

**Safety Attribute Inspection (SAI) Data Collection Tool**  
**4.2.12 Hazardous Material Training Program (OP)**

**ELEMENT SUMMARY INFORMATION**

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

- To provide a Hazardous Materials Training Program that:
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- Enables trained person(s) to recognize items that contain or may contain hazardous materials.
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- Ensures each person performing the acceptance, rejection, handling, or storage of hazardous materials is properly trained.

**Objective** (FAA oversight):

- To determine if the certificate holder's Hazardous Materials Training Program meets all applicable requirements of Title 14 of the Code of Federal Regulations (14 CFR) and FAA policies.
- To determine if the certificate holder's Hazardous Materials Training Program incorporates the system safety attributes.
- To identify any shortfalls in the certificate holder's Hazardous Materials Training Program.

**Specific Instructions:**

- Applicability:
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- The term supervise , with respect to 14 CFR 121 subpart Z, only applies to those persons who have direct supervision over the job functions performed.

**SUPPLEMENTAL INFORMATION**

**Specific Regulatory Requirements (SRRs):**

- SRRs:
  - 121.1003(a)
  - 121.1003(a)(1)
  - 121.1003(a)(2)
  - 121.1003(a)(3)
  - 121.1003(b)
  - 121.1005(d)
  - 121.1007
  - 121.1007(a)
  - 121.1007(b)
  - 121.135(a)(1)
  - 121.135(b)(1)

- SRRs:  
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 2, Chapter 2, Section 6  
AC 121-21B  
AC 121-27

### SAI Section 1 - Procedures Attribute

**Objective:** Procedures, instructions, and information are documented methods for accomplishing a process. The certificate holder's policies should establish their compliance posture. Policies may be stand-alone statements, or they may be imbedded within procedures, instructions, or information regarding a particular regulatory requirement. The questions in this section of the data collection tool (DCT) are designed to assist the inspector in determining if the certificate holder has documented or prescribed methods of accomplishing the process requirements that provide answers to the associated questions regarding who, what, when, where, and how. This section contains policy questions, procedural questions, and instructional or informational questions pertaining to various types of certificate holder requirements such as actions, prohibitions, or resources (i.e., personnel, facilities, equipment, technical data, etc.).

#### 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 duties and responsibilities for management and other personnel identified by the certificate holder who accomplish the Hazardous Materials Training Program.
3.	Review the certificate holder's Hazardous Materials Training Program to ensure it contains the policies, procedures, instructions and information necessary for personnel to perform their duties and responsibilities with a high degree of safety.

#### Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Does the certificate holder's Hazardous Materials Training Program meet the specific regulatory and FAA policy requirements:	
1.1.	Does the certificate holder's approved Hazardous Materials Training Program:	
	SRRs: 121.1003(a)	
1.1.1	Satisfy the requirements of 14 CFR part 121, Appendix O, table 1? SRRs: 121.1003(a)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.1.2	Satisfy the requirements of 14 CFR part 121, Appendix O, table 2? SRRs: 121.1003(a)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.1.3	Ensure that each person performing or directly supervising any of the job functions of acceptance, rejection, handling, storage incidental to transport, packaging of company material, or loading of hazardous materials is trained to comply with all applicable parts of 49 CFR parts 171 through 180 and the requirements of 14 CFR, part 121, subpart Z? SRRs: 121.1003(a)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.1.4	Enable the trained person to recognize items that contain, or may contain, hazardous materials regulated by 49 CFR parts 171 through 180? SRRs: 121.1003(a)(3)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.1.5	Provide initial hazardous materials training and recurrent hazardous materials training to each crewmember and person performing or directly supervising any of the job functions of acceptance, rejection, handling, storage incidental to transport, packaging of company material, or loading of hazardous materials?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	SRRs: 121.1003(b)	
1.1.6	Certify that that each person, performing or directly supervising any of the job functions of acceptance, rejection, handling, storage incidental to transport, packaging of company material, or loading of hazardous materials, has satisfactorily completed a test to verify the understanding of the regulations and requirements? SRRs: 121.1003(a)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.1.7	Provide a method (may include email, telecommunication, etc.) to answer all questions, for each person performing or directly supervising any of the job functions of acceptance, rejection, handling, storage incidental to transport, packaging of company material, or loading of hazardous materials, prior to testing regardless of the method of instruction? SRRs: 121.1003(a)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2.	Does the certificate holder s Hazardous Materials Training Program record keeping process include the instructions and information necessary to allow personnel to maintain a record of all training required or received within the preceding three years for each person who performs or directly supervises a job function of acceptance, rejection, handling, storage incidental to transport, packaging of company material, or loading of hazardous materials? SRRs: 121.1007(a)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.3.	Does the certificate holder s information for hazardous materials training include that:	
1.3.1	The record of training required or received within the preceding three years must be maintained during the time that the person performs or directly supervises any of those job functions, and for 90 days thereafter? SRRs: 121.1007(a)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.3.2	Training required and received within the preceding three years must be maintained during the time that the person performs or directly supervises any of job functions of acceptance, rejection, handling, storage incidental to transport, packaging of company material, or loading of hazardous materials? SRRs: 121.1007(a)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.3.3	Training records must be kept for direct employees of the certificate holder, as well as independent contractors, subcontractors, and any other person who performs or directly supervises job functions of acceptance, rejection, handling, storage incidental to transport, packaging of company material, or loading of hazardous materials, for or on behalf of the certificate holder? SRRs: 121.1007(a)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.4.	Does the certificate holder designate a location where they retain training records for all initial and recurrent training received within the preceding 3 years for all persons performing or directly supervising the job functions of acceptance, rejection, handling, storage incidental to transport, packaging of company material, or loading of hazardous materials? SRRs: 121.1007(b)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.5.	Does the certificate holder's Hazardous Materials Training Program comply with the guidance contained in FAA Order 8900.1, Volume 2, Chapter 2, Section 6?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.	Does the certificate holder's Hazardous Materials Training Program comply with the guidance contained in FAA Flight Standards Information Bulletin 96-06?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

1.7.	Does the certificate holder's Hazardous Materials Training Program comply with the guidance contained in FAA Advisory Circular AC 121-21B?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.8.	Does the certificate holder's Hazardous Materials Training Program comply with the guidance contained in FAA Advisory Circular AC 121-27?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.	Does the certificate holder s manual contain general policies for the Hazardous Materials Training Program that comply with the SRRs? SRRs: 121.135(b)(1); 121.1007; 121.1003(a)(2); 121.1003(a)(3); 121.1003(b); 121.1005(d)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.	Does the certificate holder s manual reference the Federal Aviation Regulations listed in the Supplemental Information section of this safety attribute inspection (SAI)? SRRs: 121.135(b)(3)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	Does the certificate holder s manual contain the duties and responsibilities for personnel who will accomplish the Hazardous Materials Training Program? SRRs: 121.135(b)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	Does the certificate holder s manual include instructions and information for personnel to meet the requirements of the Hazardous Materials Training Program? SRRs: 121.135(a)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<b>SAI Section 1 - Procedures Attribute Drop-Down Menu</b>	
1.	No procedures, policy, instructions or information specified.
2.	Procedures or instructions and information do not identify (who, what, when, where, how).
3.	Procedures, policy or instructions and information do not comply with CFR.
4.	Procedures, policy or instructions and information do not comply with FAA policy and guidance.
5.	Procedures, policy or instructions and information do not comply with other documentation (e.g., manufacturer's data, Jeppesen's Charts, etc.).
6.	Procedures, policy or instructions and information unclear or incomplete.
7.	Documentation quality (e.g., unreadable or illegible).
8.	Procedures, policy or instructions and information inconsistent across Certificate Holder manuals (FOM - Flight Operations Manual to GMM - General Maintenance Manual, etc.).
9.	Procedures, policy or instructions and information inconsistent across media (e.g., paper, microfiche, electronic).
10.	Resource requirements incomplete (personnel, facilities, equipment, technical data).
11.	Other.

### SAI Section 2 - Controls Attribute

**Objective:** Controls are checks and restraints designed into a process to ensure a desired result. The questions in this section of the DCT are designed to assist the inspector in determining if checks and restraints are designed into the process to ensure the desired result is achieved. Controls should be written into the system to ensure that the most important policies, procedures, or instructions and information will be followed.

Controls may be in the form of administrative controls, which are secondary or supplemental written procedures. Like written procedures, administrative controls also need to provide answers to questions regarding who, what, when, where, and how. Controls may also be in the form of engineered controls, such as automated features or mechanical actions or devices (i.e., safety devices, warning devices, etc.).

#### Tasks

To meet this objective, the inspector must accomplish the following tasks:

1. Review the control questions below.
2. Review the certificate holder's policies, procedures, instructions, and information to gain an understanding of the controls that it has documented.

#### Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Are the following controls built into the Hazardous Materials Training Program:	
1.1.	Is there a control or controls in place to ensure that the certificate holder's Hazardous Materials Training Program approved under 14 CFR 121 Subpart Z, enables trained person(s) to recognize items that contain or may contain hazardous materials regulated by 49 CFR parts 171 through 180?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.2.	Is there a control or controls in place for the certificate holder's Hazardous Materials Training Program approved under 14 CFR 121 Subpart Z, that ensures the person performing or directly supervising the acceptance or rejection, of items that contain, or may contain, hazardous materials is trained to comply with all applicable parts of 49 CFR parts 171 through 180 and the requirements of 14CFR subpart Z?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.3.	Is there a control or controls in place for the certificate holder's Hazardous Materials Training Program approved under 14 CFR 121 Subpart Z, that ensures the person performing or directly supervising the handling of items that contain, or may contain, hazardous materials is trained to comply with all applicable parts of 49 CFR parts 171 through 180 and the requirements of 14CFR subpart Z?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.4.	Is there a control or controls in place for the certificate holder's Hazardous Materials Training Program approved under 14 CFR 121 Subpart Z, that ensures the person performing or directly supervising the storage incidental to transport of items that contain, or may contain, hazardous materials is trained to comply with all applicable parts of 49 CFR parts 171 through 180 and the requirements of 14CFR subpart Z?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.5.	Is there a control or controls in place for the certificate holder's Hazardous	<input type="checkbox"/> Yes

	Materials Training Program approved under 14 CFR 121 Subpart Z, that ensures the person performing or directly supervising the packaging of company material of items that contain, or may contain, hazardous materials is trained to comply with all applicable parts of 49 CFR parts 171 through 180 and the requirements of 14CFR subpart Z?	<input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.6.	Is there a control or controls in place for the certificate holder's Hazardous Materials Training Program approved under 14 CFR 121 Subpart Z, that ensures the person performing or directly supervising the loading of items that contain, or may contain, hazardous materials is trained to comply with all applicable parts of 49 CFR parts 171 through 180 and the requirements of 14CFR subpart Z?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.	Does the certificate holder have a documented method for assessing the impact of any changes made to the controls in the Hazardous Materials Training Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain



<b>SAI Section 2 - Controls Attribute Drop-Down Menu</b>	
1.	No controls specified.
2.	Documentation for the controls do not identify (who, what, when, where, how).
3.	Controls incomplete.
4.	Controls could be circumvented.
5.	Controls could be unenforceable.
6.	Resource requirements incomplete (personnel, facilities, equipment, technical data).
7.	Other.

### SAI Section 3 - Process Measurement Attribute

**Objective:** Process measurements are used by the certificate holder to measure and assess its processes, to identify and correct problems or potential problems, and to make improvements to the processes. The questions in this section of the DCT are designed to assist the inspector in determining if the certificate holder measures or assesses information to identify, analyze, and document potential problems with the process. Process measurements are a certificate holder's internal evaluation or auditing of the most important policies, procedures, or instructions and information associated with an element.

To prevent the duplication of work, process measurements are most commonly addressed through a combination of auditing features contained in both the certificate holder's safety program/internal evaluation program (for operations and cabin safety related issues) and the auditing function of the Continuous Analysis and Surveillance System (for airworthiness or maintenance/inspection related issues). The director of safety and the quality assurance department often work together to accomplish this function for the certificate holder. This approach requires amendment of the safety program/internal evaluation program audit forms or checklists and the Continuous Analysis and Surveillance System audit forms or checklists to include the specific process measurements for each element.

#### Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the process measurement questions below.
2.	Review the certificate holder's policies, procedures, instructions, and information to gain an understanding of the process measurements that it has documented.

#### Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Does the certificate holder's Hazardous Materials Training Program include the following process measurements:	
1.1.	Is there a process measurement or process measurements that would identify if the Hazardous Materials Training Program that is approved under 14 CFR 121 Subpart Z, enabled the trained person to recognize items that contain, or may contain, hazardous materials regulated by 49 CFR parts 171 through 180?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.2.	Is there a process measurement or process measurements for the certificate holder's Hazardous Materials Training Program approved under 14 CFR 121 Subpart Z that would identify if the person performing or directly supervising the acceptance or rejection, of items that contain, or may contain, hazardous materials was trained to comply with all applicable parts of 49 CFR parts 171 through 180 and the requirements of 14 CFR subpart Z?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.3.	Is there a process measurement or process measurements for the certificate holder's Hazardous Materials Training Program approved under 14 CFR 121 Subpart Z that would identify if the person performing or directly supervising the handling of items that contain, or may contain, hazardous materials was trained to comply with all applicable parts of 49 CFR parts 171 through 180 and the requirements of 14 CFR subpart Z?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.4.	Is there a process measurement or process measurements for the certificate holder's Hazardous Materials Training Program approved under 14 CFR 121	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	Subpart Z that would identify if the person performing or directly supervising the storage incidental to transport of items that contain, or may contain, hazardous materials was trained to comply with all applicable parts of 49 CFR parts 171 through 180 and the requirements of 14 CFR subpart Z?	<input type="checkbox"/> Not Applicable
1.5.	Is there a process measurement or process measurements for the certificate holder's Hazardous Materials Training Program approved under 14 CFR 121 Subpart Z that would identify if the person performing or directly supervising the packaging of company material of items that contain, or may contain, hazardous materials was trained to comply with all applicable parts of 49 CFR parts 171 through 180 and the requirements of 14 CFR subpart Z?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.6.	Is there a process measurement or process measurements for the certificate holder's Hazardous Materials Training Program approved under 14 CFR 121 Subpart Z that would identify if the person performing or directly supervising the loading of items that contain, or may contain, hazardous materials was trained to comply with all applicable parts of 49 CFR parts 171 through 180 and the requirements of 14 CFR subpart Z?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.	Is there a process measurement or process measurements that would reveal if the certificate holder's policy, procedures, instructions, and information were not followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.	Does the certificate holder document its process measurement results?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	Does the certificate holder use its process measurement results to improve its programs?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	Does the organization that conducts the process measurements have direct access to the person with responsibility for the Hazardous Materials Training Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<b>SAI Section 3 - Process Measurement Attribute Drop-Down Menu</b>
1. No process measurements specified.
2. Documentation for the process measurements does not identify (who, what, when, where, how).
3. Inability to identify negative findings.
4. No provisions for implementing corrective actions.
5. Ineffective follow-up to determine effectiveness of corrective actions.
6. Resources requirements (personnel, facilities, equipment, technical data).
7. Other.

### SAI Section 4 - Interfaces Attribute

**Objective:** Interfaces are used by the certificate holder to identify and manage the interactions between processes. The questions in this section of the DCT are designed to assist the inspector in determining whether or not interactions between the policies, procedures, or instructions and information associated with other independent processes within the certificate holder's organization are documented. Written policies, procedures, or instructions and information that are interrelated and located in different areas within the certificate holder's system must be consistent and complement each other. For the interfaces to be effectively managed, the certificate holder's system should identify and document the interfaces.

#### Tasks

	To meet this objective, the inspector must accomplish the following tasks:	
1.	Review the interfaces associated with the Hazardous Materials Training Program that have been identified along with the individual questions in section 1, Procedures, of this DCT.	
2.	Review the certificate holder's policies, procedures, instructions, and information to gain an understanding of the interfaces that it has documented.	

#### Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Does the certificate holder's system properly address the interfaces that are identified along with the questions in section 1, Procedures, of this DCT?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.	Does the certificate holder document a method for assessing the impact of any changes to the associated interfaces within the Hazardous Materials Training Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<b>SAI Section 4 - Interfaces Attribute Drop-Down Menu</b>	
1.	No interfaces specified.
2.	The following interfaces not identified within the Certificate Holder's manual system:
3.	Interfaces listed are inaccurate.
4.	Specific location of interfaces not identified within the manual system.
5.	Other

### SAI Section 5 - Management Responsibility & Authority Attributes

**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:
1.	Identify the person who has overall responsibility for the Hazardous Materials Training Program.
2.	Identify the person who has overall authority for the Hazardous Materials Training Program.
3.	Review the duties and responsibilities of the person(s) documented in the certificate holder's manual.
4.	Review the appropriate organizational chart.

#### Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Does the certificate holder clearly identify who is responsible for the quality of the Hazardous Materials Training Program?	
2.	Does the certificate holder clearly identify who has authority to establish and modify the policies, procedures, instructions, and information for the Hazardous Materials Training Program?	
3.	Does the certificate holder's manual include the duties and responsibilities of those who manage the work required by the Hazardous Materials Training Program? SRRs: 121.135(b)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	Does the certificate holder's manual include instructions and information for those who manage the work required by the Hazardous Materials Training Program? SRRs: 121.135(a)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	Does the certificate holder clearly and completely document the responsibility for this position?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
6.	Does the certificate holder clearly and completely document the authority for this position?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
7.	Does the certificate holder clearly and completely document its qualification standards for the person having responsibility for the Hazardous Materials Training Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
8.	Does the certificate holder clearly and completely document its qualification standards for the person having authority to establish and modify the certificate holder's policies, procedures, instructions, and information for the Hazardous Materials Training Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
9.	Does the certificate holder clearly and completely document the procedures for delegation of authority for the Hazardous Materials Training Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<b>SAI Section 5 - Management Responsibility &amp; Authority Attributes Drop-Down Menu</b>
1. Not documented.
2. Documentation unclear.
3. Documentation incomplete.
4. Other.