



AMERICAN AIRLINES, INC.

**Technical Operations Training
Department Manual**

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- A. Policies and procedures in this manual are applicable to the administration of American Airlines' Maintenance Training programs that support the FAR121 and FAR145 operating certificates.

MTS Training

- A. MTS will be provided formal vendor and/or Company training on applicable course material as deemed necessary by a manager of the Tech Ops Training Department.
- B. Each MTS, within 12 months of joining the Training Department, will receive training on the various subjects related to effective instruction. Training may be provided in-house or through a third party.
- C. The Training Department may utilize OEM (Original Equipment Manufacturer) as well as formal education institutions for additional training and support for the MTS staff.

MTS Proficiency

- A. A manager or supervisor of the Training Department will conduct a biennial evaluation of MTS. The object of this evaluation will be to determine in part, effectiveness of teaching techniques, technical accuracy and conformance of presentation to course plan requirements. The evaluation will be reviewed with the MTS and will be used to aid in MTS development.
- B. A copy of the evaluation will be given to the MTS and the original will be retained on file with the supervisor.

MTS Authorization

- A. The standard method to establish competency to teach a course may be through attendance of the course and the utilization of prep time prior to teaching the course for the first time. Other factors, such as prior experience or knowledge of the subject, involvement in the development of the course, or utilization of prep time for self-study (i.e. MTS is self-taught), may be suitable alternatives. In all cases, the MTS's supervisor or manager of the Training Department will make the final decision regarding competency.
- B. The Company will provide employees reasonable preparatory time for the study of subject material prior to instructing the material for the first time and/or prior to instructing a course the employee has not taught within the past six (6) months.
 - a. A general guideline for reasonable preparatory time when instructing the material for the first time is considered to be four (4) hours of preparatory time for each one (1) hour of course time.
 - b. Preparatory time will be discussed and agreed upon with the MTS supervisor and reflected in the MTS schedule.
- C. A supervisor or manager will complete a Competency Form which authorizes the MTS to teach the course.

General

- A. Instructor Designees can be assigned to teach a specific course at the discretion of a Manager of the Technical Operations Training Department. These procedures will be used to authorize instructor designees to teach courses that do not have specific designee training criteria.

Designee Selection

- A. If a Manager Technical Operations Training sees a need for a designee for a specific course, the manager can authorize the designee. A Supervisor Training will complete an Instructor Designee Authorization Form after verifying that the candidate has sufficient knowledge of the subject. The form can be accessed via Jetnet using the following link: http://me.aa.com/training/Documents/Instructor_Designee_Form.pdf
- B. Competency in both material and delivery will be determined by the manager or by his/her designee. The manager's signature on the form shows authorization to teach the course.
- C. An Instructor Designee must be appropriately trained on the materials and techniques for which he/she provides instruction. Before teaching a course, the prospective designee must have on file, for that course, an Instructor Designee Authorization Form.
- D. Upon approval of the designee by a Manager Technical Operations Training Department, the form is forwarded to Technical Operations Training Records. Technical Operations Training Records will make sure that the designee's name is added to the online Technical Operations Training Designee Database available via Jetnet using the following link: <https://me.aa.com/training/designee.asp>
- E. In situations where a specific designee training course exists, designee authorization for these courses will be established by entering the course into the designee's training record. The designee name will not appear in the online Training Designee Database in these situations.
- F. Designee authority for any course associated with a qualification will expire with the expiration of the required qualification. Designees are responsible for assuring their qualification is current by checking their LMS record before providing the associated training.

Note: Employees designated to perform Air Purifying Respirator Fit Tests are not required to maintain a respirator qualification.

- G. The first class taught by a designee can, at the discretion of the Manager Technical Operations Training, be observed by a member of the Tech Ops Training Department.

Instructor Designee Proficiency

- A. Managers and/or supervisors of the Training Department will review the Instructor Designee List for their stations annually and work with appropriate management to determine whether the need for an instructor designee still exists. Instructor designees that are no longer needed will be notified and removed from the Instructor Designee List.
- B. Instructor designees may be evaluated at the discretion of a manager of Tech Ops Training. The Instructor Evaluation Form (http://me.aa.com/training/documents/Instructor_Eval_Form.pdf), will be used for this purpose.

General

- A. The intent of the dress code is to ensure a positive and professional image of the department and its employees.
- B. Members of the department must comply with company policy regarding personal appearance.
- C. When conducting classroom training, MTS are expected to wear company issued clothing or casual business attire. All clothing must be clean and in good condition. Short pants are not considered appropriate attire in the classroom.
 - 1. Examples of "business casual" attire include:
 - a. Collared shirts
 - b. Dockers, chinos, dress slacks
 - c. Clothing with the AA logo (except T-shirts)

General

- A. American Airlines has an established Work Environment Policy, which all AA employees are obligated to follow. The Work Environment Policy is in place to ensure a safe, harassment-free, productive workplace for all employees.
- B. With the above goals in mind, and to provide an environment conducive to learning, Tech Ops Training has established the following Code of Conduct for MTS.
 - 1. MTS shall respect the dignity of each student under their instruction.
 - 2. MTS will only teach approved technical data and procedures.
 - 3. MTS will not deviate from approved course plans without prior approval from TOT leadership.
 - 4. MTS are responsible to meet all objectives of the course plans utilizing only approved course materials.
 - 5. MTS will conduct themselves ethically and in a professional manner while instructing, and during all business-related interactions.
 - 6. MTS will not use their position to proliferate rumors or to promote agendas not authorized by the company.
 - 7. MTS will maintain order during training sessions.
 - 8. Training sessions will begin on time and will resume after lunch and breaks on schedule.
 - 9. MTS will, at the beginning of each training session, ensure students are aware of emergency evacuation procedures, explain the objective of the session, including testing procedures, when applicable.
 - 10. MTS will, at the beginning of each training session, explain the Student Rules of Conduct.
 - 11. MTS shall monitor students to ensure they are following code of conduct requirements and report any issues to local supervisor.
- C. MTS will conduct a training briefing with students at the beginning of class that highlights the following:
 - 1. Training details (schedule, breaks etc.) and requirements such as attendance and examination (as applicable)
 - 2. Course objectives
 - 3. Testing procedures
 - 4. The course in relation to Qualifications, if applicable
 - 5. Application controls if a VILT class
 - 6. Expectation for students to participate and be free from distractions
 - 7. Expectation for students in VILT classes to be in clear view of the video capture device and able to hear the MTS at all times during the class.
- D. MTS will monitor class participation and engagement.

General

- A. American Airlines has an established Work Environment Policy, which all AA employees are obligated to follow. The Work Environment Policy is in place to ensure a safe, harassment-free, productive workplace for all employees.
- B. MTS shall monitor students to ensure they are following Work Environment Policy requirements and report any issues to local supervisor.
- C. With the above goals in mind, and to provide an environment conducive to learning, Tech Ops Training has established the following policy for students.
 - 1. Treat the MTS and other students with respect.
 - 2. Report to Training sessions with the intent of learning. Assignments to training should be given the same importance as any other job assignment.
 - 3. Be on time for class, and return from break and lunch on time.
 - 4. Silence cell phones and turn off other personal electronic devices.
 - 5. No recording of the training session (audio and/or video) without prior authorization from the Company.
 - 6. No reading of newspapers, magazines, or other non-training related material during training sessions.
 - 7. Tobacco use is authorized only in designated areas. (Note, all AA facilities are tobacco free)
 - 8. Do not put feet on tables or chairs.
 - 9. No sleeping during training sessions. If you feel sleepy, feel free to stand in the back of the room.
 - 10. Maintain a conduct in a manner that is not disruptive to the training session.
- D. MTS will, at the beginning of each training session, explain the above policy.

General

- A. The Course Plan is used to identify objectives, revision level and requirements of a course. A course will not be entered into the course catalog until the course plan has been completed and approved.
- B. Master course plan files will be maintained by the Sr. Manager, Tech Ops Training Program Development and Learning Support.
- C. The Course Plan shall contain the following information as applicable:
 - 1. Heading
 - a. Course Code
 - b. Current Revision Date
 - c. Version Number
 - d. Course Title
 - 2. Course Identification
 - a. Fleet Type
 - b. Fleet Effectivity
 - c. Duration / Credit Hours
 - d. Initial course development date
 - e. Format of training delivery (i.e., classroom, OJT, video, WBT, etc.)
 - 3. Course Information
 - a. Course Goal
 - b. Preferred Audience
 - c. Course Prerequisites
 - d. Test Requirements
 - e. Attendance Requirements
 - 4. Revision Description
 - a. Brief synopsis of changes to the course plan
 - b. Brief synopsis of changes to the support materials Regulatory Approval Requirements
 - c. List of subject matter experts utilized for the revision
 - 5. Signatures
 - a. Name of program developer(s) and subject matter expert
 - b. Signature of Manager, Tech Ops Training Program Development
 - c. Courses requiring regulatory approval, signature of Sr. Manager Tech Ops Training, signature of regulator, if available or letter of approval from applicable regulatory agency attached to course plan.
 - 6. Required Student Material
 - a. Listing of required training materials (i.e., books, test equipment, videos, etc.) which will be used by or provided to students.
 - 7. Optional Course Material
 - a. Listing of optional training materials. Use of optional course materials should be kept to a minimum in order to maintain consistency in how courses are delivered.
 - 1. Note optional course materials are being phased-out.

- 8. Required Instructor Material
 - a. Listing of the required training materials the instructor must use to accomplish the course plan.
- 9. Student Learning Objectives
 - a. Outlined on the second and additional pages of the Course Plan in an outline format. May also include additional information pertinent to the proper completion of the course.
- D. When a course is revised, both the revised course and the previous revision of the course are considered valid for 30 days from the approval date of the course plan.

General

- A. E-Z Request is a shared virtual resource that enables the Program Developers (PD), MTS, Records, and Management staff to manage and collaborate on training projects.
- B. PD projects will be tracked in E-Z Request on the PD SharePoint until closed. Individuals assigned to the project will update project entries. The assigned PD will ensure that the project entry is updated on a weekly basis.
- C. The update should be clear, brief and identify the week's accomplishments of the project. It will also identify any issues or problems that may be interfering with a project's progress. Entries will automatically date and identify the person who made the update. E-Z Request will be used to brief Tech Ops Training Management on the overall status of projects currently in work.

SECTION 8 Attendance and Grade Requirements

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General

- A. Minimum attendance and test grade criteria are specified in the Course Plan.
- B. MTS are responsible for taking daily attendance and recording it on the Form 802 class roster. MTS will report attendance issues to Tech Ops Training Management, who will notify the student's manager or supervisor. An employee's manager or supervisor is responsible for taking proper action per the Company attendance policy.
- C. MTS will complete a Form 802 roster, per the instructions included on the form, for each class they teach. Only those students who have successfully completed the course will be recorded in the LMS.
- D. Tests will be conducted as required by the course plan. The minimum score will be noted in the course plan. If the student does not pass a test, the student may retake the test after receiving remedial training, if time allows.
- E. If there is a time conflict for either the student or MTS, it will be the student and his/her supervisor's responsibility to schedule remedial training and re-testing at a time that is agreeable to both parties. In the case of out-of-station students, it may be necessary to conduct remedial training and re-testing via Virtual Instructor-Led Training (VILT).

General

- A. Course evaluation surveys may be utilized at the discretion of a Tech Ops Training manager or supervisor to monitor the adequacy of the material being presented and the ability of the MTS to relay the subject matter to the students.
- B. Course evaluation data will be utilized to improve courses and provide feedback to MTS.
- C. Course evaluations should be utilized when one of the following criteria is met:
 - 1. First time a course is conducted
 - 2. When a course is required as part of the Repair Station Training Program
 - 3. When an MTS teaches the course for the first time
 - 4. When a course has a major revision

General

- A. Course Codes will be assigned by Tech Ops Training management. No course will be recognized by the Tech Ops Training department unless a course code has been assigned to the course.
- B. Courses may be inactivated (removed from the active catalog of courses) at the discretion of the Supervisor, Program Development.
- C. Courses may be deactivated (removed from all training records) only by the Director, Tech Ops Training, Delivery and Support.
- D. A review of applicable company manuals will be conducted by the Manager, Program Development/Learning Support when course codes are revised to ensure company manuals reflect the current course codes. Manual Revision Requests will be submitted as required to revise the applicable manual(s).

General

- A. The purpose of the OJT training program is to provide a hands-on learning experience for a specific function or task. Each task is developed to meet government regulations, Company requirements or the needs of the area/shop. Not all tasks have an OJT training requirement.
- B. The OJT system is an on-line system available on the Technical Operations Training website <https://www.aatot.com/ojt/>
- C. Each OJT task is approved and entered into the system by the Sr. Manager Tech Ops Training Program Development and Learning Support or their designee. Each OJT task is required to have a documented minimum completion standard and an approved technical reference in order to ensure consistency of training.
- D. Only MTS and employees who have successfully completed an OJT Familiarization Training program can be authorized to conduct and document OJT training. Each OJT Trainer will be evaluated by the training department and authorized to only conduct training on specific tasks based on knowledge, experience and the ability to teach and determine the student's comprehension given the completion standard. OJT Trainers will be evaluated at the discretion of a Manager Tech Ops Training.
- E. The OJT system will not allow unauthorized personnel to enter OJT tasks into an employee training record. A list of authorized OJT Trainers is provided for each task on the website <https://www.aatot.com/ojt/>

NOTE: For NDT OJT requirements, refer to NDT Manual.

Task Requests and Assignments

- A. All OJT tasks must have management approval before implementation by the training department. Each OJT task must have an approved technical reference to be used by the OJT Trainer and student while performing the task. Examples of acceptable references are approved documents such as: AMM, CRM, SRM, ESO, EO, AARD, etc.
- B. Some OJT tasks are assigned for training on specific tools or industrial equipment, the acceptable reference can be the Operation Manuals that are provided with the equipment. If a request does not meet the requirements for OJT, other formalized training will be made available.
- C. Only personnel authorized by a Manager Tech Ops Training or designee can conduct OJT Training.
- D. In the event an authorized OJT trainer is not available for overseeing a task, an OJT task can be accomplished by one of the following methods:
 - 1. Task completion as observed by a Technical Operations Training MTS.
 - 2. Training received from Technical Operations Training on the applicable process or procedure.

OJT Trainer Requirements and Responsibilities

- A. Local management may determine potential OJT Trainer candidates and schedule the employee for completion of the OJT Trainer Program. Each candidate must successfully complete the OJT Trainer course and an evaluation by a member of the Technical Operations Training Department to determine their ability to teach the requested task.
- B. OJT Trainers will only be authorized to conduct training on specific tasks related to the work performed in their regular job assignments. OJT that falls within the scope of the Maintenance Training Specialist (MTS) Agreement may only be conducted by MTS.
- C. Each OJT Trainer must conduct the training with the student following the approved technical reference. The student must be able to perform the OJT task to the satisfaction of the OJT Trainer in accordance with the approved technical reference before the OJT task is entered by the OJT Trainer into the student's OJT training record.
- D. Once the OJT has been entered by the OJT Trainer, students must access the Technical Operations Training OJT System <https://www.aatot.com/ojt/> and acknowledge receiving the training to complete the OJT training process.

General

- A. The Trip Planner will be used by MTS to document itinerary, work schedule, including all training, known expenses and overtime to be approved by their supervisor prior to the commencement of travel.
- B. The Trip Planner should be completed and submitted to the supervisor as soon as possible after the assignment of the trip but no later than 3 days prior to the commencement of the trip.
- C. The Trip Planner is accessed <http://www.aatot.com/trip-planner/>.
- D. Instructions for completing the form are located with the form on the Tech Ops Training website.
- E. A copy of the Trip Planner will be attached to the employee's expense report when submitted.
- F. The supervisor will keep a copy of the Trip Planner on file for at least 12 months.

SECTION 13 MTS Pay Sheet

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General

- A. MTS will submit a Pay Sheet no later than the end of each work week (Sunday 23:59, local time).
- B. Pay sheets are accessed via the Tech Ops Training website <https://dpb-aatot.maverick.aa.com> and are completed and submitted online.
- C. Instructions for completing the form are located with the form on the Tech Ops Training website.

General

Virtual Instructor-Led Training (VILT) is a method for the delivery of instructor-led training.

Policy

- A. VILT policies and procedures will be managed and updated as necessary by TechOps Training Management (TOTM) to ensure quality and effectiveness of training relative to the training requirements set forth by the Company.
- B. Determination of the courses that can be delivered by VILT methodology will be by TOTM
- C. Class participant size will be limited to maintain delivery effectiveness. A maximum class size of 10 students is best practice, unless operational demands and customer requirements require an exception. TOTM will make the determination when exceptions apply.
- D. To ensure continued improvement of this program, a Course Evaluation (training course survey) will be issued and accomplished by the participants at a frequency determined by the TOTM.
- E. Electronic assessments may be used as determined by TOTM.
- F. VILT student and instructor environments shall be conducive for learning as determined by TOTM.
- G. VILT classes must be hosted in locations that are conducive to learning and where all necessary equipment and IT capabilities are available. Hosting locations must be approved by TOTM.
- H. VILT classes will be administered according to the requirements set forth by the TechOps Training approved Course Plan.

Procedure

- A. VILT Class Administration and Delivery.
 - 1. The Training Delivery supervisor hosting the VILT class will coordinate with other Delivery supervisors to ensure all necessary training requirements such as, scheduling, IT equipment and classroom setup necessary to meet the training needs of the stations participating in the VILT class.
 - 2. Training Delivery supervisors are responsible for VILT classes hosted within their region.
 - 3. Maintenance Training Specialist (MTS) administers and manages the entirety of the VILT class and ensures that all training objectives are met as indicated in the course plan.
 - 4. MTS will report any issues to their respective supervisor.
 - 5. For any unforeseen events that could cause disruption of the VILT class, the MTS shall communicate with the Training Supervisor for proper disposition of the occurrence.
- C. Examination/Assessments
 - 1. Electronic Examination
 - a. When an electronic examination is available, access and a link to the E-exam shall be provided to the MTS.
 - b. The MTS will administer the E-examination. Students will be given the link to access the e-exam by the MTS at the time the examination is ready to begin.
 - Note: Chat feature of a virtual meeting tool (Webex, Zoom, MS Teams) may be used to share the e-examination link.
 - 2. Paper Examination
 - a. Examination administration is the responsibility of the MTS.
 - b. TOTM will assign a proctor to hand-out and collect the test.
 - c. The examination will be provided to the assigned proctor(s). The host MTS will provide the directions and requirements for completing the examination.

SECTION 14 Virtual Instructor-Led Training

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- d. Examinations will be scored and results recorded on the Form 802 roster.
- 3. The examination process should be clearly visible and audible to the host MTS via the video capture device.
- 4. Only the registered students and proctor(s) are allowed in the training area during the examination process.