



## Chapter 06: Safety and Compliance

# 10. Team Member Safety Training and Certification

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Manage team member safety training and certification to ensure competent and safe operations.

## Roles and Responsibilities

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### Safety Officer:

- Monitor safety compliance across all operations
- Conduct safety investigations and reporting
- Coordinate safety training and certification
- Ensure regulatory safety compliance
- Authorize safety equipment and improvements

### Operations Leader:

- Oversee daily operations and coordinate between departments
- Authorize emergency response procedures and resource allocation
- Monitor safety compliance and operational excellence
- Coordinate scheduling across departments for operational coverage
- Review billing disputes and approve service adjustments
- Ensure regulatory compliance across all operations

## Process Steps

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### Training Needs Assessment Phase

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- **Analyze job requirements** - Identify safety training requirements for each position based on job duties and regulatory requirements
- **Review regulatory standards** - Determine training requirements from FAA, OSHA, and other applicable regulations
- **Assess current competencies** - Evaluate existing team member knowledge and skills to identify training gaps
- **Prioritize training needs** - Rank training requirements by safety risk and regulatory compliance importance
- **Develop training matrix** - Create comprehensive training matrix showing required training for each

position

- **Establish training schedules** - Develop initial and recurrent training schedules based on regulatory and operational requirements

## Training Program Development Phase

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- **Create training objectives** - Develop specific, measurable learning objectives for each safety training topic
- **Design training content** - Create training materials including presentations, handouts, and practical exercises
- **Select training methods** - Choose appropriate training delivery methods including classroom, online, and hands-on training
- **Develop assessment methods** - Create tests, practical evaluations, and competency assessments
- **Prepare training facilities** - Set up appropriate training spaces with necessary equipment and materials
- **Qualify instructors** - Ensure training instructors have appropriate knowledge, skills, and teaching abilities

## Initial Training Phase

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- **Conduct orientation training** - Provide safety orientation for all new team members covering general safety requirements
- **Deliver position-specific training** - Provide specialized safety training based on specific job duties and hazards
- **Perform hands-on training** - Conduct practical training on safety equipment, procedures, and emergency response
- **Test knowledge and skills** - Administer written tests and practical evaluations to verify competency
- **Document training completion** - Record all training completion in individual training records
- **Issue certifications** - Provide certificates or credentials for completed training programs

## Recurrent Training Phase

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- **Schedule refresher training** - Conduct periodic refresher training to maintain knowledge and skills
- **Update training content** - Revise training materials to reflect regulatory changes and lessons learned
- **Address performance issues** - Provide additional training for team members with safety performance deficiencies
- **Conduct specialized training** - Provide training on new equipment, procedures, or regulatory requirements
- **Verify continued competency** - Test knowledge and skills to ensure continued safety competency
- **Renew certifications** - Update certificates and credentials based on recurrent training completion

## Training Documentation Phase

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- **Maintain training records** - Keep individual training records for each team member showing all completed training
- **Track certification status** - Monitor certification expiration dates and schedule renewal training
- **Document training effectiveness** - Record training evaluation results and participant feedback
- **Report training metrics** - Provide regular reports on training completion rates and effectiveness measures
- **Archive training materials** - Maintain historical records of training content and regulatory compliance
- **Audit training compliance** - Conduct regular audits to verify training record accuracy and completeness

## Continuous Improvement Phase

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- **Evaluate training effectiveness** - Assess training impact on safety performance and incident reduction
- **Gather participant feedback** - Collect feedback from trainees on training quality and relevance
- **Analyze safety trends** - Review safety incidents to identify additional training needs or program improvements
- **Update training programs** - Revise training based on regulatory changes, incident lessons learned, and best practices
- **Benchmark training practices** - Compare training programs with industry standards and best practices
- **Implement improvements** - Make program enhancements to increase training effectiveness and engagement

## Tools and Resources

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### Training Materials:

- Safety training presentations and handouts
- Training videos and interactive computer-based training
- Hands-on training equipment and simulators
- Safety procedure manuals and reference guides

### Assessment Tools:

- Written examinations and competency tests
- Practical evaluation checklists and forms
- Training effectiveness surveys and feedback forms
- Skills demonstration and certification criteria

**Documentation Systems:**

- Individual training record databases
- Certification tracking and renewal systems
- Training schedule and calendar management
- Training metrics and reporting systems

## Common Issues and Solutions

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- **Issue:** Team members unable to attend scheduled training due to operational demands
- **Solution:** Offer multiple training sessions; develop online training options; provide make-up training opportunities

**Issue:** Training content not relevant to actual job duties and hazards

**Solution:** Conduct job hazard analysis; involve frontline workers in training development; update content based on operational changes

**Issue:** Poor retention of safety training information over time

**Solution:** Implement frequent refresher training; use interactive training methods; provide job aids and reference materials

## Regulatory References

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- **14 CFR Part 139.303** - Personnel requirements for airport operators
- **29 CFR 1910.95** - Occupational noise exposure training requirements
- **29 CFR 1910.1200** - Hazard Communication Standard training requirements
- **OSHA 29 CFR 1926.95** - Personal protective equipment training
- **FAA Advisory Circular AC 150/5210-5** - Vehicle operator training requirements
- **NFPA 407** - Aircraft fuel servicing personnel training requirements