



Croatian Civil Aviation Agency

**Guidance for nominated Maintenance Post holder / Maintenance Manager / Quality Manager / Airworthiness Review Staff-ARS
(Maintenance Form 4 personnel)**



Records of revisions

Reference	Revision no	Effective date
First issue	00	15.07.2011.

List of effective pages

Page no	Revision no	Effective date
1 Records of Revisions	0	15.07.2011.
2 List of effective pages	0	15.07.2011.
3 Contents	0	15.07.2011.
4	0	15.07.2011.
5	0	15.07.2011.
6	0	15.07.2011.
7	0	15.07.2011.
8	0	15.07.2011.
9	0	15.07.2011.

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Introduction

Continuing improvement of safety standards in aircraft maintenance is achieved by a maintenance organization and an CCAA working in harmony towards a common aim. The functions of the two bodies are different, well defined, but complementary. In essence, the maintenance organization complies with the standards set through putting in place a sound and competent management structure. The CCAA working within a framework of law (statutes), sets and monitors the standards expected from operators.

The responsibilities of management related to current national regulations covering maintenance of aircraft should include at least the following five main functions:

- a. Determination of the organization's safety policy;
- b. Allocation of responsibilities and duties and issuing instructions to individuals, sufficient for implementation of company policy and the maintenance of safety standards;
- c. Monitoring of maintenance safety standards;
- d. Recording and analysis of any deviations from organization's standards and ensuring corrective action;
- e. Evaluating the safety record of the organization in order to avoid the development of undesirable trends.

Nominated post holders should, in the normal way, be expected to satisfy the CCAA that they possess the appropriate experience and training requirements which are specified below. In particular cases, and exceptionally, the CCAA may accept a nomination which does not meet the requirements in full but, in this circumstance, the nominee should be able to demonstrate experience which the CCAA will accept as being comparable and also the ability to perform effectively the functions associated with the post and with the scope of the organization's approval.

General Requirements for Maintenance Post holder / Maintenance Manager / Quality Manager / Airworthiness Review Staff-ARS (as applicable)

1. Practical experience and expertise in the application of aviation safety standards and safe operating practices;
2. Comprehensive knowledge of:
 - a. Croatian Aeronautical Regulations;
 - b. Relevant parts of maintenance requirements and procedures;
 - c. The organization's approved exposition and procedures;
 - d. The need for, and content of, the relevant parts of the AOC holder's Operations Manual;
3. Familiarity with Quality & Safety Systems;
4. Appropriate management experience in a comparable organization; and
5. Five years relevant work experience of which at least two years should be from the aeronautical industry in an appropriate position.

Specific requirements for Maintenance Post holder / Maintenance Manager / Quality Manager / Airworthiness Review Staff-ARS

Maintenance Post holder

The nominated postholder should possess the following:

1. Relevant engineering degree - Aeronautical, Mechanical, Electrical, Electronic, Avionic or other studies

- relevant to the maintenance and continuing airworthiness of aircraft/aircraft components, or
2. Aircraft maintenance technician qualification with additional education acceptable to the Authority.
 3. Thorough familiarity with the organization's Continuing Airworthiness Management Exposition.
 4. Knowledge of the relevant type(s) of aircraft.
 5. Knowledge of maintenance methods.

Maintenance Manager

The nominated Maintenance Manager should possess the following:

1. Relevant engineering degree - Aeronautical, Mechanical, Electrical, Electronic, Avionic or other studies relevant to the maintenance of aircraft/aircraft components, or
2. Aircraft maintenance technician qualification with additional education acceptable to the Authority.
3. Thorough knowledge with the organization's Maintenance Organization Exposition.
4. Knowledge of the relevant type(s) of aircraft.
5. Shall be able to demonstrate relevant knowledge, background and satisfactory experience related to aircraft or component maintenance and demonstrate a working knowledge of this part.

Quality Manager

The nominated Quality Manager should possess the following:

1. Relevant engineering degree - Aeronautical, Mechanical, Electrical, Electronic, Avionic or other studies relevant to the maintenance of aircraft/aircraft components, or
2. Aircraft maintenance technician qualification with additional education acceptable to the Authority.
3. Thorough familiarity with the organization's Maintenance Organization Exposition/Continuing Airworthiness Management Exposition.
4. Quality System Training.

Airworthiness Review Staff – ARS (M.A. Subpart G-I Organisations)

The nominated ARS should possess the following:

1. at least five years experience in continuing airworthiness- applicable for all aircraft used in commercial air transport and any other aircraft, other than balloons, above 2730 kg MTOM; **or**
2. at least three years experience in continuing airworthiness- applicable for all balloons and any other aircraft of 2730 kg MTOM and below not used in commercial air transport ;
3. an appropriate licence in compliance with Part-66 or a nationally recognized maintenance personnel qualification appropriate to the aircraft category or an aeronautical degree or equivalent, and
4. formal aeronautical maintenance training, and a position within the approved organisation with appropriate responsibilities
5. Notwithstanding points '1' to '5', the requirement laid down in paragraph 3 may be replaced by five years (paragraph1) or three years (paragraph2) of experience in continuing airworthiness additional to those already required by point 1 or 2, as applicable.

Application

The operator shall submit in written request for acceptance of the Post Holder. Request shall contain:

- Form 4

- Candidate's detail CV
- Applicable diplomas and certificates to support Form 4 and CV
- Any other document proving candidate's experience and expertise
- Non-criminal record

Evaluation

CCAA acceptance will be based on:

- Fulfilling basic and specific requirements – evaluation of received documents
- Background check – non criminal record
- Interview - understanding of the role, duties and responsibilities as post holder
- Written examination - demonstrated knowledge of the applicable regulations and procedures (if applicable)

The CCAA shall invite the candidate for the position of post holder to an interview to allow CCAA to make a decision on his or her acceptability for the role.

The interview will aim to confirm that the nominee has:

- Appropriate seniority in the organization
- Appropriate knowledge and understanding of the documents that prescribe safety standards
- Appropriate knowledge and understanding of the requirements for competence of management personnel
- Appropriate knowledge and understanding of quality systems, related principles and practices, and the role of the post holder in quality systems
- Comprehensive knowledge and understanding of safety management systems or accident prevention and flight safety program, related principles and practices, and the role of the post holder in such systems.
- Comprehensive understanding of Croatian regulations
- Comprehensive understanding of current national regulations and requirements covering maintenance of the aircraft,
- Comprehensive understanding of the EASA Part M, and
- Comprehensive understanding of the EASA Part 145

Written examination (if deemed necessary)

Candidate for the nominated position (Maintenance Post holder / Maintenance Manager / Quality Manager / Airworthiness Review Staff), shall undergo written examination, which consists of open text questions reflecting regulations knowledge and in depth knowledge regarding area of responsibility.

CCAA has the right to call additional evidence of candidate suitability before deciding upon his acceptability, including back-ground check.

Acceptance

If the candidate has satisfied all requirements and CCAA decides that he/she is suitable candidate for the position, CCAA shall sign Form 4 and inform organization by sending the original Form 4, stamped and signed. Organization shall submit revisions of applicable manuals with new names.

Set of typical questions for Maintenance Post holder, Maintenance Manager and Quality Manager (Airworthiness Review Staff excluded)

1. Is the candidate aware of the responsibility of the function he/she is applying for?
2. Who is the candidate directly / indirectly responsible to?
3. Does the candidate have the formal training on the subject of Part M / Part 145 / Quality System Management / safety Management system / other...?
4. Previous experience on the same/similar position?
5. Is the candidate able to define company's structure?
6. What regulation and requirements define duties and responsibilities for the area of continuing airworthiness and maintenance of the aircraft?
7. Are there any national regulations and requirements on that issue?
8. Is the candidate familiar with the regulation defining responsibility and duties considering the of continuing airworthiness and maintenance of the aircraft ?
9. Is the candidate familiar with the procedures from company's exposition (CAME/MOE/MOM)?
10. What is the current revision of company's exposition?
11. Who is responsible for CAME/MOE/MOM?
12. Who is responsible for maintenance and technical data?
13. Defining man power resources for the intended/approved scope of work?
14. What is Safety Management System?
15. What is organization's Safety management policy?
16. Who is responsible for the implementation of the SMS?
17. Technical occurrence reporting procedures?
18. When are Technical occurrence reports being sent?
19. Who are Technical occurrence reports being sent to?
20. In what period?
21. What regulation defines the usage of Technical occurrence reports?
22. What forms are being used for Technical occurrence reports?
23. Who issues Airworthiness Directives?
24. Who issues Service Bulletins?
25. Who approves aircraft modifications?
26. Define Continuing AW record system!
27. What is Type Certificate Dana Sheet?
28. What is Technical log system?
29. Who approves Technical log system?
30. What is Minimum Equipment List (MEL)?
31. Who approves/issues MEL?
32. What is Master Minimum Equipment List (MMEL)?
33. Who approves/issues MMEL?

Set of typical questions for Maintenance post holder

1. CAMO organization's approve scope of work?
2. Difference between Part MG and Part MG+I?
3. Difference between EASA Form 15 a and EASA Form 15 b?
4. Conditions for the extension EASA Form 15a/15b?
5. Who is authorized to issue/extend Form 15a?
6. Who is authorized to issue/extend Form 15b?
7. What is ARC?
8. What is the recommendation for the issuance of the ARC?
9. Who makes the recommendation for the issuance of the ARC?

Set of typical questions for Maintenance Manager

1. Part 145 organization's approve scope of work?
2. What is CRS?
3. Who is authorized to sign CRS?
4. Define Certifying staff?!
5. What is a company authorization?
6. What tools and equipment a maintenance organization is allowed to use?
7. What kind of technical documentation a maintenance organization is allowed to use?
8. Line station procedures in MOE?
9. Communication between line station and HQ?
10. Procedures of ensuring tools and equipment for the line station?
11. What parts can be installed on the aircraft?
12. What is EASA Form 1?
13. What forms are equivalent to EASA Form 1?
14. Is the candidate familiar with part acceptance and storage procedures?
15. One-off authorization procedures?

Set of typical questions for Airworthiness review Staff

1. Who does the Airworthiness review in CAMO?
2. Under what conditions is a CAMO allowed to perform Airworthiness Review?
3. How is Physical survey of the aircraft being done? Who performs physical survey?
4. How does ARS documents that the physical survey has been carried out and found satisfactory?
5. What does the AWR consists of?
6. What documents are being reviewed during the AWR?
7. What is Life limited part LLP?
8. Define "Without loss of continuity of the airworthiness review pattern"!

9. When the airworthiness review certificate (EASA Form 15b) or the recommendation for the issue of the Airworthiness review certificate (EASA Form 15a) can only be issued? By whom?
10. Who does the CAMO send the information about issuance/extension of the ARC (15a/15b) send to? When?

Set of typical questions for Quality Manager

1. What are phases of the Audit process?
2. Who is initiating the audit?
3. To whom does the QM send the audit report ?
4. To whom does the QM send the audit findings?
5. Who is responsible for closure of the audit findings?
6. What forms and checklists are used during the audit process?
7. Who is responsible for the audit plan?
8. Who is auditing the Quality part of the organization?
9. How is the independence of the audit process ensured?