

Checklist Operations Manual Part-D

Operator ⁽¹⁾:	
OM issue number:	
OM revision number:	
OM revision date:	
Purpose of a check:	
Submission date to MKDCAA:	

	Inspector (Name/signature) ⁽²⁾	Date of check
POI		
FOI		
GOI		
CCI		
DGI		
Other(s)		

⁽²⁾ By signing this checklist, I hereby confirm that, at the time of performing this activity, I did not have any conflict of interest to declare regarding the above-mentioned operator ⁽¹⁾.

List of non-compliances identified			
No	Ref Non-compliance	Ref OM-D	Non-compliances

List of remarks	
Ref OM-D	Remarks

Additional notes/comments:

NA = Not Applicable; C = Compliant; NC = Not Compliant; R = Remark; N/R = Not Reviewed

Reference	Requirement	Specific requirements/expectations	Eval. operator	Eval. CA	Description
General					
ORO.MLR.100(b)	The content of the OM shall not contravene the conditions contained in the operations specifications to the air operator certificate (AOC), the SPO authorisation or the declaration and the list of specific approvals, as applicable.	- Verify consistency OPS SPECS and operations described in the OM. - Check that the OM is customised and reflect the current operations. In particular, it should not be a copy/paste of the requirements but rather describe how the operator is complying with them.		☐ N/A ☐ C ☐ NC ☐ R ☐ N/R	
ORO.MLR.100(d) ORO.MLR.100(e) ORO.MLR.100(f)	(d) All operations personnel shall have easy access to the portions of the OM that are relevant to their duties. (e) All personnel shall be made aware of the changes that are relevant to their duties. (f) Each crew member shall be provided with a personal copy of the relevant sections of the OM pertaining to their duties.			☐ N/A ☐ C ☐ NC ☐ R ☐ N/R	
ORO.MLR.100(k)	The operator shall ensure that all personnel are able to understand the language in which those parts of the OM which pertain to their duties and responsibilities are written.			☐ N/A ☐ C ☐ NC ☐ R ☐ N/R	
ORO.MLR.100(k)	The content of the OM shall be presented in a form that can be used without difficulty and observes human factors principles.	- Examples of issues linked with HF: inadequate linguistic quality, paragraphs scanned of poor quality, different fonts and font sizes, paragraphs highlighted with no apparent reason, duplicated paragraph, no list of effective pages, superfluous information,... - Assess consistency and usability of the OM in case it is contained in several parts with cross-references. - Check that cross-references to other manual (e.g. AFM,...) are adequate and how the operator ensures that crew members are aware of the amendments to the other manuals.		☐ N/A ☐ C ☐ NC ☐ R ☐ N/R	

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AMC1 ORO.MLR.100(c)	(c) The OM should be such that: (1) all parts of the manual are consistent and compatible in form and content; (2) the manual can be readily amended; and (3) the content and amendment status of the manual is controlled and clearly indicated.	- Check that the OM-D follows the principles described in OM A.0		☐ N/A ☐ C ☐ NC ☐ R ☐ N/R	
ORO.FC.145(c) ORO.CC.215(a) SPA.NVIS.130(f) SPA.HHO.130(f) SPA.HEMS.130(f)	<u>Approval of training programmes:</u> Flight crew, cabin crew and technical crew training programmes are required to be approved.	- Check that the OM-D general part specifies that any change to the FC, CC and TC training programme are required to be submitted to the competent authority for its approval.		☐ N/A ☐ C ☐ NC ☐ R ☐ N/R	
1. DESCRIPTION OF SCOPE:					
ORO.GEN.110(e) ORO.GEN.200(a)(4) ORO.AOC.135(b)(2) ORO.FC.005 ORO.CC.005 ORO.TC.100	Training syllabi and checking programmes for all operations personnel assigned to operational duties in connection with the preparation and/or conduct of a flight.	- Check that the operator has established training policy for all operations personnel which encompasses initial, conversion and recurrent training. - Check that the scope includes training and checking for all operations personnel, including FC, CC, TC, flight dispatchers, ground handling personnel (if applicable),.... <u>Note:</u> if the related activity is fully contracted to an external organisation, no training programme needs to be established. However, if supervisors for these activities are employed by the operator, a training programme shall be established for them.		☐ N/A ☐ C ☐ NC ☐ R ☐ N/R	
2. CONTENT: TRAINING SYLLABI AND CHECKING PROGRAMMES					
2.1 Flight crew training programme (training syllabi and checking programmes). Use the dedicated check-list OPS-CHK-015 Flight Crew Training Programmes Review Checklist					
2.2 Cabin crew training programme (training syllabi and checking programmes). Use the dedicated check-list OPS-CHK-041 Cabin Crew Training and Checking Programmes Review Checklist					
2.4: Training for operations personnel concerned, including crew members					
AMC1 ORO.GEN.200(a)(4)	<u>Safety training</u>	- Check that the duration of the training is specified and adequate. - Check the training syllabus (appropriate for the safety responsibilities of the related staff).		☐ N/A ☐ C ☐ NC	

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				☐ R ☐ N/R	
AMC2 ORO.FTL.120(b)(2) AMC1 ORO.FTL.120(b)(7)	FRM and fatigue management training	<u>FRM training (if applicable)</u> - Check that the duration of the training is specified and adequate. - Check the training syllabus (appropriate for the safety responsibilities of the related staff). <u>Fatigue management training:</u> - Check the scope of the fatigue management training (FC, CC rostering staff and management) - Check that the duration of the training is specified and adequate. - Check the training syllabus: ○ applicable regulatory requirements for flight, duty and rest; ○ the basics of fatigue including sleep fundamentals and the effects of disturbing the circadian rhythms; ○ the causes of fatigue, including medical conditions that may lead to fatigue; ○ the effect of fatigue on performance; ○ fatigue countermeasures; ○ the influence of lifestyle, including nutrition, exercise, and family life, on fatigue; ○ familiarity with sleep disorders and their possible treatments; ○ where applicable, the effects of long range operations and heavy short range schedules on individuals; ○ the effect of operating through and within multiple time zones; and ○ the crew member responsibility for ensuring adequate rest and fitness for flight duty.		☐ N/A ☐ C ☐ NC ☐ R ☐ N/R	
AMC1 ORO.GEN.110(e)	MEL training	- Check that the duration of the training is specified and adequate. - Check the training syllabus: ○ <u>Ground personnel dealing with the use of the MEL:</u> ▪ the scope, extent and use of the MEL; ▪ placarding of inoperative equipment; ▪ deferral procedures; ▪ dispatching; and		☐ N/A ☐ C ☐ NC ☐ R	

Reference	Requirement	Specific requirements/expectations	Eval. operator	Eval. CA	Description
		▪ any other operator's MEL related procedures. ○ <u>Crew members</u> ▪ the scope, extent and use of the MEL; ▪ the operator's MEL procedures; ▪ elementary maintenance procedures in accordance with Regulation (EU) No 1321/2014; and ▪ PIC/ commander responsibilities.		☐ N/R	
AMC2 CAT.GEN.MPA.140	<u>Use of PEDs in the passenger compartment (if applicable)</u>	- Check that the duration of the training is specified and adequate. - Check the training syllabus is adequate for crew members and ground staff to enforce possible restrictions concerning the use of PEDs, in line with the procedures established by the operator (passenger briefing, passenger handling, PED stowage).		☐ N/A ☐ C ☐ NC ☐ R ☐ N/R	
CAT.OP.MPA.255 AMC1 CAT.OP.MPA.255	<u>Flight in expected or actual icing conditions</u>	- Check that the duration of the training is specified and adequate. - Check the training syllabus: ○ <u>Flight crew</u> ▪ instruction on how to recognise, from weather reports or forecasts the risks of encountering icing conditions along the planned route; ▪ instruction on the operational and performance limitations or margins; ▪ the use of in-flight ice detection, anti-icing and de-icing systems in both normal and abnormal operation; and ▪ instruction on the differing intensities and forms of ice accretion and the consequent action which should be taken. ○ <u>Cabin crew</u> ▪ awareness of the conditions likely to produce surface contamination; and ▪ the need to inform the flight crew of significant ice accretion. ○ <u>Dispatchers</u>		☐ N/A ☐ C ☐ NC ☐ R ☐ N/R	
AMC1 CAT.GEN.MPA.170(b)	<u>Training on misuse of psychoactive substances</u>	- Check that the scope of this training includes FC, CC and safety-sensitive personnel. - Check that the duration of the training is specified and adequate. - Check that the training syllabus includes:		☐ N/A ☐ C ☐ NC	

Reference	Requirement	Specific requirements/expectations	Eval. operator	Eval. CA	Description
		- the effects of psychoactive substances on individuals and on flight safety; - the established procedures within the organisation to prevent misuse of psychoactive substances; - individual responsibilities with regard to applicable legislation and policies on psychoactive substances; and - assistance provided by the support programme in accordance with CAT.GEN.MPA.215.		☐ R ☐ N/R	
ORO.GEN.200(a)(3)	<u>Emergency response plan (ERP) training:</u>	- Check that the operator foresees training on the established ERP for its staff, including for flight crew and flight dispatchers.		☐ N/A ☐ C ☐ NC ☐ R ☐ N/R	
2.5: for operations personnel other than crew members (e.g. dispatcher, ground handling personnel, etc.).					
ORO.GEN.110(e)	<u>Personnel providing the training</u>	- Check that the operator has defined adequate criteria applicable to the instructors providing flight dispatcher training. Note: the following is recommended to be addressed: - Introduction to the training process, responsibilities, standard procedures and tools - Basics of CBTA and evidence-based training, target competencies as prerequisite learning objectives, tasks and competency-related observable behaviours - Instructor and assessor tasks, methods and tools - Basics of teaching and learning and student coaching/motivation - Development of exercises for instructions or assessments from standard tasks or prerequisite learning objectives - Transfer of evident and realistic operational criteria into a training process - Basics of continuous improvement - The role, tasks and methods as instructor or assessor - Selection criteria for training or assessment methods, training material, infrastructure and tools		☐ N/A ☐ C ☐ NC ☐ R ☐ N/R	

Reference	Requirement	Specific requirements/expectations	Eval. operator	Eval. CA	Description
		- Assessment grading and debriefing, including identification of adequate competency behaviour markers - Communication and conflict management.			
ORO.GEN.110(e)	<u>Training on their assigned tasks (applicable to all ground staff)</u>	- Check that the training programmes include training on the assigned tasks and related operator's procedures.		☐ N/A ☐ C ☐ NC ☐ R ☐ N/R	
ORO.GEN.110(e)	<u>Observation flight (applicable to flight dispatchers)</u>	- Check that the operator has foreseen observation flights in the cockpit for each flight dispatcher as part of the initial training and then on a recurrent basis (e.g. every 12M).		☐ N/A ☐ C ☐ NC ☐ R ☐ N/R	
AMC2 ORO.GEN.110(a)	<u>Security training (applicable to all ground staff)</u>	- Check that the duration of the training is specified and adequate - Check that the syllabus allows ground staff to be adequately acquainted with preventive measures and techniques in relation to passengers, baggage, cargo, mail, equipment, stores and supplies intended for carriage so that they contribute to the prevention of acts of sabotage or other forms of unlawful interference.		☐ N/A ☐ C ☐ NC ☐ R ☐ N/R	
ORO.GEN.110(c)& (e) ICAO Annex 6 Chap 10	<u>Dispatcher training</u>	- Check that the duration of the training is specified and adequate - Check the adequacy of the syllabus <i>Notes:</i> 1. when the operator uses flight monitoring or flight watch as functions of a system for exercising operational control, the minimum content of initial and recurrent training syllabi for flight dispatchers and flight dispatchers instructors is described		☐ N/A ☐ C ☐ NC ☐ R ☐ N/R	

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		in AMCI ORO.GEN.110(c)&(e); use the relevant elements of checklist CHKL.AOC.CER.FUEL-SCHEME(A) 2. in other cases, consider ICAO Annex 6 Chap 10 and Doc 7192 Part D-3 as guidelines for the evaluation of the training syllabus. In particular its is expected that the training programme includes the following (in addition to the applicable items mentioned in this section and the previous one): • Aviation regulation • Flight performance calculation, planning procedures and loading • Use of operations manual • Aircraft performance • Navigation • Flight planning and monitoring • Rules of the air, communications and ATM • Meteorology • Mass and balance control • Transport of DG by air.			
CAT.POL.MAB.100(h)	<u>Ground handling personnel, including personnel in charge of supervising the loading of aircraft</u>	- Check that minimum training requirements have been defined. - The following items may be considered by the operator in its GH personnel training programmes: • aviation basic knowledge; • specific training per assigned GH function; • the organisation's safety management system and safety management elements applicable to their assigned GH function and tasks; • airside safety and working around the aircraft; • operation of GSE and any installation, facility or equipment provided by the • aerodrome operator for the provision of GH services; • human factors; • turnaround process; • reporting of safety events; • dangerous goods; • operational procedures of the aircraft operators relevant for the assigned specific GH function;		☐ N/A ☐ C ☐ NC ☐ R ☐ N/R	

Reference	Requirement	Specific requirements/expectations	Eval. operator	Eval. CA	Description
		- local operational procedures and programmes of the aerodrome operators relevant for the specific GH function; - any other training required by other applicable regulations.			
CAT.GEN.MPA.125	<u>Taxiing of aeroplanes (if applicable)</u>	- Check that the training programme includes: - Actual taxiing of the aeroplane - Use of radio telephone - Aerodrome layout, routes, signs, marking, lights, ATC signals and instruction, phraseology and procedures. - Operational standards for safe aeroplane movement at the aerodrome.		☐ N/A ☐ C ☐ NC ☐ R ☐ N/R	
ORO.GEN.110(e)	<u>Flight dispatcher recurrent training:</u>	- Check that the operator foresees recurrent training for dispatchers including a refresher on the operator's procedures and on the flight dispatcher's assigned tasks. - Check that a frequency and a syllabus has been defined.		☐ N/A ☐ C ☐ NC ☐ R ☐ N/R	
3. PROCEDURES					
ORO.FC.145(a)(f)	<u>3.1: Procedures for training and checking.</u>	- Check that the operator has established procedures for the conduct of examinations and manoeuvre tolerances. - Check also that the operator has as well described the system to monitor the validity of recurrent training and checking. - Check that validity periods are counted from the end of the month in which the recency, training or check was completed.		☐ N/A ☐ C ☐ NC ☐ R ☐ N/R	
ORO.MLR.100 AMC3. ORO.MLR.100 (a) D 3; 3.2	<u>3.2: Procedures to be applied in the event that personnel do not achieve or maintain the required standards.</u>	Check for presence of description of remedial training and subsequent examination of f/c unable to achieve or maintain required standards		☐ N/A ☐ C ☐ NC ☐ R ☐ N/R	

Reference	Requirement	Specific requirements/expectations	Eval. operator	Eval. CA	Description
CAT.OP.MPA.275	3.3: Procedures to ensure that abnormal or emergency situations requiring the application of part or all of the abnormal or emergency procedures, and simulation of instrument meteorological conditions (IMC) by artificial means are not simulated during CAT operations.	- Check that the training programmes do not prescribe any manoeuvre that might result in an accident, taking into account the aircraft involved and the experience and qualifications of the pilot in training and also of the instructor or examiner.		☐ N/A ☐ C ☐ NC ☐ R ☐ N/R	
4. DESCRIPTION OF DOCUMENTATION TO BE STORED AND STORAGE PERIODS.					
ORO.MLR.115	Description of documentation to be stored and storage periods.	- Check the adequacy of the system put in place to ensure that all relevant records are stored during the required duration: - o FC licence and CC attestation... no limit - o Crew member training, checking and qualification... 3 Y - o Crew member recent experience... 15 M - o Crew member route and aerodrome/task and area competence... 3 Y - o DG training... 3 Y - o Training/qualification records of other personnel for whom a training programme is required... last 2 training records		☐ N/A ☐ C ☐ NC ☐ R ☐ N/R	