Element Performance Inspection (EPI) Data Collection Tool
4.2.11 Training of Flight Followers (OP)

ELEMENT SUMMARY INFORMATION

Purpose of this Element (certificate holder's responsibility):

- To ensure that when the certificate holder conducts supplemental operations, the personnel performing the functions of flight following are trained and capable of performing their required duties.

Objective (FAA oversight):

- To determine the effectiveness of the certificate holder s procedures in meeting the desired output of the process.

- To determine if the certificate holder follows its procedures, controls, process measurements, and interfaces for the Training of Flight Followers process.

- To determine if there were any changes in the personnel identified by the certificate holder as having responsibility and/or authority for the Training of Flight Followers process.

Specific Instructions:

- To accomplish this EPI, the inspector will need to observe all or part of the curriculum segments of the FAA approved training program. For each question answered, the inspector should enter the name of the observed curriculum segment (examples listed below)*, in the comments block. If the answer is "Yes", use the "Yes" button

- if the answer is "No", use the appropriate selection from the drop down menu.

- -Basic indoctrination training

- -Initial and transition training

- -Emergency training, including hands-on drills

- -Differences training

- -Security training

- -Recurrent training

- -Requalification training

-   *Although operating experience is part of the training program, that element is located in the "Crewmember and Dispatch Qualifications" system.

- The inspector should ensure all aspects of the training program are covered: manuals, lesson plans, mock-ups, training devices, facilities, etc. In addition to reviewing the training program, other documentation to review should include: record keeping locations, operations specifications, specifically part A for deviations to training requirements, etc.

Related EPIs:

- 2.1.5 Supplemental Operations Manual Requirements (AW)
- 2.1.5 Supplemental Operations Manual Requirements (OP)
- 3.1.11 Computer Based Record Keeping System (OP)
- 3.1.13 Other Personnel with Operational Control (OP)
- 3.2.1 Dispatch / Flight Release (OP)

- 3.2.3 MEL / CDL Procedures (OP)
- 4.2.12 Hazardous Material Training Program (OP)
- 5.1.7 Special Navigation Areas of Operation (OP)
- 5.1.8 Extended Operations (ETOPS) (OP)
- 5.1.9 RVSM Authorization (OP)
- 7.2.1 Safety Program (Ground and Flight) (OP)

SUPPLEMENTAL INFORMATION

Specific Regulatory Requirements (SRRs):

- SRRs:
  119.65(d)
  121.127
  121.127(b)
  121.135(a)(1)
  121.135(b)(1)
  121.135(b)(2)
  121.135(b)(3)

Related CFRs & FAA Policy/Guidance:

- Related CFRs:
  Intentionally left blank

- FAA Policy/Guidance:
  FAA Order 8900.1, Volume 3, Chapter 25, Section 1
  FAA Order 8900.1, Volume 3, Chapter 25, Section 3

EPI Section 1 - Performance Observables

Objective: The tasks and questions in this section of the data collection tool (DCT) are designed to assist the inspector in determining if the certificate holder follows its written procedures and controls and meets the established performance measures of the process. To accomplish this, questions have been generated to test both the outputs of the process as well as the process itself. Question 1 and its following subquestions are directed at the output(s) of the process, whereas questions 2-6, when answered, should be directed at the process itself.

Tasks	
	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the information listed in the Supplemental Information section of this DCT.
2.	Review the certificate holder's policies, procedures, instructions, and information for the Training of Flight Followers process.
3.	Review the last accomplished associated safety attribute inspection (SAI) for this element with emphasis on the controls, process measurements, and interface attribute section responses.
4.	Observe the certificate holder's Training of Flight Followers process to gain an understanding of the procedures, instructions, and information.
5.	Discuss the Training of Flight Followers process with the personnel (other than management) who perform the duties and responsibilities required by the process.

Questions		
	To meet this objective, the inspector must answer the following questions:	
1.	Determine whether the following performance measures were met:	
1.1.	Did the flight followers demonstrate the ability to perform their duties? *Related Performance JTIs:* 1. Check, at the training center, that contract Flight Followers are being qualified (competency check) in accordance with the certificate holder's design. *Sources:* FAA Order 8900.1, Vol 3, Ch 25, Sec 1, Para 3-1921G2 2. Check, at the dispatch center through observation, that Flight Followers conducting supplemental operations are able to perform their duties in accordance with the certificate holder's design (Competency check). *Sources:* 121.127(a)(1)(ii); 121.127(b); 121.135(a)(1) 3. Check, at the records repository, that competency checks of the certificate holders Flight Followers was accomplished in accordance with its design *Sources:* FAA Order 8900.1, Vol 3, Ch 25, Sec 3, Para 3-1971D	☐ Yes ☐ No, Explain
1.2.	Does the director of operations clearly retain the responsibility for the initiation, continuation, diversion, and termination of all flights?	☐ Yes ☐ No, Explain
2.	Were the certificate holder's policies, procedures, instructions, and information, for the Training of Flight Followers process, followed? *Related Performance JTIs:* 1. Check, at the records repository, that Flight Followers were qualified through expertise to perform the duties in accordance with the certificate holders design.	☐ Yes ☐ No, Explain

		Sources: 119.65(d)(1); 121.135(a)(1)	
	2.	Check, at the dispatch center, that Flight Followers were qualified through expertise to perform the duties in accordance with the certificate holders design. *Sources:* 119.65(d)(1); 121.135(a)(1)	
	3.	Check, at the training center, that contract Flight Followers are being trained in accordance with the certificate holder's design. *Sources:* FAA Order 8900.1, Vol 3, Ch 6, Sec 1, Para 3-1921G2	
3.	Were the Training of Flight Followers process controls followed?		☐ Yes ☐ No, Explain
4.	Did the records for the Training of Flight Followers process comply with the instructions provided by the certificate holder?		☐ Yes ☐ No, Explain
5.	Were the process measurements for the Training of Flight Followers process effective in identifying problems or potential problems and providing corrective action for them?		☐ Yes ☐ No, Explain
6.	Did personnel properly handle the associated interfaces by complying with other written policies, procedures, instructions, and information that are related to this element?		☐ Yes ☐ No, Explain

EPI Section 1 - Performance Observables Drop-Down Menu
1.   Personnel.
2.   Tools and Equipment.
3.   Technical Data.
4.   Procedures, policies or instructions or information.
5.   Materials.
6.   Facilities.
7.   Controls.
8.   Process Measures.
9.   Interfaces.
10. Desired Outcome.
11. Other.

EPI Section 2 - Management Responsibility & Authority Observables
Objective: The questions in this section address the responsibility and authority of the process. They are designed to assist the inspector in determining if there is a clearly identifiable, qualified, and knowledgeable person who is responsible for the process, is answerable for the quality of the process, and has the authority to establish and modify the process. (The person with the authority may or may not be the person with the responsibility.)

Tasks	
	To meet this objective, the inspector must accomplish the following tasks:
	NOTE: If no personnel or major program changes (as defined by the principal inspector (PI)) affecting the responsibility or authority attributes for this element have occurred since the last SAI and/or EPI was accomplished, then do not perform tasks 3–6, below. Answer questions 1 and 2, below, and provide the name/title.
1.	Identify the person who has overall responsibility for the Training of Flight Followers process.
2.	Identify the person who has overall authority for the Training of Flight Followers process.
3.	Review the duties and responsibilities for those who manage the Training of Flight Followers process.
4.	Review the appropriate organizational chart.
5.	Discuss the Training of Flight Followers process with the management personnel identified in tasks 1 and 2.
6.	Evaluate the qualifications and work experience of the management personnel identified in tasks 1 and 2.

Questions		
	To meet this objective, the inspector must answer the following questions:	
1.	Is there a clearly identified person who is responsible for the quality of the Training of Flight Followers process?	☐ Yes ☐ No, Explain Name/Title:
2.	Is there a clearly identified person who has authority to establish and modify the certificate holder's policies, procedures, instructions, and information for the Training of Flight Followers process?	☐ Yes ☐ No, Explain Name/Title:
3.	Does the responsible person know that he/she has responsibility for the Training of Flight Followers process?	☐ Yes ☐ No, Explain ☐ No Change
4.	Does the person with authority know that he/she has authority for the Training of Flight Followers process?	☐ Yes ☐ No, Explain ☐ No Change
5.	Does the person with responsibility for the Training of Flight Followers process meet the qualification standards?	☐ Yes ☐ No, Explain ☐ No Change
6.	Does the person with authority to establish and modify the Training of Flight Followers process meet the qualification standards?	☐ Yes ☐ No, Explain ☐ No Change

7.	Does the person with responsibility understand the controls, process measurements, and interfaces associated with the Training of Flight Followers process?	☐ Yes ☐ No, Explain ☐ No Change
8.	Does the person with authority understand the controls, process measurements, and interfaces associated with the Training of Flight Followers process?	☐ Yes ☐ No, Explain ☐ No Change
9.	Does the responsible person know who has authority to establish and modify the Training of Flight Followers process?	☐ Yes ☐ No, Explain ☐ No Change
10.	Does the individual with authority know who has the responsibility for the Training of Flight Followers process?	☐ Yes ☐ No, Explain ☐ No Change

EPI Section 2 - Management Responsibility & Authority Observables Drop-Down Menu
1. Assignment of responsibility.
2. Assignment of authority.
3. Does not understand procedures, policies or instructions and information.
4. Does not understand controls.
5. Does not understand process measurements.
6. Does not understand interfaces.
7. Span of control.
8. Position vacant.
9. Other.