



## Chapter 03: Maintenance Operations

# 11. Technician Training and Certification Tracking

---

Manage technician training and certification requirements to maintain qualified workforce and regulatory compliance.

## Purpose

---

Establish systematic procedures for tracking, managing, and maintaining technician training and certification requirements to ensure a qualified maintenance workforce. This process ensures regulatory compliance, maintains current technical knowledge, and supports continuous professional development for all maintenance team members.

## Roles and Responsibilities

---

### Chief of Maintenance:

- Review and approve complex or high-value work orders
- Assign qualified technicians to specific maintenance tasks
- Ensure regulatory compliance for all maintenance work
- Resolve scheduling conflicts and resource allocation issues
- Oversee maintenance quality and safety standards

### Business Leader:

- Approve marketing budget and resource allocation
- Review financial projections and business development strategies
- Provide strategic direction for market expansion
- Monitor competitive positioning and pricing strategies
- Oversee vendor contracts and supplier relationships

## Process Steps

---

### Certification Requirements Management

---

- **Track certificate expiration dates** - Monitor expiration dates for all technician certificates, ratings, and authorizations with advance notification systems

- **Maintain certification database** - Keep current records of all team member certificates, ratings, and authorization levels in accessible database system
- **Coordinate renewal activities** - Schedule and coordinate certificate renewal activities including testing, training, and application submissions
- **Verify certificate authenticity** - Confirm validity of all certificates and ratings through appropriate regulatory databases and verification systems

## Training Program Development and Management

---

- **Assess training needs** - Identify training requirements based on regulatory changes, equipment updates, and performance assessments
- **Develop training curricula** - Create structured training programs addressing technical knowledge, regulatory requirements, and operational procedures
- **Schedule training activities** - Coordinate training sessions with operational requirements and team member availability
- **Evaluate training effectiveness** - Assess training program outcomes through testing, observation, and performance measurement

## Regulatory Training Compliance

---

- **Monitor regulatory training requirements** - Track mandatory training requirements for maintenance personnel including recurrent and specialized training
- **Coordinate required training** - Schedule and document completion of FAA-required training programs and manufacturer training courses
- **Maintain training documentation** - Keep detailed records of all training completed with certificates, transcripts, and competency assessments
- **Report training compliance** - Provide training status reports to regulatory authorities and management as required

## Competency Assessment and Documentation

---

- **Conduct competency evaluations** - Perform systematic assessments of technician knowledge and skills through testing and practical demonstrations
- **Document assessment results** - Record all competency evaluation results with remedial training recommendations when needed
- **Track performance trends** - Monitor individual and team performance trends to identify training opportunities and program improvements
- **Coordinate remedial training** - Arrange additional training for team members requiring skill development or knowledge enhancement

## Professional Development Support

---

- **Identify development opportunities** - Research and recommend professional development opportunities for career advancement and skill enhancement
- **Coordinate external training** - Arrange participation in manufacturer training courses, industry seminars, and professional development programs
- **Support certification advancement** - Assist team members in obtaining additional certificates, ratings, and specialized authorizations
- **Maintain development records** - Document all professional development activities and achievements for career progression tracking

## Process Mapping

---

Flowchart to show sequential steps

## Tools and Resources

---

- Training management software and certification tracking database
- Regulatory training requirements database and monitoring systems
- Training curriculum materials and instructional resources
- Assessment tools and competency evaluation procedures
- External training vendor contacts and program information
- Certificate verification systems and regulatory databases
- Training budget tracking and cost management tools
- Professional development opportunity research and coordination resources

## Success Metrics

---

- **Completion Time:** Required training completed within regulatory deadlines; certificate renewals processed 60 days before expiration.
- **Quality Standard:** 100% compliance with regulatory training and certification requirements.
- **Safety Standard:** Zero maintenance errors attributed to inadequate training or expired certifications.
- **Client Satisfaction:** Maintenance quality maintained through properly trained and certified technicians.

## Common Issues and Solutions

---

- **Issue:** Training schedule conflicts with maintenance operations affecting completion rates
- **Solution:** Implement flexible training scheduling, use online training when available, and coordinate training during slower operational periods

**Issue:** High training costs impacting maintenance operation budgets

**Solution:** Evaluate training cost-effectiveness, negotiate group training rates, and prioritize training based on operational needs and regulatory requirements

**Issue:** Technician resistance to training requirements affecting compliance

**Solution:** Communicate training benefits clearly, link training to career development opportunities, and recognize training achievements

## Safety Considerations

---

**⚠ WARNING:** Never allow technicians to perform maintenance beyond their certification level or without required training

**⚡ CAUTION:** Ensure all training records are current and accessible for regulatory inspection and compliance verification

**i NOTE:** All maintenance personnel must maintain current certificates and complete required training to perform maintenance activities

**✅ BEST PRACTICE:** Implement proactive training scheduling and maintain comprehensive training records for all maintenance personnel

## Regulatory References

---

- **14 CFR Part 65** - Certification: Airmen Other Than Flight Crewmembers
- **14 CFR Part 43.3** - Persons Authorized to Perform Maintenance
- **14 CFR Part 145.151** - Personnel Requirements (if applicable)
- **AC 65-30A** - Overview of the Aviation Maintenance Profession
- **FAA Order 8900.1** - Flight Standards Information Management System
- **OSHA Training Requirements** - Occupational Safety and Health Training Standards