(02) Document Change Request form and proposed amendment or supporting documents to PQAT for approval.
PQAT	6.	Review the completed GAM/F-TPM1.4(02) Document Change Request form and proposed amendment or supporting documents, and to approve the amendment of TPM and/or forms if satisfactory.
	7.	Once the amended TPM and/or forms is approved, to notify and distribute the newly

Personnel		Actions
		revised TPM and/or forms to all GP via GAM-MTO network server or GAMS Portal or email.
	8.	Update GAM/F-TPM1.4(03) Internal Publication Master List form for the newly revised TPM and/or forms.

PART 2:

TRAINING AND EXAMINATION PROCEDURES

2.1 ORGANISATION OF COURSES

a. Types of training courses that GAM-MTO is capable to conduct is as per below:

    i. Aircraft type/task training course: Aircraft type/task training courses that are approved by CAAM as specified in MTOE Part 1.9.

    ii. Internal Approved Training: Training courses that are developed internally to meet GAM specific needs and requirements. These are identified as mandatory or regulatory training courses, recurrent or refresher training courses or other general training courses which are approved by the Principal Quality Assurance (Training).

2.1.1 Aircraft Type/Task Training Course

a. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Training Manager	TM
2.	Examination Manager	EM
3.	Principal Quality Assurance (Training)	PQAT
4.	Instructor	INST
5.	Training Executive	TE

Personnel		Actions
Aircraft Type/Task Training Course Development		
TM	1.	Determine the aircraft type/task training courses required for GAM.
	2.	Identify and select qualified instructors to prepare, develop and deliver the aircraft type/task training courses.
INST	3.	Prepare and develop a Maintenance Training Programme (MTP) and Training Course Material (TCM) for the relevant aircraft type/task training courses. The TCM developed shall be reflected in the MTP.
	4.	Forward the MTP and TCM to the TM for review.
TM	5.	Review the MTP and TCM accordingly, if satisfactory to recommend to the PQAT.
PQAT	6.	Perform an audit on the developed MTP and if satisfactory, to seek approval from CAAM.
Aircraft Type/Task Training Course Scheduling		

Personnel		Actions
TE	1.	Prepare the training schedule by completing the GAM/F-TPM2.1(01) Training Schedule form. Forward the completed form to the TM for review and approval.
TM	2.	Review and approve the GAM/F/TPM2.1(01) Training Schedule form, if satisfactory.
TE	3.	Forward the approved GAM/F-TPM2.1(01) Training Schedule form to the EM, PQAT, INST, PA, and customers via email.
	4.	Display a copy of the approved GAM/F-TPM2.1(01) Training Schedule form at the classroom allocated for the aircraft type/task training course.
EM	5.	After receiving the GAM/F-TPM2.1(01) Training Schedule form, to prepare for the conduct of examination.
Aircraft Type/Task Training Course Enrolment		
TM	1.	To receive application or nomination of participants for the aircraft type/task training course. For GAM staff, the nomination shall be from their respective department managers.
TM/TE	2.	Forward the GAM/F-TPM2.1(02) Applicant Registration form to all nominated participants via email or physical form. The nominated trainees shall complete the GAM/F-TPM2.1(02) Applicant Registration form and provide supporting documents as necessary, and forward to the completed form to the TM/TE.
	3.	To check and review the completed GAM/F-TPM2.1(02) Applicant Registration form. Inform discrepancies to the participants, if necessary.
Aircraft Type/Task Training Course Records		
TE	1.	Keep a physical copy and electronic copy the of GAM/F-TPM2.1(02) Applicant Registration form as part of aircraft type/task training course records.
	2.	Securely store all aircraft type/task training course records as described in MTOE Part 2.6.
Aircraft Type/Task Training Course Evaluation		
INST	1.	Distribute the GAM/F-TPM2.5(03) Training Course Feedback and Evaluation form to all

Personnel		Actions
		trainees before the end of aircraft type/task training course. The trainees must complete the form and forward to the INST.
TE	2.	Forward the completed GAM/F-TPM2.5(03) Training Course Feedback and Evaluation form to the TE for review, evaluation or analysis.
	3.	Review the completed GAM/F-TPM2.5(03) Training Course Feedback and Evaluation form, to forward the form to TM.
TM	4.	Verify the GAM/F-TPM2.5(03) Training Course Feedback and Evaluation form, and based on the feedback, to improve the aircraft type/task training course.

2.1.2 Internal Approved Training

a. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Training Manager	TM
2.	Examination Manager	EM
3.	Principal Quality Assurance (Training)	PQAT
4.	Instructor	INST
5.	Training Executive	TE
6.	Galaxy Aerospace Staff	GAS

Personnel		Actions
Training Course Development		
TM	1.	Determine the training courses required for GAM.
	2.	Identify and select qualified instructors to prepare, develop and deliver the training courses.
INST	3.	Prepare and develop a Training Programme (TP) and Training Course Material (TCM) for the relevant training courses. The TCM developed shall be reflected in the TP.
	4.	Forward the TP and TCM to the TM for review.
TM	5.	Review the TP and TCM accordingly, if satisfactory to recommend to the PQAT.
PQAT	6.	Perform an audit on the developed TP and if satisfactory, to approve accordingly.

Personnel		Actions
Training Course Scheduling		
TE	1.	Prepare the training plan by completing the GAM/F-TPM2.1(03) Monthly Training Plan form. Forward the completed form to the TM for review and approval.
TM	2.	Review and approve the GAM/F-TPM2.1(03) Monthly Training Plan form, if satisfactory.
TE	3.	Forward the approved GAM/F-TPM2.1(03) Monthly Training Plan form to all GAM staff.
EM	4.	After receiving the GAM/F-TPM2.1(03) Monthly Training Plan form, to prepare for the conduct of examination if necessary.
Training Course Enrolment		
TM	1.	To receive application or nomination of participants for the training course. For GAM staff, the nomination shall be from their respective department manager completing the GAM/F-TPM2.1(04) Training Request form or nominated by the TM based on their training records.
Training Course Records		
TE	1.	Keep a physical copy or electronic copy the of GAM/F-TPM2.5(02) Training Course Attendance form as part of training course records.
	2.	Securely store all training course records.
Training Course Evaluation		
INST	1.	Distribute the GAM/F-TPM2.5(03) Training Course Feedback and Evaluation form to all trainees before the end of training course. The trainees must complete the form and forward to the INST.
TE	2.	Forward the completed GAM/F-TPM2.5(03) Training Course Feedback and Evaluation form to the TE for review, evaluation or analysis.
	3.	Review the completed GAM/F-TPM2.5(03) Training Course Feedback and Evaluation form, to forward the form to TM.
TM	4.	Verify the GAM/F-TPM2.5(03) Training Course Feedback and Evaluation form, and based on the feedback, to improve the training course.

2.1.2.1   Ad-hoc In-house Training Request

a. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Training Manager	TM
2.	Training Executive	TE
3.	Galaxy Aerospace Staff	GAS

Personnel		Actions
GAS	1.	Complete GAM/F-TPM2.1(04) Training Request form via GAMs portal and get support from department manager.
TM	2.	If satisfactory, to approve the completed Training Request form.
TE	3.	Coordinate and arrange the training request.

2.1.2.2   Ad-hoc Outside Training Request

b. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Accountable Manager	AM
2.	Training Manager	TM
3.	Training Executive	TE
4.	Galaxy Aerospace Staff	GAS
5.	Chief Operating Officer	COO
6.	Admin and Human Resource Training Controller	AHRTC
7.	Admin and Human Resource Manager	AHRM

Personnel		Actions
GAS	1.	Complete GAM/F-TPM2.1(04Training Request form via GAMs portal and get support from department manager.
TM	2.	Review the completed GAM/F-TPM2.1(04) Training Request form.
AHRTC	3.	Check if the training cost can be claimed under Human Resource Development Fund and if a training agreement is required.
AHRM	4.	If satisfactory, to approve the completed GAM/F-TPM2.1(04) Training Request form.
AM/COO	5.	Acknowledge the completed GAM/F-TPM2.1(04) Training Request form.
TE	6.	Coordinate and arrange the training request.

2.1.3   Training Rules and Regulations

a. Adherence to these rules and regulations will ensure a safe and productive learning environment for all trainees.

    i. Attendance: Trainees are expected to be punctual. Tardiness disrupts the learning process.

    ii. Conduct: Trainees must conduct themselves in a professional and respectful manner at all times. Any behaviour that interferes with the learning environment or causes disruption will not be tolerated.

    iii. Academic Integrity: Cheating, plagiarism, or any other form of academic dishonesty is strictly prohibited. Any trainee found violating this rule will face disciplinary action.

    iv. Electronic Devices: The use of electronic devices, including cell phones, laptops, and tablets, is strictly prohibited during class unless specifically authorised by the instructor.

    v. Dress Code: Trainees must dress appropriately for the classroom setting. Safety equipment, such as safety shoes, must be worn during practical training or as required.

    vi. Safety: Trainees must comply with all safety regulations and guidelines in the classroom. Any unsafe behaviour or violation of safety procedures will not be tolerated.

    vii. Confidentiality: Any confidential information related to the company, its customers, or employees must be kept confidential at all times.

    viii. Cleanliness: Trainees must maintain cleanliness and orderliness in the classroom. Any littering or damaging of equipment will not be tolerated.

    ix. Smoking and Alcohol: Smoking and alcohol consumption are strictly prohibited on the company's premises.

    x. Emergency Procedures: Trainees must be familiar with the emergency procedures and evacuation plans in case of an emergency. Any violation of these procedures will not be tolerated.

2.2 PREPARATION OF COURSE MATERIAL

2.2.1 Aircraft Type/Task Training Course

a. The level of training and prescribed topics shall be as outlined in CAAM CAD 1801 Para 5.3 Appendix 3.

b. When developing the aircraft type/task training course material, documents that can be referred to include among others, the Aircraft Maintenance Manual (AMM), Maintenance Review Board Report (MRBR), Certificate Maintenance Review (CMR), Airworthiness Limitations, Troubleshooting Manual, Structural Repair Manual (SRM), Illustrated Parts Catalogue (IPC), Airworthiness Directives (AD) and Service Bulletins (SB).

c. Aircraft type/task training course should give adequate detailed theoretical knowledge of the aircraft, its main parts, systems, equipment, interior and applicable components, including training in the systems in use for technical manuals and maintenance procedures.

d. The training should also take into account the following:

    i. in service experience on the aircraft type;

    ii. feedback from in-service difficulties/occurrence reporting etc;

    iii. significant airworthiness directives and/or service bulletins;

    iv. known human factors issues associated with the particular aircraft type.

e. The content of the theoretical and practical training should:

    i. address the different parts of the aircraft which are representative of the structure, the systems/components installed and the cabin; and,

    ii. Include training on the use of technical manuals, maintenance procedures and the interface with the operation of the aircraft.

f. Therefore, it should be based on the following elements;

    i. Type design including relevant type design variants, new technology and techniques;

    ii. Feedback from in-service difficulties, occurrence reporting, etc.;

iii. Significant applicable airworthiness directives and service bulletins;

iv. Known human factor issues associated with the particular aircraft type;

v. Use of common and specific documentation, (when applicable, such as Master Minimum Equipment List (MMEL), AMM, Maintenance Planning Document (MPD), Troubleshooting Manual (TSM), SRM, Wiring Diagram (WD), Aircraft Flight Manual (AFM), tool handbook, philosophy of the troubleshooting, etc.;

vi. Knowledge of the maintenance on-board reporting systems and Extended-range Twin-engine Operational Performance Standards (ETOPS) maintenance conditions, when applicable;

vii. Use of special tooling and test equipment and specific maintenance practises including critical safety items and safety precautions;

viii. Significant and critical tasks/aspects from the MMEL, Configuration Deviation List (CDL), Fuel Tank Safety (FTS), Airworthiness Limitation Items (ALI) including Critical Design Configuration Control Limitations (CDCCL), and all ICA documentation such as MRB, MPD, SRM, AMM, etc, when applicable.

ix. Maintenance actions and procedures to be followed as a consequence of specific certification requirements, such as, but not limited to, RVSM (Reduced Vertical Separation Minimum) and NVIS (Night Vision Imaging Systems);

x. Knowledge of relevant inspections and limitations as applicable to the effects of environmental factors or operational procedures such as cold and hot climates, wind, moisture, sand, de-icing/anti-icing, etc.

2.2.1.1 Development of Aircraft Type/Task Training Course Material

a. With reference to the MTOE Part 2.2.1 (b), the aircraft type/task Training Course Material (TCM) shall include the following:

i. Training notes (for theoretical training)

ii. Structured practical training logbook

iii. Instructor guide

iv. Presentation material (if different from training notes)

b. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Training Manager	TM
2.	Principal Quality Assurance (Training)	PQAT
3.	Instructor	INST
4.	Training Executive	TE

Personnel		Actions
TM	1.	Determine the aircraft type/task training courses required for GAM.
	2.	Identify and select qualified instructors to prepare, develop and deliver the aircraft type/task training courses.
INST	3.	Prepare and develop Training Course Material (TCM) using GAM/F-TPM1.4(02) Document Development and Change Request form for the relevant aircraft type/task training courses. The TCM developed shall be reflected in the relevant Maintenance Training Programme (MTP).
	4.	Forward the TCM and GAM/F-TPM1.4(02) Document Development and Change Request form to the TM for approval.
TM	5.	Review the TCM and GAM/F-TPM1.4(02) Document Development and Change Request form accordingly, to approve if satisfactory.
	6.	Forward the TCM and GAM/F-TPM1.4(02) Document Development and Change Request form to the PQAT for acknowledgement.
PQAT	7.	Review and acknowledge the completed GAM/F-TPM1.4(02) Document Development and Change Request form if satisfactory.
	8.	Submit the draft MTOE, MTP and CAAM application. Follow up for CAAM approval.
	9.	Once approved, to notify TM for the distribution of the newly revised MTOE, MTP and TCM to all GP via GAM-MTO network server.
TM	10.	Upload the TCM to the GAM-MTO network server.
TE	11.	Print a physical copy of the TCM and store at the library. Update GAM/F-TPM2.2(01) Library Master List form to control library documents.
	12.	Forward the updated GAM/F-TPM2.2(01)

Personnel		Actions
		Library Master List form to TM for approval.
TM	13.	Verify and approve the updated GAM/F-TPM2.2(01) Library Master List form and forward to TE.
TE	14.	Display the approved GAM/F-TPM2.2(01) Library Master List form at the library for reference.

2.2.1.2   Review and Amendment of Aircraft Type/Task Training Course Material

a.   The aircraft type/task Training Course Material (TCM) shall be reviewed by the Training Manager or instructor or subject matter expert at least once in every twenty-four (24) months and amend as necessary.

b.   Review and amendments to the TCM can be initiated due to:

   i.   Original Equipment Manufacturer (OEM) recommendations, or

   ii.   new modifications, service bulletins, special inspections, airworthiness directives, regulation, requirements, company's policies, etc., or

   iii. training course feedback and evaluation by trainees, or

   iv.   feedback from the instructors

c.   This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Training Manager	TM
2.	Principal Quality Assurance (Training)	PQAT
3.	Instructor	INST
4.	Subject Matter Expert	SME
5.	Training Executive	TE

Personnel		Actions
TM/INST/ SME	1.	The TCM shall be reviewed once every twenty-four (24) months. For review guidelines, use GAM/F-TPM1.4(04) Training Course Material Review Checklist and to record the review in the GAM/F-TPM1.4(01) Records of Document Review form. To file the form accordingly.
	2.	If found discrepancies or require amendment, to complete the GAM/F-TPM1.4(02) Document Development and Change Request

Personnel		Actions
		form and attach the proposed amendment or supporting documents.
	3.	Forward the completed GAM/F-TPM1.4(02) Document Development and Change Request form and proposed amendment or supporting documents to the TM for their approval.
TM	4.	Review the completed GAM/F-TPM1.4(02) Document Development and Change Request form and proposed amendment or supporting documents, to approve if satisfactory.
	5.	Forward the completed GAM/F-TPM1.4(02) Document Development and Change Request form and proposed amendment or supporting documents to PQAT for acknowledgement.
PQAT	6.	Review the completed GAM/F-TPM1.4(02) Document Development and Change Request form and proposed amendment or supporting documents, and to acknowledge the amendment of if satisfactory.
	7.	Once the amended TCM is acknowledged, to notify TM for the distribution of the newly revised TCM to all GP via GAM-MTO network server.
TM	8.	Upload the newly revised TCM to the GAM-MTO network server.
TE	9.	Provide a physical or soft copy of the TCM and store at the library. Update GAM/F-TPM2.2(01) Library Master List form to control library documents.
	10.	Forward the updated GAM/F-TPM2.2(01) Library Master List form to TM for approval.
TM	11.	Verify and approve the updated GAM/F-TPM2.2(01) Library Master List form and forward to TE.
TE	12.	Display the approved GAM/F-TPM2.2(01) Library Master List form at the library for reference.

2.2.2   Internal Approved Training

a. Internal Approved Training (IAT) refers to training programmes that have been reviewed and approved by the Principal Quality Assurance (Training).

b. The purpose of IAT is to ensure that personnel are receiving high-quality training that is relevant to their job functions and meets the regulatory requirements. This helps to ensure that personnel are competent and capable of performing their duties safely and efficiently.

c. The training content must meet the required standards and that the training delivery methods are effective in achieving the desired learning outcomes.

2.2.2.1 Development of Internal Approved Training Course Material

a. The Training Course Material (TCM) shall include the following:

  i. Training notes

  ii. Presentation material (if different from training notes)

b. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Training Manager	TM
2.	Principal Quality Assurance (Training)	PQAT
3.	Instructor	INST

Personnel		Actions
TM	1.	Determine the internal training courses required for GAM.
	2.	Identify and select qualified instructors to prepare, develop and deliver the aircraft internal training courses.
INST	3.	Prepare and develop the Training Course Material (TCM) and Training Programme (TP).
	4.	Forward the TCM TP to the TM for approval.
TM	6.	Review the TCM and TP accordingly, if satisfactory to recommend and forward to PQAT for approval.
PQAT	7.	Review the TCM and TP accordingly and approved if satisfactory.
TM	8.	Upload the TCM and TP to the GAM-MTO network server.

2.2.2.2 Review and Amendment of Internal Approved Training Course Material

a. The internal approved Training Course Material (TCM) shall be reviewed by the Training Manager or instructor or subject matter expert

at least once in every twenty-four (24) months and amend as necessary.

b. Review and amendments to the TCM can be initiated due to:

    i. training course feedback and evaluation by trainees, or

    ii. feedback from the instructors

c. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Training Manager	TM
2.	Principal Quality Assurance (Training)	PQAT
3.	Instructor	INST
4.	Subject Matter Expert	SME

Personnel		Actions
TM/INST/ SME	1.	The TCM and TP shall be reviewed once in every twenty-four (24) months and to record the review in the GAM/F-TPM1.4(01) Records of Document Review form. To file the form accordingly.
	2.	If found discrepancies, to complete the GAM/F-TPM1.4(02) Document Development and Change Request form and attach the proposed amendment or supporting documents.
	3.	Forward the GAM/F-TPM1.4(02) Document Development and Change Request form and proposed amendment or supporting documents to the TM for approval.
TM	4.	Review the GAM/F-TPM1.4(02) Document Development and Change Request form and proposed amendment or supporting documents, to approve if satisfactory.
	5.	Forward the GAM/F-TPM1.4(02) Document Development and Change Request form and proposed amendment or supporting documents to PQAT for acknowledgement.
PQAT	6.	Review the completed GAM/F-TPM1.4(02) Document Development and Change Request form and proposed amendment or supporting documents, and to acknowledge if satisfactory.

Personnel		**Actions**
	7.	Once the completed GAM/F-TPM1.4(02) Document Development and Change Request form has been acknowledged, to notify TM for the distribution of the newly revised TCM and/or TP to all INST via GAM-MTO network server.
TM	8.	Upload the newly revised TCM and TP to the GAM-MTO network server.

2.3 PREPARATION OF CLASSROOMS AND EQUIPMENT

a. The preparation of the classroom and equipment is critical in ensuring that training is effective and efficient.

b. Proper preparation of the classroom and equipment can help create a conducive learning environment that can enhance the learning experience for trainees.

c. The importance of preparation of classroom and equipment is as per below:

    i. Ensures a conducive learning environment:

       A well-prepared classroom and equipment can create an environment that is conducive to learning. Trainees can focus on the training material when the environment is comfortable, quiet, and free of distractions.

    ii. Promotes safety:

       The preparation of equipment ensures that it is in good working condition and free of any hazards that may cause injury to trainees. This is particularly important in training programmes that involve the use of machinery or equipment that could pose a risk to trainees if not properly prepared.

    iii. Saves time:

       Proper preparation of equipment ensures that it is ready for use, which can save time during training sessions. This is especially important in time-sensitive training programs, where delays can have significant impacts on the overall training schedule.

    iv. Enhances learning:

       The preparation of classroom and equipment can enhance the learning experience for trainees. A well-prepared classroom and equipment can help trainers deliver their training material more effectively, which can lead to better retention of the material by trainees.

v. Increases trainee engagement:

Trainees are more likely to engage in the training process when the classroom and equipment are properly prepared. This can lead to increased participation and better learning outcomes.

d. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Training Manager	TM
2.	Instructor	INST
3.	Training Executive	TE

Personnel		Actions
TM	1.	Based on the number of trainees, to determine the classroom to be used for the conduct of training course.
INST/TE	2.	To inspect the classroom and equipment at least 3 days before the start of aircraft type/task training by completing the GAM/F-TPM2.3(01) Preparation of Classrooms and Equipment Checklist form, ensuring the proper condition of classroom, training aids and equipment.
	3.	Enter the findings or issues in the GAM/F-TPM2.3(01) Preparation of Classrooms and Equipment Checklist form and if there are simple findings or issues, to rectify immediately.
	4.	Forward the completed GAM/F-TPM2.3(01) Preparation of Classrooms and Equipment Checklist form to the TM for verification.
TM	5.	Review and verify the completed GAM/F-TPM2.3(01) Preparation of Classrooms and Equipment Checklist form and if there are any outstanding findings or issues which are complicated, to plan and initiate rectification.

2.4 PREPARATION OF MAINTENANCE FACILITIES AND EQUIPMENT

a. The preparation of maintenance facilities and equipment is applicable for the structured practical training as part of the relevant aircraft type/task training course described in the approved Maintenance Training Programme (MTP) as per MTOE Part 1.9.

b. The preparation of maintenance facilities and equipment is essential for ensuring that structured practical training is completed safely, efficiently, and effectively.

c. Proper preparation can help to minimize the risk of accidents or damage to equipment, while also ensuring that structured practical training is completed within the desired timeframe.

d. The importance of preparation of maintenance facilities and equipment is as per below:

   i.   Safety:

        Proper preparation of maintenance facilities and equipment can help to minimize the risk of accidents or injuries to trainees. This includes ensuring that equipment is properly maintained and in good working condition, as well as providing appropriate safety gear.

   ii. Efficiency:

        The preparation of maintenance facilities and equipment can help to streamline the maintenance process, allowing structured practical training to be completed more efficiently. This can help to reduce downtime and increase productivity.

   iii. Effectiveness:

        Proper preparation of maintenance facilities and equipment can help to ensure that structured practical training is completed effectively, resulting in optimal equipment performance.

   iv. Compliance:

        Proper preparation of maintenance facilities and equipment can help to ensure that these regulations and standards are met.

v.   Cost savings:

Effective maintenance practices can help to minimize downtime and reduce the need for costly repairs or replacements. Proper preparation of maintenance facilities and equipment can help to support effective maintenance practices, resulting in cost savings for the organization over time.

e.   If the instructor does not have the aircraft maintenance authorisation to perform the maintenance activities which are part of the structured practical training, the instructor shall verify with maintenance facility provider, to provide a properly authorised technician or engineer to assist in the structured practical training.

f.   The Training Manager is responsible for ensuring that the necessary arrangements are in place for the instructors and trainees to gain access to the facility, which may include meeting security clearance requirements.

g.   The Training Manager is responsible for ensuring that the necessary arrangements are in place for the conduct of safety briefing to the instructors and trainees by the maintenance facility provider before the start of practical training.

h.   This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Training Manager	TM
2.	Examination Manager	EM
3.	Principal Quality Assurance (Training)	PQAT
4.	Instructor	INST
5.	Training Executive	TE

Personnel		Actions
TM	1.	Before the start of aircraft type/task training, to coordinate and arrange with the facility provider for the preparation maintenance facilities and equipment.
INST/TE	2.	Inspect the maintenance facilities and equipment by completing the GAM/F-TPM2.4(01) Preparation of Maintenance Facilities and Equipment Checklist form.
	3.	Check and ensure the relevant aircraft type is available for the planned date of structured practical training, to highlight in the GAM/F-TPM2.4(01) Preparation of Maintenance

Personnel		**Actions**
		Facilities and Equipment Checklist form if the aircraft type is not available.
	4.	Arrange with the maintenance facility provider for the access of instructors and trainees to the facility.
	5.	Arrange with the maintenance facility provider for the conduct of safety briefing to the instructors and trainees before the start of practical training.
	6.	Enter findings or issues in the GAM/F-TPM2.4(01) Preparation of Maintenance Facilities and Equipment Checklist form and if there are simple findings or issues, to discuss with the maintenance facility and equipment provider for the rectification.
	7.	Forward the completed GAM/F-TPM2.4(01) Preparation of Maintenance Facilities and Equipment Checklist form to the TM for verification.
TM	8.	Review and verify the completed GAM/F-TPM2.4(01) Preparation of Maintenance Facilities and Equipment Checklist form and if there are any outstanding findings or issues which are complicated, to plan and initiate rectification.

2.5 CONDUCT OF THEORETICAL AND PRACTICAL TRAINING

2.5.1 Aircraft Type/Task Training Course

a. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Training Manager	TM
2.	Examination Manager	EM
3.	Theoretical Instructor	TI
4.	Practical Instructor	PI
5.	Training Executive	TE

Personnel		Actions
TM	1.	Determine the instructors which will conduct the planned aircraft type/task training course, this can be reflected in the GAM/F-TPM2.1(01) Training Schedule form.
TE	2.	Email the GAM/F-TPM2.1(01) Training Schedule form to the affected instructors for them to prepare for the conduct of aircraft type/task training course.
TI/PI	3.	Prepare for the upcoming aircraft type/task training course, make a reference to the latest revision of MTP and TCM which can be accessed through the GAM-MTO network server.
TE	4.	From the GAM-MTO network server, print and prepare the hardcopy or softcopy of TCM (Training Notes) for distribution to trainees that will be attending the training course.
Theoretical Training		
TI	5.	Prior to the conduct of theoretical training, distribute the hardcopy or softcopy of TCM, brief trainees regarding the overall programme, access to maintenance publication via the library, safety aspects, rules and regulations that must be adhered to for the safe, efficient and effective completion of the aircraft type/task training course.
	6.	For the entire duration of theoretical training, ensure the trainees attendance are accounted for by completing the GAM/F-TPM2.5(01) Type/Task Training Attendance form. To perform daily check on trainees' attendance.

Personnel		Actions
	7.	Conduct the theoretical training as per the relevant MTP and TCM.
	8.	At the end of each phase, to complete and review the GAM/F-TPM2.5(01) Type/Task Training Attendance form. Ensure trainees that does not meet the 90% attendance requirement are informed to the TM.
	9.	Forward the completed GAM/F-TPM2.5(01) Type/Task Training Attendance form to the TE for review.
TE	10.	Review the completed GAM/F-TPM2.5(01) Type/Task Training Attendance form and submit to TM for verification.
TM	11.	Verify the completed GAM/F-TPM2.5(01) Type/Task Training Attendance form.
	12.	Discuss with trainees that does not meet the 90% attendance requirement and arrange for additional training if necessary and agreed by both parties.
	13.	Forward the completed GAM/F-TPM2.5(01) Type/Task Training Attendance form to the TE for submission to EM for exam preparation.
EM	14.	Acknowledge the completed GAM/F-TPM2.5(01) Type/Task Training Attendance form and return to TE.
TE	15.	File the completed GAM/F-TPM2.5(01) Type/Task Training Attendance form and store securely.
Practical Training		
PI	1.	Prior to the conduct of programme training, distribute the hardcopy or softcopy of TCM (Structured Practical Training Logbook), brief trainees regarding the overall programme, safety aspects, rules and regulations that must be adhered to for the safe, efficient and effective completion of the aircraft structured practical training.
	2.	Ensure all instructors and trainees receive safety briefing from the maintenance facility provider by completing the GAM/F-TPM2.5(02) Training Course Attendance, to annotate clearly on the form.
	3.	For the entire duration of structured practical training, ensure the trainees attendance are

Personnel		**Actions**
		accounted by completing the GAM/F-TPM2.5(01) Type/Task Training Attendance form. To perform daily check on trainees' attendance.
	4.	Conduct the structured practical training as per the relevant structured practical training logbook.
	5.	Ensure the maximum number of trainees undergoing SPT must not exceed fifteen (15) per instructor or validator. If more than fifteen (15) trainees are in the class, the instructor may conduct more than one (1) SPT session and this should be recorded in the GAM/F-TPM2.5(01) Type/Task Training Attendance form.
	6.	At the end of structured practical training, to complete and review the GAM/F-TPM2.5(01) Type/Task Training Attendance form. Ensure trainees that does not meet the 90% attendance requirement are informed to the TM. Distribute the GAM/F-TPM2.5(03) Training Course Feedback and Evaluation form to all trainees and ensure the completed form is collected for evaluation of the aircraft type/task training course.
	7.	Forward the completed GAM/F-TPM2.5(01) Type/Task Training Attendance form and GAMF-TPM2.5(03) Training Course Feedback and Evaluation to the TE for review.
TE	8.	Review the completed GAM/F-TPM2.5(01) Type/Task Training Attendance and GAMF-TPM2.5(03) Training Course Feedback and Evaluation submit to TM for verification.
	9.	Verify both forms and return to TE.
TM	10.	Discuss with trainees that does not meet the 90% attendance requirement and arrange for additional training if necessary and agreed by both parties.
TE	11.	Submit the completed GAM/F-TPM2.5(01) Type/Task Training Attendance form to the EM for exam preparation. File the GAM/F-TPM2.5(03) Training Course Feedback and Evaluation form accordingly.
EM	12.	Acknowledge the completed GAM/F-

Personnel		Actions
		TPM2.5(01) Type/Task Training Attendance form and return to TE.
TE	13.	File the completed GAM/F-TPM2.5(01) Type/Task Training Attendance form and store securely.

2.5.2   Internal Approved Training

a. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Training Manager	TM
2.	Theoretical Instructor	TI
3.	Practical Instructor	PI
4.	Training Executive	TE

Personnel		Actions
TE	1.	Prepare the training plan by completing the GAM/F-TPM2.1(03) Monthly Training Plan form. Forward the completed form to the TM for review and approval.
TM	2.	Review and approve the GAM/F-TPM2.1(03) Monthly Training Plan form, if satisfactory.
TE	3.	Forward the approved GAM/F-TPM2.1(03) Monthly Training Plan form to all GAM staff.
	4.	Email the approved GAM/F-TPM2.1(03) Monthly Training Plan form to the affected instructors for them to prepare for the conduct of training course.
INST	5.	Prior to the conduct of training course, to brief trainees regarding the overall programme, safety aspects, rules and regulations that must be adhered to for the safe, efficient and effective completion of the training course.
	6.	For the entire duration of training course, ensure the trainees attendance are accounted for by completing the GAM/F-TPM2.5(02) Training Course Attendance form. To perform check on trainees' attendance.
	7.	Conduct the training course as per the relevant TP and TCM.
	8.	At the end of training course, to complete and review the GAM/F-TPM2.5(02) Training

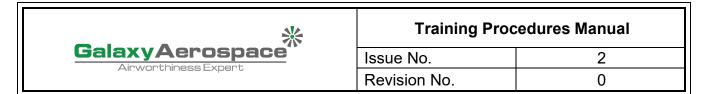| Personnel		Actions
		Course Attendance form. Distribute the GAM/F-TPM2.5(03) Training Course Feedback and Evaluation form to all trainees and ensure the completed form is collected for evaluation of the aircraft type/task training course.
	9.	Forward the completed GAM/F-TPM2.5(02) Training Course Attendance form to the TM for verification and GAM/F-TPM2.5(03) Training Course Feedback and Evaluation to the TE for review.
TE	10.	Review the completed GAM/F-TPM2.5(02) Training Course Attendance form to the TM for verification and GAM/F-TPM2.5(03) Training Course Feedback and Evaluation and submit to TM for verification.
TM	11.	Verify both forms and return to TE.
TE	12.	File the completed forms and store securely.

2.6 RECORDS OF TRAINING CARRIED OUT

2.6.1 Aircraft Type/Task Training Course Records

a. Aircraft type/task training course records must be properly organised and kept ensuring proper record keeping that allows adequate traceability of the training course data.

b. Aircraft type/task training course records shall comprise of:

    i. GAM/F-TPM2.1(01) Training Schedule form; and

    ii. GAM/F-TPM2.1(02) Applicant Registration form; and

    iii. GAM/F-TPM2.5(01) Type/Task Training Attendance form; and

    iv. GAM/F-TPM2.5(03) Training Course Feedback and Evaluation form; and

    v. GAM/F-TPM2.14(01) Examination Results Record form; and

    vi. Relevant Structured Practical Training logbook (Original copy shall be returned to students and a copy to be retained in a data storage device i.e. flash drive/memory stick); and

    vii. GAM/F-TPM2.17(01) Certificate of Recognition – Theoretical; and

    viii. GAM/F-TPM2.17(02) Examination Report; and

    ix. GAM/F-TPM2.17(03) Certificate of Recognition – Practical; and

    x. GAM/F-TPM2.17(04) Practical Assessment Report.

c. Refer TPM Part 2.7 for storage of training records.

2.6.2 Internal Approved Training Records

a. Internal Approved Training (IAT) records must be properly organised and kept ensuring proper record keeping that allows adequate traceability of the training course data.

b. IAT records shall comprise of:

   i. GAM/F-TPM2.5(02) Training Course Attendance form; and

   ii. GAM/F-TPM2.5(03) Training Course Feedback and Evaluation form.
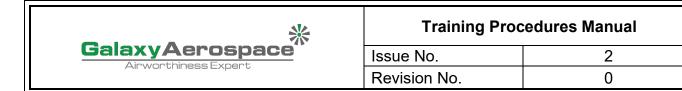
c. Refer TPM Part 2.7 for storage of training records.

2.7 STORAGE OF TRAINING RECORDS

2.7.1 Aircraft Type/Task Training Course Records

a. The hard copy of aircraft type/task training course records as described in TPM Part 2.6.1(b) must be organised and filed accordingly, stored and secured in a lockable cabinets or drawers.

b. These training records will be scanned and uploaded into GAM-MTO network server as a back-up.

c. Aircraft type/task training course records must not be destroyed without consent from the CAAM.

d. A database or spreadsheet will also be updated to ease traceability of training records.

e. Access to these training records either hard copy or soft copy shall be limited to the TM and personnel authorised by the TM.

f. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Training Manager	TM
2.	Training Executive	TE

Personnel		Actions
TE	1.	After the aircraft type/task training course has been completed, ensure all hard copy of aircraft type/task training course records as described in TPM Part 2.6.1(b) are organised and filed in their relevant folder and make a scanned copy of training records.
	2.	Update the training records database or spreadsheet.
	3.	Submit the training records folder and scanned copy to the TM.
TM	4.	Securely store the training records folder in a lockable cabinets or drawers.
	5.	Upload the training records scanned copy into the GAM-MTO network server as a back-up.
	6.	Do not destroy the aircraft type/task training course records without consent from the CAAM.

2.7.1 Internal Approved Training Records

a. The hard copy of Internal Approved Training (IAT) records as described in TPM Part 2.6.2(b) must be organised and filed accordingly, stored and secured in a lockable cabinets or drawers.

b. IAT records must not be destroyed without consent from the PQAT.

c. A database or spreadsheet of training records will also be updated to ease traceability of training records.

d. Access to these training records either hard copy or soft copy shall be limited to the TM and personnel authorised by the TM.

e. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Training Manager	TM
2.	Training Executive	TE

Personnel		Actions
TE	1.	After the IAT has been completed, ensure all hard copies of IAT records as described in TPM Part 2.6.2(b) are organised and filed in their relevant folder.
	2.	Update the training records database or spreadsheet.
	3.	Submit the training records folder for storage.
TM	4.	Securely store the training records folder in a lockable cabinets or drawers.
	5.	Do not destroy the training records without consent from the PQAT.

2.8   TRAINING AT LOCATIONS NOT LISTED IN MTOE PART 1.6

a. These procedures are only applicable for the conduct of CAAM approved training course carried out at a location other than stated in MTOE Part 1.6.

b. By derogation to above TPM Part 2.8(a), out of location training may occur due to possible reasons as per below:

    i. Customer Request:

        The customer may request that the training be conducted at a location that is convenient for them, rather than at the GAM-MTO designated training location.

    ii. Equipment Availability:

        The equipment required for the training may not be available at the GAM-MTO designated training location, and therefore the training may need to be conducted at a different location where the equipment is available.

    iii. Geographical Spread:

        GAM-MTO may have customers or employees located in different regions or countries, and conducting the training at a location closer to them may be more cost-effective and efficient.

    iv. Capacity Limitations:

        GAM-MTO's designated training location may not have the capacity to accommodate all the trainees who need to attend the training, and therefore the training may need to be conducted at an alternate location.

    v. Regulatory Requirements:

        In some cases, regulatory requirements may necessitate training to be conducted at a specific location, such as when training for a specific aircraft type is required to be conducted at a particular maintenance facility.

c. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Training Manager	TM
2.	Principal Quality Assurance Training	PQAT

Personnel		Actions
TM	1.	Due to requirement, propose a suitable training facility for the conduct of aircraft type/task training course.
	2.	Perform an evaluation or inspection of the proposed facility by completing the GAM/F-TPM2.8(01) Out of Location Evaluation form and take photographs as supporting documents.
	3.	Co-ordinate with the facility provider to rectify any issues or findings raised due to the evaluation or inspection.
	4.	Forward the completed GAM/F-TPM2.8(01) Out of Location Evaluation form to the facility provider and get the declaration from the facility provider with regards to agreement for CAAM to access the facility if required due to performance of audit.
	5.	Forward the completed GAM/F-TPM2.8(01) Out of Location Evaluation form to the PQAT for verification.
PQAT	6.	Perform a facility audit based on the completed GAM/F-TPM2.8(01) Out of Location Evaluation form. Verify the form after completion of audit.
	7.	Raise an audit report with any supporting documents by completing GAM/F-TPM3.1(03) Audit Report form. Include any agreements with the facility provider.
	8.	If the training facility is acceptable, forward the GAM/F-TPM2.8(01) Out of Location Evaluation form, GAM/F-TPM3.1(03) Audit Report form and supporting documents to CAAM to seek their approval for out of location training. The conduct of training can only be carried out with the consent and approval from CAAM.
	9.	Follow up with CAAM for the approval.

2.9 ORGANISATION OF EXAMINATIONS

2.9.1 Aircraft Type/Task Training Theoretical Examinations

a. The following steps outline the process for organizing the examination:

    i. Initiate examination preparation,

    ii. Develop examination questions,

    iii. Audit the examination questions,

    iv. Obtain approval for examination questions,

    v. Conduct the examination,

    vi. Mark the examination questions,

    vii. Record the examination result.

b. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Examination Manager	EM
2.	Knowledge Examiner	KE
3.	Principal Quality Assurance (Training)	PQAT

Personnel		Actions
EM	1.	When there is development of type/task training, the EM initiate the examination preparation process. This includes identifying the type of examination required, the scope of the examination, and the intended audience.
	2.	EM ensure KE develop the examination question. The examination question should be developed in accordance with the TPM Part 2.10.
KE	3.	KE develop the examination question. The examination question should be developed in accordance with the TPM Part 2.10.
PQAT/EM/ KE	4.	EM inform PQAT the readiness of the question paper for QA to conduct the question paper audit before submitting to CAAM.

Personnel		Actions
	5.	Audit conducted on examination questions
	6.	Obtain approval for the examination questions from CAAM.
	7.	EM ensure that the examination is conducted in accordance with the TPM Part 2.12.
EM	8	After the examination is completed, the EM should ensure that the papers are marked in accordance with TPM Part 2.14.
	9.	EM ensure that all examination records are properly maintained. This includes keeping records of the examination questions, the marking process, and the results of the examination in accordance with TPM Part 2.15

2.9.2 Aircraft Type/Task Training Practical Assessments

a. The following steps outline the process for organizing the practical assessment:

    i.   Initiate practical assessment preparation,

    ii.   Develop practical assessment questions,

    iii.   Conduct the practical assessment,

    iv.   Record the practical assessment.

b. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Examination Manager	EM
2.	Practical Assessor	PA

Personnel		Actions
EM	1.	When there is development of type/task training the EM initiate the practical assessment preparation process. This includes identifying the scope of the practical assessment, and the intended audience.
	3.	EM ensure PA develop the practical assessment question. The question should be developed in accordance with the TPM Part

Personnel		Actions
PA	4.	2.10. PA develop the practical assessment question. The question should be developed in accordance with the TPM Part 2.10.
EM	5.	EM ensure that the practical assessment is conducted in accordance with the TPM Part 2.13
	6.	EM ensure that all practical assessment records are properly maintained. This includes keeping records of the practical assessment questions, the marking process, and the results in accordance with TPM Part 2.15

2.9.3 Qualifying Invigilator

a. GAM-MTO will appoint an invigilator to carry out the responsibilities of the examination section. The invigilator must understand and adhere to the following requirements:

   i. Excludes any participation in the preparation of the examination papers,

   ii. GAM-MTO examination procedures with specific emphasis on the exam integrity aspects on the handling of cheating or misconduct cases,

   iii. Procedures of marking the exam papers,

   iv. Procedures of recording the exam paper.

c. The invigilator shall be briefed and demonstrated the relevant MTOE and TPM part which will carry out by invigilator. The Exam Manager will conduct the briefing and demonstration.

d. The PQAT is responsible for ensuring the qualifications and assessment of invigilator.

e. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Principal Quality Assurance Training	PQAT
2.	Exam Manager	EM

Personnel		Actions
PQAT/EM	1.	Ensure the invigilator understand the requirements above.
	2.	Assess the Invigilator by completing GAM/03-TPM2.9(01) Assessment of Invigilator form.
	3.	If the assessment is not acceptable, the candidate will be coached and re-reassessed.
	4.	If the candidate pass, initiate the updating of MTOE Part 1.5.
	5.	All evidence to be documented and filed.

2.9.4 Invigilator Record

a. The following information will be filed in the Invigilator Records;

    i. Name

    ii. Place and Date of Birth

    iii. Staff ID

    iv. Experience and Qualifications

    v. Training completed relevant for the qualification.

    vi. Continuation training completed relevant for the continuation of the qualification.

    vii. Starting date of employment/contract

    viii. If appropriate – ending date of employment/contract.

b. The Invigilator Record file will be reviewed at least once in two (2) years.

c. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Examination Manager	EM

Personnel		Actions
EM	1.	Open a file for each Invigilator. The file shall consist of all the required details as above procedure. This information will also be updated electronically together with scanned copies of certificates, qualifications, training

		etc.
	3.	Store the file in lockable cabinets.
	4.	Carry out a review of the file once in every two (2) years.

2.10 SECURITY AND PREPARATION OF EXAMINATION MATERIAL

2.10.1 Preparation Of Theoretical Examination

a. The Knowledge Examiner will utilize MTP Part 1.2 to compile the required number of questions at appropriate levels of knowledge to form the question sets.

b. The examination manager shall follow the format provided below to assign individual question IDs:

   i. ATA Chapter 07 – Jacking and hoisting (Level 2)

   ii. Question ID: AW189.GECT7.B1B2.ATA07.L2.001

Question ID	Definition
AW189	Type of Aircraft
GECT7	Type of Engine
B1B2	Category of License
ATA07	ATA reference
L2	Level of Knowledge as per CAD 1801
001	Running number

c. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Examination Manager	EM
2.	Knowledge Examiner	KE
3.	Principal Quality Assurance (Training)	PQAT

Personnel		Actions
KE	1.	Obtain the MTP Part 1.2 and review it to identify the outlined requirements to create GAM/F-TPM2.10(01) Examination Question Paper.
	2.	Use GAM/F-TPM2.10(02) Initial/New Examination Question form to develop the required examination questions while adhering to the outlined requirements.
	3.	Ensure that the examination questions are secured and remain confidential during the development phase.

	4.	Verify that there are enough questions to generate at least three (3) sets of examinations.
	5	KE will develop the question in the assessment room using the dedicated laptop provided by the EM.
EM	6.	Obtain the GAM/F-TPM2.10(02) Initial/New Examination Question form from KE
	7.	Transfer the examination questions to the examination question bank.
	8.	Generate a unique question ID for each question in the question bank.
	9.	Ensure the security of the question bank by protecting it with a password.
	10.	Create a marking template from the GAM/F-TPM2.10(03) Examination Answer Sheet for each set of examination questions.
	11.	Store the marking templates securely and protect with password.
KE/EM	12.	KE will prepare the GAM/F-TPM2.10(01) Examination Question Paper using the questions in the Question Bank, which have each been assigned a specific ID.
	13	KE and EM ensure they refer to the MTP Part 1.2 to generate at least three (3) sets of examinations for CAAM approval.
	14.	The KE and EM will review and revise the questions to ensure that they meet the requirements outlined in the MTP. If the question amended, the new question ID shall be indicated with new revision number.
PQAT	15	PQAT audit the examination questions prior submitting to CAAM for approval.
KE/EM	16.	KE will prepare the Question Set and EM will validate it in the Examination Question Compliance Checklist CAAM/AW/1841-02.
EM	17.	The EM will fill in the Examination Approval Form CAAM/AW/1841-03 and submit it to CAAM, along with the Examination Paper Compliance CAAM/AW/1841-02 Once approved, the Question sets are file and ready to be used for examination.

2.10.2 Preparation Of Practical Assessment Question

a. The Practical Assessor will utilize MTP Part 1.2 to compile the required number of questions to form GAM/F-TPM2.10(04) Practical Assessment Questions Set.

b. The examination manager shall follow the format provided below to assign individual question IDs:

    i. ATA Chapter 18 – Vibration and Noise Analysis

    ii. Question ID: AW189.GECT7.B1B2.ATA18.001

Question ID	Definition
AW189	Type of Aircraft
GECT7	Type of Engine
B1B2	Category of License
ATA18	ATA reference
001	Running number

c. A minimum of 10 questions per type training will be developed by Practical Assessor.

d. The Practical Assessment Questions Set GAM/F-TPM2.10(04) includes an answer scheme that serves as a guideline for the practical assessor during the assessment process.

e. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Examination Manager	EM
2.	Practical Assessor	PA

Personnel		Actions
PA	1.	Obtain the MTP Part 1.2 and review it to identify the outlined requirements to create GAM/F-TPM2.10(04).
	2.	Use GAM/F-TPM2.10(03) Practical Assessment Initial/New Question to develop the required Practical Assessment Questions while adhering to the outlined requirements.
	3.	Ensure that the Practical Assessment Questions are secured and remain confidential during the development phase.

	4.	Verify that there are 10 questions per type training
	5	PA will develop the question in the assessment room using the dedicated laptop provided by the EM.
EM	6.	Obtain the GAM/F-TPM2.10(03) Practical Assessment Initial/New Question form from PA
	7.	Transfer the questions to the examination question bank.
	8.	Generate a unique question ID for each question in the question bank.
	9.	Ensure the security of the question bank by protecting it with a password.
	10.	Create a Practical Assessment Questions Set (GAM/F-TPM2.10(04)
	11.	Store the Practical Assessment Questions Set GAM/F-TPM2.10(04) securely and protect with password.
PA/EM	12.	The PA and EM will review and revise the questions to ensure that they meet the requirements outlined in the MTP.

2.10.3   Security of Examination Material

a. The question sets stored in the lockable cabinet and upload in GAM's server which protected by password.

b. Used examination papers shall be promptly destroyed.

c. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Examination Manager	EM
2.	Knowledge Examiner	KE

Personnel		Actions
KE	1.	Ensure the security of all examination questions when under possession or control.
EM	2.	File examination question papers in lockable cabinets.
	3.	Scan the examination and assessment record and backup then upload in GAM's server which protected by password.

2.10.4 Updating Examination and Practical Assessment Question

a. The Examination Manager is responsible for initiating updates to examination questions, including amendments, additions, or revisions, as needed.

No.	Designation	Abbreviation
1.	Examination Manager	EM
2.	Knowledge Examiner	KE
3.	Practical Assessor	PA

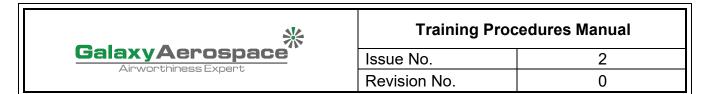| Personnel		Actions
EM/ KE/ PA	1.	If training materials are updated or questions are removed due to annual review, feedback, or NCR, the Examination Manager shall be responsible for initiating the development of new questions.
	2.	If required, the EM shall assign a KE or PA to review and develop additional questions. The KE shall use the GAM/F-TPM2.10(05) Initial/New Examination Questions form for question development. The PA shall use the GAM/F-TPM2.10(06) Initial/New Practical Assessment Questions form for question development.
EM	3.	EM obtain new question from KE or PA.
	4.	Transfer the examination or assessment questions to the question bank.
	5.	Generate a unique question ID for each question in the question bank.

2.11   PREPARATION OF EXAMINATION ROOMS

2.11.1   Examination Rooms

a.   The Examination Manager and Invigilator are responsible for ensuring that the examination room is appropriately conditioned and fully prepared before the exam begins.

b.   If the Examination Manager or Invigilator determine that the room conditions do not meet requirements, they shall inform the Training Manager, who will take necessary actions to address any issues.

c.   This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Examination Manager	EM
2.	Training Manager	TM
3.	Invigilator	INV

Personnel		Actions
EM/INV	1.	Check the exam room to ensure clean, well-ventilated, and properly lit. Ensure it is in accordance with the requirements in MTOE Part 2.11
	2.	Check that all necessary signage is in place.
	3.	Complete the GAM/F-TPM2.11(01) Examination and Assessment Room Preparation checklist. If any items are found to be unacceptable, highlight them and notify the Training Manager.
TM	4.	If any issues are raised regarding the examination room, take prompt action to address and resolve them in a timely manner.

2.11.2   Assessment Room

a. The Examination Manager and Invigilator are responsible for ensuring that the assessment room is appropriately conditioned and fully prepared before the exam begins.

b. If the Examination Manager or Invigilator determine that the room conditions do not meet requirements, they shall inform the Training Manager, who will take necessary actions to address any issues.

c. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Examination Manager	EM
2.	Training Manager	TM
3.	Invigilator	INV

Personnel		Actions
EM/INV	1.	Check the assessment room to ensure clean, well-ventilated, and properly lit.
	2.	Check that all necessary signage is in place.
	3.	Complete the GAM/F-TPM2.11(01) Examination and Assessment Room Preparation checklist. If any items are found to be unacceptable, highlight them and notify the Training Manager.
TM	4.	If any issues are raised regarding the examination room, take prompt action to address and resolve them in a timely manner.

2.12 CONDUCT OF EXAMINATIONS

a. The Examination Manager and Invigilator are responsible for ensuring that the examination is conducted in a secure and fair manner.

b. Trainee who arrives after the briefing of the examination has completed is not allowed to seat for the exam.

c. The time allowed for each examination paper is shown on the answer sheet.

d. The invigilator must not be directly involved with the conduct of the training.

e. During the examination session, there should be no talking allowed except for communication with the invigilator. However, it is important to note that the invigilator should not answer or provide any explanation related to the subject matter of the examination.

f. The examination is held without interruptions or breaks.

g. Trainees are not allowed to walk around or temporary leave the examination room while the examination is in progress. Under exceptional circumstances (determined by the invigilator), a trainee may leave the examination room, but only under constant supervision of another invigilator. This invigilator will check to ensure the trainees does not have access to information related to the examination while outside the examination room.

h. When an unforeseen circumstance occurs during an examination resulting in a significant disruption of the examination, the invigilator will stop the examination and collect the examination papers and answer sheets. The invigilator will report the situation to the Examination Manager immediately. The examination will be declared as void and rescheduled to a later date and time. Annotate the incidence in the GAM/F-TPM2.12(01) Pre-Examination Briefing.

i. The examinations answer sheets will not be analysed and/or graded in the presence of trainees.

j. Where the confidentiality of the examination paper is in doubt, a new set of examination paper shall be issued for the test.

k. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Examination Manager	EM
2.	Invigilator	INV
3.	Training Manager	TM

Personnel		Actions
EM/INV/TM	1.	Upon receiving the training schedule and the attendance list from the TM, the EM shall prepare the examinations sets for the examination. EM will plan for the conduct of examination and prepare for the examination material such as question set to be used, answer sheet, marking template and other examination necessary material such as, form, signage and condition of the examination room.
	2.	Only trainees who meet the minimum 90% attendance requirement will be allowed to sit for the examination. The TM will provide the attendance sheet to the EM/Invigilator for reference in verifying the attendance requirement.
EM/INV	3.	The EM/Invigilator must ensure that trainees who have been quarantined from the exam do not sit for it. They should consult the GAM/F-TPM2.14(03) Examination Quarantine List for reference.
	4.	Verify the identity of each trainee by cross checking their staff ID/Identification Card against the GAM/F-TPM2.12(02) Examination Attendance Sheet
	5.	Check that trainees do not bring notes or any other material into the examination room that could be used to compromise the security of the examination. All trainees are required to switch off mobile device and place at holding area.
	6.	Before the start of the examination, the EM/Invigilator must conduct a GAM/F-TPM2.12(01) Pre-Examination Briefing to ensure that trainees are aware of the examination requirements. The briefing should cover topics such as the duration of the examination, how to fill out the GAM/F-

Part 2.12: Conduct of Examinations

Date: 01 Jan 2024

		TPM2.12(02) Examination Answer Sheet, what actions to take and avoid during the examination, and the penalties for cheating. It is essential to emphasize the consequences of cheating.
EM/INV	7.	To ensure that each trainee has the necessary materials for the examination, the EM/Invigilator must distribute the GAM/F-TPM2.12(02) Examination Attendance and the relevant examination paper (faced down) to each trainee before the start of the session.
	8.	During the examination, the EM/Invigilator primary responsibility is to maintain the security and integrity of the examination. This includes monitoring the trainees to ensure that they are not engaging in any unauthorized activities, such as cheating, talking, or using electronic devices. In the event of any technical issues or emergencies, the EM/Invigilator should take appropriate action to address the situation and ensure the safety and well-being of all involved.
	9.	After the allotted time has passed, the invigilator should collect the examination papers from the remaining trainees.
	10.	Ensure that all examination papers and answer sheets are accounted for and immediately returned to the EM for marking.
	11.	Verify that no information is taken from the examination room by the trainees or left behind.
	12.	Once the examination is completed, the EM/invigilator should sign the GAM/03-TPM2.12(01) Pre-Examination Briefing form. Any incidents that occurred during the examination should be recorded in the form and discussed with the PQAT, who will address the issue.

2.13   CONDUCT OF PRACTICAL ASSESSMENTS

a. The Examination Manager and Practical Assessor are responsible for ensuring that the examination is conducted in a secure and fair manner.

b. The conduct of practical assessment procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Examination Manager	EM
2.	Practical Assessor	PA
3.	Training Manager	TM

Personnel		Actions
EM	1.	Upon receiving training schedule from training unit, EM begins preparing for the practical assessment.
EM/PA	2.	EM will discuss on the assessment plan with PA such as assessment session and the PA assigned for the session.
EM/TM	3.	Only trainees who meet the minimum 90% attendance requirement will be allowed to sit for the examination. The TM will provide the attendance sheet to the EM for reference in verifying the attendance requirement.
EM	4.	The EM must ensure that trainees who have been quarantined from the exam do not sit for it. They should consult the Examination Quarantine List GAM/F-TPM2.14(03) for reference.
	5.	The EM will prepare the examination room and complete the GAM/F-TPM2.11(01) Examination and Assessment Room Preparation checklist.
EM/PA	6.	EM will pass the Practical Assessment Question to PA.
PA	7.	After receiving the GAM/F-TPM2.1(04) Practical Assessment Question from EM, PA should verify that the reference number matches the MTP reference number before proceeding with the assessment.
	8.	Once the question is confirmed matched with the reference number in MTP, PA can

Personnel		Actions
		proceed to assess the trainee based on the GAM/F-TPM2.1(04) Practical Assessment Question. The PA must ensure that he is evaluating tasks that the trainee has performed and recorded in their SPT logbook. The PA shall sign on PA column on that specific task.
	9.	After completing the assessment, PA should indicate the result (PASS/FAIL) of the assessment on the Section 3.2 in SPT.
	10.	If the trainee fails the assessment, fail, he is allowed to seat only for 2 re-assessment
	11.	Forward the completed SPT Logbook to EM.
EM	12.	Review the documents for completion before filing and make a scanned copy of the Practical Assessment part of SPT Logbook. The hardcopy SPT to be returned to trainee. Save the record in GAM'S server

2.14 MARKING AND RECORD OF EXAMINATIONS

2.14.1 Marking of Examination

a. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Examination Manager	EM
2.	Invigilator	INV

Personnel	Actions	
EM/INV	1.	Mark the examination answer sheet using a marking answer sheet template.
	2.	Annotate the results on the individual GAM/F-TPM2.12(03) Examination Answer Sheet.
	3.	Transfer the results to the GAM/F-TPM2.14(01) Examination Results Record and sign accordingly.
EM	4.	Verify the exam results using answer sheets and approve the GAM/F-TPM2.14(01) Examination Results Record and email to TM.
	6.	The name of the trainee who require re-exam, barred from the exam or cheating must be updated in the GAM/F-TPM 2.14 (03) Examination Quarantine List
	7.	Carry out an examination analysis on the complete examination by tabulating the results in the GAM/F-TPM3.3(01) Examination Analysis form.
	8.	If the examination analysis warrants further attention (e.g.: undesirable trend or high failure rates) then discuss the issue with the instructors and/or knowledge examiners to determine the cause.
	9.	Initiate the necessary corrective actions.

2.14.2 Records of Examinations

a. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Examination Manager	EM

Personnel	Actions	
EM	1.	Compile the examination and assessment record (master copy) and file in lockable cabinet.
	2.	Scan the examination and assessment record and backup then upload in GAM's server which protected by password.

2.14.3 Notifying Trainees of Examination Result

a. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Examination Manager	EM

Personnel	Actions	
EM	1.	Collect the examination records for all trainees who have undergone the examination.
	2.	Utilize the GAM/F-TPM2.14(04) Notification of Result form to individually record the results for each trainee.
	3.	Email the individualized result to each trainee. Attach the completed GAM/F-TPM2.14(04) Notification of Result form to the email to provide documented proof of the result.
	4.	Monitor for responses or inquiries from trainees, and promptly address any concerns or questions that arise regarding the re-examination.

2.15. STORAGE OF EXAMINATION RECORDS

2.15.1 Storage of Examination Records

a. Examination records hardcopies shall be properly stored in lockable fire resistance cabinet at the Examination Unit room.

b. Records shall not be destroyed without consent from the CAAM.

c. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Examination Manager	EM

Personnel		Actions
EM	1.	Compile the examination and assessment record (master copy) and file in lockable cabinet.
	2.	Scan the examination and assessment record and backup then upload in GAM's server which protected by password.

2.15.2 Storage of Examination Questions

a. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Examination Manager	EM

Personnel		Actions
EM	1.	Compile the examination and assessment questions (master copy) and file in lockable cabinet.
	2.	Scan the examination and assessment question and backup in the server. The server and each examination question has protected password.
	3.	GAM/F-TPM1.4(01) Records of Document Review will be used for reviewing the record of back up questions.
	4.	The reviewing should be done every time there is an amendment or new question set approved by CAAM but not later than 3 months.

2.16 EXAMINATION AT LOCATIONS NOT LISTED IN MTOE PART 1.6

a. These procedures are only applicable for the conduct CAAM approved training course examination carried out at a location other than stated in MTOE Part 1.6.

b. By derogation to above TPM Part 2.8(a), out of location examination may occur due to possible reasons as per below:

  i. Customer Request:

  The customer may request that the examination be conducted at a location that is convenient for them, rather than at the GAM-MTO designated examination location.

  ii. Equipment Availability:

  The equipment required for the examination may not be available at the GAM-MTO designated examination location, and therefore the examination may need to be conducted at a different location where the equipment is available.

  iii. Geographical Spread:

  GAM-MTO may have customers or employees located in different regions or countries, and conducting the examination at a location closer to them may be more cost-effective and efficient.

  iv. Capacity Limitations:

  GAM-MTO's designated examination location may not have the capacity to accommodate all the trainees who need to attend the examination, and therefore the examination may need to be conducted at an alternate location.

  v. Regulatory Requirements:

  In some cases, regulatory requirements may necessitate examination to be conducted at a specific location, such as when examination for a specific aircraft type is required to be conducted at a particular location.

c.   This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Examination Manager	EM
2.	Principal Quality Assurance Training	PQAT

Personnel		Actions
EM	1.	Due to requirement, propose a suitable training facility for the conduct of aircraft type/task training course.
	2.	Perform an evaluation or inspection of the proposed facility by completing the GAM/F-TPM2.8(01) Out of Location Evaluation form and take photographs as supporting documents.
	3.	Co-ordinate with the facility provider to rectify any issues or findings raised due to the evaluation or inspection.
	4.	Forward the completed GAM/F-TPM2.8(01) Out of Location Evaluation form to the facility provider and get the declaration from the facility provider with regards to agreement for CAAM to access the facility if required due to performance of audit.
	5.	Forward the completed GAM/F-TPM2.8(01) Out of Location Evaluation form to the PQAT for verification.
PQAT	6.	Perform a facility audit based on the completed GAM/F-TPM2.8(01) Out of Location Evaluation form. Verify the form after completion of audit.
	7.	Raise an audit report with any supporting documents by completing GAM/F-TPM3.1(03) Audit Report form. Include any agreements with the facility provider.
	8.	If the training facility is acceptable, forward the GAM/F-TPM2.8(01) Out of Location Evaluation form, GAM/F-TPM3.1(03) Audit Report form and supporting documents to CAAM to seek their approval for out of location training. The conduct of training can only be carried out with the consent and approval from CAAM.
	9.	Follow up with CAAM for the approval.

2.17 PREPARATION, CONTROL AND ISSUE OF TRAINING COURSE CERTIFICATES

2.17.1 Aircraft Type/Task Training Course

a. The aircraft type/task training course Certificate of Recognition (COR) will be issued after having successfully completed an approved training and passed the examination(s) and completed a practical training and passed the practical assessment.

b. The Examination Manager (EM) shall prepare, control and issue the Examination Report and Practical Assessment Report for the issuance of COR.

c. The Training Manager (TM) shall prepare, control and issue the COR after successful completion of the approved training (theoretical and practical), examination and practical assessment.

d. All data entry on the COR shall be made in black ink, typed, or printed only.

e. Where an error had occurred and the COR is to be nullified, it shall be returned to the Training Unit. An entry in the register shall be made of that effect. The COR will be re-issued with a new certificate number.

f. Any request for re-issuance of certificate must be made by the trainee through an official letter with valid justification.

g. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Training Manager	TM
2.	Examination Manager	EM
3.	Training Executive	TE

Personnel		Actions
EM	1.	Complete the GAM/F-TPM2.17(02) Examination Report form and GAM/F-TPM2.17(04) Practical Assessment Report form. Forward the completed forms to the Training Unit for review.
TE	2.	Refer to the completed GAM/F-TPM2.5(01) Type Task Training Attendance form, GAM/F-TPM2.17(02) Examination Report form and

Personnel		Actions
		GAM/F-TPM2.17(04) Practical Assessment Report form, to confirm if the staff is eligible to be issued the COR.
	3.	Complete GAM/F-TPM2.17(01) Certificate of Recognition – Theoretical form and GAM/F-TPM2.17(03) Certificate of Recognition – Practical form accurately based on the training records and examination reports.
	4.	Register and serialised all completed GAM/F-TPM2.17(01) Certificate of Recognition – Theoretical form and GAM/F-TPM2.17(03) Certificate of Recognition – Practical form for the purpose of traceability and verifiability in the electronic database.
	5.	Forward the completed GAM/F-TPM2.17(01) Certificate of Recognition – Theoretical form, GAM/F-TPM2.17(03) Certificate of Recognition – Practical form, GAM/F-TPM2.5(01) Type Task Training Attendance form, GAM/F-TPM2.17(02) Examination Report form and GAM/F-TPM2.17(04) Practical Assessment Report form to the TM for verification.
TM	6.	Verify the completed GAM/F-TPM2.17(01) Certificate of Recognition – Theoretical form and GAM/F-TPM2.17(03) Certificate of Recognition – Practical form and append signature accordingly. In case of TM not available, he may delegate this task to another authorised representative. Forward the signed COR to the TE for record keeping and distribution.
TE	7.	Make a copy of the signed COR and insert into the training record file.
	8.	Scan the COR and upload to GAM-MTO network server, which will be backed up accordingly.
	9.	Ensure to capture details of collecting individuals of the original COR using GAM/F-TPM2.17(07) Certificate Issuance Control form.

2.17.1   Internal Approved Training

a. A Certificate of Completion (CC) will be issued after having successfully completed an Internal Approved Training (IAT) and passed the relevant examination (if applicable). For unsuccessful completion of IAT, a Certificate of Attendance (CA) may be issued.

b. The Examination Manager (EM) shall prepare, control and issue the GAM/F-TPM2.14(01) Examination Results Record form (if applicable) for the issuance of CC or CA.

c. The Training Manager (TM) shall prepare, control and issue the CC or CA.

d. All data entry on the CC or CA shall be made in black ink, typed, or printed only.

e. Where an error had occurred and the CC or CA is to be nullified, it shall be returned to the Training Unit. An entry in the register shall be made of that effect. The CC or CA will be re-issued with a new certificate number.

f. Any request for re-issuance of certificate must be made by the trainee through an official letter with valid justification.

g. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Training Manager	TM
2.	Examination Manager	EM
3.	Training Executive	TE

Personnel		Actions
EM	1.	Complete the GAM/F-TPM2.14(01) Examination Results Record form (if applicable). Forward the completed forms to the Training Unit for review.
TE	2.	Refer to the completed GAM/F-TPM2.5(02) Training Course Attendance form, GAM/F-TPM2.14(01) Examination Results Record form (if applicable) to confirm if the staff is eligible to be issued the CC or CA.
	3.	Complete GAM/F-TPM2.17(05) Certificate of Completion form or GAM/F-TPM2.17(06)

Personnel		Actions
		Certificate of Attendance form accurately based on the training records and examination reports.
	4.	Register and serialised all completed GAM/F-TPM2.17(05) Certificate of Completion form or GAM/F-TPM2.17(06) Certificate of Attendance form for the purpose of traceability and verifiability in the electronic database.
	5.	Forward the GAM/F-TPM2.17(05) Certificate of Completion form or GAM/F-TPM2.17(06) Certificate of Attendance form, GAM/F-TPM2.5(02) Training Course Attendance form and GAM/F-TPM2.14(01) Examination Results Record form (if applicable) to the TM for verification.
TM	6.	Verify the GAM/F-TPM2.17(05) Certificate of Completion form or GAM/F-TPM2.17(06) Certificate of Attendance form, GAM/F-TPM2.5(02) Training Course Attendance form and append signature accordingly. In case of TM not available, he may delegate this task to another authorised representative. Forward the signed CC or CA to the TE for distribution.

2.18   CONTROL OF SUB-CONTACTORS

To be added as necessary.

PART 3:

TRAINING SYSTEM QUALITY PROCEDURES

3.1 AUDIT OF TRAINING

To ensure the standard of training and compliance to the requirements of CAAM are upheld. Adequacy of training procedures is monitored through independent audits.

a. All audits will be carried out following the Audit Plan.

b. Any changes to the Audit Plan will be recorded and require re-approval.

c. A new Audit Plan will be issued every year.

d. Audits are to be conducted at least once (1) in every 12 months.

e. Refer to Part 3.4 for related procedures and the levels of findings.

f. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Principal Quality Assurance (Training)	PQAT
2.	Training Manager	TM
3.	Examination Manager	EM

Personnel		Actions
AUDIT PLAN		
PQAT	1.	Plan the yearly Annual Schedule Audit Plan, ensuring all elements are covered and tabulate it in the GAM/F-TPM3.1(01) Audit Plan form.
	2.	Seek the approval of the Accountable Manager to sanction the Audit Plan.
	3.	For Surveillance and unscheduled audit, schedule the audit when required. Amend the Audit Plan and seek the approval from the Accountable Manager.
	4.	Carry out the audits as per the Audit Plan. Any changes to the Audit Plan will require a re-approval and controlled with a new revision number.
	5.	Forward a copy of the Audit Plan to the TM/EM.
PLANNING AUDIT		
PQAT	6.	Discuss with the auditee at time that is convenient for both the auditors and the audited for the specific timeframe for the audit.

Personnel		Actions
PLANNING AUDIT		
PQAT	7.	Inform the auditee of the upcoming audit plan as scheduled in the Audit Plan before the date of audit.
CONDUCTING AUDIT		
PQAT	8.	Carry out an opening meeting to inform of the intended areas (elements) that will be audited and confirm availability of representatives during the audit.
	9.	Use the GAM/F-TPM3.1(02) Audit Check List to carry out the audit.
	10.	On completion of the audit, carry out a de-briefing to discuss the findings with the TM/EM. If the findings are accepted, proposes possible solutions, and agree on a time frame for correction of each finding.
REPORTING AUDIT		
PQAT	11.	Raise a GAM/T-TPM3.1(03) Audit Report with the GAM/F-TPM3.1(04) Non-Compliance Report for each finding if any.
FOLLOW-UP AND MONITORING AUDIT		
TM/EM/ PQAT	12.	Respond to the Non-Compliance Report within the stipulated time, identifying the root cause, providing the corrective and preventive actions with a proposed timeline all of which was discussed and agreed earlier. If there is a change to what was agreed, seek PQAT concurrence before responding.

3.2   AUDIT OF EXAMINATIONS

To ensure the standard of examination and compliance to the requirements of CAAM are upheld. Adequacy of examination procedures is monitored through independent audits.

a. Audits of examinations will be integral of the Audit Schedule and will be carried out at least once (1) in every 12 months.

b. An independent audit functions to monitor examination standards, the integrity of the examinations, compliance with and adequacy of the procedures.

c. A feedback system of audit findings to Examination Manager and ultimately to the Accountable Manager to ensure, as necessary, corrective action.

d. Refer to Part 3.4 for related procedures and the levels of findings.

e. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Principal Quality Assurance (Training)	PQAT
2.	Examination Manager	EM

Personnel		Actions
PQAT/EM	1.	Refer TPM Part 3.1(f) which will define the procedure for audit of examinations.

3.3 ANALYSIS OF EXAMINATION RESULTS

a. The examination analysis is conducted to identify and address any issues or feedback that arise during the examination, particularly concerning the question paper.

b. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Training Manager	TM
2.	Examination Manager	EM
3.	Knowledge Examiner	KE
4.	Invigilator	INV

Personnel		Actions
EM/INV	1.	On finalising the results of the examination, complete the GAM/F-TPM3.3(01) Examination Analysis form is used.
	2.	The criteria and instructions for conducting the analysis are as follows: i. If 50% or more of the trainees fail the exam during the initial marking session and the exam was conducted for 10 or more trainees, the analysis will proceed based on this criterion. ii. If 50% or more of the trainees answered a question incorrectly and the exam was conducted for 10 or more trainees, the analysis will proceed based on this criterion. iii. The analysis will also consider feedback provided by the trainees regarding the questions.
EM/KE/INV	4.	Complete the GAM/F-TPM3.3(01) Examination Analysis form by filling in the required actions as specified.
	5.	Decide whether it is necessary to amend the question.
	6.	Use the GAMF-TPM2.10(02) Initial/New Examination Question form to make the necessary changes.

	7.	Update the status of the question ID in the STATUS column in question bank e.g. Quarantine/Obsolete
	8.	If the question amended, the new question ID shall be indicated with new revision number.

3.4   AUDIT AND ANALYSIS REMEDIAL ACTION

To ensure that non-conformities from audit findings and examination analysis are corrected in a timely manner.

a.   The appointed auditor will be responsible to monitor that the corrective actions have been resolved as per the agreed timeline.

b.   Non-conformances and observations will be notified to the auditee and copied to the Accountable Manager in the form of an audit report. This will be followed by the Non-Compliance Report for each non-conformance. Corrective actions and the timeline shall be agreed before the submission of the Non-Compliance Report to the appointed auditor.

c.   This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Appointed Auditor	AA
2.	Training Manager	TM
3.	Examination Manager	EM

Personnel		Actions
AA	1.	Monitor all audit findings dateline and ensure the targets provided are met.
	2.	If an extension of the non-conformity due period is required, the respondent must forward a request for extension to the AA. The request must contain a detailed argumentation on reasons why an extension is required and a proposal for a new due date if permitted. The consideration will be under the AA prerogative.
TM/EM	3.	The proposed corrective action shall be submitted within the timeline given as per the levels of finding after receipt of notification of findings.
	4.	Complete the resolution of corrective action as agreed with the AA.
AA	5.	Monitor dateline and follow-up with respondent.
	6.	Review findings which have been rectified for acceptance and closure.

3.5 ACCOUNTABLE MANAGER ANNUAL REVIEW

To determine the overall performance of the organisation, including the rectification of non-conformities for the Accountable Manager to take appropriate actions.

a. Meeting will be chaired by the Accountable Manager.

b. The minutes will be taken by the Principal Quality Assurance (Training) using GAM/F-TPM3.5(01) Minutes of Meeting form.

c. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Accountable Manager	AM
2.	Principal Quality Assurance (Training)	PQAT
3.	Training Manager	TM
4.	Examination Manager	EM

Personnel		Actions
TM	1.	Prepare slide presentation on the: 　i.　Number of training/courses conducted with the success factors. 　ii.　Conduct for external parties or training/courses conducted by external parties. 　iii.　Progress on all training development programmes with establishment rates. 　iv.　Conclusion and recommendations.
EM	2.	Prepare slide presentation on the: 　i.　Number of examinations conducted 　ii.　Passing/Failure trends 　iii.　Examination Analysis findings. 　iv.　Conclusion and recommendations.
PQAT	3.	Prepare slide presentation on the: 　i.　Number of audits conducted. 　ii.　Findings still open. 　iii.　Number of findings tabulated into elements, to analyse the trend. 　iv.　Conclusion and recommendations.
AM	4.	If required, deliberate on the issue, and provide the necessary direction.

3.6 QUALIFYING THE INSTRUCTORS

3.6.1 CAAM Approved Training

To ensure that qualified instructors have the educational and technical background to conduct an approved type/task training course to the intended audience, in an efficient and effective manner.

a. Instructors can be categorised as theoretical and/or practical instructor.

b. This procedure will apply to qualify any instructor (even associate instructor) under the purview of GAM-MTO.

c. Prospective instructors shall refer to MTOE Part 3.6.4 for the qualification, experience and criteria to be a type training instructor.

d. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Principal Quality Assurance Training	PQAT
2.	Training Manager	TM
3.	Subject Matter Expert	SME
4.	Quality Assurance Inspector	QAI
5.	Prospective Instructor	PI
6.	Training Executive	TE
7.	Instructor	INST

Personnel		Actions
PI	1.	Complete the GAM/F-TPM3.6(01) Application for Instructional Staff form and sent to TM.
TM/SME	2.	Ensure PI meet the requirement stated in MTOE Part 3.6.
	3.	Ensure PI meet the requirements stated in CAAM CAD 1821 Appendix 4 by completing GAM/F-TPM3.6(02) Compliance Matrix for Instructor form.
	4.	Schedule the PI to conduct any part of the said course (live with students or simulated).
	5.	Forward the completed GAM/F-TPM3.6(01) Application for Instructional Staff form and GAM/F-TPM3.6(02) Compliance Matrix for Instructor form to PQAT.
TM/SME/ PQAT/QAI	6.	Assess the PI using GAM/F-TPM3.6(03) Assessment of Instructor form with TM/SME & PQAT/QAI.

Personnel		Actions
PQAT	7.	If the assessment is not acceptable, the PI is to be re-assessed again.
	8.	If the assessment is acceptable, prepare the GAM/F-TPM3.6(04) Authorisation Certificate (Type/Task Training) form and certify accordingly.
	9.	For extension of capabilities, repeat step 1 to 6, and if acceptable, extend the revised GAM/F-TPM3.6(04) Authorisation Certificate (Type/Task Training) to the INST.
	10.	For renewal of authorisation follow step as per Part 3.6.3 of this manual.
	11.	Initiate the updating of MTOE Part 1.5 List of Instructor, Practical Assessor and Knowledge Examiner and related MTP Part 3.1 Personnel.
	12.	Update in GAM/F-TPM3.6(05) Approval Holder Master Listing.
	13.	File in Instructional Staff Personnel File and back up in GAM-MTO Server.
	14.	Forward the original GAM/F-TPM3.6(04) Authorisation Certificate (Type/Task Training) form to the INST and a copy to TM/TE.
TM/TE	15.	File the copy of GAM/F-TPM3.6(04) Authorisation Certificate (Type/Task Training) in the Instructor Records file.
TM/SME	16.	Monitor the INST performance from the GAM/F-TPM2.5(03) Training Course Feedback and Evaluation.

3.6.2 Internal Approved Training

a. To ensure that qualified instructors have the educational and technical background to conduct an approved course to the intended audience, in an efficient and effective manner.

b. Instructors will be conducting courses such as Mandatory Regulatory Training, Recurrent/Refresher Training, and other general training/courses.

c. The prospective instructors shall have;

    i. attended 'Train the Trainer' or equivalent,

    ii. attended the courses he/she is going to conduct,

  iii. Performed live/simulated teaching with the presence of TM/SME & PQAT/QAI to observe and assess his/her performance using Assessment of Instructional Staff. The assessment can be a scheduled course, or it could be simulated.

  iv. Been briefed with procedures related to his/her instructional duties.

 d. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Principal Quality Assurance Training	PQAT
2.	Training Manager	TM
3.	Subject Matter Expert	SME
4.	Quality Assurance Inspector	QAI
5.	Prospective Instructor	PI
6.	Training Executive	TE
7.	Instructor	INST

Personnel		Actions
PI	1.	Complete the GAM/F-TPM3.6(01) Application for Instructional Staff form and sent to TM.
TM/SME	2.	Ensure PI meet the requirements by completing GAM/F-TPM3.6(07) Checklist for Instructor - Internal Approved Training form.
	3.	Schedule the PI to conduct any part of the said course (live with students or simulated).
	4.	Forward the completed GAM/F-TPM3.6(01) Application for Instructional Staff form and GAM/F-TPM3.6(07) Checklist for Instructor - Internal Approved Training form to PQAT.
TM/SME/ PQAT/QAI	5.	Assess the PI using GAM/F-TPM3.6(03) Assessment of Instructor form with TM/SME & PQAT/QAI.
	6.	If the assessment is not acceptable, the PI is to be re-assessed again.
PQAT	7.	If the assessment is acceptable, prepare the GAM/F-TPM3.6(06) Authorisation Certificate (Internal Approved Training) form and certify accordingly.
	8	For extension of capabilities, repeat step 1 to 6, and if acceptable, extend the revised GAM/F-TPM3.6(06) Authorisation Certificate (Internal Approved Training) form to the INST.

Part 3.6: Qualifying the Instructors   Date: 01 Jan 2024

                    Page: 3 of 7

Personnel		Actions
PQAT	9.	For renewal of authorisation follow step 1 to 5.
	10.	Update in GAM/F-TPM3.6(05) Approval Holder Master Listing.
	11.	File in Instructional Staff Personnel File and back up in GAM-MTO Server.
	12.	Forward the original GAM/F-TPM3.6(06) Authorisation Certificate (Internal Approved Training) form to the INST and a copy to TM/TE.
TM/TE	13.	File the copy of GAM/F-TPM3.6(04) Authorisation Certificate (Type/Task Training) in the Instructor Records file.
TM/SME	14.	Monitor the INST performance from the GAM/F-TPM2.5(03) Training Course Feedback and Evaluation.

3.6.3 Update/Continuation Training

a. All instructors are required to undergo update training at least thirty-five (35) hours every twenty-four (24) months relevant to the current technology, practical skills, human factors and latest training techniques appropriate to the knowledge being trained or examined.

b. Training can be in the form of classroom, briefings and read & acknowledge.

c. The update/continuation training will be monitored and managed under the purview of the Training Manager and updated in the instructor's personal file.

d. All type training instructors are required to exercise the privileges of the authorisation or have 6 months experience in 24-month period in exercising the privilege in the approved maintenance organisation.

e. If the instructor has passed 24-month period without exercising the privileges of his authorisation, as minimum, shall comply with table below:

Inactive Period	Recovery action
24 to 30 months	35 hours update training + Continuation training + Training organisation procedures and processes + 2 monitored training sessions with another instructor

	covering both theoretical and practical aspects.
30 months 60 months	As above plus two sit-ins on the type course for the authorisation being sought.
60 months and longer	Re-training in the core subject with successful examination.

f. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Principal Quality Assurance Training	PQAT
2.	Training Manager	TM
3.	Subject Matter Expert	SME
4.	Quality Assurance Inspector	QAI
5.	Prospective Instructor	PI
6.	Training Executive	TE
7.	Instructor	INST

Personnel		Actions
TM/SME	1.	Ensure instructors are kept abreast with the required technical changes, human factors, practical skills etc., by sending them for training, attending briefings, read and sign, etc.
TE	2.	Record the continuation training in the manhours plan.
	3.	Review the records within twenty-four (24) months and inform TM if more training is required.
INST	4.	Complete the GAM/F-TPM3.6(01) Application for Instructional Staff form and GAM/F-TPM3.6(08) Instructional Staff's Work Experience Logbook form. Forward to TM.
TM/SME	5.	Ensure PI meet the requirement stated in MTOE Part 3.6.
	6.	Ensure PI meet the requirements stated in CAAM CAD 1821 Appendix 4 by completing GAM/F-TPM3.6(02) Compliance Matrix for Instructor form.
	7.	Schedule the PI to conduct any part of the said course (live with students or simulated).
	8.	Forward the completed GAM/F-TPM3.6(01) Application for Instructional Staff form and GAM/F-TPM3.6(02) Compliance Matrix for

		Instructor form to PQAT.
TM/SME/ PQAT/QAI	9.	Assess the PI using GAM/F-TPM3.6(03) Assessment of Instructor form with TM/SME & PQAT/QAI.
	10.	If the assessment is not acceptable, the PI is to be re-assessed again.
PQAT	11.	If the assessment is acceptable, prepare the GAM/F-TPM3.6(04) Authorisation Certificate (Type/Task Training) form and certify accordingly.
	12.	For extension of capabilities, repeat step 1 to 6, and if acceptable, extend the revised GAM/F-TPM3.6(04) Authorisation Certificate (Type/Task Training) to the INST.
	13.	For renewal of authorisation follow step as per Part 3.6.3 of this manual.
	14.	Initiate the updating of MTOE Part 1.5 List of Instructor, Practical Assessor and Knowledge Examiner and related MTP Part 3.1 Personnel.
	15.	Update in GAM/F-TPM3.6(05) Approval Holder Master Listing.
	16.	File in Instructional Staff Personnel File and back up in GAM-MTO Server.
	17.	Forward the original GAM/F-TPM3.6(04) Authorisation Certificate (Type/Task Training) form to the INST and a copy to TM/TE.
TM/TE	18.	File the copy of GAM/F-TPM3.6(04) Authorisation Certificate (Type/Task Training) in the Instructor Records file.
TM/SME	19.	Monitor the INST performance from the GAM/F-TPM2.5(03) Training Course Feedback and Evaluation.

3.6.4   Issue and Control of Stamps

To provide guidelines for the issue and control of stamps provided to the Instructors, Knowledge Examiners and Practical Assessors.

a. This procedure will apply to any instructors, knowledge examiners and practical assessors (even associate staff) under the purview of GAM-MTO.

b. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Principal Quality Assurance Training	PQAT
2.	Training Manager	TM
3.	Examination Manager	EM
4.	Instructor	INST
5.	Knowledge Examiner	KE
6.	Practical Assessor	PA

Personnel		Actions
PQAT	1.	The stamps will be issued to the INST, KE or PA along with the GAM/F-TPM3.6(04) Authorisation Certificate (Type/Task Training) or GAM/F-TPM3.6(06) Authorisation Certificate (Internal Approved Training).
INST/KE/PA	2.	Whenever the stamps are worn out or the stampings are not legible, the respective approval holder will surrender the same to the PQAT for replacement.
PQAT	3.	The worn-out stamps are to be mutilated and discarded by PQAT.
	4.	If the stamps are lost all efforts to be made by the holder to trace it. If not traceable, approval holder shall report and request to the PQAT for stamp replacement.
	5.	Whenever any condition for revalidation of company approval is not met, or for any reason Authorisation Certificate granted to the approval holder can be limited, suspended, or revoked by PQAT.
PQAT/TM/ EM	6.	In the case of the suspended or revocation of the approval holder, PQAT shall notify via email to the TM or EM and approval holder for the suspension of the approval. Approval holder shall return the approval stamp to PQAT.
TM/EM	7.	Notify the PQAT in the event approval holder leaves the company or change the job position. In such case the approval holder stamp will be returned to the PQAT. A returned stamp will be removed from use and kept together with their personal file.

3.7 QUALIFYING THE KNOWLEDGE EXAMINERS AND PRACTICAL ASSESSORS

To ensure that qualified Knowledge Examiners and Practical Assessors have the educational and technical background to examine the intended audience at the appropriate standard.

a. Prospective Knowledge Examiner shall refer to MTOE Part 3.7.4 for the qualification, experience and criteria to be a type training Knowledge Examiner.

b. Prospective Practical Assessor shall refer to MTOE Part 3.7.7 for the qualification, experience and criteria to be a type training Practical Assessor.

c. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Principal Quality Assurance (Training)	PQAT
2.	Examination Manager	EM
3.	Quality Assurance Inspector	QAI
4.	Subject Matter Expert	SME
5.	Prospective Knowledge Examiner	PKE
6.	Prospective Practical Assessor	PPA

Personnel		Actions
PKE/PPA	1.	Complete the GAM/F-TPM3.6(01) Application for Instructional Staff form and sent to EM.
EM	2.	Ensure PKE/PPA meet the Requirement stated in MTOE Part 3.7.
	3.	For PKE, carry out a briefing on the development of questions and procedures for the conduct of examinations.
	4.	For PPA, carry out a briefing on the procedures for the conduct of practical assessments.
	5.	Schedule the PKE/PPA for assessment.
	6.	Sent the GAM/F-TPM3.6(01) Application for Instructional Staff form to PQAT.
PQAT/QAI	7.	Ensure PKE/PPA meet the requirements stated in CAAM CAD 1821 Appendix 4 by completing GAMF-TPM3.7(02) Compliance Matrix for KEPA form.
EM/SME PQAT/QAI	8.	Assess the PKE/PPA use GAM/F-TPM3.7(01) Assessment of KEPA form with EM/SME and

Personnel		Actions
		PQAT/QAI.
EM/KE/PA	9.	If the assessment is not acceptable, the PKE/PPA is to be re-assessed again.
PQAT	10.	If the assessment is acceptable, prepare the GAM/F-TPM3.6(04) Authorisation Certificate (Type-Task Training) and certify accordingly.
	11.	Initiate the updating of MTOE Part 1.5 List of Instructor, Practical Assessor and Knowledge Examiner and MTP Part 3.1 Personnel.
	12.	For extension of capabilities, repeat step 1 to 7 and if acceptable, extend the original GAMF-TPM3.6(04) Authorisation Certificate (Type-Task Training) form to the KEPA.
EM	13.	File a copy in the KEPA Records file.

3.7.1 Update/Continuation Training

a. All knowledge examiners and practical assessors are required to undergo update training at least thirty-five (35) hours every twenty-four (24) months relevant to the current technology, practical skills, human factors and latest training techniques appropriate to the knowledge being trained or examined.

b. Training can be in the form of classroom, briefings and seminars.

c. The update/continuation training will be monitored and managed under the purview of the Examination Manager and updated in their personal file.

d. All knowledge examiners and practical assessors are required to exercise the privileges of the authorisation or have 6 months experience in 24-month period in exercising the privilege in the approved maintenance organisation.

e. If the knowledge examiners and practical assessors has passed 24-month period without exercising the privileges of his authorisation, as minimum, shall comply with table below:

Inactive Period	Recovery action
24 to 30 months	35 hours update training + Continuation training + Training organisation procedures and processes + 2 monitored training sessions with another instructor covering both theoretical and practical aspects.
30 months 60 months	As above plus two sit-ins on the type course for the authorisation being sought.
60 months and longer	Re-training in the core subject with successful examination.

f. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Principal Quality Assurance (Training)	PQAT
2.	Examination Manager	EM
3.	Subject Matter Expert	SME
4.	Quality Assurance Inspector	QAI
5.	Knowledge Examiner	KE

6.	Practical Assessor	PA

Personnel		Actions
EM	1.	Ensure KE/PA are kept abreast with the required technical changes, human factors, practical skills etc., by sending them for training, attending briefings, read and sign, etc.
	2.	Print and file the update/continuation training in the individual KE/PA Record file.
	3.	Review the records within twenty-four (24) months and inform TM if more training is required.
KE/PA	4.	Complete the GAM/F-TPM3.6(01) Application for Instructional Staff form and GAM/F-TPM3.6(08) Instructional Staff's Work Experience Logbook form. Forward to EM.
EM	5.	Ensure KE/PA meet the requirement stated in MTOE Part 3.7.
	6.	Ensure PI meet the requirements stated in CAAM CAD 1821 Appendix 4 by completing GAM/F-TPM3.7(02) Compliance Matrix for KEPA form.
	7.	Schedule the KE/PA for assessment with PQAT.
	8.	Forward the completed GAM/F-TPM3.6(01) Application for Instructional Staff form and GAM/F-TPM3.7(02) Compliance Matrix for KEPA form to PQAT.
EM/SME/ PQAT/QAI	9.	Assess the KE/PA using GAMF-TPM3.7(01) Assessment of KEPA form with PQAT/QAI.
	10.	If the assessment is not acceptable, the KE/PA is to be re-assessed again.
PQAT	11.	If the assessment is acceptable, prepare the GAM/F-TPM3.6(04) Authorisation Certificate (Type/Task Training) form and certify accordingly.
	12.	For extension of capabilities, repeat step 1 to 6, and if acceptable, extend the revised GAM/F-TPM3.6(04) Authorisation Certificate (Type/Task Training) to the KE/PA.
	14.	Initiate the updating of MTOE Part 1.5 List of Instructor, Practical Assessor and Knowledge Examiner and related MTP Part 3.1 Personnel.
	15.	Update in GAM/F-TPM3.6(05) Approval Holder Master Listing.

	16.	File in KE/PA Personnel File and back up in GAM-MTO Server.
	17.	Forward the original GAM/F-TPM3.6(04) Authorisation Certificate (Type/Task Training) form to the KE/PA and a copy to EM.
EM	18.	File the copy of GAM/F-TPM3.6(04) Authorisation Certificate (Type/Task Training) in the KE/PA Records file.

3.8 RECORDS OF QUALIFIED INSTRUCTORS, KNOWLEDGE EXAMINERS AND PRACTICAL ASSESSORS

a. Records of all qualified Instructors, Knowledge Examiners and Assessors will be maintained and controlled by the Principal Quality Assurance Training (PQAT) and securely filed in lockable cabinets.

b. Only personnel authorised by PQAT, Approved Quality Auditor and Authority are allowed to access the records.

c. The individual personnel record file will be reviewed at least once in two (2) years.

d. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Principal Quality Assurance (Training)	PQAT

Personnel		Actions
PQAT	1.	Open a file for each Instructional staff. The file will consist of all the required details as per MTOE Part 3.8 (b). If the Instructor is also a Knowledge Examiner and Assessor, a single file will suffice. This information will also be updated electronically together with scanned copies of certificates, qualifications, training etc.
	2.	Update any further training (including continuation training) or additional qualification, authorisation into the file and electronically.
	3.	Store the file in lockable cabinets.
	4.	Carry out a review of the file once in every two (2) years.

3.9 QUALIFYING THE AUDITOR

3.9.1 Qualifying Quality Assurance Inspector

a. This procedure will apply to qualify Quality Assurance Inspector (QAI) under the purview of GAM-MTO.

b. QAI are responsible for preparing and executing scheduled audits including planning, preparation, implementation, reporting and follow-up according to the procedures in section 3.4 of this manual.

c. The responsibility for ensuring the qualifications and assessment is PQAT.

d. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Accountable Manager	AM
2.	Principal Quality Assurance (Training)	PQAT
3.	Prospective Quality Assurance Inspector	PQAI

Personnel		Actions
PQAI	1.	Complete the GAM/F-TPM3.9(01) Application for Auditor form and sent to PQAT.
PQAT	2.	Ensure PQAI meet the requirement by assess use GAM/F-TPM 3.9(02) Compliance Matrix for Auditor form.
PQAT/AM	3.	Assess the PQAI use GAM/F-TPM3.9(03) Assessment of Auditor form.
	4.	If the assessment is acceptable, prepare the GAM/F-TPM3.9(04) Authorisation Letter form.
PQAT	5.	If the assessment is not acceptable, the PQAI is to be re-assessed again.
	6.	For extension and renewal of capabilities, repeat step 1 & 2 If acceptable, extend or renew the original GAM/F-TPM3.9(04) Authorisation letter.
	7.	Update in GAM/F-TPM 3.9(05) Auditor Master Listing form.
	8.	File in Personnel File & Back up in GAM-MTO Server.

3.9.2 Qualifying Independent Approved Auditor

a. This procedure will apply to qualify any Quality Assurance Inspector (QAI) and Independent External Auditor (IEA) under the purview of GAM-MTO.

b. Auditors are responsible for preparing and executing scheduled audits including planning, preparation, implementation, reporting and follow-up according to the procedures in section 3.4 of this manual.

c. The responsibility for ensuring the qualifications and assessment is PQAT.

d. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Accountable Manager	AM
2.	Principal Quality Assurance (Training)	PQAT
3.	Prospective Independent External Auditor	PIEA

Personnel		Actions
PQAT	1.	Complete the GAM/F-TPM3.9(01) Application for PIEA form and sent to PQAT.
	2.	Ensure PIEA meet the requirement by completing GAM/F-TPM 3.9(02) Compliance Matrix for Auditor form.
AM	3.	Assess the PIEA using GAM/F-TPM3.9(03) Assessment of Auditor form.
PQAT/AM	4.	If the assessment is acceptable, prepare the GAM/F-TPM3.9(04) Authorisation Letter form and to be approved by AM.
PQAT	5.	If the assessment is not acceptable, the PIEA is to be re-assessed again.
	6.	Update in GAM/F-TPM 3.9(05) Auditor Master List.
	7.	File in Personnel File & Back up in GAM-MTO Server.

3.9.3 Records

a. Records of qualified QAI and IEA will be maintained and controlled by the PQAT and securely filed in lockable cabinets.

b. Only personnel authorised by PQAT are allowed to access the records.

c. The individual personnel record file will be reviewed at least once in two (2) years.

d. This procedure will involve the following personnel:

No.	Designation	Abbreviation
1.	Principal Quality Assurance (Training)	PQAT

Personnel		Actions
PQAT	1.	Open a file for each auditor using GAM/F-TPM3.8(01) Employee Information form. The file will consist of all the required details as per MTOE Part 3.8 (b). This information will also be updated electronically together with scanned copies of certificates, qualifications, training etc.
	2.	Update any further training (including continuation training) or additional qualification, authorisation into the file and electronically.
	3.	Store the file in lockable cabinets.
	4.	Carry out a review of the file once in every two (2) years.

PART 4:

APPENDICES

4.1   EXAMPLES OF DOCUMENTS AND FORMS USED

a. See GAM/F-TPM1.4(03) Internal Publication Master List form.