



FLYING COLOURS AVIATION

CASR PART 145 APPROVED MAINTENANCE ORGANISATION EXPOSITION

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2.6 USE OF TOOLING AND EQUIPMENT BY EMPLOYEES	20	21 Oct 2020
2.6.1 Determining tool serviceability prior to issue	20	21 Oct 2020
2.6.2 Training and certification of employees in the use of tools and equipment	20	21 Oct 2020
2.6.3 Personal (own) instrument / tool control	20	21 Oct 2020
2.6.4 Company Owned Tooling	26	25 Jan 2024
2.6.5 Loan tool control and audit	20	21 Oct 2020
2.6.6 Missing Tool Procedure	29	09 Mar 2025
2.7 CLEANLINESS STANDARDS OF MAINTENANCE FACILITIES	7	24 Mar 2016
2.7.1 General	7	24 Mar 2016
2.7.2 "Foreign Object" exclusion program	7	24 Mar 2016
2.7.3 Cleaning program - individual responsibilities - Timescales	7	24 Mar 2016
2.7.4 Waste material disposal	7	24 Mar 2016
2.7.5 Segregation of working spaces	26	25 Jan 2024
2.7.6 Dust suppression in the workspace	29	09 Mar 2025
2.8 INSTRUCTIONS FOR CONTINUING AIRWORTHINESS (ICA)	21	24 Feb 2021
2.8.1 General	21	24 Feb 2021
2.8.2 Control of Information	27	10 Sept 2024
2.8.3 Uncontrolled ICA	21	24 Feb 2021
2.8.4 ICA Availability	21	24 Feb 2021
2.8.5 Amendment procedures for Flying Colours Aviation manuals	26	25 Jan 2024
2.8.6 Company Instructions	29	09 Mar 2025
2.9 REPAIR PROCEDURE	7	24 Mar 2016
2.9.1 Company policy - (internal/external - sources of repair approval)	7	24 Mar 2016
2.9.2 Company approval - scope of work - limitations and conditions	7	24 Mar 2016
2.9.3 Control system for fabrication of aeronautical products in the course of maintenance, processing and inspection	7	24 Mar 2016
2.9.4 Work-flow Process overview	7	24 Mar 2016
2.10 AIRWORTHINESS DIRECTIVES PROCEDURES	7	24 Mar 2016
2.10.1 Airworthiness Directives	7	24 Mar 2016
2.10.2 Airworthiness Directive (AD) response procedure - (terminating action / inspection)	7	24 Mar 2016
2.10.3 Records of AD compliance and certification	7	24 Mar 2016
2.10.4 Repetitive AD requirements - (inspection control)	7	24 Mar 2016
2.11 OPTIONAL MODIFICATION PROCEDURE	7	24 Mar 2016
2.11.1 Modification control - (requirements and approval)	7	24 Mar 2016
2.12 MAINTENANCE DOCUMENTATION IN USE AND ITS COMPLETION	30	31 May 2025
2.12.1 Maintenance Documentation	30	31 May 2025
2.12.2 Completion of all maintenance Hangar Supervisor	29	09 Mar 2025
2.12.3 Aeronautical Product	30	31 May 2025
2.12.4 Recording of maintenance activity	31	02 Sept 2025
2.12.5 Supplying the FCA work pack to the CAMO	27	10 Sept 2024
2.13 TECHNICAL RECORDS CONTROL	21	24 Feb 2021
2.13.1 Technical Records Control	21	24 Feb 2021
2.13.2 System for control, storage, archive and retrieval (paper or computer based)	21	24 Feb 2021
2.13.3 Record keeping systems – essential records	21	24 Feb 2021
2.13.4 Disposal of records – transfer of Aircraft	21	24 Feb 2021
2.13.5 Lost or destroyed records	21	24 Feb 2021



2.13.6 Provision of maintenance records to operator	28	09 Jan 2025
2.13.7 Electronic Information Back Up procedure	21	24 Feb 2021
2.14 RECTIFICATION OF DEFECTS ARISING DURING BASE MAINTENANCE	7	24 Mar 2016
2.14.1 Recording defects	7	24 Mar 2016
2.14.2 Deferral of Maintenance	7	24 Mar 2016
2.14.3 Recording and sign-off of defects	7	24 Mar 2016
2.15 MAINTENANCE CERTIFICATION AND CERTIFICATE OF RELEASE TO SERVICE	20	21 Oct 2020
2.15.1 Certificate of Release to Service for Aircraft and Aeronautical Product	29	09 Mar 2025
2.15.2 Certificate of Release to Service for Aeronautical Product	29	09 Mar 2025
2.15.3 Error(s) on an ARC	20	21 Oct 2020
2.15.4 Certification for maintenance – LAME	27	10 Sept 2024
2.15.5 AME recording of maintenance action completed under supervision	26	25 Jan 2024
2.16 RECORDS FOR TEHE OPERATOR	27	10 Sept 2024
2.17 REPORTING OF DEFECTS TO CASA/ OPERATOR/ MANUFACTURER	20	21 Oct 2020
2.17.1 Major Defects in Relation to Aircraft	20	21 Oct 2020
2.17.2 Major Defects in Relation to Aeronautical Product	20	21 Oct 2020
2.17.3 Person Responsible for Reporting	29	09 Mar 2025
2.17.4 CAMO out of calibration tooling report	20	21 Oct 2020
2.18 RETURN OF DEFECTIVE AERONAUTICAL PRODUCTS TO STORE	5	23 Jan 2014
2.19 DEFECTIVE AERONAUTICAL PRODUCTS TO OUTSIDE CONTRACTORS	5	23 Jan 2014
2.20 CONTROL OF COMPUTER MAINTENANCE RECORDS SYSTEM	5	23 Jan 2014
2.21 MAN-HOUR PLANNING VERSUS SCHEDULED MAINTENANCE	26	25 Jan 2024
2.21.1 Fatigue Management Considerations	29	09 Mar 2025
2.22 CONTROL PROCEDURES FOR CRITICAL TASKS	24	May 2023
2.22.1 Critical Maintenance Tasks	24	May 2023
2.22.2 D3/ ASR Critical Maintenance Tasks	31	02 Sept 2025
2.22.3 A1/ LAME Critical Maintenance Task	30	31 May 2025
2.22.4 D3/ ASR Critical Maintenance Task	24	May 2023
2.22.5 Surface Refinishing	28	09 Jan 2025
2.22.6 Critical Milestone Checkpoints	28	09 Jan 2025
2.22.7 Aircraft FOD Checks	27	10 Sept 2024
2.22.8 A1 / LAME Critical Maintenance Task Process	27	10 Sept 2024
2.22.9 Critical Control System Maintenance	27	10 Sept 2024
2.22.10 Simultaneous Maintenance Tasks	24	May 2023
2.22.11 Company Identified LAME Critical Maintenance Tasks	24	May 2023
2.22.12 A1 / LAME Maintenance FOD Checks	24	May 2023
2.22.13 Independent Verification – Inspection and Certification Procedures	24	May 2023
2.22.14 D3/ ASR Critical Maintenance	27	10 Sept 2024
2.22.15 Critical Milestone Checkpoints	27	10 Sept 2024
2.23 SPECIFIC MAINTENANCE PROCEDURES	27	10 Sept 2024
2.23.1 NDT	18	25 Nov 2019
2.23.2 Aircraft Towing	27	10 Sept 2024
2.23.3 Handling and Control of Waste Materials	18	25 Nov 2019
2.23.4 Working away from the Main Base	18	25 Nov 2019
2.23.5 Maintenance Supervision Requirements	18	25 Nov 2019
2.23.6 Identifying When Not to Operate Controls or Actuating Devices	18	25 Nov 2019
2.23.7 Engine Ground Running	26	25 Jan 2024
2.24 PROCEDURES TO DETECT AND RECTIFY MAINTENANCE RECORDS	18	25 Nov 2019



2.24.1 Aims and objectives of error management system	18	25 Nov 2019
2.24.2 Responsibilities	29	09 Mar 2025
2.24.3 Documents and Process	29	09 Mar 2025
2.24.4 Corrective Actions	29	09 Mar 2025
2.25 SHIFT / TASK HANDOVER PROCEDURES	27	10 Sept 2024
2.26 PROCEDURES FOR MAINTENANCE DATA	21	24 Feb 2021
2.26.1 Definition of Maintenance Data Ambiguities	21	24 Feb 2021
2.26.2 Responsible Person for Coordination of Reporting and Remedial Actions	21	24 Feb 2021
2.26.3 Method of internal Reporting of Maintenance Data Ambiguities	27	10 Sept 2024
2.26.4 Methods of External Reporting of Maintenance Data Ambiguities to the Appropriate CAMO and Authors of that Data	27	10 Sept 2024
2.26.5 Feedback to Employees and Implementation of Corrective Actions	29	09 Mar 2025
2.27 PRODUCTION PLANNING PROCEDURES	18	25 Nov 2019
2.27.1 Production Planning Procedures	28	09 Jan 2025
2.27.2 Logistics	28	09 Jan 2025
2.27.3 Production Planning	28	09 Jan 2025
2.27.4 Maintenance Facility Visit Plan Procedure	18	25 Nov 2019
2.27.5 Operators Maintenance Program Procedure	28	09 Jan 2025
2.27.6 Preparation of Task Cards and Worksheets Procedure	18	25 Nov 2019
2.27.7 Damage Control & Reporting Procedure	18	25 Nov 2019
2.27.8 Control of Maintenance Data Procedure	18	25 Nov 2019
2.27.9 Receipt of Unscheduled Work Procedure	26	25 Jan 2024
2.27.10 Shift Handover	18	25 Nov 2019
Part L2 ADDITIONAL LINE MAINTENANCE PROCEDURES	23	Dec 2022
L2.1 Control of Aeronautical Products, Tools, Equipment, etc.	26	25 Jan 2024
L2.2 Procedures Related to Servicing / Fuelling / De-Icing Etc.	23	Dec 2022
L2.3 Control Of Defects and Repetitive Defects	28	09 Jan 2025
L2.4 Procedure For Completion of Operator Technical Log	23	Dec 2022
L2.5 Procedure for Pooled Parts and Loan Parts	26	25 Jan 2024
L2.6 Return of Defective Parts Removed From Aircraft	23	Dec 2022
L2.7 Procedure for Control of Critical Tasks	23	Dec 2022
Part 3 QUALITY AND SAFETY MANAGEMENT	5	23 Jan 2014
3.1 QUALITY MANAGEMENT SYSTEMS	14	19 Sept 2018
3.1.1 Objectives	14	19 Sept 2018
3.1.2 Independent Surveillance and Quality Audits	29	09 Mar 2025
3.1.3 Remedial Corrective and Preventative Actions and Feedback and Change	29	09 Mar 2025
3.1.4 Identification, Legibility, Storage, Protection, Archiving, Retrieval and Retention of Records	31	02 Sept 2025
3.1.5 Regular Reviews of Quality Management System Subparagraph 145.A.65 (c) 4 of the Part 145 MOS	14	19 Sept 2018
3.1.6 Suppliers and Sub-Contractor Audits	29	09 Mar 2025
3.2 QUALITY AUDIT OF ORGANISATION PROCEDURES	14	19 Sept 2018
3.2.1 FCA Quality Audit Plan	14	19 Sept 2018
3.2.2 Definition of the Quality System	14	19 Sept 2018
3.2.3 Independent Surveillance and Quality Audits	14	19 Sept 2018
3.2.4 Independent Access to Accountable Manager	14	19 Sept 2018
3.2.5 Composition and Functions of Quality Management Group	14	19 Sept 2018
3.2.6 Annual Review of Maintenance Procedures	14	19 Sept 2018
3.2.7 Audit Program – Adequate and Satisfactory Facilities	14	19 Sept 2018
3.2.8 Audit of Suppliers and Subcontractors	29	09 Mar 2025
3.3 QUALITY AUDIT OF AIRCRAFT (AND/ OR AERONAUTICAL PRODUCTS)	20	21 Oct 2020
3.3.1 Scope of Maintenance	20	21 Oct 2020



3.3.2 Audit Program	20	21 Oct 2020
3.3.3 The Audit	20	21 Oct 2020
3.3.4 Corrective Action	29	09 Mar 2025
3.3.5 Auditing Methods	20	21 Oct 2020
3.4 QUALITY AUDIT REMEDIAL ACTION PROCEDURE	29	09 Mar 2025
3.4.1 Quality Audit Report	27	10 Sept 2024
3.4.2 Risk Assessment	29	09 Mar 2025
3.4.3 Quality Audit Feedback	29	09 Mar 2025
3.5 CERTIFYING EMPLOYEES – QUALIFICATIONS AND TRAINING	24	May 2023
3.5.1 Experience, Training, and competence requirements	29	09 Mar 2025
3.5.2 Examination, Test or Assess Procedure	26	25 Jan 2024
3.5.3 Continuation Training Procedures	24	May 2023
3.5.4 Qualifying Subcontractor's Personnel (If Applicable)	26	25 Jan 2024
3.5.5 Authorisations Issue and Renewal Procedures	27	10 Sept 2024
3.5.6 Duration of an Authorisation	24	May 2023
3.6 CERTIFYING EMPLOYEE RECORDS	16	18 Apr 2019
3.6.1 Register of Certifying Employee's	29	09 Mar 2025
3.7 QUALIFYING AUDIT EMPLOYEES	6	14 Jan 2015
3.7.1 The Auditor	6	14 Jan 2015
3.7.2 Experience and Qualifications	6	14 Jan 2015
3.7.3 Assessment of the Auditor	6	14 Jan 2015
3.8 MANUFACTURERS AND OTHER MAINTENANCE WORKIKNG TEAMS	5	23 Jan 2014
3.8.1 Source of Work	5	23 Jan 2014
3.8.2 Audit	5	23 Jan 2014
3.8.3 Authorisation of Personnel	5	23 Jan 2014
3.8.4 Systems for Control	5	23 Jan 2014
3.8.5 Working Instructions and Procedures	5	23 Jan 2014
3.8.6 Control of Documentation	5	23 Jan 2014
3.8.7 Certification	5	23 Jan 2014
3.9 HUMAN FACTORS TRAINING PROCEDURES	13	12 Apr 2018
3.9.1 Human Factors General	13	12 Apr 2018
3.9.2 Initial Training	13	12 Apr 2018
3.9.3 HF Training	13	12 Apr 2018
3.9.4 Training Syllabus for Initial Human Factors Training	13	12 Apr 2018
3.9.5 Human Factors Continuation Training	13	12 Apr 2018
3.9.6 Training Providers	13	12 Apr 2018
3.10 COMPETENCE ASSESSMNT OF EMPLOYEES	5	23 Jan 2014
3.10.1 Competency Assessment	27	10 Sept 2024
3.10.2 Assessment Events	5	23 Jan 2014
3.10.3 Consideration of Evidence as Part of Assessment Events	5	23 Jan 2014
3.10.4 Assessment Records	5	23 Jan 2014
3.10.5 Drug and Alcohol Management Plan	5	23 Jan 2014
3.11 SAFETY MANAGEMENT SYSTEMS (SMS)	5	23 Jan 2014
Part 4 OPERATIONS	5	23 Jan 2014
4.1 CONTRACTED OPERATORS	20	21 Oct 2020
4.2 OPERATOR PROCEDURES AND DOCUMENTATION	5	23 Jan 2014
4.3 OPERATOR RECORDS COMPLETION	5	23 Jan 2014
4.3.1 Completing Operator's Log Books	29	09 Mar 2025
4.3.2 Keeping a Copy of Maintenance Records	5	23 Jan 2014
Part 5 TRAINING AND ASSESSMENT	24	May 2023
5.1 FACILITIES	21	24 Feb 2021
5.1.1 Training Facilities	26	25 Jan 2024
5.1.2 Instructional Equipment	21	24 Feb 2021



5.13 Maintenance Training Material	21	24 Feb 2021
5.2 PERSONNEL	5	23 Jan 2014
5.2.1 The Training Officer	5	23 Jan 2014
5.2.2 The Responsible Manager	5	23 Jan 2014
5.2.3 The Quality Manager's Role	5	23 Jan 2014
5.2.4 Personnel Responsible for Training Management	5	23 Jan 2014
5.2.5 Trainers	5	23 Jan 2014
5.2.6 Assessors	5	23 Jan 2014
5.2.7 Records of Trainers and Assessors	5	23 Jan 2014
5.3 TRAINING AND ASSESSMENT PROCEDURES	24	May 2023
5.3.1 General	27	10 Sept 2024
5.3.2 Training Requirements for Company Authorisation Assessment	26	25 Jan 2024
5.3.3 Training Material	24	May 2023
5.3.4 Training Subjects	27	10 Sept 2024
5.3.5 Gaining Experience	24	May 2023
5.3.6 Assessments	31	02 Sept 2025
5.3.7 Security of Assessments	24	May 2023
5.3.8 Competencies	24	May 2023
5.3.9 Continuation Training	28	09 Jan 2025
5.3.10 Company Authorisations	24	May 2023
5.3.11 Assessment Sheets	24	May 2023
5.3.12 Requirements	31	02 Sept 2025
5.3.13 Company Employee Training and Assessment Required Subjects	29	09 Mar 2025
5.4 TRAINING SOURCING AND QUALITY CONTROL	13	12 Apr 2018
5.5 AUTHORISATION AND REPORTING	5	23 Jan 2014
5.5.1 Authorisation Issue Procedures	27	10 Sept 2024
5.6 RECORDS	21	24 Feb 2021
5.6.1 Student Records	29	09 Mar 2025
5.6.2 Retention Periods	21	24 Feb 2021
5.6.3 Retained Documents	21	24 Feb 2021
5.6.4 Storage and Destruction of Documents	21	24 Feb 2021
Part 6 APPENDICES	5	23 Jan 2014
6.1 LIST OF DOCUMENTS	26	25 Jan 2024
6.2 LIST OF SUBCONTRACTORS	27	10 Sept 2024
6.3 LIST OF LINE MAINTENANCE LOCATIONS	23	Dec 2022
6.4 LIST OF CONTRACTED PART 145 ORGANISATIONS	5	23 Jan 2014
6.5 PROVISION OF MAINTENANCE SERVICES FOR AIRCRAFT UNDER THE CAR 1988 REQUIREMENTS	27	10 Sept 2024
6.5.1 Accountable Manager	24	May 2023
6.5.2 Final Certification and Maintenance Release Authorisations Line Maintenance	27	10 Sept 2024
6.5.3 System of Certification of Completion of Maintenance	24	May 2023
6.5.4 Issue of a Maintenance Release	24	May 2023
6.5.5 Flight Control System Inspections and Certification	24	May 2023
6.5.6 Occurrence and Major Defect Reporting	24	May 2023
6.5.7 Maintenance Service Record	24	May 2023
6.6 COMPLIANCE MATRIX	20	21 Oct 2020



o PREFACE

o.1 AMO DETAILS

This exposition has been developed to meet the Civil Aviation Safety Regulations 1998 (CASR) Part 145 Approved Maintenance Organisation exposition requirements

AMO approval certificate reference number: 1-W7D4Z

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0.2 AMENDMENT RECORD

Amendment #	Date	Amendment Details
Version 1	14/06/13	Initial Issue
V1 Revision 1	19/07/13	Changes to Key Personnel in 1.3 & amendment record at 0.2.
V1 Revision 2	04/10/13	0.2 - 1.5.1 - 1.5.2 - 1.7.1.1 - 2.15 - 2.16 - 3.5.3 - 5.3.6 - 5.3.10.1
V1 Revision 3	17/12/13	0.2- 1.2 - 2.5 - 2.6 - 2.24
V1 Revision 4	03/09/14	0.2 - 1.3.14 - 1.3.3.1 - 1.3.3.6 - 1.3.5.2 - 1.3.5.7, 1.3.5.8 - 1.3.5.9 - 1.3.5.10 - 1.3.5.11 - 1.4 - 1.7.1.1 - 2.2.5 - 2.12.2 - 2.2.13- 2.3.12 - 2.14.1 - 2.17 - 2.22.1 - 5.3.4 - 6.1
Version 6	07/01/15	Manual revision status re-defined (V1 Rev 5, re-defined as Version 6) 0.2, 1.3.2.5, 2.3.1, 2.8.6, 3.7.2
Version 7	08/02/16	0.2, 0.3, 1.1, 1.3.2.5, 1.3.5.1, 1.3.5.11, 1.4, 1.5.1, 1.5.2, 1.6, 1.6.1, 1.6.2, 1.7.1, 1.8.1, 1.9.3, 1.9.4, 1.9.5, 1.10, 1.11.2, 2.1.6, 2.2.1, 2.3.8, 2.4.4, 2.4.5, 2.5.5, 2.5.6, 2.4.7.2, 2.7.5, 2.8.1, 2.8.5, 2.9.4 (added subsection), 2.10.1, (2.10.2, 2.10.3, 2.10.4 added), 2.11.1, 2.12.1, 2.12.5, 2.13.7, 2.12.1, 2.12.2, 2.12.4, 2.14.1, 2.15.1, 2.22.1, 2.22.2, 2.23, 2.27.9, 3.5.1, 3.5.3, 3.5.4, 3.6.1, 5.3.1, 5.3.2, 5.3.4, 5.3.5, 5.3.9, 5.3.10, 5.3.13, 6.1, 6.5 (Section Added)
Version 8	18/07/16	0.2, 1.8
Version 9	01/03/17	0.2, 1.11.1, 1.11.3, 2.12.1, 2.12.2, 2.12.3, 2.12.4, 2.13.2, 5.6.1, 5.3.9, 5.3.13, 6.3
Version 10	16/05/17	0.1, 0.2, 1.3.3.5, 1.7.1.3, 1.7.4, 1.8.1, 1.11.1, 5.1.1
Version 11	27/10/17	0.2, 1.3, 1.3.5.1, 1.4, 1.6, 1.8.1, 2.21, 2.23.3.1 to 2.23.3.6 (inclusion), 2.23.6 (inclusion) SC
Version 12	14/12/17	0.2, 2.1.2, 2.1.5, 2.2.1, 2.2.2, 2.2.5, 2.2.6, 2.2.8, 2.3.6, 2.3.8, 2.3.9, 2.3.10, 2.3.11, 2.3.12, 2.4.6, 2.5.5, 2.5.7, 2.6.3, 2.6.4, 2.12.2, 2.22.1, 2.22.2, 2.22.3, 2.23.7, 3.9, NSC
Version 13	19/03/18	0.2, 1.3.1.4, 1.3.2.5, 1.3.3.5, 1.3.4.5, 1.3.5.1, 1.3.5.3, 1.3.5.5, 1.3.5.6, 1.3.5.7, 1.3.5.8, 1.3.5.9, 1.3.5.10, 1.6.2, 1.11.3, 2.6.6, 2.8.6, 2.12.1, 2.15.3, 2.21, 2.21.1, 3.5.4, 3.9.3, 5.4,
Version 14	04/09/18	0.2, 0.2.1, 0.3, 1.3.5.7, 1.3.5.8, 1.5.1, 1.5.3, 1.8.1, 1.8.3, 1.9.2, 1.9.5, 1.10, 2.1.2, 2.1.3, 2.2.1, 2.2.2, 2.6.4, 2.3.1, 2.8.2, 2.21.1, 2.23.1, 2.27.7, 2.27.9, 3.1.4, 3.2.1, 3.4.2,
Version 6	14/12/18	0.2, 0.3, 0.4, 1.3.2.5, 1.3.5.1, 1.7.1.1, 1.7.1.2, 2.1.1, 2.1.3, 2.1.5, 2.2.5, 2.3.7, 2.6.6, 2.12.2, 3.1.6, 4.1, 5.3.6,
Version 7	16/04/19	0.2, 1.3.5.5, 1.7.1.3, 1.7.4, 2.2.5, 2.2.8, 2.13.1, 2.8.2, 2.13.4, 2.17, 2.22.1, 2.26.2, 2.26.5, 3.6.1, 6.1,
Version 8	02/05/19	0.2, 1.3.1.6, 1.3.2.5, 1.3.2.6,
Version 9	11/11/19	0.2, 1.3.1, 1.3.5, 1.3.5.1, 1.6.2, 1.7.1, 1.8.1, 2.12.1 through 2.12.3, 2.17, , 2.21, 2.23.8, 2.24.2, through 2.24.4, 2.2.5, 2.27.6, 2.27.9,
Version 10	12/12/19	0.2, 1.3.5.2, 1.5.2, 1.5.3, 1.7.1.1, 1.8.1, 1.11.1, 2.12.5, 2.8.3, 2.12.5,
Version 11	21/10/20	. 2, . 4, 1.3.5.1, 1.5.1-1.5.2, 1.7.4, 2.2.5, 2.6.4, 2.8.6, 2.12.4, 2.15.4, 2.17, 2.22-2.22.5, L2.1- L2.7, 3.1.2, 3.3.4, 4.1, 6.1-6.3, 6.6 and Appendix 1
Version 12	23/12/20	0.2, 0.4, 1.3 (SC), 1.3.5.2, 1.3.5.4, 1.5.1, 1.5.3, 1.6.2, 1.11.3, 2.2.5, 2.2.8, 2.4.6, 2.5.5-7, 2.8.2, 2.13.2-3, 2.13.4, 2.13.7, 2.21.1, 2.26.2, 3.5.4, 5.1.1, 5.6.1, 6.1
Version 13	16/12/21	0.2, 1.3
Version 14	19/12/22	0.2, 1.3, 1.3.2.5, 1.5.1, 1.7.2, 1.8.1, 1.8.1.2, 1.9.3, Part L2, L2.1, L2.2, L2.3, L2.4, L2.5, L2.6, L2.7, 6.3, 3.9.3, 3.9.4, 1.3.5.2
Version 15	May-23	0.1, 0.2.1, 1.3.2, 1.3.5.7, 1.3.5.8, 1.3.5.9, 1.3.5.10, 1.5, 1.7.2, 1.8, 2.22.3, 5.1.1, 5.3.1, 5.3.6, 5.3.9, 5.3.10, 5.3.10.2, 5.3.13, 6.5,
Version 16	Sept-23	0.1, 0.2, 1.3
Version 17	14/12/18	0.2, 0.3, 0.4, 1.3.2.5, 1.3.5.1, 1.7.1.1, 1.7.1.2, 2.1.1, 2.1.3, 2.1.5, 2.2.5, 2.3.7, 2.6.6, 2.12.2, 3.1.6, 4.1, 5.3.6,
Version 18	16/04/19	0.2, 1.3.5.5, 1.7.1.3, 1.7.4, 2.2.5, 2.2.8, 2.13.1, 2.8.2, 2.13.4, 2.17, 2.22.1, 2.26.2, 2.26.5, 3.6.1, 6.1,
Version 19	02/05/19	0.2, 1.3.1.6, 1.3.2.5, 1.3.2.6,
Version 20	11/11/19	0.2, 1.3.1, 1.3.5, 1.3.5.1, 1.6.2, 1.7.1, 1.8.1, 2.12.1 through 2.12.3, 2.17, , 2.21, 2.23.8, 2.24.2, through 2.24.4, 2.2.5, 2.27.6, 2.27.9,
Version 21	12/12/19	0.2, 1.3.5.2, 1.5.2, 1.5.3, 1.7.1.1, 1.8.1, 1.11.1, 2.12.5, 2.8.3, 2.12.5,
Version 22	21/10/20	. 2, . 4, 1.3.5.1, 1.5.1-1.5.2, 1.7.4, 2.2.5, 2.6.4, 2.8.6, 2.12.4, 2.15.4, 2.17, 2.22-2.22.5, L2.1- L2.7, 3.1.2, 3.3.4, 4.1, 6.1-6.3, 6.6 and Appendix 1
Version 23	23/12/20	0.2, 0.4, 1.3 (SC), 1.3.5.2, 1.3.5.4, 1.5.1, 1.5.3, 1.6.2, 1.11.3, 2.2.5, 2.2.8, 2.4.6, 2.5.5-7, 2.8.2, 2.13.2-3, 2.13.4, 2.13.7, 2.21.1, 2.26.2, 3.5.4, 5.1.1, 5.6.1, 6.1
Version 24	16/12/21	0.2, 1.3
Version 25	19/12/22	0.2, 1.3, 1.3.2.5, 1.5.1, 1.7.2, 1.8.1, 1.8.1.2, 1.9.3, Part L2, L2.1, L2.2, L2.3, L2.4, L2.5, L2.6, L2.7, 6.3, 3.9.3, 3.9.4, 1.3.5.2
Version 26	25/01/24	Entire Manual reformatted/ page changes (removed MAAT Formatting throughout), Addition of Scope, Change to Peer Review Process, Removal of deleted forms, Addition of forms / Register numbers to improve oversight, internal audit finding updated carried out. Removal of hangar 4
Version 27	10/09/24	CASA Audit Findings

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Version 28	09/01/25	Qantas Audit findings, update position of Production Manager to Production Planner, update ops notice procedure, stores continuation training changes, AM review updated..
Version 29	09/03/25	Addition of Safety Culture – SMS/ QM rewrite
Version 30	31/05/25	Addition of repairs vs major paint procedures
Version 31	02/09/25	Additional training info and positions added for internal training, duplicate inspection for aircraft markings updated, Form 446 Training feedback form and Form 367 updated, 2.12.4 calibrated tooling form updated to correct form, deputizing of AM position timeframe changed to align with Sig change timelines as advised by CASA,

0.2.1 Amendment Procedure

The Quality Manager manages changes to this exposition. Each amendment of this document will be issued electronically as a full revision and IAW 1.11.

The Exposition will be reviewed annually through the company audit schedule located in the electronic file storage program. A complete version of the exposition at each amendment status is to be maintained electronically. All documents and records related to amendment of this exposition are to be retained by the QM electronically in the company electronic file storage system and a hard copy in the MOE Copy 1 folder located in the QM office.

All pages will show at the header or footer of the page number and the latest manual version to ensure accuracy while the LOEP will identify the page number, version number and date of last amendment for each section.

0.3 DISTRIBUTION LIST

Copy No.	Holder	Copy Type
1	Quality Manager	Hard Copy & Monday update
2	CASA	Electronic (PDF)
3	Production planner	Hard Copy
4	Quality Manager	Electronic (Electronic data storage system)
5	Project Manager	Intranet

Additional uncontrolled copies of the Exposition may be forwarded to other organisations and contracting CAMO IAW individual contractual arrangements and at the AM discretion.

0.4 ABBREVIATIONS, ACRONYMS AND DEFINITIONS

Abbreviation	Description
AC	Advisory Circular- <i>An external Civil Aviation Safety Authority (CASA) publication consisting of non-regulatory material of a policy, guidance, or informational nature.</i>
AD	Airworthiness Directive- <i>An Airworthiness Directive (commonly abbreviated as AD) is a notification to owners and operators of certified aircraft that a known safety deficiency with a particular model of aircraft, engine, avionics or other system exists and must be corrected.</i>
AM	Accountable Manager Refer 1.3.1
AMC	Acceptable Means of Compliance - <i>An Acceptable Means of Compliance (AMC) explains how one or more requirements of the Civil Aviation Safety Regulations 1998 (CASRs) for the issue of a certificate, licence, approval or other authorisation, can be met by an individual or organisation applying to Civil Aviation Safety Authority (CASA) for the authorisation.</i>
AMO	Aircraft Maintenance Organisation- <i>A CASA approved organisation that is permitted to conduct aircraft maintenance within the scope of the AMOC</i>
AMOC	Aircraft Maintenance Organisation Certificate- <i>The certificate granted to a Part 145 organisation providing such details as scope, location(s), and time frame of the certificate.</i>
AMP	Aircraft Maintenance Programme- <i>Prepared by the operator and approved by CASA the AMP is based on the OEM Maintenance Planning Document, the Maintenance Review Board Report documents and other additional information. The operator/owner of the aircraft must propose to CASA the final Aircraft Maintenance Program applicable to the aircraft or aircraft fleet.</i>
AQTF	Australian Quality Training Framework- <i>The Australian Quality Training Framework (AQTF) is the national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training system.</i>
ARC	Authorised Release Certificate- <i>The purpose of the ARC is to identify airworthiness and eligibility status</i>



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	of an aeronautical product.
ASR	Aircraft Surface RefinisherRefer 1.3.5
Base Maintenance	Maintenance identified in Section 1.8 of this manual subject to change from time to time.
CAAP	Civil Aviation Advisory Publication- Provide guidance and information in a designated subject area, or show a method acceptable to an authorised person or CASA for complying with a related Regulation. CAAPs should always be read in conjunction with the referenced regulations.
CAMO	Continuing Airworthiness Management Organisation- A CAMO is an organisation CASA approves, in accordance with CASR 42 Subpart G, to manage the continuing airworthiness of aircraft. A CAMO approval does not allow the organisation to carry out maintenance.
Complex paint work	Any work carried out that takes longer than 24 hours and requires any aircraft stripping – not a minor repair
CAR	Civil Aviation Regulations (1988)- The CASA Regulations that are to be complied with whenever FCA conducts maintenance activity under the CAR 30 Certificate of Approval.
CAR	Corrective Action Request- An internal form that enables the person to issue a form identifying a problem to a responsible person (as detailed in this Exposition) for the area of concern.
CASA	Civil Aviation Safety Authority
CASR	Civil Aviation Safety Regulations (1998)- The CASA Regulations that are to be complied with whenever FCA conducts maintenance activity under the Part 145 AMOC.
Critical Maintenance Task (CMT)	CMT - Within this Exposition, a task identified by FCA as requiring additional scrutiny and certification due to its potential impact on aircraft safety as a requirement of regulations, WH&S, business efficiencies etc. Refer to Section 2.22.
C of C	Certificate of Conformance- Is terminology used to describe certificate issued by the manufacturer of a standard part, stating that the part conforms to a stated industry standard or specification (general parlance).
CRS	Certificate of Release to Service- A <i>certificate of release to service</i> can be issued for an aircraft or aircraft component. The <i>certificate of release to service</i> is a verification that all relevant maintenance has been carried out in accordance with the applicable maintenance data and there are no non-compliances with the applicable maintenance data.
DAMP	Drug and Alcohol Management Program- is an integrated system which organisations must develop and implement under Part 99 of the Civil Aviation Safety Regulations (CASRs). The aim of the DAMP is to provide a framework for organisation to assess and manage their own risks in relation to the use of drugs and alcohol in their workplace.
Electronic Storage System	The type of electronic data storage system is managed by the Project Manager and may change from time to time. It is normally a file hosting service that offers cloud storage, file synchronization, and client software. The system is accessed by FCA computers and may also be accessible through a website and mobile phone applications. Information is backed up automatically with disaster control.
ESD	Electrical Static Discharge- is the release of static electricity when two objects come into contact
Essential Aircraft Records	Those aircraft records or documents required to be retained by the operator as identified in the regulations as subject to change from time to time
FCA	Flying Colours Aviation
FOD	Foreign Object Damage/Debris- Rags, pieces of paper, line, articles of clothing, nuts, bolts, or tools that, when misplaced or caught by air currents normally found around aircraft operations (jet blast, rotor or prop wash, engine intake), cause damage to aircraft systems or weapons or injury to personnel.
GM	General Manager
GM	Guidance Material- <i>Guidance Material (GM) provides explanations and amplification of a CASR policy intention, rather than a means of complying with it. GM should be read in conjunction with the applicable CASR</i>
GRN	Goods Receipt Number
GSE	Ground Support Equipment
HF	Human Factors
ICA	Instructions for Continued Airworthiness -for an aircraft or aeronautical product, means written instructions, as in force from time to time: a) that specify requirements, procedures and standards for the continuing airworthiness of the aircraft or aeronautical product; and b) that are: i. issued by any of the persons mentioned in subclause (2); or ii. for an aircraft or aeronautical product for which there is a design for a modification or repair that is taken to have been approved under subregulation 21.465 or 21.470 -- included, or referred to, in the document that contains the design. The persons are the following: a) the holder of the type certificate, foreign type certificate, supplemental type certificate or foreign supplemental type certificate for the aircraft or aeronautical product; b) the holder of any of the following for the design of a modification of, or a repair to, the aircraft or aeronautical product: i. a modification/repair design approval; or



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	ii. an approval granted in accordance with a method specified in a legislative instrument issued under regulation 21.475; or iii. an approval that continues in force under regulation 202.054, 202.055 or 202.056; c) the manufacturer of the aircraft or aeronautical product.
ICAO	International Civil Aviation Organisation -a specialized agency of the United Nations . It codifies the principles and techniques of international air navigation and fosters the planning and development of international airtransport to ensure safe and orderly growth.
ICO	Inventory Control Officer Refer 1.3.5
Line Maintenance	Line Maintenance capability includes the following tasks when Flying Colours Aviation holds Line Maintenance approval for the aircraft type on its Part 145 Maintenance Organisation Approval Certificate: 1. individual aircraft manufacturer mandated maintenance inspection and servicing requirements to prepare a serviceable aircraft for imminent flight. 2. Inspection, Servicing, Line Replaceable Unit (LRU) or Component Change that would not normally take longer than 8 hours to complete and does not require the aircraft to be completely jacked off the ground. 3. Propeller / propeller blade changes and engine borescope inspections.
LOEP	List Of Effective Pages
MEDA	Maintenance Error Decision Aid
MEMP	Maintenance Error Management Plan
Minor Repair	A job that can be achieved in less than 24 hours and requires no aircraft stripping
MOS	Manual of Standards
MOU	Memorandum of Understanding -A formal agreement between FCA and a client that contains information.
NAA	National Aviation Authority
NAACEX	Northern Australian Aerospace Centre of Excellence
OEM	Original Equipment Manufacturer
OFI	Opportunity For Improvement
OJT	On the Job Training
PO	Purchase Order
PP	Production Planner
PJM	Project ManagerRefer 1.3.5.1
QLD	Queensland
QM	Quality ManagerRefer 1.3.3
QMS	Quality Management System
REG	Register
RM	Responsible Manager
SB	Service Bulletin
SC	Safety Culture
SDS	Safety Data Sheets
SM	Safety ManagerRefer 1.3.4
SMS	Safety Management System
SOE	Schedule Of Experience
TO	Training Officer1.3.5
WHS	Workplace Health and Safety

0.5 REFERENCING PROTOCOLS

Throughout this exposition references are made to other sections within this document and also to other external documents. When a reference is supplied as a number only this refers to a reference within this Exposition e.g. (4.5); when a reference is made to an external document the title and section will be provided e.g. Safety Management System Manual 5.6.



1 GENERAL

1.1 ACCOUNTABLE MANAGERS STATEMENT

I, the Accountable Manager have the corporate authority to ensure that all maintenance services required by the customer can be financed and provided to the standard required and that all necessary resources are available to enable compliance with this exposition.

I will establish and promote policies for safety management and quality systems for this AMO and its employees in accordance with this exposition.

This exposition defines the procedures upon which the CASR Part 145 approval of Flying Colours Aviation as an AMO is based.

The exposition, along with the procedures contained in it, are approved by CASA and must be complied with as applicable, in order to ensure that all the activities involving the provision of maintenance services including maintenance of aircraft and aeronautical products is provided to the standard required under the Legislation.

The procedures included or referred to in this exposition do not override the necessity of complying with any new or amended regulation published by CASA from time to time where these new or amended regulations are in conflict with these procedures.

The AMO approval will continue whilst CASA is satisfied that these procedures are being followed. CASA reserves the right to suspend, vary or cancel the AMO approval of the organisation, as applicable, if CASA has evidence that the procedures are not being followed and the standards are not being upheld.

Signed:  Date: 18TH JANUARY 2016

Linda Armstrong
Accountable Manager,
Flying Colours Aviation



1.2 SAFETY AND QUALITY POLICY

Safety is the first priority in all of our activities and compliance with procedures, quality standards, safety standards and regulations is the responsibility of all employees. We are committed to implementing, developing and improving strategies, management systems and processes to ensure that all of our aviation activities uphold highest level of safety performance, and meet national and international standards. To meet this commitment the company encourages all employees to report all errors and incidents and are to cooperate with requests from quality and safety personnel in all company matters.

Our commitment is to:

1. Develop and embed a safety culture in all our aviation activities that recognises the importance and value of effective aviation safety management and acknowledges at all times that safety is paramount.
2. Clearly define for all employees their accountabilities and responsibilities for the development and delivery of aviation safety strategy and performance.
3. Minimise the risks associated with aircraft operations to a point that is as low as reasonably practicable/achievable.
4. Ensure that externally supplied systems and services that impacts upon the safety of our operations meet appropriate safety standards.
5. Actively develop and improve our safety processes to conform to world-class standards.
6. Comply with and, wherever possible, exceed legislative and regulatory requirements and standards.
7. Ensure that all employees are provided with adequate and appropriate aviation safety information and training, are competent in safety matters and are only allocated tasks commensurate with their skills.
8. Ensure that sufficient skilled and trained resources are available to implement safety strategy and policy.
9. Establish and measure our safety performance against realistic objectives and/or targets;
10. Achieve the highest levels of safety standards and performance in all our aviation activities;
11. Continually improve our safety performance.
12. Conduct safety and management reviews and ensure that relevant action is taken.
13. Ensure that the application of effective aviation safety management systems is integral to all our aviation activities, with the objective of achieving the highest levels of safety standards and performance.
14. Apply human factors principles and human performance limitations.
15. Apply "Just Culture" principles when determining outcomes regarding incidents or errors, where contributing factors, other than substantial disregard for regulatory, policy and procedural requirements may be rectified without risk or punitive action.



1.3 MANAGEMENT PERSONNEL

The table below provides the positions that are held by the nominated persons

POSITION	NOMINATED PERSON
Accountable Manager (Managing Director)	Linda Armstrong
Responsible Manager (General Manager)	Lloyd Armstrong
Quality Manager	Jasmine Freegard
Safety Manager	Brendan Wethery

1.3.1 Accountable Manager

1.3.1.1 Purpose of this Role

The Accountable Manager ensures that maintenance procedures are established and published within the organisation, to achieve good maintenance practices and compliance with CASA requirements and for establishing a Quality System for the organisation to ensure that work is accomplished to the highest standards of airworthiness and workmanship.

1.3.1.2 Qualifications

The Accountable Manager is not required to possess any technical skills and can in fact hold this position in more than one organisation. The requirements Flying Colours expect include:

- A detailed understanding of the responsibilities of the Accountable Manager with regards to this exposition, CASR Part 145 and the Part 145 MOS
- Demonstrate at least 5 years of management experience

1.3.1.3 Assessment

The QM is to conduct a formal assessment of the AM. Internal Assessment Criteria are to be completed and recorded, covering the following topics

- Detailed understanding of the Accountable Managers responsibilities of this exposition
- Detailed understanding of the Accountable Managers responsibilities of the Safety Management System
- An understanding of the Flying Colours DAMP Policy
- Human Factors training

Assessment records are to be secured in the secure cabinet in the Main Administration Office in the individuals Training Folder. The records are to be made available to CASA when submitting a Form 4.

A nominated Accountable Manager must submit to CASA (Form 4 - Nominated Personnel) providing details of experience and knowledge relevant to the position they are responsible for. Any changes, including additions, deletions, combinations to the Accountable Manager position requires that CASA formally approve the change.

1.3.1.4 Detailed Duties and Responsibilities

The Accountable Manager will conduct an Annual Management Reviews that include:

- Compliance
- Aircraft and equipment
- Capabilities
- Staffing
- Resource & facility levels
- Finance requirements to support airworthiness



- airworthiness risk
- Management (as part of SMS) Safety management systems.

Additional reviews may be conducted as a section of the regular Management Meetings held by the Flying Colours Management team. All Management Meetings are to be recorded as actionable minutes including any unscheduled meetings that may be required to cover additional events.

1.3.1.5 *The Accountable Manager is responsible for:*

- Having and maintaining an understanding of the CASR Part 42 and Part 145 MOS and the AMO's exposition
- Ensuring that the AMO complies with its exposition, its approval rating and CASR 1998
- Ensuring that maintenance carried out is to the highest standards of airworthiness and workmanship and is compliant with the standards required by CASA legislation including CASR 1998 (Part 42, Part 145 and applicable MOS), the Flying Colours approval rating and this exposition
- Ensuring that the necessary finance, manpower resources and facilities are available to enable the company to perform the maintenance to which it is committed for contracted operators, and any additional work which may be undertaken
- Establishing and promoting the safety and quality policy specified in Part 1.2 of this exposition
- Convening regular Management Meetings and bi-annual Safety Management Meetings
- Ensuring the competence of all personnel including management personnel has been assessed
- Facilities provided are appropriate to the planned work
- Office accommodation appropriate to the management of the planned work
- A working environment appropriate to the tasks being undertaken
- Secure and environmentally appropriate storage facilities for parts, tools, equipment and materials
- Sufficient competent personnel to plan, perform, supervise, inspect and certify the work being performed
- Tools, equipment and materials to perform the planned tasks
- All necessary approved maintenance data is provided from the aircraft and component manufacturers as required by Part 145.A.45
- Ensuring that Flying Colours complies with the current workplace health and safety requirements and takes into account human factors with regard to performance of tasks, inclusive of ensuring that any employee does not perform any work in relation to maintenance of an aircraft or aeronautical product, if that employee's capacity to perform work is significantly impaired
- Establishing standard procedures and practices for use within Flying Colours, through the Responsible Manager
- Perform the functions of the Project Manager in the Project Manager absence as required

The Accountable Manager shall respond to CASA Audit Findings as applicable.

The Accountable Manager is responsible for ensuring that all maintenance is correctly certified and that records of maintenance carried out are retained safely and securely for the statutory period. Unless previously reported by the Operator, the Accountable Manager is responsible for reporting to the manufacturer and to CASA any condition of the aircraft (or a component), which could hazard safety.

1.3.1.6 *Deputising:*

Modern day communication systems allow remote management capability. The Accountable Manager shall ensure that where adequate communications cannot be guaranteed to maintain effective discharge of management responsibilities, or the manager is otherwise unable to discharge these responsibilities, for a period exceeding seven days, control is deputised to a Responsible Manager who will accept full responsibility for issues and related decisions. The Quality Manager shall inform the CASA oversighting office of the situation.



1.3.2 Responsible Manager

Nominated Responsible Manager's with the appropriate titles and names are listed in Part 1.3 of this Exposition.

FCAs nominated Responsible Manager is responsible for D3 Specialist Maintenance, A1 Base Maintenance activities described in section 1.8.1.1 & Line Maintenance activities as described in section 1.8.1.2.

1.3.2.1 **Qualifications**

The Responsible Manager is to have the following qualifications

- Have held a position with responsibilities similar to that of the RM (IAW MOS 145.A.30(b))
- Have a detailed understanding of this exposition and supporting documents
- Able to demonstrate a working knowledge of CASR Part 145 regulations & MOS
- Have at least 5 years experience within the Aviation industry
- Demonstrated experience in applying protective surface coating to Aircraft.

1.3.2.2 **Assessment**

The QM is to conduct a formal assessment of the RM Internal assessment criteria are to be completed and recorded.

Internal assessment criteria will be completed and recorded (5.3.2), covering the following topics:

- Detailed understanding of the Responsible Managers responsibilities of this exposition.
- Working knowledge of Part 145 MOS.
- Detailed understanding of the Responsible Managers responsibilities of the Safety Management System.
- An understanding of the Flying Colours DAMP Policy.
- Human Factors training.

A nominated Responsible Manager must submit to CASA (Form 4 - Nominated Personnel) providing details of experience and knowledge relevant to the position they are responsible for. Any changes, including additions, deletions, combinations to a Responsible Manager position requires that CASA formally approve the change.

1.3.2.3 **Role**

A customer focused position that provides the point of contact between the customer and Flying Colours for all planned and applying protective surfaces coatings to aircraft. The RM is to communicate all planning and resources requirements to the refinishing staff via the Production Planner.

1.3.2.4 **Reports to:**

The Accountable Manager for all Maintenance Activity matters

1.3.2.5 **Detailed Duties and Responsibilities**

The Responsible Manager is to ensure compliance with all relevant company and CASA regulations within their area of responsibility. The following activities are attributable to the Responsible Manager:

Management Responsibilities

- Responsible for all maintenance activities, as detailed in the FCA Scope of approval referred to in Part 1.8 of this Exposition.
- Ensures FCA complies with the CASR Part 145 MOS and this Exposition.
- Maintains the Manpower Plan
- Environmental control for the aircraft refinishing processes.



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- Assists with a risk assessment on major projects and new customers.
- Maintains open communication with the customer to facilitate requirements.
- Provides customers with quotes for additional work not covered by previous agreements.
- Attends and contributes to Management Meetings and Bi-Annual Safety Management System Meetings.
- Completes production reporting as required by the PJM.
- Complying with all requirements in the Flying Colours Safety Management System.
- Provides staff with technical expertise training relating to aircraft, tooling and equipment.
- Assesses the eligibility of support staff for the grant of company authorization's and makes appropriate recommendations to the Quality Manager.
- The RM may communicate directly with CASA on regulatory issues however the QM is to be made aware of all communications for record keeping purposes.

Maintenance Responsibilities

- Maintain open communication with the Supervisor with regards to all maintenance activities.
- Ensure that the quality of workmanship is to a standard acceptable to this organisation and to CASA.
- Ensure that maintenance procedures are established and published within the organisation to achieve good maintenance practices and compliance with CASA requirements.
- Ensuring the planned maintenance activity is within the scope of Flying Colours AMO approval certificate 1-W7D4Z.
- The satisfactory completion and certification of all work required by contracted operators/ customers, is in accordance with the work specification.
- Ensure that the facilities are appropriate for the planned activity.
- Ensure sufficient office accommodation is available for the planned activity.
- Ensure there are sufficient competent personnel to plan, perform, supervise, inspect and certify the work being performed.
- Ensure a Supervisor is appointed for all major projects.
- Ensure that the man-hour plan is adhered to.
- Ensure that the fatigue management procedures are adhered to.
- Ensure that staff allocated to tasks are technically capable and are trained by establishing a program of initial and ongoing training using :
 - internal and external sources
 - on-the-job instruction and assessment
 - Examination/testing as necessary.
- Ensure there are tools, equipment and materials to perform the planned tasks.
- Ensure all necessary approved maintenance data as required by Part 145.A.45 is available.
- Responsible for demonstrating that all maintenance is correctly certified and when completed that all records are archived for the required period.
- Completion of Form 10 Aircraft Certificate of Conformance post ASR task completion for minor repairs and complex paint work. Completion of Form 1 Authorized Release Certificate for all component Maintenance
- Responsible for reporting to the operator, the manufacturer and to CASA, any condition of an aircraft or of a component that could create a safety hazard.
- Reporting technical defects to the Civil Aviation Safety Authority via the Quality Manager and initiating follow-up action.

Quality Responsibilities

- Demonstrates positive commitment to company quality policy and practices.
- Provide the Quality Manager with technical expertise, as required, during audits.
- In respect of these responsibilities, implementing any corrective action resulting from the internal quality audit program

1.3.2.6 Deputising

The Responsible Manager shall ensure that where they cannot effectively discharge their management responsibilities for a period exceeding 7 working days, control is deputised to a



suitable nominated Hangar Supervisor. The RM is to nominate to the QM and AM in writing an acceptable deputy for the RM position for a period not exceeding 28 days before Form 4 notification is required. If the Responsible Manager is absent for a period of 10 working days and unable to nominate a deputy, the Accountable Manager may on behalf of the Responsible Manager nominate to the Quality Manager an acceptable deputy being a Hangar Supervisor for a period not exceeding 28 days before Form 4 nomination to CASA of a Responsible Manager is required.

1.3.3 Quality Manager

1.3.3.1 Role

The role of Quality Management is undertaken by the Quality Manager. This person is responsible for the Quality Management System and remains independent to maintenance activity so as to provide an objective viewpoint when conducting quality audits or investigations (refer to Part 3 of this exposition).

1.3.3.2 Qualifications

- comprehensive knowledge of this Exposition;
- Knowledge of CASR Part 145 and the Part 145 MOS; and
- A formal qualification in quality management. Refer to Part 3.7 of this Exposition.

1.3.3.3 Assessment

- Detailed understanding of the Quality Managers responsibilities of this exposition.
- Detailed knowledge of CASR Part 145 and MOS Part 145.
- Detailed understanding of the Quality Managers responsibilities of the Safety Management System.
- Working understanding of customers Aircraft Maintenance Programs
- Detailed understanding of the Flying Colours DAMP Policy.
- Human Factors training.

A nominated Quality Manager must submit to CASA a Nominated Personnel Form 4 providing details of experience and knowledge relevant to the position they are responsible for. Any changes, including additions, deletions or combinations to a Quality Manager position requires that CASA formally approve the change.

1.3.3.4 Reports To:

Directly to the Accountable Manager for all quality related matters.

1.3.3.5 Detailed Duties and Responsibilities

The following activities are attributable to the Quality Manager when carrying out Quality activities:

Management Responsibilities

- Assist with a risk assessment on major projects and new customers.
- Attend and contribute to Management meetings.
- Comply with all requirements within the Flying Colours Safety Management System
- Communicate to management regulatory initiations that are relevant to the organisation.
- Assist with assessing, establishing, testing and implementing procedures and systems.

Quality Responsibilities

- Monitoring the Flying Colours Quality Management System as defined in Part 3 of this Exposition.
- Monitoring and implementing CASA regulatory changes as applicable to FCA's approved maintenance services.
- Develop, manage, and establish a company audit plan.



- Is only to audit activity that is not attributable to the Quality role so as to maintain audit independence.
- Maintains, reports and ensures approved actions are completed as detailed in internal and External Audits.
- Grants extensions to Actions in conjunction with the Accountable Manager using the Risk Assessment Framework guidelines.
- Report to the Accountable Manager through the monthly reporting process and the regular meetings held by Flying Colours.
- Quality matters requiring immediate attention are to be reported to the Accountable Manager as soon as practicably possible.
- Audit external suppliers and sub-contractors.
- Maintains an audit report data storage system
- Issues and revokes company certification authorization's on behalf of Flying Colours.
- Ensures that the Quality System receives an annual management review from an independent source.

1.3.3.6 Deputising

During times of extended absence, over one week, the Safety Manager is nominated to carry out the Quality Manager activities. If at any time the SM is unable to fulfill the role, the AM may select a suitable person for this role and record in writing the deputization.

1.3.4 Safety Manager

1.3.4.1 Role

The role of safety management is undertaken by the Safety Manager. This person is responsible for the Flying Colours Safety Management System (refer to Part 3.11 - Safety Management Systems, of this exposition).

1.3.4.2 Qualifications

A Safety Manager will have the following qualifications:

- Broad operational knowledge and experience in the functions of an aviation organisation;
- Sound knowledge of safety management principles and practices;
- Sound knowledge and understanding of Human Factors (HF);
- High standard of written and verbal communication skills; well-developed interpersonal skills;
- computer literacy;
- The ability to relate to all levels, both inside and outside the organisation;
- Organisational ability;
- Capable of working unsupervised;
- Good analytical skills;
- Leadership skills and an authoritative approach;
- Worthy of respect among peers and management;
- Sound understanding of hardware and software issues as it relates to SMS; and
- Good understanding of aviation operations.

1.3.4.3 Assessment

The QM is to conduct a formal assessment of the SM. Internal assessment criteria are to be completed and recorded, covering the following topics:

- Detailed understanding of the Safety Managers responsibilities of this exposition.
- Knowledge of CASR Part 145 and MOS Part 145.
- Detailed understanding of the Safety Managers responsibilities of the Safety Management System.
- Knowledge of the Flying Colours DAMP Policy.
- Human Factors training.



1.3.4.4 Reports To

Directly to the Accountable Manager for all safety related matters.

1.3.4.5 Detailed Duties and Responsibilities

The following activities are attributable to the Safety Manager when carrying out Safety activities:

Management Responsibilities

- Manage the Flying Colours Safety Management System.
- Convene bi-annual Safety Management System meeting on behalf of the Accountable Manager and submit reports, findings and general agenda points at these meeting.
- Assist with risk assessments of major projects and new customers.
- Attend and submit reports, findings and general agenda points at Management meeting.
- Communicate to management regulatory initiations that are relevant to the organisation.
- Assist with assessing, establishing, testing and implementing procedures and safety systems.

Safety Responsibilities

- Communicate to the Accountable Manager matters concerning Safety and Compliance using the organization's reporting and communication lines. All information is to be forwarded to the AM as soon as is practically possible.
- Collate SMS reports, register and forward to the relevant section for resolution.
- Provide oversight and integration advice to all departments where the SMS is a requirement including any cross-departmental activities.
- Provide new personnel with training on the Safety Management System and procedures relevant to their work areas and make record of this training in the persons Individuals Training Record kept in the Main Administration Office.
- Liaise with operators & third party auditors to conduct safety audits.
- Timely assessment & actions of non-conformance issues & results of internal evaluations & external audits.

1.3.4.6 Deputising

During times of extended absence, more than one week, the Accountable Manager or Quality Manager is nominated to carry out the Safety Manager activities. If at any time the QM is unable to fulfill the role, the AM may select another suitable person for this role and record in writing the deputization.

1.3.5 Other Relevant Personnel

1.3.5.1 Project Manager (PJM)

Reports To

The Accountable Manager

Qualifications

- Have a good working Knowledge of this Exposition and its supporting documents
- Detailed understanding of the aircraft refinishing process and support maintenance requirements
- Excellent computer skills
- Human Factors & SMS
- An understanding of the scope of maintenance activity and this Exposition.

Detailed Duties and Responsibilities



- Lead the Planning and implementation of all projects
- Manage and record the Pre-input meetings; these series meetings will commence as soon as a formal agreement has been ratified and will include all key stakeholders to participate and contribute. Any number of pre-input meetings can be convened dependent on the time frame available and complexity of the input. In any case a pre-input meeting will occur at a minimum of ten days from work commencement for control purposes.

The PJM will:

- Keep records of all meetings.
- Manage the Project and individual tasks using the electronic program "Monday" by raising a new dashboard for each project as entered into Job Register (REG012). The dashboard is to be made accessible by all relevant stakeholders and is to identify all of the required tasks for the project from inception to completion. When new tasks arise through the project phases or are identified at project meetings, new tasks are to be raised by the Project Manager accordingly and allocated for completion. The Project Manager is to record all project meeting dates on the relevant dashboards. Closed dashboards are to be saved in the Electronic Data Storage System for review purposes.
- Identify critical inspections relevant to the task. Plan and schedule the project timelines.
- Provide direction and support to the project team. Maintain communications to all project stakeholders.
- Source and control ICA covering the scope of planned work from the customer including but not limited to;
 - Technical Data.
 - Engineering data.
 - Service Bulletins.
- And ensure that FCA are included for any revisions during the input.
- Provide the AM with a gap analysis for tooling, equipment, human resources and ICA.
- Manage the Job Register where all job numbers are recorded.
- Create the FCA Work Pack ensuring that that the work package accurately reflects the customers work order requirements.
- Ensure that all work orders issued to or received from sub-contractors are correctly detailed and the requirements of the contract/order are fulfilled in respect of inspection and quality control.
- Completion of Form 10 Aircraft Certificate of Conformance post ASR task completion for minor repairs and complex paint work. Completion of Form 1 Authorized Release Certificate for all component Maintenance.
- Ensure that that all required maintenance records are completed and processed in accordance with this exposition.

Delegation

Where the Project Manager is absent for purposes of taking leave, training, off site business or for extended periods of "reduced business activity" the role is delegated to the Accountable Manager. For periods of Project Manager absence longer than 6 weeks, the Accountable Manager is to ensure a formal risk assessment is conducted to ensure all the roles of the Project Manager and the AM can be performed effectively, noting human performance limitations.

1.3.5.2 Training Officer

The Training Officers provide a broad range of training services in support of the AMO operations.

Reports to:

Quality Manager

Qualifications

- Have a good working Knowledge of this Exposition and its supporting documents
- An understanding of the scope of maintenance activity and this Exposition.
- Any training qualification used as evidence for assessment to this position is to remain current



as amended from time to time.

Assessment

The QM is to conduct a formal assessment of the TO. Internal assessment criteria are to be completed and recorded, covering the following topics:

- Detailed understanding of the Training Officer's responsibilities of this exposition.
- An understanding of the Flying Colours Part 145 Exposition.
- Human Factors training.

Detailed Duties and Responsibilities

- Ensure for their area of responsibility, the TO complies with the requirements of this Exposition and the MOS
- Maintain staff Training Registers (located across Monday and Safety Culture) covering all aspects of the business and hard copies of all training records retained in Electronic Data Storage System.
- Maintain the FCA Training Package Syllabus located on Egnyte
- Establish and maintain Individual Training Records for each staff member located in the Main Administration Office secured cabinets.
- Issue Certificates of Training (Form 445) as required.
- Design and develop training and assessments to meet the organization's authorisation's requirements, ensuring that all assessments and answer sheets are secured from general access within the Main Administration Offices secured filing cabinets or if digital to a restricted access file in the Training Folder within the Electronic Data Storage System.
- Secure all assessments, completed or otherwise.
- Identify and book training positions from external training providers. Deliver training and assess competence.
- Have a good knowledge of CASA and other applicable regulations.
- Understanding of Quality and Safety Management Systems.
- Exhibit good communication qualities.
- Display an ability to communicate on technical and non-technical issues with employees together with internal and external stakeholders.
- Attend and contribute to the Safety Management Committee meetings.
- Maintain a library of supporting material for training that is current and relevant.
- That the training and assessment meets the set standards outlined in the relevant

training and assessment packages,

- That recurrent training is provided in the correct time frame,
- Forwards all training, assessments and supporting documentation to the QM for company approvals.

Deputy

Deputisation is not required in this instance as FCA have multiple TO's due to training workload. QM may also act as TO as and when required.

1.3.5.3 Subject Matter / ASR Trainer (SM/ASR Trainers)

SM/ASR Trainers provide training and assessment services of specific production related training modules for which there is a requirement for specialist knowledge.

Reports to:

Quality Manager & Training Officer's

Qualifications

- Have a good working Knowledge of this Exposition and its supporting documents
- An understanding of the scope of maintenance activity and this Exposition.



- Any training qualification used as evidence for assessment to this position is to remain current as amended from time to time.

Assessment

The QM is to conduct a formal assessment of the Trainers and issue them with a SM/ ASR trainer authorisation. Internal assessment criteria are to be completed and recorded, covering the following topics:

- Detailed understanding of the SM/ASR Trainers responsibilities of this exposition.
- An understanding of the Flying Colours Part 145 Exposition.
- Human Factors training.
- Supervisor Level ASR Authorisation held

Detailed Duties and Responsibilities

- Ensure for their area of responsibility, the SM/ASR Trainers complies with the requirements of this Exposition and the MOS
- Issues and assesses training modules allocated by TO's which are within their area of expertise.
- Communicate to TO's when students are ready to progress to another level, need to be re-assessed, etc.
- Review created training and assist with creating training for subject matter that is within their area of expertise
- Advise TO's when a student training records requires updating or certificates need to be issued for completed training
- Alert QM if re-sits are required or students cannot gain required competencies.
- Secure all assessments, completed or otherwise.
- Have a good knowledge of CASA and other applicable regulations.
- Understanding of Quality and Safety Management Systems.
- Exhibit good communication qualities.
- Display an ability to communicate on technical and non-technical issues with employees together with internal and external stakeholders.

Deputy

Deputisation is not required in this instance as FCA have multiple SM/ ASR Trainers due to training workload.

1.3.5.4 *Inventory Control Officer*

The Inventory Control Officer (ICO) manages all inwards and outwards activities primarily related to aeronautical products & consumables as used in the refinishing process; and tooling and equipment; with regards to FCA.

Reports to:

The General Manager

Qualifications

- Previous logistics experience with a minimum of two years of receipt and dispatch.
- Trained in dangerous goods packing and acceptance.
- Competent computer skills.
- Maintain full control of the goods ensuring appropriate inventory levels are also maintained in a safe, compliant and cost effective manner.
- ensuring high levels of timely communication with internal and external customers of the business.
- Ensuring strict compliance requirements of CASA and Client Airlines are adhered to.
- Ensure that stock levels are maintained.
- Provide high levels of leadership by promoting teamwork, consultation and communication



with an ongoing culture of providing high levels of Customer Service.

- Have a good understanding of this exposition and supporting documents.
- Ensure the facilities, for the management and storage of spares, components and the like will satisfy all requirements including CASA and client compliance regulations.
- Ensure operator supplied products are maintained and segregated from FCA stock and identified as 'customer owned'.
- Ensure non-conforming products, tools and equipment are quarantined and are duly reported to the Quality Manager and the Responsible Manager.
- Maintain the inventory control of FCA and stock levels, including regular stock takes and ensuring minimum stock levels are maintained at all times.
- Ensure all aeronautical products that are dispatched to other locations are correctly packaged and accounted for.
- Negotiate and monitor freight and freight forwarding agreements.
- Responsible for maintaining a register for all tooling and equipment held by FCA. The register is to control and record calibration, servicing and inspection of the tooling and equipment.
- Identification of warranty claims and report to the Responsible Manager on a regular basis.
- Maintain an awareness of market opportunities and FCA clients' requirements so as to maximize the procurement value for FCA.
- Investigate reasons for non-arrival of ordered product and initiate corrective action.
- Assist in the training of new staff and company authorised staff when required, and complete company training and recurrent training when required.
- Comply with relevant WH&S legislation and the established guidelines in the Workplace Health and Safety policy and procedures.
- Report any incidents immediately and be aware of the responsibilities and obligations involved in reporting incidents.
- Demonstrating positive commitment to company quality policy and practices.
- In respect of these responsibilities, implementing any corrective action resulting from the internal quality audit program.
- Have an understanding of this exposition and supporting documents.

1.3.5.4. Production Planner

The Production Planner provides the interface between the Responsible Manager and the Supervisor. The PP provides the Supervisor with the resources to carry out the maintenance input and provides the RM with progress briefings.

Reports to:

Responsible Manager

Qualifications

- Have a working knowledge of Part 145 Exposition,
- Human Factors
- Detailed understanding of the aircraft refinishing process,
- A good understanding of the SMS
- A good understanding of the Quality requirements

Detailed duties and responsibilities

- Contribute to quotations, risk assessments and project planning as part of the Management Team.
- Provide a man power plan (1.6) for the RM and Supervisor for each input.
- Assist the Supervisor in implementing the Man Power plan.
- Review the production schedule;
- Prepare and maintain production records that will be stored digitally in the nominated Job Folder in the Electronic Data Storage System.
- Provide the work force with a Work Package (2.12)
- Observe procedures and suggest efficiencies
- Apply WH&S standards to the work force and environment



- Adhere to the environmental requirements
- Identify improvements and implement cost control programs

1.3.5.5 Supervisor (also identified as Shift or Hangar Supervisor (HS))

The Supervisor is responsible for ensuring the accurate completion of all work in accordance with the work scope, and the supervision of all members of the shift work crew.

Reports to:

Production Planner

Qualifications

- Have a good understanding of this exposition and supporting documents.
- Have at least 5 years' experience within the aviation industry.
- Demonstrate experience with aircraft refinishing on large aircraft.

Assessment

- Detailed understanding of the Supervisors responsibilities of this exposition;
- Good understanding of the exposition and supporting documents.
- Good understanding of the Supervisors responsibilities to the Safety Management System;
- CASA DAMP Supervisor Training;
- Human Factors training.

Detailed duties and responsibilities

The Supervisor is responsible for the following actions:

- Ensure all Flying Colours Aviation procedures and standards are complied with when carrying out maintenance tasks at all times.
- Perform the aircraft induction inspection in liaison with customer for D3 specialist maintenance tasks on aircraft and record findings on Form 345 - Aircraft Induction and Preliminary Inspection.
- Provide the Supervisors signature and stamp or FCA Individual Authorisation Number to all activities as soon as they are satisfactorily completed.
- Provide the Supervisors signature and stamp or FCA Individual Authorisation Number for individuals Schedules of Experience.
- Ensure the quality of workmanship in that the final product is to the standard acceptable to Flying Colours Aviation and CASA.
- Allocate resources and manpower, in conjunction with the Production Planner, to carry out the planned maintenance activity preferably prior to the maintenance arriving on site.
- Ensure all required maintenance tasks are carried out and where not completed, or where it is evident that a particular maintenance task cannot be carried out to the maintenance data, report such problems to the Production Planner for appropriate action as soon as possible.
- Assess work packages for prioritisation and instruct workforce in the workflow.
- Assess work pack for tooling, equipment, materials and skill sets.
- Report inconsistencies in staff performance to the PM.
- Report all instances of observed or caused damage to the PM.
- Comply with relevant WH&S legislation and the established guidelines in the WH&S policy and procedures.
- Hold and record regular toolbox meetings with the records to be forwarded to the PM.
- Liaise with the PP in respect to access of tooling, equipment, materials etc. to maximize the efficiency on the hangar floor.
- Are to be trained and approved DAMP Supervisors with the responsibilities outlined in the Flying Colours Aviation Drug and Alcohol Management Policy.
- Identify problems, safety issues and apply continuous improvements.
- Demonstrate positive commitment to company quality policy and practices.
- Provide the Quality Manager with technical expertise, as required, during audits.



- Completion of Form 10 Aircraft Certificate of Conformance post ASR task completion for minor repairs ONLY. Completion of Form 1 Authorized Release Certificate for all component Maintenance
- In respect of these responsibilities, implementing any corrective action resulting from the internal quality audit Program

1.3.5.6 *Leading Hand*

The Leading Hand is second in charge to, and understudies the Supervisor and manages small work teams as directed by the Supervisor.

Reports to:

The Supervisor

Qualifications

- Have an understanding of this exposition and supporting documents.
- Have at least 3 years' experience within the aviation industry.
- Demonstrate experience with aircraft refinishing on large aircraft.

Detailed duties and responsibilities

- Provide oversight of the Aircraft Surface Refinishers at all times, during any activity
- Ensure all Flying Colours Aviation procedures and standards are complied with when carrying out maintenance tasks at all times.
- Ensure the quality of workmanship in that the final product is to the standard acceptable to Flying Colours Aviation and CASA.
- Ensure all required maintenance tasks are carried out and where not completed, or where it is evident that a particular maintenance task cannot be carried out to the maintenance data, such problems shall be reported to the Supervisor for appropriate action as soon as possible.
- Report inconsistencies in staff performance to the Supervisor.
- Provide practical tuition to ASR staff as required.
- Report all instances of observed or caused damage to the Supervisor.
- Comply with relevant WH&S legislation and the established guidelines in the WH&S policy and procedures.
- Identify problems, safety issues and apply continuous improvements.
- Demonstrating positive commitment to company quality policy and practices.

1.3.5.7 *Aircraft Surface Refinisher Level 0*

A non-certifying trainee employee position held by staff that are limited to activities under guidance and oversight of ASR1 and above and under supervision of the Hangar Supervisor.

Reports to:

The Leading Hand

Qualifications

- Have received and successfully completed training requirements for ASR 0 as detailed in the Flying Colours Aviation Learning Management System - Aircraft Surface Refinisher(at current amendment).

The ASR 0 is limited to the following activities:

- Operate equipment or tooling as trained by, and under oversight of, ASR 1 or supervisors until completion of FCAT 015.
- Not to certify for any aircraft refinishing activity in any documentation.
- Must work under guidance of an authorised ASR to the level described in the Task Cards

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Form 375 when carrying out an ASR 1 or above activity to gain practical experience, provided that a Supervisor has oversight and provides supervision of the assigned task.

- Is to complete the Schedule of Experience at the end of each shift or when directed by a Leading Hand or Supervisor.
- Is to apply all training points to the workplace
- Is to report any damage observed or caused to the aircraft to the Leading Hand
- Work in a safe manner following company procedures.

1.3.5.8 Aircraft Surface Refinisher Level 1

Perform ASR 1 D3 specialist maintenance surface refinishing tasks.

Reports to:

The Leading Hand

Qualifications

- Have received and successfully completed training to ASR 0 and ASR 1 level as detailed in the Flying Colours Aviation Learning Management System - Aircraft Surface Refinisher(at current amendment).

Detailed duties and responsibilities

- Operate equipment and tooling that training has been provided for and in accordance with that training.
- Certify for the completion of assigned aircraft refinishing activity in FCA Task Cards Form 375 up to Level ASR 1 (as annotated on Forms).
- Sign for the completion of assigned aircraft refinishing activity in FCA Form 355 "Stage Maintenance Record" as annotated as ASR, for tasks that are carried out under the direct supervision of a Supervisor.
- Must work under guidance of an authorised ASR to the level described in the Task Cards Form 375 when carrying out an ASR 2 or above activity to gain practical experience, provided that a Supervisor has oversight and provides supervision of the assigned task.
- Is to complete the Schedule of Experience at the end of each shift or when directed by a Leading Hand or Supervisor.
- Is to apply all training points to the workplace.
- Is to report any damage observed or caused to the aircraft to the Leading Hand
- Work in a safe manner following company procedures.

1.3.5.9 Aircraft Surface Refinisher Level 2

Perform ASR 2 D3 specialist maintenance surface refinishing tasks.

Reports to:

The Leading Hand

Qualifications

- Have received and successfully completed training for ASR 0 through ASR 2 level as detailed in the Flying Colours Aviation Learning Management System - Aircraft Surface Refinisher (at current amendment).

Detailed duties and responsibilities

- Operate equipment and tooling that training has been provided for and in accordance with that training.
- Sign for the completion of assigned aircraft refinishing activity in FCA Task Cards Form 375 up to Level ASR 2 (as annotated on Forms).
- Sign for the completion of assigned aircraft refinishing activity in FCA Form 355 "Stage Maintenance Record" as annotated as ASR, for tasks that are carried out under the direct



supervision of a Supervisor.

- Must work under guidance of an ASR 3 or above when carrying out an ASR 3 or above activity to gain practical experience, provided that a Supervisor has oversight and provides supervision of the assigned task.
- Is to complete the Schedule of Experience at the end of each shift or when directed by a Leading Hand or Supervisor.
- Is to apply all training points to the workplace.
- Is to report any damage observed or caused to the aircraft to the Leading Hand
- Work in a safe manner following company procedures.

1.3.5.10 Aircraft Surface Refinisher Level 3

Perform ASR 3 D3 specialist maintenance surface refinishing tasks.

Reports to:

The Leading Hand

Qualifications

- Have received and successfully completed training for ASR 0 through ASR 3 level as detailed in the Flying Colours Aviation Learning Management System - Aircraft Surface Refinisher(at current amendment).

Detailed duties and responsibilities

- Operate equipment and tooling that training has been provided for and in accordance with that training.
- Sign for the completion of assigned aircraft refinishing activity in FCA Task Cards Form 375 up to Level ASR 3 (as annotated on Forms).
- Sign for the completion of assigned aircraft refinishing activity in FCA Form 355 "Stage Maintenance Record" as annotated as ASR, for tasks that are carried out under the direct supervision of a Supervisor.
- Must work under guidance of an ASR 3 with Specialist Activity approval when carrying out an ASR 3 Specialist Activity to gain practical experience, provided that a Supervisor has oversight and provides supervision of the assigned task.
- Is to complete the Schedule of Experience at the end of each shift or when directed by a Leading Hand or Supervisor.
- Is to apply all training points to the workplace.
- Is to report any damage observed or caused to the aircraft to the Leading Hand
- Work in a safe manner following company procedures.
- Is to understudy the Leading Hand.
- An ASR 3 may be authorised for Specialist Activities (SA), to apply one or more of the following coating applications (CA), Scheme Applications (SA) and Decal/ Pre-Mask applications (PMA);
- Primer Products (CA1), Paint Products (CA2), Specialty Coatings (CA3), Painting Faults and Repairs (CA4) and or
- Apply Scheme Lines (SA-SA1), Apply Scheme and Logo Pre-Masks (SA-SA2) and or Apply Marking Decals (SA-PMA1) or Apply Marking Pre-Masks (SA-PMA2).

1.3.5.11 LAME

The LAME is responsible for ensuring the satisfactory completion and certification of all work required by contracted operators and customers, in accordance with the work specification. The LAME will ensure that work is carried out in accordance with aircraft maintenance practices, approved procedures, manuals and CASA regulations.

The LAME is authorised by FCA for the purpose of completing mechanical engineering tasks, certification of those tasks and issuing a Certificate of Release to Service (CRS) for the aircraft on the satisfactory completion of the scope of work carried out by FCA.



Reports to:

The Hangar Supervisor

Qualifications:

- CASR Part 66 License for the aircraft type the CRS is required for.
- Demonstrated recent experience for the aircraft type required in authorisation (6 months within last 24 months).
- Current Human Factors Training,
- DAMP testing prior to initial employment and DAMP Training in compliance with CASR Part 99 and the FCA DAMP Manual (at current amendment).
- Must demonstrate understanding of FCA's MOE (See Form 541 -FCA Part 145 Knowledge Assessment)
-

For Client LAME employed by FCA for the purpose of issuing a CRS

- Hold a current Client AMO Certification Authorisation for that clients aircraft.
- CASR Part 66 License for the aircraft type the CRS is required for.
- Must Demonstrate they have current Human Factors Training and DAMP Training in compliance with CASR Part 99 and the FCA DAMP Manual (at current amendment).
- Demonstrated recent experience for the aircraft type required in authorisation (6 months within last 24 months).
- Must demonstrate understanding of FCA's MOE (See Form 541 -FCA Part 145 Knowledge Assessment)
- The LAME must have been trained in the operator specific maintenance requirements and maintenance documentation certification prior to issue of company CRS authorisation for that operator.

Assessment:

- The above qualifications are to be verified by the Quality Manager before the issue of a FCA Company Authorisation.
- \Detailed understanding of FCA procedures relevant to the roles and responsibilities of the LAME as described in this exposition.

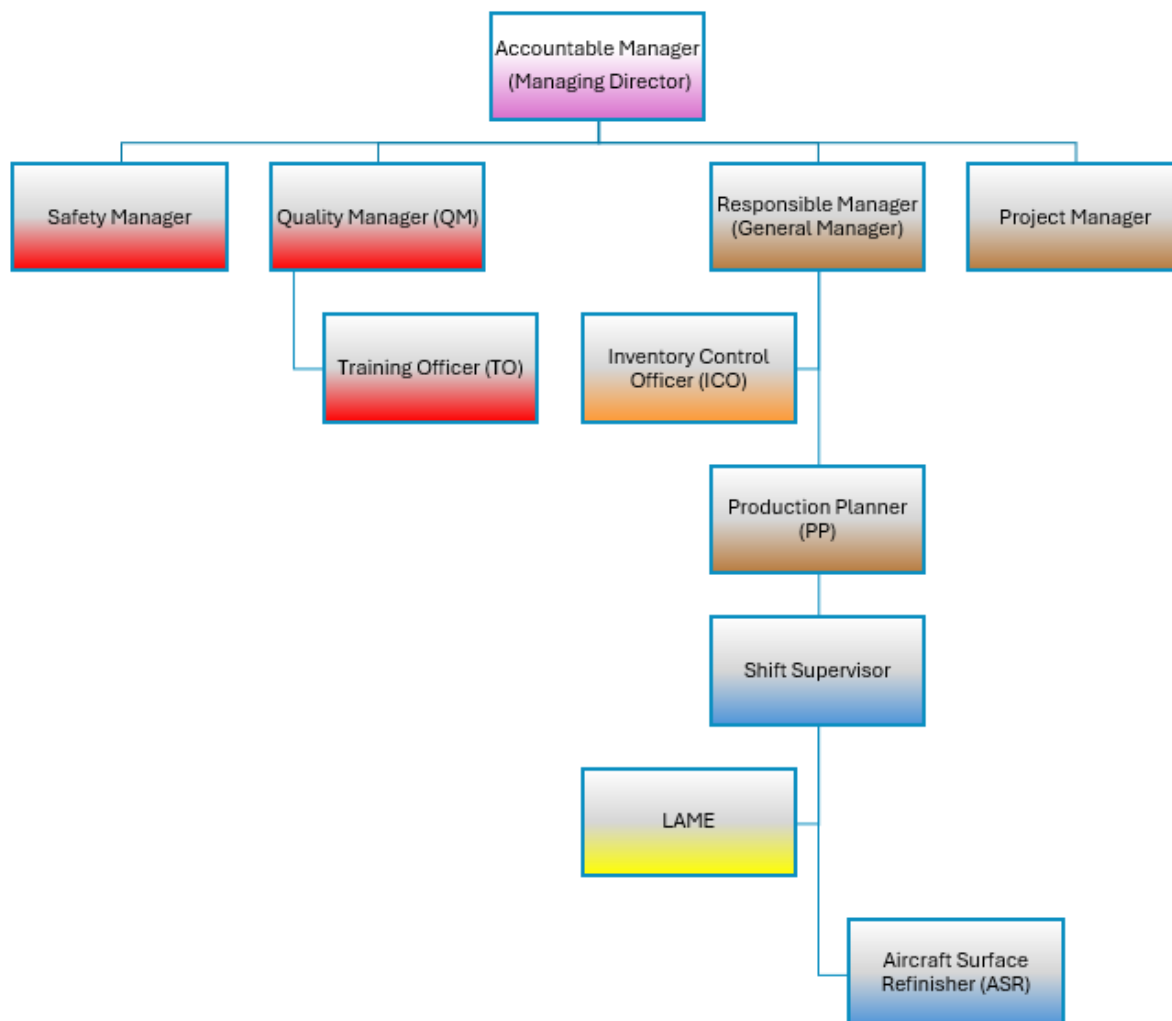
Detailed Duties and Responsibilities:

The LAME is responsible for the following actions before issuing a CRS;

- Ensuring that all work has been carried out and all actions have been completed as detailed at Part 2.15 of this Exposition.
- Report any inconsistencies to the Production Planner and Quality Manager.
- Ensure FCA procedures and standards are complied with when carrying out maintenance tasks.
- Comply with operators Aircraft Maintenance Program when carrying out maintenance on their aircraft.
- Ensure the quality of workmanship in the final product is to a standard acceptable to FCA and CASA.
- Locate and Liaise with the Hangar Supervisor prior to commencing work on the aircraft.
- Ensure all required maintenance tasks are carried out and where not completed or where it is evident that a particular maintenance task cannot be carried out to the maintenance data report such problems to the HS, PP & QM for appropriate action.
- Provide supervisory control for engineers allocated to the maintenance activity being carried out.
- Issuing the CRS for the aircraft for and behalf of FCA in accordance with Part 2.15 of this Exposition.
- Comply with relevant WH&S legislation and the established guidelines in the WH&S policy and procedures.



1.4. MANAGEMENT ORGANISATIONAL CHART



1.5 CERTIFYING EMPLOYEES

Flying Colours Aviation Pty Ltd Core business is to conduct D3 Rating Specialist Maintenance including surface preparation and refinishing tasks, A1 Rating Engineering Maintenance capability specifically to support the Specialist Maintenance activities on aircraft and Aeronautical product and Line Maintenance support in accordance with the scope of maintenance approved under certificate 1-W7D4Z.

The Quality Manager is to maintain a register of Certifying Employees, This list will contain a list of authorised individuals, their name, the scope of the authorisation, the dates of authorisation validity and the authorisation number to enable cross-reference to the authorisation record (See REG043 – Authorised Persons Register on Monday). The Quality Manager is to maintain a personal file for each employee, to be maintained in the Electronic Data Storage System and will include a copy or original of all documentation associated with the employee and company authorisation.

FCA Work Packs are raised for specialist and engineering maintenance requirements. Authorised personnel certify for tasks undertaken in the "Form 355 stages of maintenance" identified within these Work Packs. Only company authorised staff are to certify for completion tasks in the FCA Work Pack, or Operators Technical Documentation on behalf of Flying Colours Pty Ltd AMOC 1-W7D4Z.

If an individual carries out maintenance on an aircraft or aeronautical product on behalf of FCA, the



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Responsible Manager is to ensure that the organisation does not release that aircraft, or aeronautical product for use in or on an aircraft or another aeronautical product unless the organisation has issued a Certificate of Release to Service (CRS) for the aircraft/ aeronautical product in relation to the maintenance, Reference Part 2.15 of this Exposition.

Individuals holding a current Australian CASR Part 66 "B1.1" License for the Aircraft/ Engine, that are authorised by the FCA Quality Manager in accordance with Part 3.5 of this Exposition are permitted to issue a CRS for Line Maintenance only under the FCA AMOC.

If aircraft are undergoing Base Maintenance tasks including repaint under D3 specialist maintenance the LAME signing the CRS must hold a current Australian CASR Part 66 "C" License, be authorised by the FCA Quality Manager for CRS of that aircraft type in accordance with Part 3.5 of this Exposition.

Note: An individual holding only a CASR part 66 "C" License who does not also hold a CASR Part 66 B1.1 or B2 License may only be authorised to issue an aircraft CRS and is not authorised to certify for maintenance tasks.

Individuals holding a FCA Company Authorisation issued by the FCA Quality Manager in accordance with Part 3.5 of this Exposition for the purpose of performing Aeronautical Product maintenance are the only persons permitted to certify the CRS (CASA Form 1) at the completion of Aeronautical Product Maintenance.

FCA ensures that an individual is suitably qualified and competent for the scope of work authorised by following the procedures provided in Part 3.5 of this Exposition.

The certifying person will certify using a signature or initial (as stated on each document), date (and Time for CRS) and is also to apply the issued FCA individual stamp to the same signature block. Where there is inadequate space for the FCA stamp in any maintenance record documentation, the employee is to annotate their complete FCA authorisation number at a minimum.

The following are the requirements for the issue of a certificate of release to service for an aircraft/ aeronautical product in relation to maintenance carried out on the product:

- the information entered into the certificate for the maintenance is correct;
- the maintenance is complete;
- the maintenance was carried out in accordance with:
 - CASR Part 42 and
 - CASR Part 145 if applicable;
- In respect of the maintenance, the product is serviceable, and
- The CRS is completed IAW the procedures at Sect 2.15 of this Exposition.

if requested by CASA, a Company Authorisation will be made available to CASA within 24 hours of a written request.

Qualification Standards for Certifying Employees

The following categories are applied to authorisations issued by FCA. Authorisations are issued by the QM IAW Sect 3.5 for a maximum period of two years and are limited to conduct of maintenance under the FCA AMOC and certification for that maintenance in FCA raised documentation unless otherwise stated:

Category of Authorisation	Standard
Remove and apply protective surfaces coatings to aircraft/aeronautical Product under Authorisation Levels ASR0, ASR1, ASR2, ASR3.	1. Over 21 years of age (except for ASR 0). 2. Completed ASR training as per (5.3). 3. Competency assessed.



Hangar Supervisor (ASR) - certification of completed "Stages of Maintenance"	- Over 21 years of age. - Hold FCA Authorisation to ASR 3 level. - Have been trained and assessed as competent to perform Supervisor Duties as per (5.3). - Minimum 5 years Experience
Certifying for Work Pack completion under FCA AMOC in client aircraft technical log	- Over 21 Years of age. - Hold FCA authorisation as Hangar Supervisor or LAME. - Have been trained and assessed competent to complete document certification in relevant clients system of maintenance certification.(3.5 and 5.3).
Certificate of Conformance Form 10 Aircraft Specialist Maintenance - MINOR REPAIRS (See Section 0.4)	- Over 21 years of age. - Hold FCA authorisation as Hangar Supervisor, Project Manager pr Responsible Manager. - Demonstrated knowledge of CRS limitations. - Competency assessed & authorised for function (5.3).
Certificate of Conformance Form 10 Aircraft Specialist Maintenance - COMPLEX REPAIRS (See Section 0.4)	- Over 21 years of age. - Hold FCA authorisation as Project Manager pr Responsible Manager. - Demonstrated knowledge of CRS limitations. - Competency assessed & authorised for function (5.3).
CRS for Aeronautical Products Form 1 Component Maintenance	- Over 21 years of age. - Hold FCA authorisation as Hangar Supervisor, Project Manager pr Responsible Manager. - Demonstrated knowledge of CRS limitations. - Competency assessed & authorised for function (5.3).
CRS for Line Maintenance for Aircraft	- Over 21 years of age. - CASR Part 66 "B1.1" License holder for aircraft relevant to CRS. - Hold FCA authorisation for CRS issue for task.
CRS for Base Maintenance for Aircraft	- Over 21 years of age. - CASR Part 66 "C" License holder for aircraft relevant to CRS. - Hold FCA authorisation for CRS issue for task.



LAME (B1.1 and/or B2)	1. Over 21 years of age. 2. Hold a valid CASR Part 66 B1.1 or B2 License as applicable. 3. Competency assessed as per (3.5, 5.3) 4. Hold FCA authorisation for work being conducted
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Planned deferral of work

During the course of aircraft or aeronautical product maintenance activity the Responsible Manager is always to include the CAMO or the contracting Part 145 organisation, as applicable to the task, with all deferral of work requests. The CAMO or contracting Part 145 organisation will assess the impact of work that is required to be carried out to determine:

- if it is necessary to complete the work; or
- If the work can be deferred in accordance with the applicable operators CAMO deferral procedures.

1.5.1 Line Maintenance

Flying Colours Aviation performs maintenance in accordance with the Scope of Approval detailed in Part 1.8 of this exposition.

FCA holds CASA approval for Line Maintenance within the Scope of Approval where the following provisions apply:

- Line maintenance is only completed at the FCA main location and airfield hardstands.
- Line maintenance staff are allocated out of the Base maintenance staff, based on experience and licence coverage.
- A LAME responsible for Certifying for Line Maintenance will hold a Company Authorisation for Line Maintenance to be conducted in accordance with the Aircraft Maintenance Practices, Approved Procedures, Manuals & CASA regulation.
- FCA does not perform individual Cat A1 maintenance task training and authorisation.
- CRS authorisation is issued identifying the applicable aircraft type and operator. The LAME must have been trained in the operator specific maintenance requirements and maintenance documentation certification prior to issue of company CRS authorisation for that operator.

1.5.2 Aeronautical Product maintenance

D3 Specialist Maintenance on Aeronautical Products

Flying Colours employees are authorised by the Quality Manager IAW Part 3.5 to certify for specialist maintenance and issue Authorised Release Certificates (Form 1) for aeronautical product maintenance within the scope of maintenance approval at Section 1.8.4 of this Exposition. The authorisation remains valid for a maximum of two years.

Individuals holding an authorisation for Aeronautical Product Maintenance CRS by Flying Colours are the only persons permitted to issue a CRS for aeronautical product under the Flying Colours AMOC. Personnel suitable to hold this authorisation include Hangar Supervisors, Project Manager's and the Responsible Manager.

Flying Colours ensures that an individual is suitably qualified and competent for the scope of work authorised by following the procedures provided in Part 3.5 of this Exposition.



Flying Colours establishes the required numbers of Aeronautical Product Maintenance Certifying Employees and Inspectors using the maintenance manpower plan (Part 1.6 of this exposition), scheduling and resourcing procedures (Part 2.21 of this exposition), and the scope of work provided by the customer (Part 4.1 of this Exposition).

1.6 MANPOWER PLAN

The total staff of Flying Colours Aviation comprises of the following personnel:

Management and Admin Staff	8
Production Employees	16

Note: The number of FCA personnel may have minor variation to that detailed above.

1.6.1 The Plan

It is a requirement that Flying Colours employs or contracts a sufficient number of individuals on a basis that provides for organisational stability and consistency of the workforce. With regards to contracted individuals the following applies:

- All contracted individuals are made aware that when working for the organisation, they are required to comply with the organisations procedures specified in its Exposition, which are relevant to their duties;

1.6.2 Procedures

The manpower plan is a component of the Responsible Manager responsibilities and is delegated to the Production Planner and used in conjunction with the Master TSV Schedule (Register 036) and the anticipated scope of work. The Production Planner, or a person delegated by the Production Planner, will create a Roster with the Project Manager ensuring that there are sufficient resources to cope with the planned maintenance activity taking into account the available man power and the Master TSV Schedule for ongoing activity. The Excel spreadsheet manpower plan (Roster) uses a 9.5 hour actual working day which equates to an 11 hour shift including planned breaks. The Roster identifies manpower allocated to the Master TSV Schedule.

The latest revision Roster is to be made available to all Flying Colours employees by a hard copy at the latest revision being placed on the notice board in Building 1 and added to the FCA Intranet by the Production Planner or delegate. It is a requirement that Flying Colours employs or contracts a sufficient number of individuals on a basis that provides for organisational stability and consistency of the workforce.

The maintenance manpower plan forms part of the Pre-input series of meetings where evaluation of the plan takes place to ensure that the plan is achievable and compliant. Any shortfalls will be presented to the Accountable Manager to find a solution by either increasing resources or reducing the planned activity.

To establish the numbers of certifying staff for each activity the scope of work is to be established using the contract or MOU as the primary reference. If and when the scope changes the maintenance manpower plan will be reviewed for compliance, it is expected that the ratio of individual Aircraft Surface Refinishers to Supervisors and Leading Hands should not exceed ten to one.

The PP will maintain an archive of Digital Manpower plans in the Electronic Data Storage System within the Production Folder and will be available to auditors during evaluation.

The PP will take the following considerations into account when managing Man Power Plan:

- Scope of work
- Townsville Master Schedule (Reg036)
- additional maintenance activity
- numbers of core personnel allocated to activity additional resources, including:



- sub contracted work
- specialist activity
- Human Factors risk management
- Work Package management
- production plan management
- supervision and oversight
- inspections and quality monitoring
- sub-contractor management
- shift handover
- personnel qualifications and competence

1.7 FACILITIES

1.7.1 Base Maintenance

1.7.1.1 D3 Specialist Maintenance on Aircraft

FCA's core business is work required for the removal and application of protective finishes for client aircraft and specific maintenance activities in support of those D3 Specialist Maintenance activities. These activities are performed within the Flying Colours Aviation Facilities as described in this part.

Aircraft Ground Handling is either conducted in house, conducted in conjunction with clients or their providers or is conducted entirely by clients or their providers commensurate with the current training and authorisations of all associated staff. Aircraft Engineering maintenance activities performed in support of the D3 Specialist Maintenance activities are detailed in the contract with the Client and can be either provided by FCA up to and including the Scope of the Approval detailed in this Exposition Part 1.8; or provisioned by the client to conduct all aircraft engineering maintenance support tasks to accommodate the repainting under their own company approval. Either the client or FCA may employ contractors or sub-contractors for completion of specific maintenance support tasks within regulatory limitations.

Aircraft and aeronautical product subject to specialist maintenance will be provided for using the following parameters:

- The RM will allocate a position in the hangar taking into account the Master Townsville Schedule (Register 036) ensuring that the scope of work can be safely conducted with the aircraft in position along with the required GSE and stands taking into account other planned maintenance activity in all prevailing weather conditions.
- The hangar provides appropriate lighting levels; failures are reported to and acted on by the Accountable Manager.
- The hangar is positioned with the main opening at right angles to the main runway to assist in reducing noise distraction.
- Fans and extractors are available to eliminate airborne contamination and supplement ventilation for periods when the hangar is subject to higher temperatures and humidity. This equipment also allows FCA to ensure required specific environmental conditions are available for painting operations as required by relevant maintenance instructions.
- Sufficient storage racks and mobile stands are provided on the west side of the hangar
- Specialist tooling is provided, accepted, identified and positioned in the tool store or allocated hangar position for use.
- The RM manages Environmental controls as required, for example:
 - Paint product waste collection points
 - General Rubbish collection
 - Rubbish bins
 - Bunded storage areas
 - Flammable approved storage
 - Drip trays
 - Spill kits
 - Dust collectors
 - Sharps containers



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- Sufficient office accommodation is provided by Building 1 to ensure adequate control, security and certification of documentation.
- A specialist work station is provided in the form of a designated paint preparation area located in Hangar 3.
- A secure Stores area / segregation of serviceable and unserviceable items Security of buildings including store under control of AM.
- Stores and office accommodation areas are segregated from painting to prevent contamination
- Work benches are provided for aeronautical product work.

1.7.1.2 Hangar Visit Plan

The Townsville Master Schedule (Reg036) is directly linked to the Jobs Number Register (Reg 12) and the Manpower Plan (Shift Roster) all of which are controlled by the PJM.

Man-hour estimates are provided to the client by the PJM as part of the task quote. The allocated visit period for an individual job is estimated utilising the quoted man-hours and available manpower from the shift roster. Specialist skills of individual employees are commensurate with the ASR levels of available manpower on the Shift Roster. The PJM utilises the Hangar Plan to collectively identify and allocate quoted man-hours and resources for accepted tasks which are then identified on the Master Schedule located on the company's electronic data storage system..

Before entering a task request into the Job Register (Reg012), the RM is to ensure that the task is within the scope of approval of the FCA AMOC.

The PJM updates the Townsville Master Schedule and identifies each aircraft programmed for maintenance and allocated period. Where specialist skills or services are required, the PJM is to organise these services and advise the RM, QM, ICO, LAME staff and Hangar Supervisors as applicable at production meetings.

Amendments to the Townsville Master Schedule are to be addressed at the next pre-input meeting. The Job Register (Reg012) is to provide the following parameters when identified:

- aircraft client, type and serial number
- Scope of work
- duration of planned maintenance visits
- Allocated hangar location

1.7.1.3 Facilities

Flying Colours Aviation Pty. Ltd. is located at Townsville Airport, Mustang Court, occupying Hangar 3 and Building 1. Hangar 3 is of modern steel framed construction with a concrete floor, clad with profiled colourbond material with aircraft access to the Hangar gained by three hydraulically operated sealed doors that lift to a horizontal position. Access to the facilities can be from controlled land side via Administration in Building 1 or from controlled airside.

Hangar 3 is a purpose built aircraft refinishing structure and complies with the requirements of AS/NZs 4114-2003 based on the National Electric 513, USA and is supported by Australian and New Zealand Wiring Rules AS/NZs3000.

AS/NZs 4114.2.1.4.1 states "Designated Spray Area. A three dimensional area delineating the boundaries around an object to be painted, within which a hazardous area associated with spray painting exists; it is usually associated with large objects that cannot be placed in a spray booth, for example ships, aircraft, bridges, structures and the like."

To meet the above requirements the facility fully meets the following parameters:

- Ventilation,
- Lighting,
- Dust extraction,
- Solids and fumes extraction,
- Airborne particulate monitoring, and
- Electrical (240V) isolation.

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Building 1 is a steel construction, colourbond clad structure fitted with six powered roll-a- doors, three each on the eastern and western sides. The building contains Office space for administration and management and Logistics that are air conditioned. Office space is divided into two floors; ground floor provides office space for Inventory Control Officer, Customers offices, Training Room, Kitchen, Ablutions and a Tea Room. First floor houses the Main Administration Office, Quality Manager, Production Planner, the Board Room, Archive and Server rooms and a kitchenette. The stores area is a secure non air-conditioned area that contains within it a secure quarantine store, a bonded store and goods receipt and dispatch areas.

Hangar 3

Overall Area	2942 square metres
Maintenance Area	2592 square metres
Overall length	54.17 metres
Overall width	47.85 metres
Centre door height	13.5 metres
Side door height	7.5 metres

Building 1

Overall Area	Overall Area
Office space	102 square metres
Storage space	340 square metres
Overall length	26 metres
Overall Length	17 metres

1.7.2 Line Maintenance

Flying Colours Aviation applies Base Maintenance procedures, as defined in this MOE, whilst handling CASA registered Operator aircraft in the Line environment.

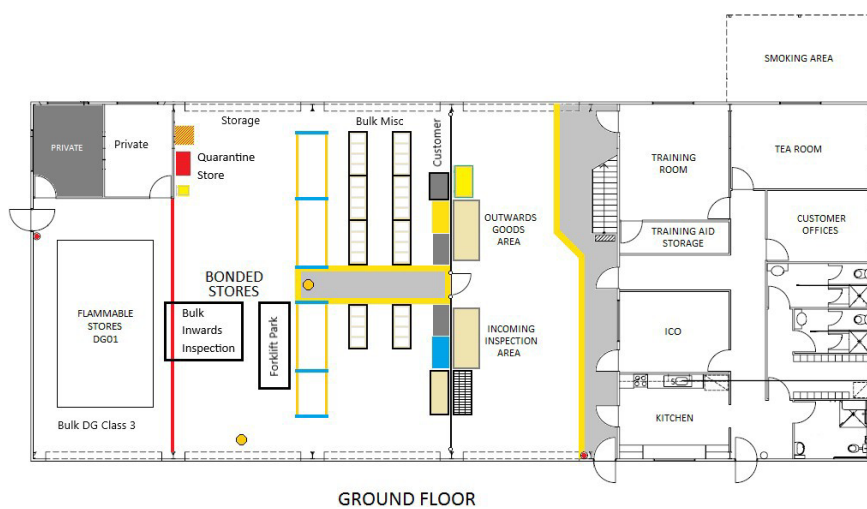
Line Maintenance activities will utilize the same Maintenance facilities as described in Part 1.7.1 of this exposition.

1.7.3 Aeronautical Product Maintenance

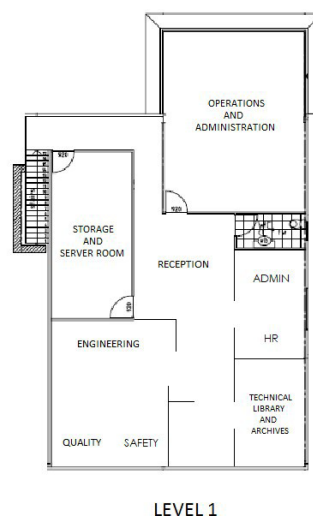
Maintenance activity on aeronautical product utilises the same Maintenance facilities as described in Part 1.7.1 of this exposition.

- Serviceable aeronautical product is to be returned to the store on the completion of the maintenance activity;
- Aeronautical product undergoing maintenance is to be stored in a designated area/bench, that is to be marked with the job number.
- Unserviceable aeronautical product is to be returned to the store IAW current company procedures.

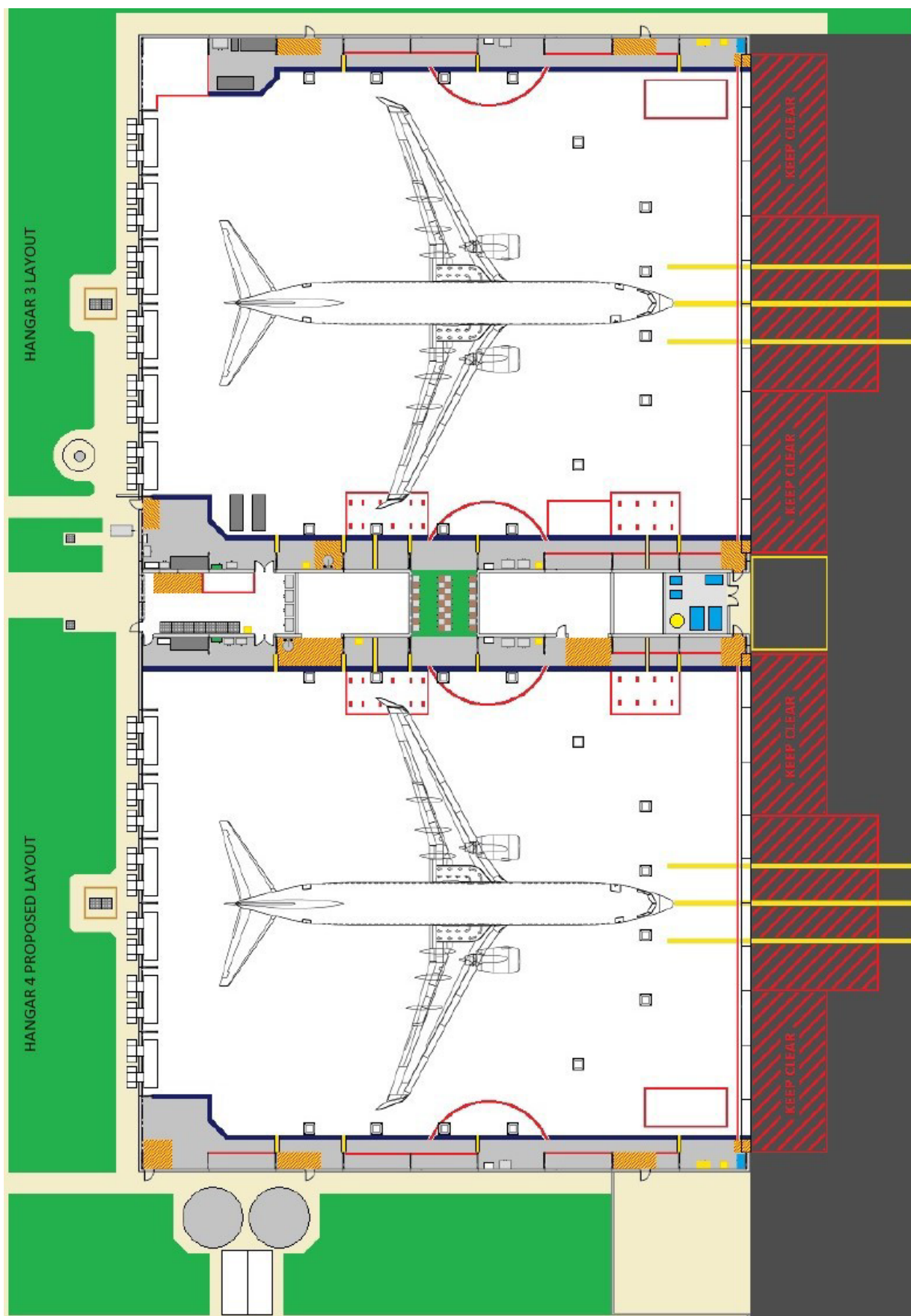
1.7.4 Layout of Premises



Building 1



LEVEL 1



Hangar 3



1.7.5 Locations Other Than Those Listed in the Exposition

Flying Colours may need to carry out field work at temporary locations not listed in Appendix 6.3 in this Exposition. The following procedures set out how this work is to be controlled to maintain an equivalent level of quality and safety.

Field work may include unscheduled work such as preparation for and application of protective finishes to a complete aircraft or a section of an aircraft.

The responsibility for ensuring the facilities and personnel are appropriate for the level of maintenance carried out rests with the Responsible Manager.

Before commencing work at a temporary location, the Responsible Manager will work through the following check list to ensure all requirements are in place

- Other Location Preparation Checklist Form 585

The location at which the work is to be performed has adequate facilities for the planned maintenance in terms of:

- Suitable environment for the required work processes, including protection from the sun, wind, rain and dust.
- WH&S considerations.
- Supply of power, water and compressed air
- Facilities adequate for the task and to ensure personnel fitness to work
- The job documentation has been prepared in accordance with Part 2.8 of this Exposition and the required documentation will be present at the job location,
- Appropriate personnel will be present to carry out, inspect and to certify for the work,
- A review of the tasks to be performed is to be carried out and a list of tools, equipment and materials required to perform the work prepared and assembled,
- The approved data for the intended maintenance is available on site or via communications links with another source,
- The impact of travelling and set up time is taken into account when planning personnel duty times.
- Environmental consideration with regards to products being used and local bylaws.

Form 585 is to be added to all Other Location activities work packages. This checklist is to be incorporated into the work package and is to be completed prior to the commencement of work, if any of the requirements cannot be met, work is not to proceed until problems are rectified.

The checklist is to remain with the completed work package, and held as records in the Main Administration Office and be made available for audit, review and analysis.

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1.8 SCOPE OF MAINTENANCE SERVICES TO BE PROVIDED

1.8.1 Aircraft Maintenance

Flying Colours Aviation (FCA) must for all maintenance on the following aircraft provide services in accordance with this Exposition and the approval rating for each of those aircraft. FCA must also hold current approved data, tooling and equipment, and authorised personnel before maintenance activity commences (Ref Part 2.27 for Production Planning procedures).

Location	Class	Rating	Limitation	Base	Line
Townsville	Aircraft	A1	B737 - 600/700/800/900 (CFM56)	Yes	No
Townsville	Aircraft	A1	Airbus A318/A319/A320/A321 (CFM56)	Yes	No
Townsville	Aircraft	A1	Airbus A319/A320/A321 (IAE V2500)	Yes	Yes
Townsville	Aircraft	A1	Bombardier DHC-8-100/200/300 (PWC PW120)	Yes	No
Townsville	Aircraft	A1	Bombardier DHC-8-400 (PWC PW150)	Yes	Yes
Townsville	Aircraft	A1	Embraer E190 Embraer E190 (ERJ-190 (GE CF34)	Yes	Yes
Townsville	Aircraft	A1	Fokker F100 (RRD Tay)	Yes	Yes

1.8.1.1 Base Maintenance

Base maintenance under this approval is limited to following list of A1 maintenance tasks and support requirements for D3 Specialist Maintenance Activities;

- Removal, Inspection and Installation of;
 - Windscreen Wiper Arms
 - Main Landing Gear Wheel Fairings
 - Aircraft Access Panels, Fairings and Ice-Shields Wheel and brake assemblies
 - Emergency equipment
 - Internal and external lights, filaments and flash tubes
 - leading edge de-ice boots
- Cockpit and cabin furnishings, emergency equipment, seating and seat belt removal, installation and internal livery change
- Simple repair and replacement of overhead storage compartment doors and cabin furnishings
- Aircraft preservation / depreservation and associated servicing and inspection
- Installed APU preservation / depreservation and operation
- Installed engine preservation / depreservation and operation
- Disconnection / reconnection / removal and installation of Aircraft Main Battery Configuration of aircraft systems and surfaces to facilitate Painting.
- Perform Skin inspections
- Corrosion assessment and removal Minor/ simple composite repairs
- Minor/ simple mechanical and structural modification, repair and rectification not requiring specialist test equipment
- Minor / simple electrical and avionics modification, repair and rectification Database and data card updates
- In Situ Rudder and Flight Control Balancing
- A1 maintenance activities to support aircraft weight and balance assessment and certification.

1.8.1.2 Line Maintenance

Line Maintenance capability includes the following tasks as approved for the aircraft type on FCA's Part 145 Maintenance Organisation Approval Certificate for Aircraft that is in FCAs custody for D3 Specialist Maintenance Activities:

1. Aircraft manufacturer mandated maintenance inspection and servicing requirements to



- prepare a serviceable aircraft for imminent flight
2. Trouble shooting
 3. Defect rectification
 4. Aeronautical product replacement with use of external test equipment if required
 5. Scheduled maintenance/checks including visual inspections that will detect obvious unsatisfactory conditions/discrepancies but do not require extensive in depth inspection. This may include internal structure systems and power plant items which are visible through quick opening access panels/doors
 6. Minor repairs and modifications which do not require extensive disassembly and can be accomplished by simple means
 7. Inspection, servicing and defect rectification that does not require the Aircraft to be completely jacked off the ground and would not normally take longer than 8 hours to complete.

1.8.2 Engine Maintenance

Outside the scope of AMOC 1-W7D4Z

1.8.3 Aeronautical Product Maintenance

As afforded by CASR Part 145 MOS Appendix I para (8), D3 specialist maintenance identified at Section 1.8.4 may be conducted on aeronautical product. FCA conducts aeronautical product maintenance IAW the procedures at Sect 1.5.2 on those items assessed and incepted for maintenance IAW the procedures at Sect 2.12. There is no capability list maintained for components on which D3 Specialist Maintenance is performed, however the limitations of section 1.8.4 are applied.

1.8.4 Specialist Maintenance

The following specialist maintenance is conducted IAW CASA regulations at the company main location and at suitable temporary locations where the company holds required tooling, equipment and approved maintenance data and has an adequate number of authorised personnel available.

Class	Rating	Limitation
Specialist Maintenance	D3 - Preparation and application of protective coatings - Painting.	Excluding: 1. Component removal and installation, 2. Use of electrical test equipment to perform basic electrical tests on aircraft or aeronautical product systems 3. Inspection of aircraft structures 4. abrasive blasting techniques 5. repair and modification of composite structures

1.8.5 Fabrication in the Course of Maintenance

Outside the scope of AMOC 1-W7D4Z

1.9 SIGNIFICANT CHANGES

1.9.1 General

A **significant change**, in relation to Flying Colours means any of the following changes:

- a) a change to the organisation's name;
- b) a change to the location of the organisation's maintenance facility, including the addition of a new maintenance facility;
- c) a change in the personnel holding:
 - i. the position of accountable manager in the organisation; or
 - ii. the position of quality manager in the organisation; or
 - iii. any of the positions of responsible manager in the organisation; or

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- iv. the position of safety manager in the organisation;
- d) a change to the maintenance services provided by the organisation, if the change would require a change to the approval ratings mentioned in the organisation's approval certificate;
- e) a change to the permitted training that it is approved to provide;
- f) a change to the organisation's facilities, equipment, tools, materials, procedures or certifying employees that could adversely affect the organisation's ability to provide maintenance services that it is approved to provide.

1.9.2 Initial and Assessing Change

The QM is responsible to the AM to monitor all changes to the company structure and procedures (duties and responsibilities). The QM is to advise the AM of all changes that are Significant Changes as defined in the CASR and is to ensure that appropriate reporting and approval requirements for a significant change are conducted in compliance with CASA Regulations. The QM is to ensure that all correspondence associated with significant changes is complete before dispatch to CASA with a copy of all correspondence to be filed in the company electronic file storage system with the Exposition change records.

CASR 145.050 requires proposed significant changes, as defined above to be submitted to CASA for approval. If Flying Colours makes a change in the personnel holding key management positions before applying to CASA for approval to make the change, then Flying Colours must apply to CASA within 7 days after making the changes.

CASA may request that an alteration or amendment be made if it is deemed to be unacceptable within Flying Colours terms of approval or is in any way contrary to the provisions of Part 145 or the requirements of the Civil Aviation Safety Authority.

Change to any Part of the Exposition required by CASA constitutes a mandatory action.

1.9.3 Application to CASA

Any change to the organisation, through Personnel or Procedural amendments will be advised to CASA via correspondence from the QM and will include any additional information as required.

A change to key personnel will require that a CASA Form 4 be lodged with CASA prior to the change unless it is an unexpected change, then no later than seven days after the change occurs.

All other significant changes not relating to key personnel will require a CASA Form 395 be completed and submitted to CASA complete with draft Exposition changes.

Changes that are related to a change to the FCA AMO certificate of approval will require a CASA 145-01 (Application for CASR Part 145 Approval Certificate) Form to be completed and submitted to CASA for approval.

1.9.4 Incorporating Change

Initiation of any changes to company documentation or procedures will be tabled at Management Meetings by the person who requires the changes to be made or their Management Representative. This communication of change allows all potentially affected stakeholders the opportunity to test the proposed change against their individual requirements and consequently provides protection against adverse effects. During this time Management Personnel present have an opportunity to be made aware of all changes and decide if the change is a minor change requiring no further action or a change requiring additional assessment including but not limited to stakeholder or staff engagement, risk assessments, manager sign off's etc. All changes brought to the Management Meeting for discussion will be recorded on the Management Meeting Board on Monday. Members of the Management Team will determine and decide if the Change Management Process needs to be followed and consultation sought or if the change is considered a Minor Change. Minor Changes can be recorded on the Monday Management Meeting board and carried out without any further review, while changes that require the change management



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process or additional staff or stakeholder consultation will be recorded on FCA Form 595 Peer Review which shall consider and establish guidelines that may include but are not limited to:

- Training
- Facility requirements Tooling and Equipment Safety
- Risk
- Information Technologies
- Resources

1.9.5 Responsibilities and Managing Change

The QM is responsible to the Accountable Manager to manage change and is to provide progress reports at the Management Meetings

The Quality Manager is responsible for the review and amendment of the Exposition including the Scope of Maintenance Services to be provided (Part 1.8 of this Exposition) recommending any changes to the Accountable Manager for action.

The QM is also responsible for the submission and receipt of any approved amendments to and from CASA and for subsequently ensuring the distribution of copies of approved amendments to all copy holders, as per the Exposition Distribution List at Part 0.3.

1.10 CHANGES THAT ARE NOT SIGNIFICANT CHANGES

Changes that are considered to be not significant are to be managed by the QM in accordance with this Exposition Parts 1.9.4 and 1.9.5. Exposition amendment action as a result of the change is to be conducted IAW the procedures at Sect 0.2.1 and a notification submitted to CASA on a Form 395 as an exposition amendment supported with changed documentation within 28 days of the change taking place. The QM is to maintain copies of all records associated with the change in in the company electronic file storage system.

At AM discretion the QM is to comply with current contractual requirements in regard to notification of amendment and supply of uncontrolled copies of the MOE to customers.

1.11 EXPOSITION

1.11.1 Providing Employees with the exposition

Employees are provided with Exposition training as appropriate to their role as part of the induction process *Form 541- FCA Part 145 Knowledge Assessment*. The recipient of Exposition training is assessed to ascertain if they are competent or not (Part 5.3 of this Exposition). All training completion details are recorded in Register 43 Company Authorisation and Training Register located on Monday with copies of training documentation placed into the employees Training File.

Further training in specific Parts of the Exposition may be required when granting company authorisations and will also be subject to an assessment procedure. Register 43 Company Authorisation and Training Register will record the required and completed training needs for each employee.

Subsequent revisions and amendments of the MOE will be advised electronically to all FCA staff through issue of an Operations Notice. Staff are required to acknowledge the Operations Notice within 7 days of issue or on return to work if absent at issue.

The Exposition is available to all employees as:

- Hard copy (0.3)
- Digital copies available from the Flying Colours Intranet
- Digital copies available on stand-alone company owned laptop (or similar) computers.



1.11.2 Keeping the Exposition Up to Date and Compliant

The revision process is designed to capture any changes that may affect the exposition and to provide those changes to the employees in a timely manner.

Consideration is to be given to changes in Regulations and facilities.

Revisions to the MOE may be identified and discussed as part of the Management Meetings as per Section 1.9.4. Where a MOE amendment requirement is identified the person identifying the requirement may submit an Incident Report by submitting a for information only issue on Safety Culture.

If the requirement is identified and recorded during an audit finding the Quality Manager may initiate a Corrective Action. The following requirements should be addressed before any change:

- Significant change (Part 1.9 this exposition)
- Non-significant change (Part 1.10 this exposition)
- Nominated individual(s) to effect the change (Part 1.9 this exposition)
- Training
- Other Documents requiring change Forms to be added or altered
- Procedural change
- Removal of redundant amendments and/or other supporting documents

All proposed changes shall be reviewed by all relevant stakeholders and recorded -refer (1.9). Employees will be made aware of the changes through the available company communication means including the company Operations Notices.

CASA regulatory changes are also to be reviewed for any change to the Exposition and are subject to the same amendment process in accordance with Parts 1.11.3 and 1.11.4 of this Exposition.

In addition to the above changes, the Exposition and supporting manuals will be reviewed on an annual basis under the direction of the Accountable Manager.

Manual holders will be sent a Form 575 Amendment Advice to complete each time a manual amendment is made. The Quality Manager will use completed Form 575's to ensure that manual holders have access to the latest revision of this MOE at all times.

1.11.3 Changes to the AMO Exposition

1.11.3.1 Initiating & Assessing Change

All changes identified as requiring a Peer Review under Section 1.9.4 of this exposition are to be recorded on **Form 595**– Peer Review Form.

- All peer Reviews are to be registered on the Peer Review Register REG037, located on Monday by the QM who will allocate a unique serial number and place into the Peer Review folder in the Electronic Data Storage System.
- Peer Reviews may be instigated by any stakeholder outside of a Safety Committee meeting as a part of normal day to day business.
- Peer Reviews are to be forwarded to the Quality Manager for registration and stakeholder allocation.
- The Peer Review Form is to be provided to all stakeholders for their commentary.

Assessment of completed Peer Review forms that have been accepted by all stakeholders can take place outside of the Safety Committee after completion and commentary is provided by all stakeholders or their delegates.

Open Peer Reviews and Peer Reviews that have not been accepted by all stakeholders will be discussed as an agenda point at Management Meetings.



Once a Peer Review has been accepted by the stakeholders, the regulator (as required) and/or the Safety Committee the changes may be incorporated IAW Sect 0.2.

Any change to any Part of the Exposition required by CASA constitutes a mandatory action.

1.11.4 Directions by CASA to change Exposition

If CASA directs Flying Colours to carry out a change to the Exposition such as removing, including or revising identified information, The QM is to raise a Management Meeting Agenda item identifying the CASA request and advise the AM immediately. A Management Meeting is to be convened as soon as practically possible to assess the changes and allocate responsibilities.

It is to be understood that if CASA direct a change then that change is mandatory and must be complied with in the time frame as instructed.

**2 PART 2 MAINTENANCE PROCEDURES****2.1 SUPPLIER EVALUATION AND SUBCONTRACT CONTROL PROCEDURE****2.1.1 Company Policy — (sources of supplies)****Aeronautical Products:**

All aeronautical products used on commercial air transport aircraft are subject to compliance with the requirements of Part 145, therefore operated by a Part 42 organisation must have a CASA Form 1 or Authorised Release Certificates issued by a foreign country that are acceptable to Flying Colours Aviation as detailed in CASR 1998 Part 42 Chapter 12, taking particular note that the membership of EASA is subject to change. If in doubt, the inclusion of a country in EASA is to be confirmed.

Acceptable suppliers to Flying Colours Aviation include;

- A Part 21 and/or CASA 145 approved source.
- A FAR 145 source acceptable to CASA.
- An EASA 145 source acceptable to CASA.
- The Operator of the aircraft undergoing maintenance, in cases where Flying Colours Aviation has a Maintenance Agreement and the Operator is approved an Approved Supplier to FCA.
- Other AMO's approved in accordance with Part 145.
- The original equipment manufacturer (OEM).
- Stockists and Distributors acceptable to Flying Colours Aviation.

Aeronautical products obtained from approved sources, will be monitored on receipt and during application to ensure that satisfactory levels of quality and airworthiness of the aeronautical products are achieved. Any source that consistently fails to produce new or maintained aeronautical products to the satisfaction of Flying Colours Aviation will be discontinued.

Standard Parts:

A certificate of conformance is acceptable for traceability of standard parts when regulatory required information is identified. Standard parts and material delivered from customer stock must have customer traceability present and be recorded by the ICO. All customer provided standard parts must be traceable by the customer GRN/ Batch and documentation must be provided by the customer when requested by FCA. An agreement must be in place with the customer if customer supplied parts are to bypass FCA inwards goods documentation requirements (such as Qantas CPM) clearly highlighting the customer responsibilities to retain documentation required by CASR Part 145. Customers bypassing FCA documentation requirements for customer supplied parts must be on FCA's Approved Supplier list and copies of CASA approvals held on file by FCA.

Subcontracted Services:

Non Part 145 suppliers providing services for which Flying Colours Aviation has approved are to be controlled under the Quality Management System and are assessed to Part 145 MOS. To achieve this requirement the following activities are to occur;

- pre-contract audits.
- sample service audits.
- corrective action follow up plan.

Ensuring that:

- the subcontractor / suppliers facilities, personnel and procedures meet the relevant requirements of CASR Part 145 and the MOS Part 145.
- FCA can confirm the subcontractor / supplier will meet the necessary standards and that maintenance will be carried out in accordance with approved maintenance data.
- Subcontracted maintenance services do not include base maintenance checks, or a complete workshop maintenance check inclusive of complete aircraft refinishing, or overhaul of an engine, engine module or propeller.



Authorised Release Certificates

All aeronautical product fitted to Part 145 aircraft are to be checked that the accompanying release documentation is acceptable to CASA (2.2).

Flying Colours Aviation accepts the CASR 1998 Form 1 and the CAR 30 Authorised Release Certificate issued on or before 26 June 2013 by a CAR 30 organisation under CAR 42WA.

Control of Authorised Release Certificates is to be carried out in accordance with the procedures described in Part 2.2 of this Exposition.

2.1.2 List of Approved Subcontractor / Suppliers

An electronic list of approved subcontractor / suppliers is maintained by the Quality Manager in Monday (Register 014). The QM is to retain a copy of all related information for approved suppliers in individual company files maintained in the company electronic file storage system which is restricted by user access type and records are retained and archived if no longer in use..

Part 42 CAMO with which FCA maintains a current aircraft maintenance contract are accepted as approved suppliers of aeronautical products in relation to the maintenance on their aircraft without assessment. This acceptance does not negate the need for the CAMO to supply FCA with adequate traceability documentation for stores inception.

2.1.3 Monitoring of Subcontractor / Suppliers Quality systems

Stockists and distributor sources will be managed in one of two ways:

- Where the stockist or distributor is prepared to provide a copy of their in-coming documentation (acceptable to CASA) they will be treated as an approved source and therefore the aeronautical products will be monitored on receipt and during installation.
- Where the stockist or distributor is unable to supply incoming documentation, or fail to do so, an audit of that organisation's practices (either on site or postal) and procedures will be undertaken prior to placing orders.
- The stockist/distributor will be required to complete Supplier Evaluation Self Desktop Audit - Form 475 and any FCA accounting documentation, ie Form 476 Supplier VMS Requirements, as applicable at that time.

Suppliers of goods and services are monitored through inspection of goods provided for conformance (2.2) and reporting of deficiencies in products being reported to the Quality Manager (2.2). The QM monitors compliance of suppliers through these reports and performs a review using Form 475 Supplier Evaluation Self Desktop Audit at a period not exceeding 12 months from initial acceptance and then at a period not exceeding 24 months thereafter to ensure their ongoing suitability and compliance with CASA requirements. The QM may undertake a review of suppliers at any time as a result of poor performance to assess ongoing acceptance of the supplier.

Management and termination of sub-contractors as a result of not meeting FCA standards is the same as for approved suppliers.

2.1.4 Findings, corrective and preventative actions

Refer to Part 3.2 of this Exposition.

2.1.5 System for placing orders

An FCA Purchase Order (Form 545) is raised for the procurement of all items and provision of services ensuring that the Supplier meets the requirements of 2.1.2 of this Exposition.

An exception to this process is when direct credit card payment is made for consumables and items that are not aeronautical products from approved suppliers by the ICO or contractual agreements are in place for alternative processes related to operator supplied or supply arranged

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items. Purchase orders must be signed by a person authorised by the company for the commercial value of the order. The Purchase Order is sent to the supplier with hard copies maintained.

Purchase Order authority and access are set by the Accountable Manager and advised to the persons authorised by Job Description or position as appropriate.

2.1.6 Control of Subcontractors

If any subcontractor is required, The AM is to approve the use of the subcontractor and the QM is to conduct a pre-contract audit (2.1.1) to ensure that the subcontractors own quality system is ensuring the required standards are being met, and if the subcontractor is found acceptable, the organisation is to be included in the approved supplier list identifying the scope of contract approval and the periodic audit program the same as an approved supplier however is to have sample audits conducted of services provided.

The AM is to ensure that a current contract or Memorandum of Understanding (MOU) is in place between FCA and the subcontractor that describes each organisations responsibilities and kept in the company electronic file storage system.

2.2 RECEIPT / INSPECTION / ACCEPTANCE OF AERONAUTICAL PRODUCTS

2.2.1 Aeronautical product / Material acceptance procedures

All aeronautical products are subject to the inwards inspection process and application of a Flying Colours GRN regardless if the customer has their own GRN already on the item. The Aeronautical product is to comply with all traceable and conformance requirements.

To expedite processing time before being required for use; where shipping information is adequate and supplied in advance to bulk shipments the product details may be input to the GRN register without allocation of GRN until inwards inspections are complete and the product is found acceptable.

Standard parts/ Materials (Aeronautical Product) are acceptable to FCA provided the following criteria are met;

1. The Aeronautical Product is serviceable; and
 2. The Aeronautical Product is eligible to be fitted to the aircraft or aeronautical product; and
 3. The Aeronautical Product appears to be in a satisfactory condition; and
 4. If the manufacturer of the Aeronautical Product has specified a storage life for the part
 - 4.1. the storage life for the part has not expired; and
 5. The Aeronautical Product is accompanied by:
 - 5.1. information that identifies the specification with which the part complies; and
 - 5.2. evidence that the Standard Part complies with the specification; and
 - 5.3. information that allows the part to be traced to its manufacturer.
- Or
- 5.4. If the approved supplier has CASA distribution approval and the product has a demand label identifying the supplier name, part identification, supplier registration number and a statement that required documentation is retained, no further traceability documentation is required.

If at any time the aeronautical product fails to comply any of the mandatory requirements it shall be placed into the Quarantine Store with the exception of a part that meets the requirements of Part 2.2.2 of this Exposition.

2.2.2 Permission for Fitting aeronautical products for which there is no authorised release certificate (reference CASR Part 42.440)

Fitment of aeronautical products without full traceability is not to occur under the FCA AMOC.



Parts that have been removed from an aircraft may be reinstalled to the same aircraft, or another aircraft under the same CAMO responsibility with their consent, as long as all other regulatory requirements and procedures within this manual are met.

2.2.3 Sources

See Section 2.2.2

2.2.4 Records

Flying Colours Aviation is to retain all traceable and conformity documentation for a period of not less than two years after the product has been used in, or fitted to, an aircraft or another aeronautical product. These records are to be located in the store and progressively placed into the archive by the Inventory Control Officer in GRN order that allows retrieval of information to be effectively carried out.

2.2.5 Incoming Inspections

Incoming Inspections are carried out by a company authorised person normally the ICO or a nominated person, supervised by the ICO:

- If any item fails its inward receipt it is to be placed into Quarantine immediately accompanied with all documents received with the item.
- Prior to opening the receipted item(s) inspect the packaging for any apparent damage, contamination or leakage, record any findings and report to the RM.
- Inspect the product for transport damage; correct transportation/storage container is used; correctly fitted blanks; all applied seals are intact; desiccant is in place and the documents are attached to the item record any findings and report to the RM.
- Inspect the accompanying documentation to ensure that certificate batch/serial numbers match the aeronautical product supplied. Documentation is to include adequate details for traceability such as:
 - Authorised Release Certificate (2.1)
 - Certificate of conformity or as otherwise acceptable
- Review ARC for components to ensure that the component is serviceable and applicable.
- Beware that the ARC is not a partial release to service requiring further component maintenance before fitment. Where any doubt exists the services of the Quality Manager of appropriate LAME is to be sought.
- Check that the requirements of the purchase order are satisfied.
- Check that full details relating to the aeronautical product /materials are included in the incoming documentation, with cross-reference to original certifying documentation.
- Take note and apply any special storage requirements detailed in SDS, or as labelled, or in the accompanying paperwork.
- Stamp and certify the accompanying paperwork using the Company Authorised Personal stamp or record their FCA Individual Authorisation Number. The stamp is not to cover any relevant information on the attached documentation

The aeronautical products and components are entered into the Aeronautical Product Register that is maintained as a digital record on the company Electronic Data Storage System and issued with a Goods Release Number (GRN). The Goods Release Number will comprise of the prefix GRN followed by a company generated sequential number. Traceable documentation is not attached to the item but is held on file and can be accessed as required.

- The entry into the Aeronautical Product Register shall contain the following:
 - Date aeronautical product received.
 - The allocated GRN.
 - Date of shelf life expiry (The earliest applicable specification shelf life)
 - Approved Supplier information.
 - Description of aeronautical product.
 - Quantity.
 - Invoice number.

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- Intended recipient of the aeronautical product e.g. Stock; aircraft registration or component Job number (if applicable),
- Flying Colours Aviation Purchase Order Number (where applicable).
- Allocated GRN's are to be recorded against the purchase order. When it is confirmed that all items ordered are in location the Purchase Order is to be filed in the Customer/Job number folder.
- All aeronautical product / Documents are marked with the GRN number Form 295.
- Items for the bonded store are to be placed into their allocated location.
- Customer owned aeronautical product will be allocated designated and segregated location(s) within the bonded store.
- The received traceability documentation is to be copied and filed in the Aeronautical Product Register for a minimum of two years after the aeronautical product has been used in, or fitted to, an aircraft or another aeronautical product.
- Original Traceability Documents including ARC is to be attached to the applicable aircraft components

Traceability documentation is not attached to consumables and painting aeronautical products but is held on file and can be accessed as required. For aircraft components the original ARC is attached to the item and a copy is held on file.

2.2.6 Electrostatic Discharge Program (ESD)**2.2.6.1 ESD Inspection Procedure**

Outside of the scope of maintenance activity granted on AMOC 1-W7D4Z.

2.2.7 Quarantine Store Procedure

All aeronautical products placed into the secured Quarantine Store located in Building 1, or for bulk materials the overflow storage room beside Hangar 3, under the control of the Inventory Control Officer are to be accompanied with any provided documentation. The Quarantine Store is utilised when the following aeronautical product is:

- Non-conforming
- Unsalvageable
- Defective
- Awaiting status confirmation

The Quarantine Register (Register 48) located on company Electronic Data Storage System and is to include the following information:

- Description
- Part number
- Batch/Serial number
- Supplied by (approved supplier) Date of receipt
- Disposed to (approved supplier/vendor/incoming inspection etc.)
- Disposal date

Defective or non-conforming aeronautical product procedure:

- Record all known details into the Quarantine Store Register
- Inform RM and QM
- Place into the quarantine store

Unsalvageable aeronautical product procedure:

- The Inventory Control Officer records all known details into the Quarantine Store Register
- Item is to be accompanied with a certified unserviceable label Form 565.
- Inform CAMO and await instructions.
- Goods outwards refer to Part 2.3 of this Exposition or this aeronautical product for dealing



- with unsalvageable aeronautical product, and/or
- Dispose of in accordance with product instructions in the MSDS and local authority procedures.

Aeronautical product awaiting status confirmation

- Inventory Control Officer to Record all known details into the Quarantine Store Register
- Accompanying label providing the troubleshooting details is to be certified.
- If item is proved serviceable, it is to complete the incoming inspection.

2.2.8 Control of aeronautical products received from customers for Repair.

All customer owned aeronautical products that require Flying Colours Aviation to carry out component maintenance activity must follow this procedure;

- Component with unserviceable label correctly completed placed into the incoming inspection area of the store.
- Segregate from serviceable stock.
- Store to forward details of unserviceable component to PJM
- PJM to source the customers work order and raise the work package
- When work package is received by stores, the stores release the component to Authorised staff for repair activities.

2.2.9 Segregation of Serviceable / Unserviceable aeronautical products

The RM is responsible to ensure that all aeronautical products under FCA control are classified as either serviceable or unserviceable and that all serviceable aeronautical products are segregated from unserviceable aeronautical product.

Aeronautical product known to be unserviceable is to:

- be classified as unserviceable using an Unserviceable Tag Form 565 within two days and returned to the store,
- placed into the Unserviceable location with any documentation provided with the aeronautical product until disposal,
- segregated from serviceable product within the store

2.2.10 The Unserviceable Tag

The Unserviceable Tag Form 565 is used in FCA to identify unserviceable components or products. When completing the tag the following details are to be completed:

- sufficient information to identify the aeronautical product, including the aeronautical product's name, aeronautical product number and batch/serial number (if any);
- that the aeronautical product is unserviceable;
- the origin of the aeronautical product, including information about the Job Number or aeronautical product from which the aeronautical product has been removed, if relevant and if known to the maintainer or organisation;
- The reason that the aeronautical product is unapproved.

2.2.11 Procedures for dealing with Unsalvageable aeronautical products CASR Part 42.465

The scope of maintenance undertaken by FCA limits its ability to classify aeronautical product as unsalvageable expect those used in the scope of its AMOC.

Aeronautical product known to be unsalvageable is to be classified as unsalvageable within two days after the aeronautical product was known to be unsalvageable, returned to the store and placed into the quarantine store until disposal.

Applying an unserviceable label recording the following:



- product's name, aeronautical product number and batch/serial number (if any);
- that the aeronautical product is unsalvageable;
- the origin of the aeronautical product, including information about the aircraft or aeronautical product from which the aeronautical product has been removed, if relevant and if known to the maintainer or organisation;
- The reason that the aeronautical product is unsalvageable.
- The aeronautical product is to be stored in the Quarantine Store with any documentation provided with the aeronautical product;
- If Flying Colours Aviation is not the owner of the aeronautical product — giving the aeronautical product to the owner of the aeronautical product;
- Mutilating the aeronautical product, or arranging for the aeronautical product to be destroyed, in a manner that ensures that the aeronautical product cannot be used in aviation.

Where the aeronautical product is not used in the course of conducting company approved maintenance and is suspected of being unsalvageable; the aeronautical product is to be tagged as U/S using Form 565 and identified to the QM. The QM is to quarantine the item and notify the relevant CAMO. The QM is to arrange for transfer of the item to the CAMO for further assessment and action as deemed appropriate.

2.2.12 Procedures for dealing with suspected unapproved aeronautical products CASR Part 42.E.4

An unapproved aeronautical product is classified as an aeronautical product that is;

- counterfeit
- The aeronautical product has not been supplied with traceable and conformity documentation.
- is not a standard aeronautical product
- Has been produced without CASA or the NAA authorisation.
- The aeronautical product has been modified outside of Part 21 design approval.
- the aeronautical product is unserviceable or unsalvageable, or
- the aeronautical product has been fraudulently misrepresented as serviceable (e.g. batch number tampered with or altered)
- The aeronautical product has been supplied with a fraudulent document.

Aeronautical product known to be unapproved is to be classified as an "Unapproved Part" using Form 565 within two days after the aeronautical product was known to be unapproved; returned to the store; and segregated from serviceable product within the Quarantine Store until disposal..

The Quality Manager is to be informed and a report is to be submitted to CASA Form 1058 Suspected Unapproved Parts Report, and

If Flying Colours Aviation knows that the aeronautical product was fitted to an aircraft or aeronautical product — inform the type certificate holder or foreign type certificate holder for the aircraft or aeronautical product; and

If Flying Colours Aviation knows that the aeronautical product was fitted to an aircraft — informs the person responsible for continuing airworthiness for the aircraft.

2.2.13 Acceptance of Components from Internal Sources

Any components that are returned to the store must be;

- subject to the incoming receipt procedure if being returned to FCA stock, initial GRN is maintained;
- or dispatched complete with documentation in accordance with instructions received.

2.3 STORAGE, TAGGING AND RELEASE OF AERONAUTICAL PRODUCTS



2.3.1 Storage

Flying Colours Aviation has several storage solutions covering company owned stock as well as customers aeronautical product located with, and managed by, the stores.

The ICO is responsible for the control of aeronautical product which must be appropriate to the items being stored so as to provide a safe and secure environment and also offer control of stock regardless of category. The storage areas are to be kept to a high standard of cleanliness and tidiness at all times. Stock is to be well ventilated and condensation is to be kept to a minimum.

Serviceable aeronautical product must be segregated from unserviceable aeronautical product in clearly defined areas within the store.

Aeronautical product removed from an aircraft, an unfitted assembly or component that is under control of the client may be accommodated for storage in the FCA store. In these instances, the ICO is to segregate an area within the store and is to clearly define the segregated area. Components and equipment stored in that area are not under control of FCA.

Aeronautical product must be stored in accordance with the original equipment manufacturers standards. If these are not provided the product is to be stored to the same standard as similar products for which standards are available.

The following standards are to be met for aeronautical product assurance:

- Shelf Life Control - all aeronautical product provided with a shelf life is to be recorded, monitored and if out of life, withdrawn from stock. The tracking of lifed product is to be carried out by Inventory Control Officer providing details input during stock receipt (2.3.5). A physical review of all lifed aeronautical product including consumables is to be carried out on a monthly basis by the ICO. Stock may be used up until the shelf life expiry date, and then must be removed from use no later than on the expiry date. All withdrawn product is to be classified as unserviceable and placed in well marked segregated area's awaiting disposal instructions from the stock owner.
- Specification Restricted Products - If aeronautical products are manufactured to multiple specifications where different shelf life applies to different specifications; FCA is to apply the shelf life applicable to the task for which the product has been ordered. Where that shelf life has expired, and there are other specifications that apply with longer shelf life which are applicable to the FCA scope of approval and scope of work, the product is to be identified as shelf life restricted by having a round red adhesive label applied to the product label. On applying the amended shelf life, stores staff are to update the goods inwards register making note of the specification restriction and amended shelf life, then apply a new GRN label Form 295 with the updated shelf life date to the product. The same GRN is maintained. The ICO is to ensure that shelf life restricted products are not issued to tasks without ensuring the shelf life restriction does not apply to the task. Before use of any product identified with a specification restriction the Hangar Supervisor is to ensure that the shelf life applicable to any required product specification to be applied to the task has not been exceeded
- Shelf life extensions - Where a supplier applies a shelf life extension in accordance with current ICA, the ICO is to ensure that an amended Certificate of conformance or other traceability document is received and filed, any applicable specification restriction is identified as per above, is to update the inwards goods register details making note of the extension and is to apply a new GRN label Form 295 identifying the amended shelf life date.
- Segregation of Stock - materials that have an adverse effect on other materials are to be identified and segregated in accordance with manufacturer's instructions.

Unserviceable or shelf life expired hazardous substances may be used for non-aircraft applications. Expired product may need to be stored in the main store awaiting use on non- aircraft applications, disposal or transport. In these instances the unserviceable / not for aircraft use / shelf life expired item is to be clearly identified and tagged unserviceable and not for aircraft use then be stored on a



separate shelf at a height to prevent access within the Building 1 store storage facility segregated from all other products.

Stock Rotation - a strict rotation of stock is followed ensuring that the oldest stock is used first, unless instructions are received to do otherwise.

2.3.2 Bonded Area

The Bonded Area (1.7) is where all aeronautical products/materials certified and conforming to their approved specifications is to be stored.

2.3.3 Quarantine Store

The Quarantine Store is a secure cupboard located within the store and is used to hold aeronautical products/materials that do not comply; are awaiting status confirmation; unsalvageable items; suspect unapproved and counterfeit aeronautical products and unserviceable tooling. The Quarantine Store is accessible only to authorised persons and all items are to be recorded into and out of the store using the Quarantine Store Register REG048. The Inventory Control Officer will maintain control of Quarantine Store security.

2.3.4 Incoming Inspection Area

A designated floor space and bench marked to identify the area as Incoming Inspection is located within the store. This area is to be used only for aeronautical product waiting for the Incoming Inspection procedure to be carried out. On completion the items are to be placed into their designated areas. If an item fails to comply it must be placed into the Quarantine Store.

2.3.5 Outwards Goods Area

Located in the store, the bench is used to identify, inspect and package all aeronautical products being sent to an outside location. A Shipping Label (Form 165) or provided con-note is to accompany all items sent by the store from Flying Colours Aviation. Outwards goods details are entered into the Townsville Outgoing Freight Register (REG 011) .

2.3.6 Unserviceable Equipment Area

The forward bay of the Building 1 centre main roller door entry is a designated unserviceable equipment area. Unserviceable equipment not required to be managed through the quarantine store is to be tagged with a Form 565 - Unserviceable Label and stored in this location awaiting disposal or release action.

2.3.7 Store Access

The ICO or a nominated stores staff member will maintain security standards and restrict access to the store to personnel requiring official access only. The store is to be secured when stores staff are not in attendance. FCA staff without company authorisation for Stores Access are only permitted to access the store under stores staff supervision. Nominated staff for unsupervised stores access are to be selected by the RM, receive the documented training relevant to the activity they will be carrying out in accordance with Part 5.3 of this Exposition, and the successful nominations will be forwarded to the Quality Manager for Stores Access inclusion in their company authorisation.

Outside of normal working hours company authorised persons are permitted entry and to supervise FCA staff within the store.

When required, the ICO may permit staff members to enter the store to assist the stores persons in their job. On completion of the assistance the store is to be vacated.

2.3.8 Identification of Aeronautical Product

All serviceable aeronautical products in the store will be subject to the Incoming Inspection to confirm traceability and be issued with a Flying Colours Aviation GRN. The GRN is to be identified



on a Flying Colours Aviation GRN Label Form 295 which is attached to the item. The GRN will also be annotated on the products accompanying documents. Customer supplied aeronautical product for installation by FCA is subject to the full inception process however is to be stored segregated in an area clearly identified to the customer. Customer aeronautical product that is not to be installed by Flying Colours Aviation is not to be incepted or provided a GRN and may be held segregated in storage in an area clearly marked to the customer.

All aeronautical product managed by Flying Colours Aviation will be categorised as one of the following and will be tagged accordingly with all fields completed legibly in ink with required information (see [FCA Standard Operating Procedure 041 Completion of Maintenance Labels & Tags](#)):

- **CASA Form 1** - Where an item is a component that has had D3 maintenance completed a Form 1.
- **GRN Label Form 295**- Where an item is clearly marked with manufacturer part number and batch number and has been processed into the Flying Colours Aviation store with full traceability a Flying Colours Aviation GRN Label
- **Serviceable Label Form 285**-Where an item is not clearly marked with manufacturer part number and batch number and has been processed into the Flying Colours Aviation store with full traceability a Flying Colours Aviation GRN Label and an in house Serviceable Label Form 285; Where an item has been removed from an aircraft serviceable and is not to be reinstalled onto that same aircraft an in house Serviceable Label Form 285 may be used; however, that item is to be segregated to that operator's supplied stock in the store and is only to be fitted to another of that same operator's aircraft with the CAMO permission.
- **Holding Label Form 720** – Where an item has been removed from an aircraft as part of a maintenance action and is to be reinstalled onto that aircraft in the same location in a period exceeding 24 hours a Holding Label Form 720. Where an item is removed unserviceable is approved as a MEL item or deferred maintenance the item is not to be installed if the deferment period has been exceeded, in these cases it is to be classes as unserviceable as per below.
- **Unserviceable Label Form 565** - All aeronautical product that is not airworthy Unserviceable Label Form 565.
- **Quarantine Label Form 235** - Primarily used by FCA Stores to identify aeronautical product and components that are required to be quarantined away from serviceable aeronautical product and components within MS01 & H3. Items in Quarantine cannot be used on an aircraft.

2.3.9 Environmental Control

Hangar 1 provides adequate environmental control for products in use. When a product is sourced that has restrictive storage requirements identified that cannot be met, the ICO is to raise a Safety Report IAW the SMS procedures and advise the Production Planner and Quality Manager of the issue. A refrigerator is provided in the bonded store to store stock requiring climate control. Only aeronautical product and associated consumables are to be placed into the refrigerator.

Consumable products that have been opened but not fully used and are safe to use at a further time, may be placed back into the refrigerator providing the original GRN is clearly identifiable, the product is within shelf and the date the product was opened is clearly and legibly marked for the next users information.

Other consumable items not requiring refrigerated storage are to be similarly marked and placed into the consumables cupboard positioned in the hangar adjacent to the store. Opened stock deemed serviceable is to be issued at the first instance.

2.3.10 Issue of aeronautical products to maintenance



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All aeronautical products fitted to an aircraft or component is to be issued by the store regardless of the location of that item. For example it could be a large item stored outside of the store; or an aeronautical product has arrived into the organisation from airside (the Incoming Inspection must be carried out) and the aeronautical product is to be correctly issued.

All aeronautical products are to be issued using the Material Issue Form (Form 66) that has been correctly identified with the aircraft Registration or component serial number and the Flying Colours Aviation Job Number. All relevant spaces are to be completed on the form with all non-applicable sectors marked as N/A.

An individual who is carrying out maintenance must not use aeronautical product in or on an aircraft or aeronautical product without the product being identified with a FCA GRN.

2.3.11 Return of aeronautical products from maintenance to the store

All items returned to the store are to be correctly labelled and the label is to be attached to the item and clearly readable. The store is not to accept any item not correctly categorised. In addition the item must be in a correct storage condition e.g. with the provided correct storage/ shipping container; no leaks etcetera before the stores will accept the item.

Out of normal work hours return of stores will be placed into the Incoming Inspection area for stores evaluation and action.

2.3.12 Disposal of aeronautical product

Disposal of aeronautical product will be performed in accordance with the customer's instructions or at the RMs direction, with the more usual scenarios being;

- Returned to the customer
- Forwarded to a nominated vendor
- Internal repair
- Instructed to destroy the item

Items returned to the customer, forwarded to a vendor or are rotatable will have a Shipping Label (Form 165) or a con note copy accompanying the item being dispatched, with the details entered into the Townsville Outgoing Freight Register (REG 011).

The Inventory Control Officer shall ensure items that are being dispatched from Flying Colours Aviation are shipped in suitable packaging/ containers that provides for the item sufficient protection from damage that may occur during normal transportation. If the Manufacture of the items specifies a type of container or packaging, that container or packaging is to be used.

Components waiting for repair will be segregated from serviceable stock in the Bonded Store in a clearly marked location.

When destroying an item the unserviceable item is to be processed through the Quarantine Store and all identification plates, labels or other forms of removable identification are to be rendered unreadable and the item damaged in such a way that it cannot be re-fitted to an aircraft as an airworthy aeronautical product. Relevant details are to be recorded on the Quarantine Register (REG 48).

2.4 TOOLS AND EQUIPMENT

2.4.1 Responsibilities

The Accountable Manager has overall responsibility to ensure that the correct tooling and equipment is available for use to carry out the scope of work as detailed.

The Responsible Manager is responsible to ensure that specific tooling has been identified, sourced and in position prior to carrying out maintenance activity. The RM is also responsible to ensure that engineers are trained in the use of tools and equipment.



The QM is to ensure that organisations that carry out equipment testing and calibration on Flying Colours Aviation's behalf,

- are assessed as approved suppliers before conducting calibration tasks
- Conduct required calibration IAW recognised national standards

Internal procedures require the calibration event record to be made at the time of the completion of the calibration event; and

The Responsible Manager is responsible to ensure that tooling and equipment is serviceable and available for use and is to assist in sourcing tooling as required.

2.4.2 Receiving tools and equipment

Tooling specified by the aircraft manufacturer is to be accepted into the organisation using the procedures detailed in this Part. The tooling as specified by the manufacturer is to be made available to carry out maintenance activity and may be sourced from several areas, for example;

- Company owned - tooling as specified by the manufacturer, an acceptable alternate tool specified by the manufacturer or an organisation approved alternate tool manufactured locally.
- Customer owned - either on permanent loan or on an as required arrangement in accordance with arrangements as agreed on by both organisations
- Another approved source.

All tooling for use by this organisation is to be receipted in by stores who are to determine the following;

- If any item fails its inward receipt it is to be placed into Quarantine immediately accompanied with all documents received with the item.
- Prior to opening the receipted item(s) inspect the packaging for any apparent damage, contamination or leakage, record any findings and report to the RM.
- Inspect the product for transport damage; correct transportation/storage container is used; leakage; and the documents are attached to the item record any findings and report to the RM.
- Inspect the accompanying documentation to ensure that the description, aeronautical product numbers and in some cases, serial numbers match the tooling as supplied.
- Forward all tool or equipment operating instructions to the QM for appraisal.
- Check that the requirements of the purchase order are satisfied.

In the event of specialist tooling or equipment undergoing the receipt process that is beyond the experience of the stores persons then the RM is to nominate a refinishing employee to assist. On successful completion of the receipt process the ICO is to populate the Equipment & Tooling Register (REG 003) with the required information. The tool is provided with a fixed position either within the store or in a tool crib under the direction of the RM.

2.4.3 Identification of tools and equipment

All tooling and equipment used by the organisation for carrying out maintenance on aircraft or aircraft components will be supplied with individual identification, either the OEM serial number or from the Equipment & Tooling Register (REG 003).

Company owned and operator's long term loan tooling and equipment will be supplied with a company generated serial number and is to be recorded in the Equipment and Tooling Register (REG 003).

Short term loan tooling and equipment is to retain whatever identification number it is supplied with and recorded in the Equipment & Tooling Register (REG 003). If it does not have any identification then a Flying Colours Aviation supplied number is to be allocated and recorded.

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2.4.4 Tracking service life

All tools used by the organisation are to be recorded in the Equipment & Tooling Register (REG 003) located in the Electronic File Storage System; this register is to include tools borrowed on a short term arrangement or on permanent loan. The Tooling Register is to record the tooling data and if calibration or inspection are required the tool will be temporarily added to Safety Culture.. Borrowed items are to be inspected during the incoming inspection process to ensure that the tool is in a serviceable and compliant condition.

New tooling is to be appraised by the ICO to ensure that the tool is serviceable and compliant and to also enter details of repeat inspections, calibrations and/or test requirements into the program Safety Culture. Scheduled inspections can be raised to capture the manufacturers stated inspection criteria and calibration check intervals. New tooling requiring calibration is not to be released for use until that calibration has taken place.

In service tooling is to be tracked by Stores in accordance with Part 2.5 of this exposition.

Test and Tag items will be registered in Safety Culture, when items are due, tests will be completed by a qualified Test and Tag Inspector and a new report uploaded.

2.4.5 Method of labelling tooling serviceable or otherwise

Calibrated tooling will be supplied with a calibration label that will accurately reflect the calibration information held in the Equipment & Tooling Register (REG 003). For situations where the calibration provider has labelled the tooling with a current calibration label that is less than the duration described in the FCA Equipment and Tooling Register, the ICO is to contact the calibration provider to determine the circumstances for the variation. If the reduced calibration interval provided by the supplier is valid, the ICO is to amend the calibration interval in the Equipment and Tooling Register to reflect the calibration provider label. If the reduced calibration period is not valid, based on equipment manufacture recommendations and national standards then the ICO is to arrange for the tooling to be re-labelled by the calibration provider to reflect the interval in the Equipment and Tooling Register.

For reasons based on impracticality due to the paint stripping/ spray painting environment, labelling inspected tooling and equipment "Serviceable" is not required. All Tooling and Equipment with the exception of "calibrated" Tooling and Equipment which must display a calibration label will be considered serviceable unless otherwise labelled "Unserviceable", though the user is responsible for inspecting the item before use to ensure that the item is serviceable and fit for purpose..

Any item that is known to be missing a label or is to be investigated by the user and its status is to be established and re-labelled or tagged prior to use.

Test and Tag equipment will have an authorised tag fixed to item as supplied by the test and tagger.

Tooling that has exceeded any of the compliance requirements will be provided with an Unserviceable Label and removed from service and placed into Quarantine.

2.4.6 Method of storing the paperwork specific to each item including manufactures instructions and calibration reports

FCA – Equipment and Tooling Register (REG 003) & Safety Culture Assets section contains records of all tooling and equipment owned by FCA that is associated with aircraft maintenance and requires some form of ongoing maintenance action including:

Calibrated tooling details

- a history log for all calibrated tools the latest calibration report details
- any applied variations;
- exceedances; and extensions.



Inspection details

- a history log for all inspected tools
- the latest inspection report details
- any applied variations; exceedances; and extensions.

Test and Tag items:

- date of next test and tag requirement and interval between tests.

Calibration report electronic copies are maintained in the Electronic Data Storage System and hard copies are maintained in a file with current certificates in the front and archived copies to the back.

Test and tag details are maintained through use of an electronic tracking program on the store laptop under direction of the ICO.

2.4.7 Process for acceptance — (identification, certification, control, calibration)

2.4.7.1 Operator Supplied Tooling

The tooling and equipment support as supplied by the operator will be outlined in the relevant Contract, Memorandum of Understanding or similar, held by the Accountable Manager in the Contracts Register REG047.

2.4.7.2 Alternative Tools and Equipment

Tooling and Equipment specified by the OEM in approved maintenance data must be utilised in the conduct of maintenance on aircraft or aeronautical product. Any non-OEM tooling or equipment that is being considered to be used in lieu of OEM specified tooling is to be assessed using the Alternative Tool Acceptance Check List Form (Form 615) where the following requirements are to be certified for by a competent person and all supporting documentation is to be supplied supporting the certification to the RM;

- ensure that the required limits and tolerances specified by the OEM are achievable if manufactured and if available OEM tooling or equipment data and drawings
- a risk assessment
- materials and aeronautical products used in manufacture
- function checks to ensure safety to user and the aircraft

There are two available approval options, one is to seek the aircraft or component manufacturer approval and gaining from them a list of acceptable alternative tooling, or if FCA has access to an alternative tool that can carry out the task then all reference documentation supporting the request is to be forwarded to the OEM for acceptance.

If tooling is manufactured locally an Alternative Tool Acceptance Check List Form (Form 615) is to be completed along with all supporting documentation, photographs, risk assessment and test results and forwarded to the Quality Manager.

The QM is to assess the application and the tool in use ensuring that the tool can carry out;

- the planned activity;
- the tolerances and limits in accordance with the OEM specifications
- Does not pose a safety threat to the user or to the aircraft or component it is intended for.

Prior to use and after acceptance of the tool by the FCA QM, the relevant OEM and the CAMO are to be informed of the proposed alternate tooling or equipment and supplied with the accompanying documentation for their approval.



Where the tooling is generic, (for example a spray gun) an Approval of Alternate Tooling Acceptance Checklist (Form 615) is not required to be completed.

2.5 CALIBRATION OF TOOLS AND EQUIPMENT

2.5.1 Control

All calibration of company measuring and test equipment is controlled by the ICO and is subject to audits via the Quality Manager. Company approved (including approved loaned/hired tooling etc.) calibrated tooling is the only source available for measuring and testing to the engineer and therefore personal measuring and test equipment is not be used for taking and recording measurements in maintenance documentation.

2.5.2 Inspection, servicing and calibration program / equipment register

The control of tooling and equipment serviceability is to be tracked and forecasted through the use of Safety Culture Assets register. This register will contain a list of all company tooling and equipment as well as long and short term loaned items. All tools and equipment used by Flying Colours Aviation will have a unique identifying batch/serial number that will be visible on the tool and recorded in the register.

Asset records will include:

- Calibration standards
- Calibration requirements/call outs and certificates.

2.5.3 Establishment of inspection, servicing and calibration time periods and frequencies

The ICO is to manage and to source the Standard required and as applicable to maintain the item and on obtaining the Standard, it is noted that not all inspections or servicing activities will have an allocated Standard. Resources available to establish maintenance intervals may be sourced from the following resources:

- Original Equipment Manufacturer
- Relevant Australian Standards or if not available to an equivalent recognised National Standard.

High usage calibrated tooling may be subject to an increased frequency of calibration inspections as dictated by a risk assessment.

An extension to calibrated tooling may be granted by following these procedures:

- obtaining extension criteria and/or instruction from the tooling manufacturer
- Quality department applying a risk assessment to the tool in question ensuring that all aspects are covered including previous test results, frequency of use and the extension period being sought (Form 605).

In either option, the supporting documentation is to be placed with the current calibration certificate for future reference, the extension details added to the asset file in Safety Culture and a new Calibrated Label fixed to the tool.

A onetime extension is to be applied after suitable risk assessment; this single extension period is not to exceed 25% of the initial calibration period.

2.5.4 Identification of servicing / calibration due dates

Each tool will be provided with a unique serial number and the calibration due dates will be maintained Safety Culture with reminders sent automatically from Safety Culture prior to due date for planning purposes .

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- Calibration due dates will be displayed as due at Month/Year on an approved supplier or FCA calibration adhesive label.
- Inspection due dates will be displayed as due at Month/Year on an approved supplier or FCA calibration/ Serviceable label.
- All new test equipment shall be batch/serial numbered, calibration confirmed and the details added to the Calibrated Tools Register.
- If the tooling was supplied with information required by the end user, it must be included with the tool.

2.5.5 List of Standards being used

A list of Standards applicable for the calibration of tooling is to be maintained by the ICO and kept in the Electronic Data Storage System for all tools. Asset details in Safety Culture is to identify the standard as applicable to the individual tooling.

2.5.6 Calibration procedures for serviceability and accuracy

The ICO is to retain copies of the last two (if applicable) calibration certificates on the Electronic Data Storage System and any deviation from the tolerance allowable is to be reported to the RM and the QM.

2.5.7 Calibration

To ensure continued accuracy and reliability, all test equipment listed in the Calibrated Tool Register shall be calibrated in accordance with either the standards set by the tool/equipment manufacturer, recognised international standards or Civil Aviation Safety Authority guidelines. The ICO is responsible for monitoring the calibration of test equipment.

For all equipment calibrated, a certificate of calibration shall be provided showing the standard used. The certificate details will be identified in the Calibrated Tooling Register and the ICO is to maintain an electronic copy of the certificate in the Electronic Data Storage System and a hard copy on file.

Externally calibrated tooling is to be carried out by approved suppliers whose test record sheets describe the calibration process used, the calibration tooling used and its status with results of adjustments and allowable error recorded on the sheet.

After calibration the tools results are to be checked against the previous calibration results for any obvious discrepancies by the ICO and reported to the QM.

2.5.8 Procedure for quarantine and investigation of tools and aeronautical product or aircraft affected by the discovery of out of tolerance tooling.

When an in service calibrated tool is noted that it is outside its tolerance range the tool is to be removed from service immediately, labelled as unserviceable and placed into quarantine.

Calibrated tooling noted as out of calibration limits during scheduled calibration process or if the tool is noted on the Test Certificate as being out of calibration during re-calibration, the Quality Manager is to be informed.

A search can be made through maintenance records/issues to ascertain where the tool was used on other maintenance activities and a plan to check the identified maintenance activity is to commence immediately with the cooperation of any CAMO that may be affected.

The QM informs all stakeholders of maintenance action required to be carried out to capture any discrepancies.

Refer to Part 2.17 of this Exposition for report procedure.



2.6 USE OF TOOLING AND EQUIPMENT BY EMPLOYEES

2.6.1 Determining tool serviceability prior to issue

All employees of Flying Colours Aviation are responsible to use the provided company tooling and equipment in the appropriate manner they were designed for. Prior to use the employee is to inspect the tooling to ensure that it is in a serviceable condition for the task it is designed for and if applicable, check the calibration period has not been exceeded. If the tool is not serviceable it is to be immediately withdrawn from service, repaired or a suitable replacement be sought.

Tools acceptable to Flying Colours Aviation for use on aeronautical product include:

- OEM tooling.
- OEM acceptable equivalent tooling.
- Alternative tooling approved by Flying Colours Aviation and/or the operator.
- Non-Specific Tooling that is generic in nature or common to all aircraft.

2.6.2 Training and certification of employees in the use of tools and equipment

The Responsible Manager is to determine items of tooling and equipment that require staff training to ensure the safe and efficient operation of Flying Colours Aviation. The QM is to be provided with the details of the tooling and equipment to be trained on accompanied with the proposed training package for review. Training may commence when the training package has been released.

On the job training may commence on non-complex tooling or equipment as soon as practicable under the jurisdiction of a trained or competent operator and the training requirements for complex equipment are to be tabled at the Safety Committee meeting for review. The definition of complex or non-complex task is to be determined by the RM, based on the end users:

- Experience.
- Knowledge.
- Proficiency.
- Familiarity.

Any staff member may request training on a tool or equipment if they believe it would be beneficial to do so. All training and re-training on equipment is to be recorded and the record is to be forwarded to the TO for registration and filing.

New employees are to be informed of tooling and equipment that they will require training on as a component of the induction process.

ASR 0 training includes instruction on company FOD procedures all staff are to ensure that tooling and equipment is removed from the aircraft or component prior to completion of the activity (refer Form 355)

2.6.3 Personal (own) instrument / tool control

Personal tools are not permitted when carrying out any activity for and on behalf of Flying Colours Aviation AMOC 1-W7D4Z.

A personal tool may be offered to FCA through the Responsible Manager and if accepted will be placed into the tool control system as outlined in this Exposition. Alternatively, a similar tool may be obtained by FCA. The Responsible Manager is to ensure that change management procedures are adhered to ensure that appropriate records are maintained for the use of the tool and any associated training and ongoing maintenance requirements are recorded and adhered to.

2.6.4 Company Owned Tooling

Except as stated below; Company Owned Tools uses a manual "Tool Tag" issue system to control what person/organisation has control of a piece of tooling/equipment at any given time. The process has a number of key requirements being:



- All tooling is controlled
- All tooling and equipment is to be used correctly on the correct job.
- All calibrated tooling is recorded onto the Job Number it was used on in the Form 67 Tool issue record.
- All tooling is to be accounted for at the completion of a maintenance input or at the end of a shift, whichever occurs first.
- The system provides documentation available to investigators in the event of any calibration anomalies.

The Supervisor, his delegate or if out of normal hours, the engineer on duty, is to check to ensure the tools and tool tags are complete and accounted for at the beginning and at the end of the shift.

The Tool Board has a Tool Tag Board with 5 Personal Tool Tags per row; to the left of the row of tags is an area to place the persons name and the aircraft Registration/ Job Number. Each row of 5 tags will be identified uniquely for that row.

Company owned tool control is to be carried out as follows:

- Prior to the commencement of the shift, the Shift Supervisor is to ensure that all tools and tags are all accounted for.
- Missing tools and missing tags are to be accounted for, refer to procedures at 2.6.6 of this Exposition.
- A person requiring a tool will place their name and the aircraft registration/ Job number at the beginning of the row of tags.
- The user is to then take a tag from the row allocated to their name and place it on the hook allocated to the tool they require.
- The user is to inspect the tool for serviceability, that the calibration is in date and completeness prior to use and only use tools that are fit for use.
- The user may then take the tool and use it on the aircraft/ Job it was required for.
- No person is permitted to remove a tool using another person's name without their specific permission.
- On completion of the maintenance input or at the end of the shift the tool user is to return the tooling to the Tool Board designated location.
- The Shift Supervisor or delegate ensures that all tools and tools tags have been accounted for at the end of the maintenance input or shift.
- If a tool is unserviceable an "UNSERVICEABLE" label (Form 565) is to be attached to the tool with a description of the problem, a duplicate "Unserviceable" Label is to be placed where the tool is located on the Tool Board; the tool and the red unserviceable tag will be returned to a stores person.
- If there is any follow up of suspect out of tolerance calibrated tooling the Tool Register (Calibration Section) will provide information for the investigation team.
- Part 42 operators may also require that the calibrated tool(s) be recorded in the maintenance certification; this is a required action under their respective maintenance control procedures.

A LAME mobile tool box is provided for LAME use only. Any LAME taking tools from this tool box is to follow hangar tool board tool tag procedures, take a tool tag from the hangar tool board in use and place it on the LAME tool box tool tag board indicating that the tool box is in use. The LAME is to identify their name and aircraft job number on the tool tag board adjacent their tag. Tools may be taken from the tool box without further tool tag use.

At completion of maintenance where no other LAME is using the tool box the LAME is to account for all tools in the tool box using the tool box list as a guide before removing their tool tag back to the hangar tool board.

Where another LAME is using the tool box consecutively, after replacing all their tools used in the tool box, the LAME is to account for all tools remaining outstanding from the tool box with other LAME using the tool box before removing their tool tag back to the hangar tool board.

Tools on the paint mixing bay tool board that is clearly identified as not requiring tool tags do not



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require individual tool tags to be used when removed from the board for use on the paint mixing benches and paint shakers. Tooling from this area should only be used in the paint mixing area and never taken to the aircraft work area.

If a tool from this board is ever to be removed from the paint mixing bay, a personal tool tag from the main tool board, or an unserviceable tool tag as applicable, is to be placed where the tool was removed. The Responsible Manager or Hangar Supervisor are to ensure that the paint mixing bay tool board is cleared daily with the main tool board ensuring all tools are accounted for and then update the Form 635 Shift Diary applicable to that day accordingly.

2.6.5 Loan tool control and audit

Loan tools are to enter Flying Colours Aviation via the store where they will be assessed for serviceability. The tools will be allocated a temporary position in the tool crib and will be subject to the tool induction and control requirements as detailed in this Exposition.

2.6.6 Missing Tool Procedure

- The person identifying a missing tool is to inform their supervisor immediately.
- The leading hand, supervisor and RM are to be informed in that order if possible.
- All lost tools are to be recorded in Section 4 of Form 60 in the relevant aircraft work pack by the Hangar Supervisor.
- Conduct an immediate search in all areas, and if required to include staff that may be involved even if off duty.
- If panels are to be removed, zones accessed and aeronautical products removed or disconnected so as to carry out an effective search; approved engineers are to conduct those maintenance tasks with details recorded and certified in the associated work pack.
- The RM is to keep the PJM, AM, QM and operator's on site representative (if applicable) informed of the progress of the search and outcomes.
- If a missing tool is located; Section 4 of the relevant Form 60 is to be completed and certified accordingly by the RM (or PJM in the RM absence).
- If a missing tool cannot be located and the RM and PJM are of the opinion that the tool cannot be on the aircraft due to the extent of the search that has been carried out; Section 4 of the relevant Form 60 is to be completed and certified accordingly by the RM (or PJM in the RM absence) and is to raise a Safety Report.
- If a missing tool cannot be found and the tool is considered to be on an aircraft under maintenance the RM (or PJM in the RM absence) is to record the details in section 4 of Form 60 in the relevant work pack and the PJM is to notify the operator immediately and raise a Safety Report.
- If a missing tool cannot be found and the tool is considered to be on an aircraft released to service the PJM is to notify the operator immediately and raise a Safety Report.

2.7 CLEANLINESS STANDARDS OF MAINTENANCE FACILITIES

2.7.1 General

The Accountable Manager is responsible to provide a safe and clean environment to carry out aeronautical maintenance activity. To achieve this aim it is the responsibility of all staff to maintain the cleanliness standards of its facilities. Cleanliness within the facilities should be of a standard that provides an environment to ensure no contamination or degradation of the provision of services will be carried out at Flying Colours Aviation.

FCA conducts planned housekeep cleaning activities to maintain a suitably clean maintenance organisation.

Housekeeping will be subject to scheduled internal auditing, external audits and impromptu inspections.

2.7.2 "Foreign Object" exclusion program



The following activities require particular scrutiny;

- Ensuring all tools and FOD are removed prior to closing aircraft panels or enclosed spaces
- on completion of specialist maintenance tasks, and surface coatings, fit all supplied aero product or aircraft covers such as covers and bungs

If possible standard blanks are to be used. If the opening is non-standard a blank may be manufactured to prevent FOD ingress. In any case blanks are to meet the following standards:

- They must be so designed that the system is unable to be reconnected or functioned with the blank in position
- Never push blanking material into an opening
- Blanks must be secure and tight fitting
- Blanks should be visible using contrasting colours or by using attached flags

Aeronautical product supplied in special transportation cases or packaging should not be unpacked until required for use.

Tasks that are delayed for a considerable period are to be suitable blanked and stored so as to minimise the risk of contamination and secondary damage during the delay

2.7.3 Cleaning program - individual responsibilities – Timescales

All Flying Colours Aviation staff are fully responsible for maintaining a clean, safe and FOD free work environment. They are to ensure that through their actions, their own as well as other maintenance activity cannot be affected in any adverse manner.

The following details the company standard cleaning program and responsibilities:

- The RM is to organise a weekly cleaning activity of all areas of the organisation including:
 - hangar and equipment
 - workshops
 - vehicles and equipment
- The ICO on a weekly basis is responsible to organise a cleaning activity of all storage areas
- The coordinator for the immediate area and any other workshops used during the maintenance input at the completion of the activity or at the end of each shift.
- Staff, for the immediate area being worked in paying particular attention to dust generating activities that are to be cleaned up immediately to prevent the material being transferred to other locations.
- Support staff are responsible for their respective work environment.

2.7.4 Waste material disposal

All waste is to be placed into a suitable receptacle.

- Bins
- Trade Waste
- fluids
- Other waste with specific disposal instructions.

2.7.5 Segregation of working spaces

The Supervisor ensures tasks that require abrasive blasting techniques to remove paint or corrosion are managed so that particulate does not become airborne, and or so that any areas requiring this technique are isolated so that other "clean" or vulnerable to contamination areas are not subject to the potential for contamination.

2.7.6 Dust suppression in the workspace



The main dust suppression measures to ensure that all workshop concrete flooring is covered with suitable material such as paint and kept in a state of good repair, the effective use of extraction systems to remove the dust or the use of wetting agents to suppress the dust as it is produced.

Activity involving paint removal is to be conducted in such a way that particulates are contained in the immediate vicinity of the activity and is therefore unable to contaminate maintenance activity on the same aircraft or other work areas.

Dust control devices available to the staff include, but are not limited to:

- extraction systems fitted to the tool or adjacent to the work
- barriers to minimise air flow around the activity
- wetting agents to trap particulate as it is generated
- Continuous housekeeping during the maintenance activity.

At completion of maintenance there should be no surface contamination visible on aircraft or aeronautical product surfaces.

2.8 INSTRUCTIONS FOR CONTINUING AIRWORTHINESS (ICA)

2.8.1 General

It is the responsibility of Flying Colours Aviation to ensure that current and approved maintenance data is available to conduct maintenance activities as listed on Flying Colours Aviation AMO Certificate 1-W7D4Z.

The available data specific to the maintenance are fully amended and are available to employees. This includes maintenance manuals, technical instructions, airworthiness data, all airworthiness directives, Service Bulletins and operational modifications, Service letters, Aeronautical Notices and all such relevant documentation as is required by Part 145.

An Instruction for Continuing Airworthiness may be received through normal channels such as regular amendment updates from a company subscription, a CAMO technical library, or from individuals in direct contact with persons in another organisation. In all cases, with no exceptions, all Instructions for Continuing Airworthiness supplied are to be registered into Flying Colours Aviation through the PJM.

2.8.2 Control of information

Applicable technical data is to be held and used by Flying Colours Aviation for the duration of the maintenance activity. The PJM will issue and record all ICA issued to selected recipients and servers in addition to all amendments supporting those documents.

The Accountable Manager is to through contractual arrangement ensure that the customer/operator provides:

- written confirmation that all the controlled ICA provided are up to date; or
- have work orders specifying the amendment status of the ICA to be used for that work; or
- Be able to show that the data is on the customer/operator's amendment list.

The Project Manager is to:

- Establish and maintain interface manuals when requested, between Flying Colours Aviation and customers. Note: customers may opt to use an MOU as the guidelines between the two organisations.
- Ensure that Instructions for Continuing Airworthiness (ICA) are always available to carry out the scope of maintenance.
- Utilise Form 260 Additional Service Request to formally request data/answers/updates regarding ICA from client CAMO/Tech Services where applicable.
- Assist with formalising the revision process of customer supplied data.

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- Provide Management with the details of ICA requirements including scope of ICA, frequency of amendments, and inclusion of Flying Colours Aviation as an amendment recipient and include this requirement in all Memorandum of Understandings.
- Meet all customer requirements with reference to handling supplied ICA.
- Position and maintain ICA identifying applicable amendment status with the specific job number in the Electronic Data Storage System.
- Ensure that current ICA is made available to Flying Colours Aviation employees
- Ensure that additional instructions are made known to and are easily available to Flying Colours Aviation employees.
- Remove technical data from use immediately if the ICA is not the current revision or is no longer supported by an external provider.
- Provide employees with recorded training on technical data access techniques Refer to FCA Learning Management System
- Assess reported ICA errors and if founded, report those errors to the CAMO/ICA provider or author as applicable and the Quality Manager and maintain communications with the provider until the ICA has been clarified approved for use in its current issue or has been corrected. QM to raise internal report for company tracking.
- Where amended ICA is received, immediately inform the RM and ensure that the ICA is filed in the relevant job number folder; and advising maintenance staff where work packs have commenced and amends Section 2 of Form 355.
- Maintain records of all communications in regard to ICA in the company electronic file storage system.
- Manage current maintenance data applicable to specialist maintenance undertaken under the FCA AMOC for any specific aircraft or aeronautical product for the performance and duration of maintenance.
- Carry out regular, documented amendment checks on all customer supplied data in accordance with the applicable contract details. On the occasions where such instructions do not exist then on a monthly basis with the customers technical librarian or equivalent.
- Inform the RM of existing or potential out of amendment ICA.
- Receive record and incorporate all ICA amendments as they become available including hard copy, server and stand-alone digital copies.
- Technical data removed from use remains in the completed job folder.

Staff are to ensure that:

- Current and applicable approved maintenance data is used when performing any maintenance,
- That ICA copied or printed from a controlled revision source is marked as Uncontrolled and the date that the data was retrieved. On completion of the task the data is not to be kept for further use and is to be discarded
- inform the RM and cease applicable maintenance if:
 - ICA is suspected to be out of revision, ambiguous or incomplete
 - ICA is not accessible or available
 - ICA is received directly from a source other than Flying Colours Aviation technical records
- Report to the RM and discontinue the use of ICA in the following instances; ceasing the maintenance until the matter identified is corrected or clarified: Report any errors in the provided ICA to the PJM (PJM to raise an internal report where required)
 - ICA procedures inaccurate, incomplete or ambiguous
 - ICA is not accessible or available
 - ICA is received directly from a source other than Flying Colours Aviation technical records

2.8.3 Uncontrolled ICA

There is occasion when uncontrolled, outdated or un-revisable ICA or training materials may be used as a reference source for internal training notes and training course material etc. With the exception of copied or printed ICA from a controlled and revisable source, all other ICA that is not under a revision or amendment program must never be used as a reference for carrying out maintenance activity. All uncontrolled ICA is to be marked as "Uncontrolled" on the first



page and, if possible, on the spine of the document. Uncontrolled ICA is stored segregated to controlled ICA in the compactor in Building 1.

2.8.4 ICA Availability

ICA will be made available to Flying Colours Aviation employees in the following ways:

- Hard Copy - accessible from the Library located in building 1
- Digital copy - accessible through the server from computers available to employees
- Digital copy - on stand-alone computers

2.8.5 Amendment procedures for Flying Colours Aviation manuals

All Revision Proposals must be assessed as per Section 1.9.4 of this Exposition.

2.8.6 Company Instructions

There are a number of avenues available to communicate information within Flying Colours Aviation, these being:

- Meetings
- Operations Notices Form 670
- Standard Operating Procedure (SOP)

Meetings

- Toolbox meetings (held daily in each hangar at commencement of shift)
- Management meetings are held monthly or otherwise at the Accountable Manager discretion on communication to management. The meeting periodicity does not normally exceed quarterly and aligns with company workload and activity.
- Bi-Annual Safety Management System meetings.

Operations Notice

Operations Notices are notices provided to select staff by management of items that require their attention and acknowledgement. The company will issue select staff Operations Notices and ask staff to read and acknowledge notices within 7 days. The information contained in Operations Notices within this file may include:

- reference to changes in company manuals, ICA and other relevant documents
- information provided by industry or regulators
- Company requirements aimed at enhancing the organisations safety and performance.
- Industry and OEM information
- Customer findings
- Audits findings
- Maintenance error findings

Operations notices are raised using Form 670, allocated a unique number by the QM or delegate using REG004, and issued for acknowledgement using the Safety Culture program. If for any reason Safety Culture cannot be used to issue the operations notice, each staff member required to acknowledge the Operations Notice will sign and date the original Form 670.

Standard Operation Procedures (SOPs)

Provide additional detailed procedures for specific tasks within Flying Colours Aviation. LPI's may be raised by any employee and on receipt the Quality Manager will ensure that the LPI is presented to the Safety Committee for action. The Safety Committee is to consider if the LPI is to be issued as a stand-alone document or if it should be incorporated into an existing manual.

Subject matter that may be covered by LPI's may include, but are not limited to:



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- Emergencies
- Equipment use
- Interface documents
- Business procedures

Standard Operation Procedures (SOPs) are allocated a unique number using REG009 SOP Register.

2.9 REPAIR PROCEDURE

2.9.1 Company policy - (internal/external - sources of repair approval)

Flying Colours Aviation will only perform repairs within the scope of the AMOC and IAW approved data from the following sources as provided by clients under contractual agreements detailed in Sect 2.8:

- the current revision of the manufacturer's maintenance manual suite;
- an approved Design organisation acceptable to CASA; and
- By means of a modification approved by CASA or Part 21M engineer and supplied by the client CAMO.

Repairs are only to be conducted by authorised company personnel in accordance with the applicable approved maintenance data and are to be certified for IAW the provisions of Part 2.12.

2.9.2 Company approval - scope of work - limitations and conditions

The scope of work for the FCA company approval is detailed in Part 1.8 of this Exposition.

2.9.3 Control system for fabrication of aeronautical products in the course of maintenance, processing, and inspection

Fabrication of aeronautical product in the course of maintenance is not conducted by FCA.

2.9.4 Work-flow Process overview

The Chart provided below showing the basic "Work Flow" process is used by FCA for the pre-induction, work and completion of work performed under the FCA AMOC.

	1. PRE- CONTRACT NEGOTIATIONS	2. Contract Awarded if terms are agreed between parties	3. JOB IN WORK	4. Work at completion	5. Completion of work	
CUSTOMER	1. Provide FCA a Request for Quote and scope of work (SOW). 2. Review FCA recommendations and quote.	1. Provide FCA with a Purchase Order, SOW and Technical Data.	1. Deliver Aircraft to FCA. 2. Monitor progress from FCA.	1. Liaise with FCA on progress and delivery schedule.	1. Acceptance of works completed & take delivery of aircraft. 2. Complete transaction IAW terms of contract.	
FCA MANAGEMENT	1. Forward SOW to Project Manager. 2. AM provides response to customer (work acceptance/ non-acceptance, quote, warranty, delivery schedule etc.).	1. Contract acceptance. 2. Create customer file	1. Induct customer representative on site if required. 2. Ensure work progresses in accordance with the SOW.	1. Address any issues/ anomalies arising with customer.	1. Review customer satisfaction for work completed. 2. Compile and issue invoice to customer. 3. Complete customer file requirements.	
PLANNING	1. PJM reviews SOW, for being within the capability of FCA inclusive of manpower requirements, facilities and other resources, materials and timeframes. PJM provides recommendations to FCA Management.	1. PJM create FCA Work package based on supplied SOW. 2. PJM; Manpower Plan, Job Register & Technical Data records updated to accept job.	1. Monitor induction, resources, schedule and issues arising. 2. Report progress to customer.	1. Ensure SOW has been met. 2. Arrange for acceptance of the aircraft and delivery to customer following issue of the FCA CRS.	1. Scan and send completed documentation to customer.	
PERFORM WORK (ASR)			1. Hangar Supervisor Inducts aircraft for pre-work inspection – reports anomalies to customer. 2. Conduct SOW 3. Report any defects or deferrals to customer.	1. Final Documentation review and clearance. 2. Final Certification and CRS for Job. 3. Assist with aircraft departure where required.	1. Prepare facilities for next job.	
LOGISTICS (ICO)	1. ICO researches material requirements and reports to PJM.	1. Material Orders placed with delivery schedules confirmed. 2. Material received into store (PJM advised).	1. Materials issued to Job.	1. Ensure all material issues and product usage have been accounted for and records reflect.		
						WORK ORDER COMPLETE



FCA Work Flow Process

2.10 AIRWORTHINESS DIRECTIVES PROCEDURE

2.10.1 Airworthiness Directives

Issued by one or more Airworthiness Authorities, this is a legally-binding requirement for work to be done on a specific aircraft, or engine, or component (type, model, or serial number/s). The work may involve modification, inspection, or other preventative measures, and may involve a one-off task or a task that needs to be repeated. AD's always have a threshold expressed in Flight Hours (FH) and/or Flight Cycles (FC) and/or Calendar Time (by which time the task must have been performed).

2.10.2 Airworthiness Directive (AD) response procedure - (terminating action / inspection)

When Flying Colours Aviation is instructed by a CAMO to comply with an Airworthiness Directive (AD), the PJM is to ensure that current applicable AD's and maintenance data is available for performing the maintenance, and the certifying staff are to use and record that current applicable data. Current State of Design AD's are available from the issuing National Aviation Authority and CASA usually on their website.

On completion of an AD, Flying Colours Aviation must issue a CRS for the aircraft or aeronautical product on completion of the work required by the AD (refer to Part 2.15 of this Exposition).

Inspection procedures include:

- damage assessment and if required defect report to CAMO or CASA.
- repairs and modifications carried out in accordance with Parts 2.9; 2.11; or 2.14 of this Exposition.

2.10.3 Records of AD compliance and certification

On completion of an AD, the details are to be recorded in the appropriate customer's/operators paperwork and forwarded to the CAMO in the approved manner as outlined in Part 2.16 of this Exposition.

2.10.4 Repetitive AD requirements - (inspection control)

Repetitive requirements will usually be provided by the CAMO and the same requirements described in this Part are to be followed.

2.11 OPTIONAL MODIFICATION PROCEDURE

2.11.1 Modification control - (requirements and approval)

Flying Colours Aviation (FCA) will only carry out optional modifications to aircraft or components if the customer formally requests it.

The optional modification must be evaluated by the Responsible Manager to verify the work is within the privileges of the FCA Scope of Approval (refer MOE 1.8), and if FCA has the capability to do so (refer MOE 2.27).

Modifications that are within FCA's capability and accepted will be carried out in accordance with the requirements of Parts 2.9; 2.10 and 2.14 of this Exposition.

The PJM must ensure that the customer provides all the details and requirements to carry out the modification.

FCA will certify the work and supply a CRS accomplished in the manner prescribed by the customer and make suitable entry in the appropriate customer's maintenance documentation. Maintenance documents are to be made available to the customer/operator in accordance with Part 2.16 of this Exposition.



2.12 MAINTENANCE DOCUMENTATION IN USE AND ITS COMPLETION

2.12.1 Maintenance Documentation (Aircraft)

Due to the Flying Colours Aviation Scope as detailed in the AMOC there are two distinct maintenance certification of documents paths that need to be adhered to being:

- The customers aircraft documentation that will provide all maintenance activity required to achieve the aircraft refinishing, and the scope of maintenance activity as supplied to Flying Colours Aviation. Only authorised persons with a Flying Colours Aviation company approval for certifying for maintenance activity for and on behalf of AMOC 1-W7D4Z are permitted to certify for maintenance activity carried out by FCA in the customer's documentation. All entries in customer documentation are to make reference to the customer original work scope document (i.e. purchase order number) as part of the maintenance requirement statement.
- Flying Colours Aviation work package
- :
 - Due to variations in the customer's unique "Paint Scheme" requirements, the FCA Work Package is created specifically for the scope of the work required of that customer, this is particularly true for Section 10 of the Form 355 Stage of Maintenance that is subject to change for each customer, aircraft type and scope of work activity. The PJM will assess the customers work order and relevant aircraft Approved Technical Data to determine the specific activities that are to be captured as technical records in the FCA Work Package. See [SOPo61 Creating the Workpack](#) for a detailed breakdown of how a workpack is created
 - The FCA Work Package shall consist of some or all of the following forms and records as determined by the customers scope of work;
 - Form 40 – Workpack Manifest
 - Form 45 to 55 - Gloss and Film Thickness Records (If required to be completed I.A.W. the Tech Data reference. Form is unique to aircraft type)
 - Form 57- EEPMS (as required)
 - Form 60 - FOD Control Record
 - Form 65 - Material Usage Record
 - Form 66 - Material Issue Record
 - Form 67 - Tool Issue Record
 - Form 68 - Spray Equipment Control Record
 - Form 75 - Delivery Acceptance
 - Form 85 - Re-Delivery Acceptance
 - Form 95 - Certificate of Conformance Manifest
 - Form 205 – Gantt Chart
 - Form 345 - Aircraft Induction and Preliminary Inspection
 - Form 347 - Non Routine Task Card (NRC)
 - Form 349- LOPA Instruction Record (as required)
 - Form 355 - Stage Maintenance Record (Complex paint work)
 - Form 355AP&R - Stage Maintenance Record Aeronautical Products & repairs (Minor Repairs) (which has incorporated into it the functions of other FCA forms including the Form (series) 375 - Task Cards, Form 65 - Material Usage Record and Form 67 - Tool Issue Record);
 - Form 356- Maintenance Task Card (if required)
 - Form 370 - Defect List (Paint Defects)
 - Form 375 - Task Card (Numbers 01 to 18 relevant to scope of work)
 - Form 730- Filiform Corrosion Report (as required)
 - Form 735 Rudder Balance Record, Form 740-01 LH Aileron Balance Record& Form 740-02 RH Aileron Balance Record, Form 745-01 LH Elevator Balancing Record & Form 745-02 RH Elevator Balancing Record as relevant to work scope.
 - Form 10 - Aircraft Certificate of Conformance
 - Stage of Maintenance Record (Form 355) is used to record a particular activity across all zones.
 - Conformance of work completed is recorded on the Form 10 - Aircraft Certificate of



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Conformance.. Form 10 can be signed by a variety of positions based on the complexity of the task. See Section 0.4- all minor repairs can be signed by an appropriately Authorised HS, while complex paint work must be certified by an Authorised RM or PJM.

- Task Cards (Form 375) – relates to all maintenance activity in a zone from masking all the way through to the application of paint. The completion of an activity in all zones (e.g. mask for strip) will initiate the certification of mask for strip in the Stage of Maintenance Record – Form 355.
- Additional ICA or instructions as required.
- The FCA work package is to be saved as a digital copy to the particular job number within Electronic data storage system by the Production Planner
- Certification within each document is as annotated on each form, each form lists who can sign and what requirements need to be fulfilled- e.g- signature, initial, date, stamp etc. If form is not annotated initial then full signature is required.
- Any time a certification box is marked as N/A or not applicable the certifier must add a justification for the decision and record their initial and FCA approval number.

Responsibilities

The Project Manager shall;

- Ensure that the scope of work is reviewed to check that FCA can conduct the maintenance in accordance with the AMOC the review also checks that the scope of work accurately reflects the work pack scope
- an FCA Job Number is applied to the work pack and the details recorded in the Job Register
- Ensure all ICA as supplied by the customer is placed into the Technical Library and the ICA list updated where necessary, the specific job number folder in the Electronic Data Storage System and is current and under a revision program. Customer provided Task cards / Work cards / Worksheets is to be forwarded to the RM prior to commencement.
- Certify "Critical Milestone Check Points" in Form 355 "Stage Maintenance Record" once all "Check Point" criteria has been met (the Project Manager must hold the company approval of "Supervisor" to perform this certification).

The Responsible Manager is to:

- Ensure that the certifying engineers have received training and are authorised to certify for maintenance activity with regards to the aircraft maintenance program in use (refer to Part 5 of this Exposition).
- Certify "Critical Milestone Check Points" in Form 355 "Stage Maintenance Record" once all "Check Point" criteria has been met (the Responsible Manager must hold the company approval of "Supervisor" to perform this certification).

The Production Planner is to:

- Produce the work package in accordance with the scope of work, ensuring that maintenance tasks accurately reflects the requirements of the approved maintenance data as applicable to the scope of maintenance
- Ensure that the work package specifies the amendment status of the ICA to be used
- Identify all critical milestone checkpoints and critical maintenance tasks in the work packs
- After producing the work package, forward the work order, supporting ICA and work package to the certifying LAME, or QM in the absence of the certifying LAME, for checking before release of the work package to the Supervisor.
- Provide the work package to the Supervisor
- Be the point of contact for the Supervisor for any queries arising from the work package.

The certifying LAME, or QM in the absence of the certifying LAME, is to:

- On receipt of the work pack from the Project Planner, check that all ICA is correctly identified and all stages of maintenance, as required by the work order and associated ICA, is identified in the Form 355.

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- The work package is to be returned to the Production Planner If amendments are required and amended documents rechecked until the LAME / QM as applicable is satisfied that all ICA references are correct and required maintenance is identified.
- On verifying that the documentation is complete, accurate and all required stages of maintenance are identified, the LAME / QM as applicable is to certify as having completed this task in the Form 355 and return the work package to the Production Planner for further action as stated above.

The Supervisor is to:

- Supervise work performed.
- Certify in the work package at the completion of each activity.
- Certify for stages of maintenance at the completion of each stage making reference to the technical data used.
- Certify as required "Critical Milestone Check Points" in Form 355 "Stage Maintenance Record" once all check point criteria has been met.
- Ensure that ASR's only certify to their Company Approval.
- Communicates information to employees about the progress of maintenance when there is a change of employees performing the maintenance.

The LAME is to:

- Supervise work performed relevant to the mechanical engineering scope of work.
- Certify in the work package at the completion of mechanical engineering activity.
- Certify for relevant stages of maintenance at the completion of each stage making reference to the technical data used.
- Liaise with the Supervisor to determine work progress priorities and to advise of any identified defects.

Leading Hands and Aircraft Surface Refinishers are:

- For tasks performed by an ASR, to Certify in the ASR column in the FCA Form 375 "Task Cards" and Form 355 "Stage Maintenance Record" at the satisfactory completion of each activity within the scope of their Company Approval making reference to the technical data used,
- Not to certify for any activity in the customers paperwork.

Trainees - Non Qualified Aircraft Surface Finishers are to:

- Record employee number and sign Form 375 Task Cards under the Trainee column for tasks they have been assigned to and gained practical experience for that task.

2.12.2 Completion of all maintenance

Hangar Supervisor – ensures:

- All supporting forms as detailed in Form 355 are complete
- Ensure all form 375 completed
- All supervisor signatures in the 355 have been completed
- All critical inspections requiring dual signatures completed
- Certify maintenance clearance statement in Form 355

Authorised Position Holder (RM, PJM or LAME certifying the CRS) is to:

- Issue FCA Form 10.

LAME - is to:

- Issue a CRS on the satisfactory completion of all maintenance performed by FCA in accordance with MOE Part 2.15.1.
- Forward work pack to Admin



Admin is to:

- Review work pack for obvious certification errors and omissions
- Forward to the Production Planner

Production Planner is to:

- Review work pack
- Ensure all ICA and material usage records align
- Forward to QM

Quality Manager is to:

- Ensure critical maintenance triplicate inspections completed and certified
- Check all relevant documentation for correct completion
- Review work pack
- Ensure all ICA and material usage records align
- Sign Form 40 once Quality check is complete
- Forward to Admin

Admin removes company specific documentation and scans the documentation saving the files in the FCA electronic data storage system and client electronic records where applicable.

2.12.3 Maintenance Documentation (Aeronautical Product)

The Aeronautical Product work package consists of:

- Form 355AP&R - Stage Maintenance Record Aeronautical Products & repairs (which has incorporated into it the functions of other FCA forms including the Form (series) 375 - Task Cards, Form 65 - Material Usage Record and Form 67 - Tool Issue Record);
- Operator specific worksheets or reference material as deemed applicable by the Project Manager;
- Form 370 – Defect List (Paint Defects); and
- Form 1 – Authorised Release Certificate

FCA carries out maintenance to aeronautical product within the scope of the AMOC and certifies the Aeronautical Product work pack in the same manner as for Aircraft tasks; noting that the functions of various FCA forms are integral to the Form 355 pages. At conclusion of all maintenance a Form 1 - Authorised Release Certificate is completed; limited to the maintenance completed in the work package. The Form 1 is to be completed and issued by a Company Authorised employee Authorised for component maintenance following the guidance notes in the form itself.

The Form 1 is to be attached to the aeronautical product prior to dispatch with a digital copy held on file in the Electronic Data Storage System. The completion and review process for documentation is as for aircraft at 2.12.2.

2.12.4 Recording of maintenance activity

All certifications and records made by FCA employees pertaining to maintenance under the FCA AMOC are to be made in black or blue pen of a permanent nature and is to be legible when completed. The pen must be of adequate design to ensure details are legible on all pages of carbonised multiple page documents.

The recording of measurements specified in the technical data will be annotated against the appropriate entry in the FCA Work Pack technical documentation.

All calibrated tooling and/or test equipment and aeronautical product used in any maintenance activity will be annotated as detailed on Form 67..



2.12.5 Supplying the FCA work pack to the CAMO

FCA will supply the original FCA work pack to the CAMO along with all supporting documentation within 30 days of completion of the activity. Once complete Administration staff will organise postage to the client and update of Register 12 TSV Job Number Register on the Workpack Log worksheet.

A copy of the completed FCA Form One is to be placed with the relevant work pack copied records and retained for a minimum of two years from the date the aircraft component was last released to service.

2.13 TECHNICAL RECORDS CONTROL

2.13.1 Technical Records Control

Technical Records are those records that are required to be created and/or retained, as required by various regulatory provisions, by FCA in the course of maintaining an aircraft or aeronautical product, with the exception of records for training, competency assessment and authorisations of individuals.

Technical Records include Maintenance Records, Continuing Airworthiness Records and other records such as, but not limited to; tooling tests and calibration events, tool utilisation in maintenance, generation or alteration of maintenance data, communications with operators/customers/manufacturers/suppliers/TC and STC holders etc.

2.13.2 System for control, storage, archive and retrieval (paper or computer based)

A secure Storage rack is provided for archiving hardcopy technical records. Records from aircraft maintenance are archived and traceable in accordance with their individual assigned FCA Job Numbers.

Technical Records for all maintenance being performed on aircraft / aeronautical product within the Organisation and the logistic supports shall be kept either as a hardcopy format and kept in the Archives or as a scanned file in the Electronic Data Storage System in accordance with customer/operator requirements.

2.13.3 Record keeping systems – essential records

Archival hardcopy material is securely stored in the secure Storage rack upstairs in Building 1, complete with fire protection and access is controlled by the Project Manager. Archival electronic material is stored in the Electronic Data Storage System with restricted access controlled by the Project Manager. All archived material removed from archives by employees that do not have access is to be controlled by:

- hardcopy - signed out by the PJM and signed back in on return; and
- electronic - access granted by PJM.

FCA is to keep copies of all maintenance records for a minimum of two years.

2.13.4 Disposal of records – transfer of Aircraft

The PJM is responsible to ensure that all aircraft essential records are transferred with aircraft as required by the operator and that archive copies of original essential aircraft records are maintained within the electronic records storage system in the respective job folder.

Disposal or transfer of any essential aircraft records or documents, other than to comply with the procedures within this MOE, is not to occur without the prior authorisation of the PJM. On completion of the transfer of records the recipient is to formally acknowledge they have received all the records.



In the case of FCA ceasing to be an AMO records are to be retained by the outgoing Accountable Manager for two years or if that is not possible, identified by the AM to liquidators as a legal requirement.

2.13.5 Lost or destroyed records

Reconstruction of records will be carried out in consultation with CASA and the operator.

In all cases the utmost effort is made to recover information / records through sources such as earlier maintenance, manufacturer's documentation and work order requirements pertaining to the lost records of aircraft engine and or aeronautical product.

2.13.6 Provision of maintenance records to operator -

The Production Planner is to ensure that the registered operator receives all maintenance records, including any relevant unique design data, for any maintenance activity carried out by FCA on their respective aeronautical products. For provision of records to CAMO See section 2.12.5.

2.13.7 Electronic Information Back Up procedure

Flying Colours Aviation Project Manager manages the company Electronic Data Storage System. The system may change from time to time. It is normally a file hosting service that offers cloud storage, file synchronization, and client software. The system must be able to be accessed by FCA computers and may also be accessible through a website and mobile phone applications. Information is backed up automatically with disaster control.

2.14 RECTIFICATION OF DEFECTS ARISING DURING BASE MAINTENANCE

2.14.1 Recording defects

During the maintenance activity if anyone observes a possible defect they are to carry out the following:

- If it is a defect in the removal or application of aircraft finish and associated activity the immediate supervisor is to be informed through the reporting chain, the defect is to be entered into the FCA documentation for rectification;
- If the defect is aircraft related the immediate supervisor is to report up through the reporting chain to the Responsible Manager who will inform the CAMO.
 - For aircraft defects that are within the FCA Scope of approval to repair, FCA must first receive approval from the CAMO prior to proceeding with the repair, and the defect must be recorded in the aircraft's and or FCA documentation for rectification.
 - For aircraft defects that cannot be rectified by FCA, the defect is to be entered into the customers' documentation for rectification.
 - For aeronautical product the defect is to be identified and reported to the CAMO by the RM and a record of the report annotated in the work pack. The RM will liaise with the CAMO and determine if the work pack is to be stagnated for repairs to be affected or terminated at the CAMO instruction.
- Alternatively for aircraft or aeronautical product defects the CAMO may defer the maintenance, refer 2.14.2 Procedure for deferring requested maintenance.
- Where FCA first becomes aware of any defect as detailed above, the RM is to inform the CAMO of the defect within 2 days.

2.14.2 Deferral of Maintenance

If, for any reason requested maintenance is not able to be carried out prior to the aircraft receiving a CRS, the RM is to inform the CAMO and gain permission for the deferral. Any deferral procedures will be carried out in the customer's aircraft documentation by the CAMO designated representative. The RM is to ensure that FCA worksheets reflect the location of the deferral to allow worksheet clearance.



For aeronautical product defects the RM is to liaise with the CAMO and if applicable the FCA maintenance is to be completed and the outstanding maintenance identified in the Form 1. A record of the CAMO instruction is to be attached to the Form 1 and a copy retained.

2.14.3 Recording and sign-off of defects

The certifier is responsible to assess the defect or requirement for action:

- Current applicable technical data is always to be used in accordance with Section 2.8 of this Exposition.
- Repairs will be carried out in accordance with Section 2.9 of this Exposition.
- Modifications are carried out in accordance with Section 2.11 of this Exposition.
- Certification is located in Section 2.15 of this Exposition.

2.15 MAINTENANCE CERTIFICATION AND CERTIFICATE OF RELEASE TO SERVICE

2.15.1 Certificate of Release to Service for Aircraft

All maintenance tasks performed by FCA are to be performed in accordance with procedures that are detailed within this exposition, in compliance with Part 145.A.65.

When an individual carries out maintenance on an aircraft, the following information about the maintenance must be recorded before a CRS is issued for the maintenance:

- information that identifies the aircraft, including the type, model, registration mark and serial number for the aircraft.
- the date on which the maintenance was completed, a description of the maintenance, and;
- a reference to the maintenance data for the maintenance.
- details of calibrated tooling or test equipment used for the maintenance.
- if the information is a modification or repair involving a change to the approved design for the aircraft—information identifying the design of the modification or repair.
- if a part was fitted to the aircraft when the maintenance was carried out - a description of the part, including:
 - the part number for the part; and
 - the serial number for the part (if any); and
 - if the part is not a standard part, the information required is the number of the most recent ARC for the product, or a number (Lot/Batch Number or similar) that enables the identification of the most recent ARC
 - for the product.

For the completion of tasks under the FCA AMOC, FCA is required to issue a CRS at the completion of those tasks before releasing the aircraft to another person in accordance with CASR Part 42 sub-part H. For Aircraft, the CRS can only be issued by a person who is a holder of a current CASR Part 66 license for the aircraft, and has been Authorised by the Quality Manager in accordance with the procedures in Section 3.5 of this Exposition to issue a CRS. The CRS is issued in the Clients aircraft maintenance documentation, in accordance with the Clients system of maintenance. Before completing a CRS, the certifying Engineer shall ensure that:

- All work has been carried out properly and completely.
- All maintenance has been correctly recorded and certified in respect to the maintenance performed.
- The aircraft in respect the maintenance performed is fit for release to service.
- all critical control system maintenance has been independently inspected, recorded and certified using the documentation processes detailed in the contract with the Client;
- All previously deferred items are correctly rectified in accordance with the operators maintenance program, and that the person responsible for continuing airworthiness has been informed (CAMO).
- All carried forward unserviceabilities have been correctly detailed, recorded and the person responsible for continuing airworthiness has been informed (CAMO).
- That all tools used during the maintenance have been accounted for in accordance with 2.6



of this Exposition.

The engineer should include the following statement when issuing the CRS;

CERTIFICATE OF RELEASE TO SERVICE

Certifies that the work specified except as otherwise specified was carried out in accordance with CASR 1998 Sub-part H, and in respect to that work the aircraft is considered ready for release to service on behalf of Flying Colours Aviation AMOC 1-W7D4Z.

The Certifying Engineer is to write the time, date, their company approval number, name and sign the CRS when satisfied all requirements are met.

At no time must the aircraft be released to another person if a Certificate of Release to Service has not been issued by Flying Colours Aviation.

The FCA Responsible manager is to ensure an additional entry has been made in the aircraft defect log that requires the aircraft to be checked for the completion of all return to service maintenance, ensuring that the Client AMO completes any return to service maintenance requirements and issues a CRS for that maintenance.

2.15.2 Certificate of Release to Service for Aeronautical Product

When an individual carries out specialist maintenance on aeronautical product (as per the FCA Scope of Approval), the following information about the maintenance must be recorded before a CRS is issued in relation to the maintenance:

- Information that identifies the aeronautical product, including; the part number for the product
- the serial number of the product (if any)
- The date on which the maintenance was completed, and A description of the maintenance, and
- information identifying the maintenance data for the maintenance, and
- If the maintenance was a modification or repair involving a change to the approved design of the aeronautical product - information identifying the design of the modification or approved repair.

On completion of any maintenance activity, the authorised certifying employee shall ensure the standards specified in the scope of work and the applicable maintenance data/ instructions has been met.

Flying Colours Aviation only uses the FCA Form 1 as the Certificate of Release to Service for aeronautical products. The Form 1 is to be completed and issued by a Company Approved person Authorised for component maintenance under the guidance of the latest revision of CAAP 42W-2.

Three copies of the completed Form 1 are to be generated:

- one remaining with the component;
- One remaining with the original work pack and
- One remaining with the copied work pack.

A copy of the completed FCA Form 1 is to be placed with the relevant work pack copied records and retained for a minimum of two years from the date the aircraft component was last released to service.

2.15.3 Error(s) on an ARC

If there is any error on an ARC FCA may issue a new ARC only if the error(s) can be verified and corrected.

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- The new ARC must have a new tracking number, signature and date.
- The request for a new ARC may be honored without re-verification of the item(s) condition.
- The new ARC is not a statement of current condition and should refer to the previous ARC in Block 12 by the following statement: 'This certificate corrects the error(s) in block(s) [enter block(s) corrected] of the certificate [enter original tracking number] dated [enter original issuance date] and does not cover conformity/condition/release to service'.
- Both ARCs should be retained according to the retention period associated with the first ARC released.

2.15.4 Certification for maintenance – LAME

Company authorised LAME are to complete maintenance in accordance with current approved maintenance data and are to certify for completion of maintenance progressively where multiple stages of maintenance are identified. Certification is to include their company stamp or FCA Individual Authorisation Number, signature or initial as annotated on each form, date of completion and where required (ie Independent inspection of critical control systems) their name and, for Airworthiness Directive (AD) completion, identification if any defect identified as a result of the AD. LAME staff are required to provide adequate supervision of AME staff when certify for completion of supervised maintenance.

2.15.5 AME recording of maintenance action completed under supervision.

AME staff are individually authorised as an AME without aircraft type approval. AME and LAME staff not qualified on an aircraft type are not individually company authorised as an AME for an aircraft type as maintenance is undertaken under the supervision of a company authorised LAME qualified on that aircraft type. Any company authorised LAME is automatically authorised to undertake AME maintenance on aircraft for which they are not endorsed without individual company authorisation for that type.

Subject to operator specific maintenance documentation recording requirements; where task cards provide multiple columns for certifications the AME is to stamp or record their FCA Individual Authorisation Number and sign in the first column as a record of having completed the maintenance under supervision; regardless of column identification, and the LAME is to complete a full certification for completion of maintenance in the second column as a certification that the maintenance was completed in accordance with approved maintenance data and that any AME was supervised in completing that maintenance. Where only a single column is provided, the AME is to stamp or record their FCA Individual Authorisation Number and sign in the task card maintenance action details adjacent the LAME certification.

The AME/LAME undertaking the maintenance under supervision is responsible for maintaining a record of maintenance tasks completed in an acceptable format to CASA or Part 147 review for license progression and should have these records certified by the supervising LAME for each task.

2.16 RECORDS FOR THE OPERATOR

- For CAMO records see Section 2.12.5
- For maintenance documentation and its completion refer to Part 2.12 of this Exposition.
- For technical records control refer to Part 2.13 of this Exposition.
- For maintenance certification and CRS refer to Part 2.15 of this Exposition.

2.17 REPORTING OF DEFECTS TO CASA / OPERATOR / MANUFACTURER

FCA is to report any major defect, as defined below, in the approved format within 2 days of becoming aware of the major defect; unless compliance with Aircraft Maintenance Plans or contractual arrangements requiring reporting in a shorter period is approved by the AM.

2.17.1 Major Defect in Relation to Aircraft

Major defects in relation to an aircraft, means a defect of such a kind that it may affect the safety of the aircraft or cause the aircraft to become a danger to person or property. These defects are to be



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reported to the aircraft operator CAMO either by use of a CASA Form 404 Defect Report or document identified in applicable Aircraft Maintenance Plan or contractual requirements. At a minimum, the submitted report is to contain all available information required by the operator to submit a CASA Form 404 Defect Report to CASA and is to be sent to the CAMO via e-mail to addressees as identified in contractual arrangements.

2.17.2 Major Defect in Relation to Aeronautical Product

Major Defects in relation to aeronautical product that is not fitted to an aircraft, means a defect of such a kind that if the component is fitted to an aircraft it may affect the safety of the aircraft or cause the aircraft to become a danger to persons or property. These defects are to be reported to CASA by Form 404 Defect Report and will also be reported to the aeronautical product owner and/or previous user at the QM discretion. The completed Form 404 Defect Report is to include all required information and is to be sent to CASA via e-mail defect.reports@casa.gov.au. The ICO is to ensure that any aeronautical product subject to a defect report is retained in quarantine for a period of at least 12 months unless advised otherwise by CASA that the item may be removed.

2.17.3 Persons Responsible for Reporting

Any employee who identifies a defect is to report the finding to their immediate supervisor who is to establish the facts, record the defect in the applicable maintenance work pack and report to the Responsible Manager. After confirmation of any defect being a Major Defect; the Responsible Manager is to complete the required Defect Report as per the procedures above as well as a FCA Safety Report in collaboration with the Quality Manager. The heading of Safety Report is to include the wording "MAJOR DEFECT REPORT". The Responsible Manager is to release the Defect Report to required entities as per the procedures above and is to attach a copy of the report to and submit the Safety Report in accordance with FCA SMS procedures. The FCA Safety Report is registered in Safety Culture which will provide the functions of a Major Defect Report Register. Internal FCA administration procedures for Safety Report includes mandatory investigation and MEDA report of the issue by the QM with application of corrective and preventative actions where applicable.

2.17.4 CAMO Out of calibration tooling report

With reference to Part 2.5 of this Exposition, discovery of an out of calibration tool that has been used on an aircraft or aeronautical product is to be reported to the person responsible for airworthiness and the FCA management team immediately by a Responsible Manager with all the information where and when this tool may have been used. The out of calibration tooling is internally reported using the Safety Management System reports.

FCA is to fully cooperate with the person responsible for airworthiness to reach a safe outcome.

2.18 RETURN OF DEFECTIVE AERONAUTICAL PRODUCTS TO STORE

Defective aeronautical product returned to the store is to be:

- processed in accordance with 2.2.8, and
- reports generated in accordance with 2.17 by the Responsible Manager.

2.19 DEFECTIVE AERONAUTICAL PRODUCTS TO OUTSIDE CONTRACTORS

It is acceptable for FCA to subcontract other organisations that are not themselves approved Part 145 AMOs, to carry out work only when the Subcontractor Control Procedure is carried out in accordance with Part 2.1 of this Exposition and must include:

a pre-audit procedure whereby the Quality Manager assesses the capabilities of the subcontracting organisation to meet the required standards and specifications applicable to the intended work. This assessment will ensure that:

- employees that will undertake the work are acceptably qualified and capable;
- measuring and test equipment meet calibration standards acceptable to CASR Part 145;
- any required special tooling is either held by the subcontracting organisation or made



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- available when required for the work;
- any materials or parts procurement or handling processes meet the standards of traceability and conformity to relevant specifications required by CASR Part 145;
- any required stage inspections are recorded in a manner acceptable to CASR Part 145; any special processes are able to be performed to the same standard as if they were to be performed by an AMO approved under CASR Part 145;
- the maintenance is recorded in accordance with the AMOs approved system of recording maintenance; and
- The Project Manager is to raise a Purchase Order for the scope of work and open a Job against the subcontracted work and include the AMO in the mailing list that will include all issues of work orders, diagrams, specifications and data;
- progress recorded inspections of maintenance will be carried out under the RM's direction if required, the record is to be retained by the RM and included in the originating work pack;
- the RM will coordinate the acceptance inspections of the completed work; and
- the RM and PJM are to provide an assessment to show to what extent the AMO will use the subcontractor's facilities.

As a general rule FCA would require that our own paperwork, approved data and materials to be used, but it could permit the use of tools, equipment and personnel from the subcontractor if such tools, equipment and personnel meet the requirement of CASR Part 145. In the case of subcontractors who provide specialist maintenance activities, it may for practical reasons be necessary to use their specialist maintenance personnel, approved data and materials, subject to acceptance by the AMO.

Unless the subcontracted maintenance work can be fully inspected on receipt by the FCA it will be necessary for FCA to supervise the inspection and release from the subcontractor.

The CRS may be issued either at the subcontractors or FCA by employees holding appropriate Certification Authorisation as a Company Authorisation.

All contracts between FCA and a subcontractor will contain a provision for CASA compliance audit staff to have right of access to the subcontractor and its facilities.

All aeronautical products dispatched for repair, overhaul or calibration is to be carried out in accordance with Part 2.3 of this Exposition.

2.20 CONTROL OF COMPUTER MAINTENANCE RECORDS SYSTEM

For computer maintenance records:

- information retrieval;
- identification;
- legibility;
- storage;
- protection;
- archiving;
- retention time periods;
- and back up records;

Refer to Part 2.13 of this Exposition

2.21 MAN-HOURS PLANNING VERSUS SCHEDULED MAINTENANCE

Flying Colours Aviation collectively utilises the Townsville Master Schedule (Register 036), Job Register (Rego12) and the Shift Roster as a Manpower Plan for short to medium term maintenance planning in anticipation of the proposed work. The Townsville Master Schedule takes into account the customers scope of work and the amount of effort (manpower) required to meet that requirement to calculate the planned duration of the project.

The anticipated work is planned by man-hours based on work-scope as calculated by the PJM; this work is then broken down to the planned skill requirement, complexity of the activity and across

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the shift pattern if required. In the event where the workload cannot be predicted, the plan is to be based on the minimum aircraft re- paint workload needed for commercial viability. The PJM is to report to the RM and AM if the workload anticipated is beyond FCA's capacity for the following maintenance activity parameters:

- planned input variation;
- carrying out the scheduled maintenance;
- carrying out the predicted rectification maintenance;
- inspection;
- supervision including the ratio of supervisor to ASR ratio of one to ten.
- certification of work; and
- auditing the work.

Maintenance work load activity includes but is not limited to:

- Maintenance planning;
- maintenance data review;
- creation of work packages;
- task scheduling;
- inspection;
- completion of maintenance;
- documentation completion; and
- documentation review, dispatch and filing.

The PJM assess the planned scope of work and project input dates with customers and once both parties are agreeable, the PJM updates the Townsville Master Schedule (Reg036) with the new project. All planned work inputs are presented and reviewed at production meetings where any conflicts or issues can be anticipated and resolved.

Shift hours include the total time on FCA premises when available to undertake maintenance including breaks.

ASR Manpower is rostered to a standard six-day shift system being four days rostered on with two days rostered off. Normally a single shift is 11 hours duration in any 24-hour period with a 10-hour break between successive shifts and a maximum of 5 shifts in any 6-day period. Each shift is to include mandatory breaks totaling 1 hour.

Under standard shift working hours a maximum of three consecutive 5-day shifts may be worked before a two-day break is mandatory; a one-day break between these consecutive shifts is mandatory.

Under increased shift working hours a maximum of two consecutive 5-day shifts may be worked before a two-day break is mandatory; a one-day break between the consecutive shifts is mandatory.

In extreme circumstances the Responsible Manager may consider it reasonably practicable to allow key staff to work outside the above mandatory fatigue guidelines for the number of consecutive days worked. In these instances, the Responsible Manager is to consider fatigue mitigation methods and gain approval from the Accountable Manager for the amended working arrangements. The employee is to be advised of the approval and a record of the approval is to be signed by the Responsible Manager or Hangar Supervisor on the relevant shift diary.

LAME authorised certifying employees and hangar supervisors work hours are flexible at the Responsible Manager's discretion however are normally five days rostered on with two days rostered off. Normally a single shift is 9 hours duration in any 24-hour period with a minimum 10-hour break between successive shifts and a maximum of 6 shifts in any 7-day period.

For both ASR and LAME staff a shift may be extended, or the break period between successive shifts reduced, in order to achieve required maintenance obligations. Overtime is indicated on the shift diary by the Hangar Supervisor annotating "OT" at the employee name entry.



In instances where the shift is extended beyond 12 hours the Responsible Manager is to record justification and fatigue mitigation considerations and actions in the persons staff file. In instances where the break between shifts is reduced below 10 hours the Responsible Manager is to provide justification and fatigue mitigation considerations to the Accountable manager for approval and record details in the staff file.

In addition to the restrictions above, an authorised certifying employee (ASR or LAME) who has worked more than 12 hours in a single shift or has not had a minimum of a 10-hour break between successive shifts cannot issue an aircraft or component Certificate of Release to Service (CRS) without documented approval from the Accountable Manager. The Responsible Manager is to provide the Accountable Manager with a justification for the increased work hours and fatigue mitigation actions implemented to reduce the likelihood of a fatigue related incident. The Responsible Manager is to record all details and the approval in the Staff members file.

The HR Manager monitors and reviews any staff members hours which exceed 47.5 hours using the staff members summary of experience records and notifies the PJM who in turn notifies the RM of any exceedances to fatigue limits.

From time to time it may be necessary to use contracted personal to carry out maintenance when this need arises no more than half the numbers on any shift can be contracted employees, these numbers are monitored and verified on the staff Roster.

2.21.1 Fatigue Management considerations

Prior to any shift time extension, the Responsible Manager is to consider the following Human Factors to ensure that personnel safety and quality of workmanship is not compromised;

- Personnel Fatigue, including;
 - Personal availability to perform the extended hours.
 - Environment.
 - Type of work being performed.
- Adequate rest periods - A maximum of four hours work between breaks
- Personal hydration (Adequate).
- Adequate Supervision.
- Increased Inspections.

Extension of working hours and reduction of time between shifts identified in the paragraphs above requiring justification are to be documented including identification of the level of risk associated with the tasks being undertaken. The Responsible Manager or delegate is to record a basic justification, any Human Factor mitigation actions for extending the planned working hours, the names of the personnel required and the level of assessed risk in the Staff members personnel file. Risk assessment is to be completed utilising the Flying Colours Aviation Safety Management System Risk Matrix; the risk tolerability levels within this document will determine if the work can proceed (see FCA SMS).

The Responsible Manager may adjust the shift pattern at any time to meet production requirements however working hours must not exceed the parameters set out in this sub-part without applicable justification and recording action.

The PJM has the responsibility to maintain and update the Townsville Master Schedule (Reg036) – Roster and is to maintain archived copies of the Townsville Master Schedule and Roster in the Electronic Data Storage System.

2.22 CONTROL PROCEDURES FOR CRITICAL TASKS

2.22.1 Critical Maintenance Tasks

FCA's ability to perform Critical Tasks is limited to the Scope of Approval as detailed in Part 1.8 of

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this Exposition. Identification of critical tasks is designed to capture maintenance errors prior to completion of maintenance. Critical tasks are identified at the pre-input meeting with certification requirements included in the Form 355 - Stage Maintenance Record by the PJM in consult with LAME staff or the QM as required; these requirements may also be documented in Form 347 Non Routine Task Card if identified after issue of the Form 355 Stage Maintenance Record.

Critical tasks are categorised according to regulatory and company requirements as follows:

2.22.2 D3/ ASR Critical Maintenance Task

It is a company requirement to assess correct completion of the following tasks as a result of being deemed critical to the aircraft repainting process:

- Masking for strip - (protection against paint stripper contact)
- Preparation of refinishing products
- Mandatory markings conformity check
- Other tasks as deemed appropriate to Project Manager or Responsible Manager
- Critical Milestones
- FOD check - (Note that a triplicate inspection is required for aircraft FOD checks post repaint while A1 maintenance task requiring a FOD Check may be certified as a single signature task by an authorised LAME or documented as a separate independent inspection requirement)

2.22.3 A1 / LAME Critical Maintenance Task – Independent Inspections

A1 / LAME Critical Maintenance Tasks may be a CASA or company requirement to assess correct completion of maintenance as a result of that maintenance being deemed critical to the aircraft or passenger safety including:

- Critical Control System Maintenance - As identified at CASR 42.015 being maintenance carried out on the aircraft control system for the aircraft that, if not carried out correctly, may result in a failure, malfunction or defect of the system that will endanger the safe operation of the aircraft. Flying Colours identifies the following systems as critical control systems:
 - Flight control system (does not include optional dual flight control maintenance)
 - Engine power control system
 - Engine thrust reverse control system
 - Propeller control systems
- Simultaneous Maintenance Tasks – A CASA requirement to prevent the same LAME performing similar critical maintenance tasks on duplicated critical systems at the same maintenance event due to maintenance error and system safety concerns. This does not include visual inspection, lubricant or pressure level checks or replenishment of gaseous or fluid systems (unless a specific operator requirement). The following maintenance is considered critical systems:
 - Engine and engine component replacement, adjustment and servicing
 - Propeller and propeller component replacement or adjustment
 - Flight control system component replacement or adjustment
 - Those tasks applicable to aircraft type and operator contractual requirements (for example EDTO, RVSM critical systems).
- Company Identified LAME Critical Maintenance Tasks –
 - Operator specific tasks – as contractually specified by the aircraft operator.
 - Any additional inspection requested by the LAME to assist in capturing maintenance error

2.22.4 D3/ ASR Critical Maintenance Task

D3 / ASR Critical Maintenance Tasks are to be completed and certified by company authorised ASR or as otherwise identified staff below and, where identified a requirement, additionally verified



and certified by an independent company authorised ASR 3 or as otherwise identified staff member.

2.22.5 Surface Refinishing

Surface Refinisher tasks are to be performed and certified by a company authorised ASR 3, or as otherwise identified in the Form 355 Stages of Maintenance. Surface Refinishing Critical Tasks are to be additionally independently inspected and certified by the Hangar Supervisor, or in the absence of the Hangar Supervisor by the Responsible Manager or Project Manager. Scheduled tasks are identified at the pre-input project planning by the Project Manager and identified in the Form 355 Stage of Maintenance; critical tasks are shaded yellow and identify the authorised positions and independent inspector required to certify. Unscheduled ASR tasks are recorded in the Form 370 Paint Defect List, Independent Inspections for critical tasks are recorded and certified by a separate entry referencing the original defect and identifying the inspection applied.

2.22.6 Critical Milestone Checkpoints

Critical Milestone Checkpoints are incorporated into the Form 355 Stages of Maintenance by the Project Manager where instructions are to be complied with prior to proceeding with the process flow. Critical Milestone Checkpoints are identified in red writing and by a STOP sign with specific instructions. The certification box may identify the positions to certify the specific milestone. Critical Milestone Checkpoints can be certified by a Hangar Supervisor as identified in the worksheet. It is permissible to proceed past the checkpoint without all the preceding tasks having been completed due to a variation to the planned flow of work provided that there is adequate justification and the open tasks have been recorded in the "Critical Milestone Checkpoint" notes or items deferral comment box.

Before work proceeds past that stage of maintenance without all the preceding tasks having been completed, the signatory must make an assessment that proceeding is warranted and will not affect the task or quality of work.

2.22.7 Aircraft FOD Check

An Aircraft FOD Check is completed at completion of D3 Maintenance FOD check critical milestone checkpoint has the certification box shaded blue and is certified in triplicate in the Form 355 Stage of Maintenance by an authorised ASR 3 and two independent inspectors, either the PJM or RM and a company authorised LAME for maintenance on the aircraft type. The inspectors must perform the FOD Check using a strong light, and mirror where required, to ensure that no tape, paint process consumable or other foreign object is left on or in the aircraft. The Form 355 Stage of Maintenance list of critical sensors and areas of concern is to be used at a minimum with the whole of aircraft reviewed during this inspection. All identified FOD is to be recorded in the Form 370 Paint Defect List and addressed accordingly.

This inspection is certified in the Form 355 Stage of Maintenance. Any additional A1 maintenance FOD Check requirement is to be clearly documented in the Form 347 Non-Routine Task Card and may be completed and certified by any FCA LAME holding a company authorisation to perform maintenance on any aircraft type. No disassembly is required for a FOD Inspection; the LAME is to use adequate tooling and visual aids to ensure that there is no FOD in the identified area before certifying for completion of the task. Where the inspection is behind a removable panel the person completing the inspection is to ensure that the panel is installed.

2.22.8 A1/ LAME Critical Maintenance Task Process

A1 / LAME Critical Maintenance Tasks may be documented in Work Order Task Cards, Form 355 Stage Maintenance Record or Form 347 Non-Routine Task Cards. If an authorised individual carries out a designated A1 / LAME critical maintenance task on an aircraft on behalf of FCA, then FCA must ensure that an independent inspection is completed and an appropriate record for that task is made (Form 355 Stage of Maintenance or Form 375 Non-Routine Card) before a CRS is issued for the maintenance. The Form 355 Stage Maintenance Record includes certification for the Independent Inspection. Where Form 347 Non-Routine Task Card maintenance task requires an

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independent inspection, a second Form 347 Non-Routine Task Card is used the applicable task card and Form 347 Non-Routine Task Card are to be cross referenced for traceability.

The individual performing the critical control system maintenance must hold a company authorisation to perform the maintenance. An independent individual for critical control system maintenance carried out on an aircraft, is an individual who did not perform the maintenance, meets the requirements of CASR 42.335 and has been assessed and authorised to perform independent inspection IAW the procedures within this MOE.

The information that needs to be recorded is:

- A description of the Critical Maintenance requirement.
- If the task is a critical control system inspection, the information identified below.
- The individual's signature and certification authorisation number.
- The date of the inspection is recorded.
- Where independent verification is certified as a separate entry, the entry must identify the maintenance documentation reference within the work pack that required the inspection.
- If required by contractual requirements, the time the inspection was carried out.

2.22.9 Critical Control System Maintenance

Critical Control System Maintenance is to be completed and certified by a company authorised LAME qualified on the aircraft type for the maintenance task and additionally verified and certified by an independent company authorised LAME meeting the requirements of CASR 42.335 for the task:

- Scheduled Critical Control System tasks required during planned aircraft maintenance is identified in the Form 355 by the certification worksheet entries being shaded yellow and include provision for the first and second certifications with the independent inspection statement meeting the requirements of CASR 42.345(3) for the second certification.
- Unscheduled Critical Control System tasks are recorded and certified on Form 347 Non-Routine Task Cards. The Form 347 Non-Routine Task Card where certification for the critical control system maintenance is completed will identify an independent inspection requirement and be cross referenced to a second Form 347 Non-Routine Task Card which will include reference to the initial Form 347 – Non-Routine Task Card, an independent inspection verification statement meeting the requirements of CASR 42.345(3) and certification by an appropriate company authorised LAME for completion of the independent inspection.

The information that needs to be recorded is that:

- The individual has verified the part of the aircraft control system on which the maintenance was carried out is assembled and configured in accordance with the maintenance data for the maintenance.
- The individual has verified the aircraft control system is functioning correctly.
- Information identifying the critical control system maintenance to which the verification is related.
- The individual's name, signature and company authorisation number.
- The date the verification was performed.
- If required by contractual requirements, the time the inspection was carried out.

Note: Identifying the inspector's NAME is an additional requirement to normal independent inspection certification requirements.

2.22.10 Simultaneous Maintenance Tasks

Where simultaneous maintenance is unavoidable, an independent inspection is to be carried out on the maintenance and the Responsible Manager is to ensure that adequate ground and/or operational tests are applied in conjunction with the operator to ensure the serviceability of the systems before the aircraft is returned to passenger carrying operations.



2.22.11 Company Identified LAME Critical Maintenance Tasks

Company Identified LAME Critical Maintenance Tasks must have an independent inspection performed and certified in the applicable maintenance document, Form 355 Stage Maintenance or Form 347 Non-Routine Task Card, by a company authorised LAME before aircraft CRS. Company authorisation assessment for the LAME performing the Independent Inspection may be based on like system and technology provisions and having been trained on the specific maintenance tasks when the LAME is not specifically type trained on the aircraft type. The certification statement is to clearly identify that an independent inspection has been performed and specifically what has been inspected (ie Independent Inspection completed on all cabin passenger and crew seats for attachment and security).

2.22.12 A1 / LAME Maintenance FOD Checks

LAME personnel authorised on the aircraft type perform Aircraft FOD Checks in conjunction with the ASR staff as detailed above. When certifying for completion of A1 maintenance tasks the LAME is certifying that all FOD has been removed from the immediate surrounds of the task. A LAME may also call for an additional independent FOD check after or during maintenance to be completed by an independent LAME being recorded and certified for on a separate Form 347 Non-Routine Task Card.

2.22.13 Independent Verification – Inspection and Certification Procedures

Independent Inspectors must hold company authorisation according to the inspection requirements and must perform the inspections as detailed in this MOE. Refer to Part 3.5 of this Exposition for authorisations and training.

2.22.14 D3/ ASR Critical Maintenance

If an authorised individual carries out a designated ASR critical maintenance task on an aircraft on behalf of FCA, then FCA must ensure that an authorised independent individual has inspected the relevant task and made the appropriate record for that task (Form 355 Stage of Maintenance or Form 370 Paint Defect List) before a CRS is issued for the maintenance.

The information that needs to be recorded is:

- a description of the Specialist Critical Maintenance requirement.
- the individual's signature and certification authorisation number.
- the date of the inspection is recorded.
- If required by the Customer's contractual requirements, the time the inspection was carried out.

2.22.15 Critical Task Identification and Control

The Project Manager shall review all task cards and approved maintenance data applicable to maintenance tasks to be undertaken by Flying Colours Aviation to identify Critical Tasks applicable to scheduled maintenance. The Project Manager, in coordination with the Production Planner, Quality Manager and LAME as appropriate shall identify the Critical Tasks relevant to the Stage Maintenance Record and insert requirements before issuing the work package.

Critical task requirements during maintenance is to be identified by company employees, supervisors or managers as they arise. Independent Inspection requirements can also be called for by any certifying employee if they consider that they, or staff under their supervision or control, may be subject to any performance or human factor limitations (such as fatigue, health, ergonomics, stress, etc). Independent inspection requirements are documented on a Form 370 Paint Defect List or Form 347 Non-Routine Task Card as applicable to the maintenance activities. The application of Critical Maintenance requirements is also verified as having been completed during the work package review process.



2.23 SPECIFIC MAINTENANCE PROCEDURES

Flying Colours Aviation has supplementary specific maintenance procedures that are to be used in addition to those procedures described in this Exposition.

2.23.1 NDT

FCA authorised CASR Part 66 licensed engineers personnel are authorised to carry out and certify for the completion of NDT activities to Australian Standard AS3669 on aircraft and aircraft components limited to the privileges of the B1 category license holder. The privilege is as follows;

- non-destructive penetrant test using portable equipment means those processes and equipment covered by AQF Competency unit 'MEA365 Assess structural repair/modification requirements and evaluate structural repairs and modifications', being a pre-requisite competency unit for the grant of a Part 66 B1 Category License. The authorisation for a B1 Category License holder is limited by the extent of training covered under this unit of competency, which is the colour contrast dye penetrant inspection technique.

NDT that exceeds the privilege described above may be carried out by an FCA Approved sub-contractor. A FCA authorised CASR Part 66 category B or C Licensed engineer on that aircraft or aircraft component type is to provide certification for the NDT activity and issue a CRS, refer to Part 2.19 of this exposition.

2.23.2 Aircraft Towing

Maintenance personnel involved in towing of aircraft shall be provided with specific training and issued with towing authorisation after a practical assessment of the process. The Responsible Manager shall forward towing assessments for particular aircraft types, to the Quality Manager for issue of a Company Authorisation.

- Towing training and assessment shall include the following activities as required:
 - pre-tow aircraft inspection,
 - maintenance log scrutiny,
 - aircraft braking,
 - relevant aircraft towing procedure, taxiway information,
 - navigation lighting systems and
 - APU starting / shut-down including handling of emergencies.

2.23.3.1 Aircraft Towing Basic Requirements

Aircraft Towing when performed by FCA is to be carried out IAW the aircraft Operators Towing procedures that are made available to FCA. However for the occasions when the Operator does not specify aircraft towing procedures, the following instructions must be followed.

General Aircraft Movement Requirements:

- The applicable aircraft maintenance manual (AMM) aircraft towing instructions must be referred to and followed for all aircraft movements.
- Air Traffic Services (ATS) clearance is required to be established and maintained for all towing operations external to FCA facilities.
 - Townsville Ground frequency 121.8 VHF. All ATS instructions must be complied with.
- The person positioned in the pilot seat must be one of the following:
 - A LAME (Mechanical or Avionic) endorsed on the aircraft type.
 - An AME with a course credit on aircraft type.
 - A person who has been adequately and appropriately trained in the operation to an approved course of instruction that is satisfactory to the aircraft Operator.
- The person stationed in the pilot seat must ensure brake pressure is available and maintained at all times during the towing operation. A listening watch to ATS should also be maintained, if aircraft power is available.



- The Tow Driver is to be authorised by the FCA QM to tow the specific aircraft, and
- Must hold an applicable airside drivers licence, or be escorted by the airfield safety officer during the conduct of the tow if outside of the FCA Hangars.
- All personnel involved in aircraft towing operations external to the FCA Facility, must wear a High Visibility jacket and have hearing protection available.

2.23.3.2 Towing Procedures

Prior to towing the LAME is to ensure;

- that landing gear pins, blanks or ties have been fitted to the aircraft.
- No Aircraft Maintenance Log entries prohibit the aircraft from being towed safely.

Where the aircraft is to be towed in areas where there are no obstructions, a minimum of two personnel are required; one positioned in the cockpit and one operating the tow tractor. The Tow Tractor Driver is the person in charge of the towing operation.

Where the towing operations require moving the aircraft past obstructions, for example into the FCA Hangars, there must be assigned to the aircraft movement and additional 3 personnel being;

- Left Hand Wing Observer (Wing Walker)
- Right Hand Wing Observer, and
- A Safety Observer that is positioned to see the aircraft extremities and is able to give clear instruction to the Tow Tractor driver if the aircraft appears likely that it may strike an obstruction.

All Observation personnel must be equipped with air horns where if it appears a collision seems likely, the observer is to activate the airhorn giving a continuous blast, indicating that the tow tractor driver is to stop immediately.

2.23.3.3 LAME Responsibilities

Before commencing a towing operation, the following actions are the responsibility of the LAME:

- The landing gear down lock safety pins are installed.
- Any Nose Wheel steering lock-out mechanism has been engaged as per aircraft applicability.
- APU operation, and the aircraft systems required to undertake the tow are in operation. Towing can be carried out with no AC power provided the aircraft brake accumulator is fully charged and the tow is carried out with extreme care by both the authorised person in the pilot seat and the tow tractor driver. (Aircraft Maintenance Manual towing requirements must be followed)
- All doors and hatches are closed.

2.23.3.4 Tow Tractor Driver Responsibilities

The following actions are the responsibility of the tow tractor driver:

- Responsible for the conduct of the towing operation.
- Prior to hook-up, ensure tow tractor brakes operate efficiently.
- If the aircraft has no AC power, alert Air Traffic Services (ATS) that anti-collision beacons are not operative. Ensure the tow tractor beacon is on and operational.
- All doors and hatches are closed.
- All work stands, ground equipment and obstacles are moved clear of the aircraft and where fitted, the equipment brakes/ chocks are engaged.
- Adequate Wing Walkers (Observers) are positioned for the tow.
- All personnel have been briefed on the Towing requirements, i.e. aircraft positioning, personnel roles.
- Ensure Aircraft Brakes are applied and Wheel Chocks are in place prior to disconnecting the Tow Bar.



2.23.2.5 Brake Rider responsibilities

The Brake Rider is the person sitting in the Pilots Seat and is required to apply the aircraft brakes either in the case that the Tow Tractor brakes fail, and during connection/ disconnection of the tow bar and Tow tractor.

- Ensure Brake pressure is available and maintained at all times during the towing operation. Observe/ monitor the aircraft movement and directions given by the Tow Tractor Driver.
- Apply the aircraft brakes as required for parking or in an emergency as the situation requires.

2.23.2.6 Audible Queues

- Tow Tractor single short horn blast – Apply the aircraft brakes.
- Tow Tractor two short horn blasts – Release the aircraft brakes.
- Observer Airhorn short single blast – Tow Tractor Driver Stop.

2.23.3 Handling and Control of Waste Materials

All handling, storage and control of waste material is to be carried out in accordance with relevant and current Safety Data Sheets (SDS). Refer any omissions or out of revision SDS (Greater than 5 years old) to the Safety Manager before handling the material.

2.23.4 Working away from the Main Base

Refer to Part 1.7.5 of this Exposition.

2.23.5 Maintenance Supervision Requirements

Only personnel issued with an FCA Authorisation with "Supervisor" or LAME as an endorsement may perform aircraft maintenance supervision of personnel for the purpose of certification of completed maintenance tasks. The Supervisor must;

- be physically present at the place that the maintenance is being carried out;
 - Physical presence where the maintenance is being carried out means the supervisor must be present in the same geographical place/location as where the work is being done. This does not mean the supervisor necessarily needs to be in the same specific work area. The supervisor could, for example, be in another work area of the FCA Facilities. The supervisor must be available to give advice to the person carrying out the maintenance; and
- be observing the maintenance being carried out to the extent necessary to enable the supervisor to form an opinion as to whether the maintenance is being carried out properly;
 - This means that the level of observation, and the resulting opportunity for the supervisor to intervene, is variable and can take into account the current competence, knowledge, skill sets and maturity of the FCA Staff Member being supervised. and;
- be available to give advice to, and answer questions about the maintenance from, the person carrying it out.

In all cases the supervisor is still required to be available and present to the extent necessary to ensure the safe performance of the maintenance.

2.23.6 Identifying When Not to Operate Controls or Actuating Devices

Whenever there is a requirement to isolate controls or actuating devices for maintenance or investigative actions the maintainer responsible for the task is to identify the requirement to the Hangar Supervisor and a Form725- Warning Do Not Operate tag is to be placed on the control or attached to the actuating switch or lever to the system being isolated. No person is to operate a control, switch or lever which has a Form 725 attached and is to consult with the Hangar Supervisor to identify alternative actions.



2.23.7 Engine Ground Running

Ground running of aircraft may be performed where required by trained and authorised Flying Colours Aviation employees. Aircraft are to be towed to suitable ground run locations in compliance with company procedures; taxiing of aircraft is not to be performed by Flying Colours Aviation. (see [FCA Standard Operating Procedure 042 Aircraft Engine Ground Running – DHC-8 Series if applicable](#))

Engine ground running is to be conducted in accordance with the aircraft manufacturer's maintenance instructions and any additional Flying Colours Aviation specific procedures as may be published from time to time. Engine ground running may be performed by Flying Colours Aviation staff that:

- have licence coverage on the particular aircraft type in the B1 category,
- are trained in compliance with AC66-3 at current amendment, or previously have been trained and authorised for ground running of the aircraft and engine type,
- hold a current CASA Radio Telephone Operator's Certificate
- are authorised by the Quality Manager on recommendation from the Responsible Manager, and
- Comply with any additional requirements of the operator as identified in contractual agreements and company procedures.

Prior to engine running, a person intending to run an engine must conduct a search of the area around the aircraft for foreign items having the potential to damage the engine or propeller while operating.

2.24 PROCEDURES TO DETECT AND RECTIFY MAINTENANCE ERRORS

2.24.1 Aims and objectives of error management system

FCA believes that a policy utilising a Maintenance Error Management Program is a fundamental aspect of the management and execution of maintenance to continually improve the management of our processes and thus minimise the occurrence of incidents. The MEMP includes Human Factors as well as System Deficiencies.

FCA policy on error management is also applied to administration and management and planning processes not directly involved in maintenance, as incidents in these areas may impact on the safety and commercial performance therefore affecting the achievement results.

A fundamental aspect of the MEMP is one of prevention of a perceived incident prior to the incident becoming evident. By the use of open lines of reporting, the intent is, that deficiencies may be corrected as they occur preventing the potential for an incident. The policy and culture employed for an MEMP is one of "Accountable Responsibility", whereby all personnel are encouraged to report incidents or deficiencies, including maintenance difficulties and safety issues, that may contribute to an incident upon the understanding that the outcomes of the reports are for the purpose of decreasing the risk of recurrence.

Accountable Responsibility means in relation to Human Factors where an incident has occurred and that a Maintenance Incident Report is conducted that circumstances are taken into account. "Just Culture" principles are applied where contributing factors, other than substantial disregard for regulatory, policy and procedural requirements may be rectified without risk of punitive action.

The MEMP includes procedures that are intended to control the likelihood of a maintenance incident occurring during an input. These procedures include the Control of Critical Maintenance Tasks and procedures to detect and rectify maintenance error.

2.24.2 Responsibilities

The Quality Manager is responsible to instate and promote the Maintenance Error Management Program (MEMP) that will also form a component of Human Factors continuation training. The



Quality Manager is responsible that actions that include a change in procedures are brought to the attention of the Management Team and documented.

In addition, Safety Culture provides a register of all occurrences and reports and is maintained by the Safety Manager. The Responsible Manager and the Supervisors are responsible to ensure that the culture is promoted within FCA allowing the MEMP to continue to function and that reported incidents are provided as soon as practicably possible to the Quality Manager.

The Quality Manager is responsible to act upon the Safety reports and conduct investigations, administer corrective actions for deficiencies and prepare reports. The MEDA data input tool, at latest amendment, is located in the Electronic Data Storage System and on Safety Culture as a template for investigation and is the primary investigative form used. Potential changes will be reported to the Management Team for evaluation in accordance with Part 1.9 and 1.10 of this Exposition.

Analysis of the data is provided by the MEDA Analysis tool that will be subject to scrutiny by management as a component of the Safety Committee meeting.

All staff are responsible to promote MEMP by reporting deficiencies that could lead to an error to the Quality Manager.

All staff are expected to follow associated procedures and be cognisant of hazards and risks in relation to the complexity and scale of any work being considered.

2.24.3 Documents and Process

Any Safety Report raised IAW Part 3.11 of this manual that includes an aircraft maintenance related issue will be registered in Safety Culture by the Safety Manager and forwarded to the Quality Manager for investigation.

All related electronic documents or files for the incident report will be maintained in the related incident report file in the Electronic Data Storage System. Relevant hard copy documents used will be scanned to this file.

The Quality Manager is to:

- Initiate a MEDA document at current amendment;
- Collect and evaluate;
 - relevant ICA;
 - Maintenance Documents;
 - personnel Records and training;
 - external reports (if applicable);
- conduct interviews with persons involved;
- evaluate whether the causal factor was systemic or procedural; substantiate findings and corrective actions;
- report to the Safety Committee and Accountable Manager so that a coordinated review to determine and prioritise error removal strategies can be formalised;
- record agreed corrective and preventative action requirements;
- include gathered data into Safety Culture so that measurements of common contributing cause (trends) can be made to facilitate analysis;
- assist with any changes;
- deliver a Quality Letter if Applicable;
- include gathered data into the MEDA Analysis Tool so that measurements of common contributing cause (trends) can be made to facilitate analysis;
- issue any findings to the relevant persons; close out the investigation;
- assist with any changes;
- report to the customer if applicable.

2.24.4 Corrective Actions

If investigation reveals a breach of relevant regulations or company procedures has occurred, a Corrective Action Request will be issued using actions on Safety Culture and is subject to the



requirements of Part 3.4 of this Exposition including follow up actions. Systemic failures will typically be issued a CAR with a short time frame to correct any non-compliance.

2.25 SHIFT/TASK HANDOVER PROCEDURES

The Form 635 Shift Diary is designed as a communication tool within the hangar environment. It is aimed at all hangar production staff covering all aspects of the business and provides clear and precise instructions to be acknowledged or actioned.

All relevant personnel will be trained in the use of the handover procedure and is also included in the induction process.

Any trained person can make an entry into the shift handover diary with the following areas to be covered:

- The Supervisor is responsible for:
 - Communicating with the oncoming shift coordinator prior to leaving the premises.
 - Ensuring that the oncoming shift Coordinator knows the current status of work in progress.
 - Ensuring that the oncoming shift Coordinator is made aware of any work requiring special attention.
 - All tooling and consumable materials used during the shift are accounted for and returned prior to handover

The Shift Supervisors use a Form 635 - Shift Diary as a means to provide information from one shift to the next and if required the information can be supported personally, or by telephone.

Entries into the Form 635 Shift Diary are to be legible and understandable to the oncoming shift supervisor. If there is any doubt then the matter will need resolving as soon as possible.

The shift handover form is available as a fillable online form that is sent to the production team twice per day and may include:

- Maintenance activity progress including stages of maintenance and partial completion.
- Any changes to the staff roster including sickness, other maintenance activity such as specialist requirements or other reasons that necessitate removing a person from the shift.
- A degree of importance is to be attached to any hand over communications that require considered attention.
- Facility status;
- Work status;
- Manning Status;
- Outstanding issues;
- Tooling/equipment issues.
- Customer requirements; and
- Additional contacts.

All persons carrying out maintenance activity are responsible to make entries and certify work progressively so that the stage of work can be determined at any time. Should a person be absent from work before completion of the shift, it is their responsibility to ensure all certifications have been completed for all maintenance tasks carried out up to that point and the shift supervisor has been suitably briefed as to the state of maintenance completed.

2.26 PROCEDURES FOR MAINTENANCE DATA

2.26.1 Definition of Maintenance Data Ambiguities

Maintenance data can be described as any information necessary to ensure that the aircraft or aeronautical product can be maintained in a condition such that the airworthiness of the aircraft, or serviceability of operational equipment appropriate, is assured and an ambiguity could be any maintenance documentation that is in error.



The following maintenance data can be subject to data ambiguities:

- OEM Technical data;
- Instructions for Continuing Airworthiness (ICA)
- Company generated documents;
- Customer supplied documents; and
- Regulatory data.

2.26.2 Responsible Person for Coordination of Reporting and Remedial Actions

The PJM is to address maintenance data ambiguities directly with the applicable author of the document or operator before maintenance commences. Only when all ICA is confirmed by the PJM as being current and adequate will the details be included into the applicable work pack .

After release of the work pack, the person who identifies that there may be an ambiguity in maintenance data is the one to report it immediately to the Hangar Supervisor or Responsible Manager. Where the Hangar Supervisor / Responsible Manager confirms the ambiguity they are to investigate if the ambiguity has lead to a maintenance error. Where no maintenance error has occurred the Project Manager is to address the ambiguity with the applicable document author or Operator directly as appropriate. Where a maintenance error has occurred, or was likely to have occurred, the person who identified the ambiguity is to report the issue utilising the FCA internal reporting system. The FCA Safety Manager manages the report with the Quality Manager managing and coordinating required investigation and resultant actions for aircraft maintenance related reports. The FCA Safety Manager closes out reports as per the FCA SMS Manual procedures.

2.26.3 Method of internal Reporting of Maintenance Data Ambiguities

The person who identifies that there may be an ambiguity is to report the matter in accordance with Part 3.11 of this Exposition.

The Safety Report then may be assessed as a Maintenance Error (Part 2.24 of this Exposition) or as a Corrective Action Request (Part 3.4 of this Exposition).

If the maintenance data has been identified or is reasonably believed to be inaccurate, incomplete or ambiguous then the procedure, instruction, practice or information is to immediately cease until the matter is corrected or clarified.

The Project Manager is to correct or clarify the anomaly with the CAMO and report back to the Responsible Manager and Quality Manager when the task is completed along with the completed Corrective Action Request. If the matter is considered to be a maintenance error then an investigation is to be conducted by the Quality Manager or approved delegate.

The Quality Manager is to keep a record of who the author of the maintenance data in question is, and is also to record and keep all communications between FCA and the CAMO and identified author.

2.26.4 Methods of External Reporting of Maintenance Data Ambiguities to the Appropriate CAMO and Authors of that Data

The Safety Report in most cases will be issued to the Project Manager who will inform the Continuing Airworthiness Management Organisation in accordance with the respective Aircraft Maintenance Program directions using the Operators format. FCA will provide the CAMO with any further assistance as requested. The CAMO is to address the deficiency with the author of the data unless FCA is requested otherwise.

When the matter is clarified or corrected the PJM will inform the Responsible Manager and Quality Manager when the task is completed.

2.26.5 Feedback to Employees and Implementation of Corrective Actions

Feedback to employees will be presented as one or more of the following methods:



- A completed Safety Report feedback to the originator,
- A Company Memo or Operations Notice issued on Safety Culture, or
- A Formal meeting.

2.27 PRODUCTION PLANNING PROCEDURES

2.27.1 Production Planning Procedures

The Project Manager with the assistance of the RM takes the following list points into consideration when planning maintenance into the facility:

- Client request meets the FCA approved scope of maintenance Tooling and Equipment required;
- logistics;
- inventory control;
- square meters of accommodation;
- certifying employee and supervisory levels relevant the work planned;
- certifying employee and supervisory availability;
- man-hours estimation; man-hours availability;
- human performance limitations
 - consideration of Human Performance Limitations when planning maintenance tasks to ensure maintenance can be completed with out undue haste and within the limitations of human performance.
- fatigue risk management;
- preparation of work;
- hangar availability;
- environmental conditions (access, lighting standards and cleanliness);
- scheduling of safety-critical tasks during periods when employees are likely to be most alert;
- co-ordination with internal and external suppliers and contractors; and
- shift handover.

FCA Form 205 Gant Chart is used as required to assist with production and job planning.

2.27.2 Logistics

From the scope of work supplied, the PP is to ensure that the required aeronautical product is either in place, available or ordered for the task. Tooling is to be assessed for serviceability, calibration and availability and sourcing of additional tooling or equipment if required.

Inventory control is to be actioned by the ICO who ensures that all the requirements of Parts 2.2 to 2.5 of this Exposition are met.

2.27.3 Production Planning

The PP extracts the scope of work from the following sources:

- individual work orders/requests in accordance with the registered operators Aircraft Maintenance Program.
- The PJM will communicate with the RO if and when clarification is sought regarding a work order/request.

2.27.4 Maintenance Facility Visit Plan Procedure

Refer to Part 2.21 of this Exposition.

2.27.5 Operators Maintenance Program Procedure

FCA will at all times comply with the Registered Operators Aircraft Maintenance Program



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procedures. If an error is noted in the client's procedures the PP will communicate the details to the person in control of that organisation's maintenance activity.

2.27.6 Preparation of Task Cards and Worksheets Procedure

The Project Manager will prepare work packs in accordance with Part 2.12 for maintenance requirements of a customer Work Order within the scope of the FCA AMOC.

2.27.7 Damage Control & Reporting Procedure

FCA will supply at the request of a customer, a complete record of external damage, in the form of scratches, minor dents and repair locations and to permit recording of all new damage sustained. Additional work will be supplied by the CAMO. Aircraft will undergo an induction inspection with completion of a Form 345 - Aircraft Induction and Preliminary Inspection. Damage and defects identified during maintenance will be recorded in Form 370 - Paint Defect List or Form 347 - Non-Routine Task Cards. The RM and PJM will ensure that defects are advised to on-site representatives and the relevant CAMO for repair approval or arrangement for repair where required.

2.27.8 Control of Maintenance Data Procedure

Refer to Parts 2.12; 2.13 and 2.16 of this Exposition.

2.27.9 Receipt of Unscheduled Work Procedure

Unscheduled work will be assessed by the RM including review of the Townsville Master Schedule Register 036 and the Shift Roster to determine a man-hours versus scheduled plan. In the event that the additional work is beyond FCA capability at that time the PJM will communicate the details to the customer for further instructions. If the customer has other scheduled work with FCA a prioritisation plan may be implemented.

2.27.10 Shift Handover

Refer to Part 2.25 of this Exposition.

PART L2 ADDITIONAL LINE MAINTENANCE PROCEDURES

L2.1 Control of Aeronautical Products, Tools, Equipment, etc.

Certifying LAME are to ensure that all components and aeronautical product installed or used in an aircraft during maintenance is identified with a FCA GRN label Form 295 identifying that the item has been inducted into FCA stores in accordance with the procedures at Part 2.2. The LAME is to examine any ARC or identification documentation accompanying any component to ensure that the component is approved for fitment in accordance with current ICA and approved maintenance data. Any Line Maintenance documented in the operator Tech Log, Task Cards or individual Form 347 Non-Routine Task Cards is to identify any aeronautical product or component removed or installed during the maintenance and the calibrated tooling used. Form 348 Parts List is an extension to the Form 347 NRC and is to be cross referenced to the NRC. A copy of component Authorised Release Certificate is to be attached to the applicable Task Card or NRC where its installation is recorded. The certifying LAME is responsible to ensure that all tooling and equipment is removed from the task and returned to the store or storage area as applicable at completion of maintenance.

L2.2 Procedures Related to Servicing / Fuelling / De-Icing Etc.

Only company authorised employees are to perform line maintenance tasks within their scope of maintenance approval.

Only those aeronautical products identified in the applicable approved maintenance data and ICA for the aircraft is to be used during servicing and maintenance. Fuel suppliers are to be approved suppliers in accordance with the procedures at Part 2.1 before use.

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All refuelling and servicing tasks are to be completed in accordance with current ICA with that ICA referenced in the corrective action statement before certification for completion of maintenance.

Quantities are to be identified with units of measure for liquids.

Aircraft overwing refuelling, pressure refuelling and suction defueling is not to be completed with the aircraft inside a hangar. Refuelling and defueling is to be completed under the supervision of a company authorised LAME on type in accordance with the applicable approved maintenance data. Adequate fire extinguishers are to be available and applicable earthing and bonding in place before fuel movement.

Note: In ideal conditions, a free fall of as little as 30 centimeters of aviation fuel is adequate to produce enough static electricity to produce an ignition spark.

Pressure defueling is not to be conducted in a hangar. Gravity defueling through drain valves may be conducted in accordance with approved maintenance data within a hangar at Hangar Supervisor discretion to ensure no cross contamination of paint tasks. Gravity defueling receptacles and defueling standoff pipes and hoses are to be suitably earthed where required before fluid movement. The aircraft may be replenished with closed system defueled fuel. Open system gravity defueled fuel is to be collected in the waste fuel storage drums within Hangar 3 which are disposed of in accordance with local environmental procedures

Fuel sampling and water testing is to be completed in accordance with applicable current approved maintenance data meeting CASA CAO requirements. Fuel waste is to be collected in the waste drums situated in Hangar 3.

Aeronautical product oils and lubricants used during aircraft servicing are to be identified with a FCA GRN which is to be recorded in the applicable maintenance entry. To prevent plating contamination, only stainless-steel spikes are to be used for opening oil cans requiring piercing. These products are to be checked to ensure they are not shelf life expired before use and after use are to be returned to the appropriate storage areas with applicable caps and packaging reconstituted to prevent debris ingress. Pierced oil cans can be capped with approved covers and marked with the date of opening; these cans are to be appropriately stored and may be used for a period not exceeding one month from the recorded opening date. All expired or excess oils and lubricants are to be disposed of in accordance with local environmental policies.

L2.3 Control Of Defects and Repetitive Defects

The Production Planner allocates applicable Task Cards and Form 347 NRC to the Responsible Manager Line Maintenance for issue to appropriately company authorised LAME to document completion of maintenance required by the customer.

Any LAME identifying a defect is to record that defect on the operator Tech Log or additional Form 347, cross referenced to the Tech Log or Task card initiating the maintenance when the defect was identified, and advise the Responsible Manager Line Maintenance. The Responsible Manager Line Maintenance is to identify the defect to the Production Planner who will in turn identify the defect to the operator and take appropriate actions to manage the aircraft return to service.

Before defect rectification, the LAME is to ascertain if there have been previous reports of the same defect. Where a reported defect has previously been reported without fault being able to be determined or cannot be replicated, the operator CAMO is to be informed and approve no further maintenance action is required before an entry of no fault found or similar can be certified to close the defect.

When applying a deferred defect from Line Maintenance the LAME is to ensure that the defect is correctly documented and that the correct approved maintenance or instructions for continuing airworthiness are utilised for the deferral. The LAME is to follow the specific operator technical documentation requirements are applied in accordance with applicable training and is to ensure that ETOPS or RVSM requirements are maintained where applicable.

L2.4 Procedure For Completion of Operator Technical Log



Only company authorised employees are to perform line maintenance tasks within their scope of maintenance approval.

All Tech Log entries are to be completed in accordance with the applicable aircraft operator technical documentation requirements.

FCA staff certifying in operator documents are to be trained and authorised for the applicable level of certification for each individual operator. Refer Part 1.5.2.

L2.5 Procedure for Pooled Parts and Loan Parts

Pooled parts are to be inducted into the FCA store in accordance with the procedures of Part 2.2 of this exposition to ensure traceability and supplied a FCA GRN label Form 295. These parts shall be stored segregated as per customer supplied parts.

Only company authorised employees are to perform line maintenance tasks within their scope of maintenance approval.

The LAME installing a loan or pool part is to examine any ARC or identification documentation accompanying any pool or loan parts and the part itself to ensure that the part is serviceable and is approved for fitment in accordance with current ICA and approved maintenance data.

Unless otherwise stipulated in the operator technical documentation procedures training, a FCA Form 285 Serviceable label shall be affixed to any pool or loan part removed serviceable from an aircraft. The LAME shall update any associated paperwork for the part and return the part to the store for return to the operator or as otherwise instructed by the Project Manager to comply with contractual arrangements.

L2.6 Return of Defective Parts Removed From Aircraft

Refer procedures at Part 2.18. All parts returned to the store are to be suitably clean and tagged with all required documentation.

L2.7 Procedure for Control of Critical Tasks

Only company authorised employees are to perform line maintenance tasks within their scope of maintenance approval.

Refer applicable procedures at Part 2.22. In addition, company authorised employees are to comply with operator specific requirements (ie ETOPS and RVSM) as detailed in operator specific technical documentation training.



3 QUALITY & SAFETY MANAGEMENT

3.1 QUALITY MANAGEMENT SYSTEMS

3.1.1 Objectives

The primary objective of the quality system is to enable the organisation to ensure that the organisation can deliver a safe product; remains in compliance with current regulatory requirements and apply and maintains a continual improvement approach.

An essential element of the quality system is the independent audit. Completed audits with any Remedial and/or corrective actions will be made available to the Accountable Manager and to the relevant Responsible Manager for discussion and corrective actions or improvements as required.

The independent audit is an objective process of routine sample checks of all aspects of the organisation's ability to carry out all maintenance to the required standards and includes review of company procedures against regulatory requirements and product sampling as this is the end result of the maintenance process. It represents an objective overview of the complete maintenance related activities and is intended to complement the requirement for certifying employees to be satisfied that all required maintenance has been properly carried out before certifying for aircraft refinishing or for an aeronautical product issue of the Certificate of Release to Service.

Independent audits should include a percentage of random audits carried out on a sample basis when maintenance is being carried out.

3.1.2 Independent Surveillance and Quality Audits

FCA is to ensure that the requirement for independent surveillance and quality audits will be conducted at intervals of not more than every 12 months after the issue of a Part 145 approval under the control of an independent individual that is not a responsible manager of the AMO, to ensure that:

- all aspects of regulatory compliance are checked;
- required aircraft or aeronautical product maintenance standards are met; and
- The AMO's procedures are adequate to ensure required aircraft or aeronautical product maintenance standards are met.

The audits will usually be conducted by the Quality Manager or approved delegate excluding any systems that are managed by the Quality Department and a report raised using Safety Culture.

Completed audits with any Remedial and/or corrective actions will be made available to the Accountable Manager and to the relevant Responsible Manager for discussion and corrective actions or improvements as required. All corrective actions are managed, raised and tracked using Safety Culture and the CAR register REG042 located on Monday.

In extenuating circumstances when Flying Colours Aviation cannot comply with the 12 monthly audit periods, the Accountable Manager may approve audit dates to be extended for a period not normally exceeding six months. Where this extension is applied, the Quality Manager is to amend the Audit Plan with Accountable Manager approval and is to inform CASA of the circumstances. Flying Colours Aviation is to comply with any CASA requirements which are to be identified in any affected audit documentation. The audit plan is to recommence as soon as practicable.

3.1.3 Remedial Corrective and Preventative Actions and Feedback and Change

FCA utilises a Corrective Action Request procedure; Refer to Part 3.4 of this Exposition.

Corrective Actions Requests, are issued as part of the audit to the relevant Manager. Feedback will be provided as each Corrective Action is completed with the individuals involved and relayed to other employees if required through the communication channels available to FCA.



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Opportunities For Improvement are suggestions that if followed may improve the companies quality, efficiency or compliance as observed by the auditor. An OFI does not require a mandatory response but should be duly considered by the recipient (3.4.1).

If the Corrective Action or OFI response identifies that a change needs to occur to ensure compliance, then the Quality Manager is to present those changes to the Management Team for approval in accordance with Parts 1.9 and 1.10 of this Exposition.

3.1.4 Identification, Legibility, Storage, Protection, Archiving, Retrieval and Retention of Records

The following records are to be maintained under the FCA quality system and the Quality Manager is responsible for;

- Internal audit reports (Safety Culture and Electronic storage system)
- supporting evidence and findings; and
- Corrective Action Requests (Safety Culture & Monday)

Audit records are retained saved on the company electronic data storage system and are to be kept for a minimum of two years after completion.

3.1.5 Regular Reviews of Quality Management System Subparagraph 145.A.65 (c) 4 of the Part 145 MOS

FCA AM is to ensure that an independent regular review of the Quality Management System is to take place at an interval of not more than 12 months intervals.

3.1.6 Suppliers and Sub-Contractor Audits

Supplier desk top audits are conducted prior to use and at periods not exceeding 12 months from initial acceptance and periods not exceeding 24 months thereafter. If conducting on site independent surveillance and quality audit of suppliers and subcontractors, the following parameters are to be met:

- the suppliers/subcontractor's facilities, personnel and procedures, meet the relevant requirements of Part 145 and the MOS for the contracted work; and
- the arrangement of such maintenance is in accordance with a procedure in this Exposition, where FCA has the ability to confirm that the supplier/subcontractor meets the necessary standards and that any maintenance will be carried out to approved maintenance data. The procedures must also provide details as to how they apply to the supplier/subcontractor and any limitations on the kind of work that the supplier/subcontractor may perform; and
- a pre-contract auditing of the supplier/subcontractor's work is to be conducted by the Quality Manager to determine whether the supplier/subcontractor is able to provide services to a standard that will enable FCA to meet its obligations under Part 145; and
- performance and recording of sample audits of services as provided by the supplier/subcontractor to the Quality Manager and
- a record of when the supplier/subcontractor is used is to be identified by the Responsible Manager in the Job Register; and
- the corrective action follow-up plan that includes termination of the arrangements with the supplier/subcontractor if services provided by the supplier/subcontractor do not meet the standards.

3.2 QUALITY AUDIT OF ORGANISATION PROCEDURES

3.2.1 FCA Quality Audit Plan

The Quality Audit Plan is a document raised by the Quality Manager and approved by the Accountable Manager and is located in the company electronic file storage system. Any changes to the Audit Plan must be assessed by the Quality Manager and Accountable Manager prior to implementation. The plan will typically be organised so that all aspects of compliance with CASR 1998 and MOS Part 145 are checked every twelve months as subdivisions.



Quality Audits are to be conducted by an independent individual who is not the Accountable Manager or a Responsible Manager.

3.2.2 Definition of the Quality System

The Quality System can be defined as the management system used to direct and control FCA with regards to quality.

The quality system consists of various elements:

- **Management** - planning, goals & objectives, reviewing progress;
- **Procedures** - consistent and compliant;
- **Problems** - identified and resolved;
- **Review** - continuous and continuous improvement;
- **Resources** - people, tools, equipment etc.;
- **Risk Management** - standardised and embedded in day to day business;
- **Services or Products** 'realisation' - whatever is involved in creating or delivering them, and lastly the
- **Monitor, Measurement & Checking** - the all-important feedback loop.

The scope of the quality management system includes how to:

- manage: planning, setting goals, reviewing progress and results
- make sure people are competent for their work and the right resources are available: equipment, IT, tools, etc.
- check and analyse results, to see what happened and why
- identify failures or problems systematically and fix them
- introduce improvements.

All these elements work together in the system with two main overall aims:

- producing services or goods of consistent quality which meet all applicable requirements; and
- increasing customer satisfaction

3.2.3 Independent Surveillance and Quality Audits

FCA is to ensure that the requirement for independent surveillance and quality audits will be conducted at intervals of not more than every 12 months after the issue of a Part 145 approval under the control of an individual that is not a responsible manager of the AMO, to ensure that:

- all aspects of regulatory compliance are checked;
- required aircraft or aeronautical product maintenance standards are met; and
- The AMO's procedures are adequate to ensure required aircraft or aeronautical product maintenance standards are met.

The audit will usually include a combination of the following key points and resources to assist with accurate auditing principles:

- follow up-previously issued findings;
- the level of conformance;
- workmanship and quality;
- functional characteristics of a process to determine if it works;
- previous accidents or incidents; and
- Work Instructions.

3.2.4 Independent Access to Accountable Manager

The Quality Manager, or any other person undertaking an internal quality audit, has independent



access to the Accountable Manager.

3.2.5 Composition and Functions of Quality Management Group

The Quality Management group consists of the:

- Quality Manager

3.2.6 Annual Review of Maintenance Procedures

Annual review of maintenance procedures are to be conducted as a subdivision of the Quality Audit Plan focusing on;

- compliance with CASR 1998, MOS Part 145, applicable Part 42 regulations and this Exposition;
- accuracy of the Exposition versus the maintenance activity procedures;
- company approvals and training requirements;
- sampling product and applying the product to process audit principles;
- employee knowledge of maintenance activity procedures relevant to the work being undertaken.

3.2.7 Audit Program – Adequate and Satisfactory Facilities

As a subdivision of the Quality Audit Plan, facilities will be subject to scrutiny to establish any changes that may need to be introduced to meet changing requirements or policies.

3.2.8 Audit of Suppliers and Subcontractors

Suppliers and subcontractors of aeronautical product and/or services will be subject to audit prior to becoming approved under the Quality Management System. These evaluations can take the form of a desktop audit using the Form 475 – Supplier Evaluation Self Desktop Evaluation or receive an on-site audit conducted by the Quality Department recorded in Safety Culture -refer to Part 3.1 of this Exposition.

3.3 QUALITY AUDIT OF AIRCRAFT (AND/ OR AERONAUTICAL PRODCUTS)

3.3.1 Scope of Maintenance

A quality audit of aircraft or aeronautical product is to be commensurate to the scope of the programmed check or inspection to which the aircraft is now subject to and may include, but is not limited to the following:

- the scope of work requested for by the customer;
- the aircraft or aeronautical product; maintenance documentation;
- tooling and equipment use and identified in the maintenance documentation including computers;
- tooling and equipment calibration and inspection records;
- tooling and equipment adequate for the maintenance activity being carried out;
- technical data and ICA; and
- personnel records and approvals.

3.3.2 Audit Program

Quality Audits are to be conducted by an independent individual who is not the Accountable Manager or a Responsible Manager. The following requirements are to be included in the Quality Audit Plan:

- all aspects of regulatory compliance;
- All procedures related to Certificate 1-W7D4Z at least once per year; and



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- processes - where a procedure is checked for compliance with this Exposition and the MOS for Part 145 and CASR 1998 requirements.

In addition to the planned audits any deficiencies may be noted by any employee or visitor to the FCA facility during general work tasks and may be identified to management through the SMS reporting system

3.3.3 The Audit

The independent audit is used to sample check product as a demonstration of the effectiveness of maintenance procedures compliance.

Procedural and regulatory audits usually follow a system that tests and samples selected processes found in this Exposition and may follow a predetermined checklist.

With regards to aircraft and component audits the usual procedure is that an audit is conducted by selecting a specific product example, such as an aircraft or component and sample checking all the procedures and requirements associated with the specific product example to ensure that the end result should be an airworthy or serviceable product.

Depending on the audit style selected the following checks should be considered:

- Maintenance documentation against the product;
- Aircraft support equipment including hardware or software;
 - Tooling and test equipment;
 - training records;
 - calibrated tooling identified in maintenance documentation; documented procedures for calibration and inspection of tooling;
 - storage requirements;
- Training records; and
- Licenses and company authorisations.

The completed audit with any Remedial and/or corrective actions will be made available to the Accountable Manager and relevant Responsible Manager for discussion.

3.3.4 Corrective Action

Remedial Action - is an Action that is to be carried out to immediately rectify a problem with an unacceptable risk, for example:

- stopping an unsafe activity;
- removing from service unsafe tooling or equipment;
- stopping incorrect procedures; and
- stopping unapproved activities.

Any required remedial actions are to be carried out immediately. The audit document is to identify the applicable report detail for all findings.

Corrective Action Requests (CAR) may be raised against a finding from an audit or as a stand-alone request to address observed or reported unacceptable risk issues (including external audits of FCA such as CASA or customer audit findings- the same process will be followed). When a finding is identified for an unacceptable risk (High at the AM discretion and Extreme – refer SMS Manual) a Corrective Action Request and a Safety Report Form are to be raised in conjunction with each other and actioned IAW this manual and the SMS Manual as applicable.

Corrective Action requested are raised either during the internal audit or as stand alone actions using Safety Culture. Once a Corrective action has been identified either internally or from an external source it should be entered in Safety culture, and assigned to a user (usually the Responsible Manager for the work activity). The Corrective Action (Issue) should be registered in



the CAR Register located on Monday REG042). Due dates for corrective action rectifications are based on risk levels and the FCA SMS guidelines should be used when requested closing actions for CARs.

All extension requests should be made prior to the Action Completion date and made in writing in the QM and approval sought and recorded from the AM.

Once a CAR has been allocated and a time frame given is the allocated persons responsibility to address the CAR and record evidence against the Car in Safety Culture for review and closure by the QM or issuing body (such as CASA or customer audits).

After a CAR has been successfully completed a follow up is to be planned by the QM to ensure that the treatment has worked and is in use. The re-visit can be a one-off event or be included as a checklist item in the next scheduled audit. In any event the follow up is to be recorded and must take place within twelve months of the CAR's completion.

3.3.5 Auditing Methods

Auditing methods available to the auditor include:

- checklists - a prepared document by the auditor to ensure that all key points within the scope of the audit have been covered;
- sampling - where selection of a specific product example, such as an aircraft or engine or instrument and sample checking all the procedures and requirements associated with the specific product example to ensure that the end result should be an airworthy or serviceable product; and
- Supporting documents, photocopies and photographs.

3.4 QUALITY AUDIT REMEDIAL ACTION PROCEDURE

3.4.1 Quality Audit Report

The Quality Audit Report may identify non-conformances that will be subject to a Corrective Action Request and areas that although not a non-conformance if they are addressed may increase the quality and efficiency of FCA procedures. – known at FCA as opportunities for improvement (OFI) The quality audit will apply root cause analysis methodology to the findings. Opportunities For Improvement are to be considered by the recipient and a response is to be returned to the originator.

3.4.2 Risk Assessment

All non-conformances will be subject to a risk assessment and included with the Corrective Action Request (CAR), from this Risk Assessment, the Quality Manager is to apply a time line for corrective and preventative actions utilising risk management parameters (See the FCA SMS). The CAR is to be risk managed until closure with required corrective and preventative action monitored during Management Meetings and extensions approved by the Accountable Manager where required.

After completion of corrective and preventative actions addressing the CAR, the issue is to be risk assessed and the relevant risk assessment updated accordingly.

On completion of the audit the audit report is made available to all the relevant departments for rectification action. Target rectification dates will have been discussed with those relevant departments prior to inclusion in the audit reports and be included on the CAR's.

3.4.3 Quality Audit Feedback

The Quality Audit feedback is initiated by the corrective actions carried out by the nominated respondent and all noncompliance findings must be investigated and corrected by the relevant company manager.



To ensure that the feedback is accurate and relevant the following is to occur:

- remedial actions are to be implemented immediately;
- responsible manager to own and manage the finding;
- all non-compliance actions are to be properly investigated;
- Human Factors principles are applied to corrective action
- all findings are to be completed and returned in the agreed time frame;
- if an extension to the agreed time frame is requested it is to occur before the agreed time frame is reached.

Adhering to the feedback requirements will provide the Accountable Manager with accurate oversight over any safety issues within FCA and also the extent of Part 145 compliance.

On completion of the findings the Corrective Action Requests are to be returned to the Quality Manager with all supporting documents; evidence; photographs etcetera attached in Safety Culture. The Quality Manager and the Accountable Manager will review the investigation, apply a risk assessment to the rectification and either accept the solution or reject it. If the corrective action is rejected the Senior Management are to take control of the non-compliance and seek rectification.

In the event of a repeat non-conformance being identified from the audit it will be established as to why this has occurred as part of the investigation. If it is apparent that there is an indication of a lack of learning or acceptance of training disciplinary action may be taken against those who are responsible for not complying, this may take the form of a quality letter, additional training or other management action.

3.5 CERTIFYING EMPLOYEES – QUALIFICATIONS AND TRAINING

3.5.1 Experience, Training, and competence requirements

To be considered as a certifying employee for FCA each person must be able to provide evidence of:

- experience - documented supervised on-the-job (OJT) experience and performance;
- training - formal qualifications, training, experience and OJT performance (examples of material considered include training recognised by National Airworthiness Authorities (NAA), Trade Authorities or Standards governing bodies and Institutes); company assessments (refer to Part 5 of this Exposition);
- competence - individual competency units and courses reported under the Australian Quality Training Framework (AQTF) by a Part 147 Training Organisation or a Recognised Training Organisation. OJT; company assessments (refer to Part 5 of this Exposition).
- Knowledge of the aircraft or aeronautical product referred to in their authorisation.
- An adequate understanding of the relevant regulations; and
- An understanding of the AMOs procedures and exposition.

3.5.2 Examination, Test or Assess Procedure

Assessment of Certifying employee's for Authorisation is carried out using Form 540 Authorisation Currency Assessment.

The testing and assessment procedures can be found in Part 5 of this Exposition.

3.5.3 Continuation Training Procedures

FCA is committed to ensure employees have an understanding of the application of human factors and human performance issues appropriate to that individual's function in this organisation. All employees involved in any maintenance, management, quality and safety audit functions will receive initial human factors and/or continuation training within six months of starting with this company, however employees recruited from another AMO and temporary employees should be assessed for the need to receive any additional Human Factors training to meet FCA's Scope of Maintenance.



Continuation training for Human Factors refer to Part 3.9 of this Exposition and for all other continuation training refer to Part 5.3.5 of this exposition.

3.5.4 Qualifying Subcontractor's Personnel (If Applicable)

Subcontractors are assessed for ability to perform maintenance to the required standard. Contractor personnel conduct and certifying for maintenance under the FCA certificate will meet all requirements of FCA personnel for the scope of maintenance authorisation, including human factors.

To meet the requirements of issuing an aircraft CRS in accordance with Section 2.15.1 of this Exposition, FCA may be required to employ the services of an authorised Client LAME, holding an Australian issued and current CASR Part 66 Licence, acting for and on behalf of FCA. To be eligible for FCA certification authorisation, the Client LAME must be able to demonstrate at least 6 months experience in the last two years on the aircraft, carrying out at least some of the type systems specific to the LAME's licence privileges. FCA will provide a company authorisation based on the acceptance of the Client AMO authorisation for any individual providing the issue of the CRS under the scope of the FCA AMOC.

If and when the Quality Manager issues one off approvals for LAME's or issues Authorisations for LAME's that are not FCA employees, the Quality Manager will use the LAME license number as the Authorisation number and apply a mark across the stamp box or mark it as Not applicable on Form 540.

3.5.5 Authorisations Issue and Renewal Procedures

The issue, renewal and revoking of Company Authorisations is to be carried out by the Quality Manager. Each employee will receive a copy of the company authorisation (Form 535) that will provide:

- the scope of the authority;
- any limitation details of the authority; date of issue and date of expiration;
- authority company reference number; (individual employee number)
- the name of the employee;
- Date of issue
- Quality Manager's signature; and the signature of the authority holder.
- the authorisation is to remain valid for a period at the QM's discretion not exceeding 2 years and remains in force only whilst the employee continues to hold qualifications' that form the basis of the authorisation issue and remains in the employee of FCA.
- Issue of an individual company stamp and the return of that stamp when the Authority is fully revoked (The process of stamp issuing can be delegated however approval numbers and timelines for stamp issue IAW Authorisations must be controlled by the QM).

FCA uses company authorisation stamps to assist the certification process and reduce paperwork burden for its employee's. Authorisation numbers match employee's identification number to ensure simplicity of the system. At time of employment each new employee receives a unique staff identification number used across multiple systems at FCA to identify each staff member. Once a staff Authorisation has been granted by the Quality Manager a stamp containing the staff members ID number / Authorisation number is issued to each certifying staff member to assist with paperwork completion. These stamps can be used instead of writing the employee's FCA Authorisation number when certifying paperwork, however all sign off's must still include a signature and date where indicated on the FCA paperwork. All employee's receive training on the use of stamps, and the process that should occur if a stamp is lost or misplaced. A copy of the FCA stamp issued is placed on the employee's Authorisation Form 535 at the time of issue.

ASR 1 and above are classed as certifying employees for D3 maintenance performed on aircraft and aeronautical product. ASR 0 is not a certifying employee authorisation as all maintenance performed is supervised and certified by an ASR 1 or above. The Flying Colours Aviation Learning



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Management System - Aircraft Surface Refinisher (at current amendment) identifies the minimum requirements for issue of an ASR 0 company authorisation. After completion of required training and any company employment period the RM may request the QM to issue an ASR 0 a company authorisation and stamp. The ASR 0 company authorisation is issued by the QM as per the procedures within this section of the MOE except that the requirements for age, experience and competence are not applicable and human factors training may not have been completed if employed by FCA within the preceding six months.

The QM is to ensure that the following parameters are met prior to issue of a certifying authorisation:

Specialist Maintenance – Aircraft

- employee is at least 21 years of age.
- at least six months of relevant aircraft specialist maintenance experience in any preceding 2 year period.
- experience, training and competence as per sect 3.5.1.
- Human Factors training within the preceding two years.
- For certification in operators documents - relevant operators Aircraft Maintenance Program experience through a training and assessment process as detailed in Part 5 of this Exposition;

And

Specialist Maintenance - Aeronautical Product

- employee is at least 21 years of age.
- at least six months of relevant aircraft specialist maintenance experience in any preceding 2 year period.
- experience, training and competence as per sect 3.5.1.
- Human Factors training within the preceding two years.

Licensed Aircraft Maintenance Engineer

- employee must hold a valid CASR Part 66 Licence;
 - all employees and sub-contractors certifying on behalf of FCA as Licensed Aircraft Maintenance Engineers are required to provide proof of the validity of their CASR Part 66 Licence and must be at least be sighted by the Quality Manager. The means available to check validity available to the Quality Manager may be through an NAA; a certified true copy or similar;
- at least 6 months of relevant aircraft experience in the preceding 24 months.
- experience, training and competence as per sect 3.5.1.
- Human Factors training within the preceding two years
- At least 21 years of age .

The QM is to complete all employee and authorisation specific details in the Authorised Persons Register 043 and also update staff training records on Monday for each employee.

Renewal

- currency - the QM must ensure that any employee holding a certification authorisation has at least 6 months of relevant aircraft or aeronautical product maintenance experience in any preceding 2-year period. The experience must be in aircraft or aeronautical product maintenance, carrying out maintenance on at least some of the aircraft type systems or aeronautical products specified in the employee's certification authorisation and/or exercising certification privileges and responsibilities specified in the authorisation;
- continuation training - the individual must maintain an up to date knowledge of the technology, techniques and technical documentation utilisation relating to the authorisation, this Exposition and Human Factors. Continuation training and assessment is to be recorded and can include practical, written and oral assessments.



Revoking

- If an authorisation holder cannot provide evidence of currency the Quality Manager will revoke the authority. Training and assessment would need to be successfully completed prior to a renewal; and
- Misuse, lack of understanding or any other reason or event that may trigger concern, may lead to the authority being revoked.
- The revoked authority is to be returned to the QM who will red pen the document as "REVOKED";
- inform the employee of the loss of the privileges of the revoked authority; and remove the authority from the approved persons database and destroy the company stamp if relevant.

3.5.6 Duration of an Authorisation

Company Authorisation

A company authorisation, after initial issue or reissue, will remain in force at the discretion of the QM for a maximum duration of two years while:

- the employee continues to hold all qualifications forming the basis of the issue of the authorisation;
- the person remains an employee or an approved contractor to FCA; and
- the AMOC continues to include the aircraft or aeronautical on its AMOC

3.6 CERTIFYING EMPLOYEE RECORDS

3.6.1 Register of Certifying Employee's

The Register 043 Authorised Person Register is maintained by the QM on the Monday System. Staff Training Files and records are maintained by both the QM & TO and is made available to certifying employee's and to management via the Monday platform & staff files on the Electronic Data Storage System and the employee record is to be made available to that employee only on request. Authorisation records are to be available to a CASA authorised person within 24 hours of a request from that person.

Each employee will be provided with an individual file that will contain the following information as applicable:

- Name;
- Date of Birth;
- Basic training;
- Licence(s);
- DAMP results;
- Type training;
- Continuation training;
- Internal Training External training;
- Experience;
- Qualifications relevant to the approval;
- Scope of the authorisation;
- Date of first issue of the authorisation;
- Expiry date of the authorisation; and
- Identification number of the authorisation.

All relevant training, authorisations, supporting documents etcetera are to be provided to the Quality Manager as soon possible for inclusion. The Quality Manager is to maintain the security of all authorisation related records

Records are to be kept for a minimum of 2 years after the employee ceases to hold a company authority including those who are no longer employed by FCA.

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3.7 QUALIFYING AUDIT EMPLOYEES

3.7.1 The Auditor

The auditor is to be suitably qualified person and may be the Quality Manager or a suitable person appointed by the Quality Manager. The auditor must be independent to the activity being audited and has direct access to the AM in regard to the audit activity and outcomes.

3.7.2 Experience and Qualifications

An FCA auditor is to have the following experience and qualifications:

- been trained in the performance of quality audits, and the techniques of effective auditing having accomplished one of the following audit courses:
 - An Internal Audit Course.
 - An ISO Audit Course.
 - A Lead Auditor Course.
- had several years' experience of aircraft maintenance, to a level commensurate with the tasks to be performed.
- comprehensive knowledge of this Exposition.
- Knowledge of CASR 1998.
- Be current in Human Factors training.

3.7.3 Assessment of the Auditor

The Quality Manager will assess personnel to ensure that they meet the experience requirements and will document the assessment in the persons employee records or approved supplier assessment as applicable. The AM will assess the QM.

3.8 MANUFACTURER'S AND OTHER MAINTENANCE WORKING TEAMS

3.8.1 Source of Work

FCA will only accept manufacturers and other maintenance working teams approved by the CAMO. A scope of work is to be determined by the Project Manager to ensure that the AMOC scope covers the maintenance services being requested.

Working team members are to conduct maintenance:

- under their own AMOC using the provisions of their own AMOC in the FCA facility, or
- under the provisions of the FCA AMOC and be subject to sub-contractor assessment and control procedures included in this manual with FCA personnel certifying for the maintenance, or
- under the FCA AMOC as authorised FCA personnel. In this case the working team employees are to have equivalent training and experience to be assessed and authorised for maintenance tasks IAW FCA procedures as for a FCA employee with the duration of the authorisation limited by the QM to the time period of the specified maintenance task.

Visiting maintenance teams will be subject to an induction process that will include a facility safety brief and will cover the range of FCA procedures expected to be encountered during the maintenance visit.

3.8.2 Audit

Manufacturers and other maintenance working teams may be subject to a pre-audit from the Quality Manager if they have not been subject to evaluation from the registered operator/customer. The teams may be subject to audit as the work progresses and are to comply with audit and action follow-up procedures as defined in Parts 3.2, 3.3 and 3.4 of this Exposition.

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3.8.3 Authorisation of Personnel

Maintenance team personnel may be assessed and authorised in accordance with Part 3.5 of this Exposition to the scope of the work they will be certifying for.

3.8.4 Systems for Control

All aeronautical product and materials will be subject to the stores procedures defined in Parts 2.1 to 2.3 of this Exposition.

3.8.5 Working Instructions and Procedures

Working procedures and instructions are to be made available to Technical Services from the CAMO. All procedures and instructions supplied by the Maintenance Team must be forwarded to the customer/operator for approval before work commences. All procedures and instructions supplied to FCA are subject to Parts 2.12 and 2.13 of this Exposition.

3.8.6 Control of Documentation

All documentation supplied to FCA are subject to Parts 2.12 and 2.13 of this Exposition.

3.8.7 Certification

Certification for maintenance conducted under the FCA AMOC will be carried out in accordance with Part 2.15 of this Exposition.

3.9 HUMAN FACTORS TRAINING PROCEDURE

3.9.1 Human Factors General

Human factors can be defined as the principles which apply to aeronautical design, certification, training, operations and maintenance and which seek *safe* interface between the human and other system components by proper consideration to human performance.

FCA is committed to ensure employees have an understanding of the application of human factors and human performance issues appropriate to that individual's function in this organisation. The main aim of Human Factors training is to provide employees with the knowledge to identify and recognise human shortcomings and be able to apply sound judgement calls if they believe that there are signs of an inability to conduct work due to significant impairment.

3.9.2 Initial Training

All employees involved in any maintenance, management, quality and safety audit functions will receive initial human factors and continuation training. These will include:

- post-holders, managers, supervisors;
- certifying employees, aircraft surface refinishers specialist maintenance technicians;
- technical support personnel such as, planners, technical record staff;
- quality control/assurance and SMS employees;
- human factors staff/human factors trainers;
- supply department staff, purchasing department staff;
- equipment operators.

FCA applies Human Factors to the following interactions:

- people and procedures
- people and machines
- people and environment
- people and people



3.9.3 HF Training

Initial human factors training covers all the topics of the training syllabus specified in the syllabus below and will be provided as a dedicated course.

The provision of HF training will be training conducted by a company authorised trainer within FCA (refer to Part 5 of this Exposition), or independent trainers or any training organisations acceptable to CASA.

The training includes development of knowledge and skills specifically aimed at the minimisation of the risks associated with HF and human performance limitations influences on human error within FCA, this will include tools and techniques to support error management aims of reducing both the likelihood and consequence of error within the organisation.

The syllabus may also be adjusted to meet the particular nature of work for each function within the organisation.

Depending on the result of the competency assessments, initial training should be provided to employees within 6 months of joining; however temporary employees are to be trained shortly after joining the organisation to cope with the duration of employment.

Employees recruited from another AMO and temporary employees should be assessed for the need to receive any additional Human factors training to meet the FCA human factors initial training standard. The QM may deem previous employer initial HF training as adequate for a new FCA employee to receive recurrent training for ongoing currency of human factors training requirements.

The purpose of HF continuation training is to ensure that staff remain current in terms of HF knowledge, continue to develop non-technical skills and also to collect feedback on HF issues. Consideration should be given to the possibility that such training has the involvement of the quality department. The HF trainers are to ensure that feedback is formally passed from the trainers to the quality department to initiate action where necessary.

HF continuation training should be of an appropriate duration in each two year period in relation to relevant quality audit findings and other internal/external sources of information available to the organisation on human errors in maintenance.

3.9.4 Training Syllabus for Initial Human Factors Training

The training syllabus identified in the '*Aviation Maintenance Human Factors Training Resource Guide – Safety behaviours – Human Factors for Engineers*' provides the topics and sub-topics that will be addressed for the provision of HF training. FCA may combine, divide, or change the order of any subject of the syllabus to suit our own needs, provided that all subjects are covered to a level of detail appropriate to our organisation and the personnel.

Some of the topics may be covered in separate training (health and safety, management, supervisory skills et.) in which case duplication of training is not necessary. Where possible; practical illustrations and examples should be used; especially accident and incident reports. Topics should be related to existing legislation, guidance and advisory material, where relevant (e.g. ICAO, HF Digests and Training Manuals).

Where appropriate, training should extend to skill development for non-technical skills that have been identified as mitigations for risks stemming from human factors and the influence of human performance limitations.

Topics should be related to the procedures in this Exposition and if possible, too much unrelated theory should be avoided.

Human Factor training can be sourced from:

- In house training by a Company Authorised Trainer that has an increased knowledge of HF disciplines usually gained through additional training, seminars and literature; or

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- provided by an FCA approved training organisation that can supply all the requirements stated in this section and is relevant to this organisation.

3.9.5 Human Factors Continuation Training

Continuation training is to concentrate upon those areas in the company where problems and errors are occurring; where hazards stemming from HF influences have been identified and where human factors guidance material details training is most necessary. These may be identified from the quality system, occurrence reporting/Maintenance Error Management system, customer reports or other mechanisms.

The purpose of HF continuation training is to ensure that staff remain current in terms of HF knowledge, continue to develop non-technical skills and also to collect feedback on HF issues. Consideration should be given to the possibility that such training has the involvement of the quality department. Trainers are to ensure that feedback is formally passed from the trainees to the quality department to initiate action where necessary.

3.9.6 Training Providers

External training is sourced from suitably qualified and approved supplier organisations holding qualifications commensurate with the level and type of training being provided. Internal training may be provided by an approved supplier organisation, the Training Officer or a person holding training and assessment qualifications who has been assessed and approved for the scope of training in writing by the Quality Manager.

3.10 COMPETENCE ASSESSMENT OF EMPLOYEES

3.10.1 Competency Assessment

An acceptable means to ascertain competence of individuals who will be authorised to:

- perform aircraft maintenance and certify on behalf of the AMO;
- issue CRS for aeronautical products on behalf of the AMO;

will include Exposition procedures assessment **Form 541 FCA Part 145 Knowledge Assessment** and **Form 540 Authorisation Competency Assessment**.

3.10.2 Assessment Events

Assessment events are designed against performance criteria set by the AMO for the aircraft or aeronautical product type and specific tasks. The performance criteria may include task outcomes, elements of competence, consideration of contingencies and job role environment. The performance criteria would recognise the integration of knowledge and skills as fundamental to affecting the required outcome. Assessment events would allow that the gathering of current evidence infers competence.

3.10.3 Consideration of Evidence as Part of Assessment Events

Evidence that could be considered as part of the overall assessment includes:

- documented supervised on-the-job (OJT) experience and performance;
- formal qualifications, training, experience and OJT performance (examples of material considered include training recognised by National Airworthiness Authorities (NAA), Trade Authorities or Standards governing bodies and Institutes); or
- individual competency units and courses reported under the Australian Quality Training Framework (AQTF) by a Part 147 Training Organisation or a Recognised Training Organisation.

An acceptable means of establishing competence of individuals to perform aircraft maintenance certification and issue Certification on behalf of the AMO, will be procedures for assessment that



include:

- AMO defined specified task training and documented supervised OJT experience and performance;
- AMO recognition of defined Qualifications, Training, experience and OJT performance (i.e. Qualifications and/or certificated training recognised by NAA, National Training and Trade Recognition Authorities or Standards governing bodies and Institutes);
- formal recognition of specified competency units assessed in accordance with the AQTF by a Part 147 Training Organisation or a Recognised Training Organisation (e.g. MEA); or
- formal recognition of a qualification issued by a Part 147 Training Organisation comprising relevant competency units defined in accordance with the AQTF comprising relevant elective competencies).

An acceptable means of establishing competence of individuals to issue CRS for aeronautical products on behalf of an AMO, will be procedures for assessment that include AMO defined specified task training and documented OJT experience and performance:

- AMO recognition of defined qualifications, training and experience (i.e. qualifications and/or certificated training recognised by NAA, National Training and Trade Recognition Authorities or Standards governing bodies and Institutes);
- formal recognition of specified competency units assessed in accordance with the AQTF by a Part 147 Training Organisation or a Recognised Training Organisation (MEA); or
- formal recognition of a qualification issued by a Part 147 Training Organisation comprising relevant competency units defined in accordance with the AQTF comprising relevant elective competencies.

With respect to the understanding of the application of human factors and human performance issues, maintenance, management, and quality audit personnel may be assessed for the need to receive initial human factors training, but in any case all employees involved in any maintenance, management, quality and safety audit functions should receive human factors continuation training. This may include:

- post-holders, managers, supervisors;
- certifying employees, aircraft surface refinishers, and specialist maintenance technicians;
- technical support personnel such as, planners, engineers, technical record staff;
- quality control/assurance and SMS employees;
- human factors staff/human factors trainers;
- supply department staff, purchasing department staff;
- contract staff in the above categories.

3.10.4 Assessment Records

Assessment records will be held on the relevant personnel files managed by the QM.

3.10.5 Drug and Alcohol Management Plan

Refer to the CASA Approved FCA Drug and Alcohol Management Plan.

3.11 SAFETY MANAGEMENT SYSTEM (SMS)

Refer to the FCA Safety Management System Manual.



4 OPERATIONS

4.1 CONTRACTED OPERATORS

The Job Register (REG012), located in the company Electronic Data Storage System, includes the names of Registered Operators to which FCA is providing maintenance services to. The Project Manager is to manage the register current with job tasking. The Project Manager is to maintain dashboards within the "Monday" program to record all project task and requirements including relevant information as communicated with the Registered Operator or recorded in applicable contractual documents.

4.2 OPERATOR PROCEDURES AND DOCUMENTATION

To assist the operator with a true and accurate record of their respective aircraft the following parameters are to be met by FCA staff as the needs arises:

- precise reference to maintenance data is always provided;
- that all measurements are recorded;
- that all calibrated tooling has been recorded;
- that all back up electronic records that have been updated are backed up within 24 hours;
- records are maintained in accordance with Part 2.13 of this Exposition; and
- maintenance documents are forwarded to the CAMO by Technical Records in accordance with instructions defined by the relevant AMP and if no instructions are defined, then at no time to exceed 30 days

4.3 OPERATOR RECORDS COMPLETION

4.3.1 Completing Operator's Log Books

Certifiers are to be current in that system or under direct supervision of an approved customer's representative, and are to be company approved prior to certifying for maintenance.

Information to be recorded

The information is the following:

- the date and time (refer to Part 42.765 for aircraft and 42.815 for Aeronautical Product) the date on which the maintenance was completed;
- a description of the maintenance;
- reference to the FCA work package job number
- information identifying the maintenance data for the maintenance; information identifying the design of the modification or repair;

To perform maintenance certification for the maintenance, an individual must:

- sign the record that contains the information required for the maintenance;
- record, in that record:
 - the date of the maintenance certification;
 - his or her certification authorisation number.

4.3.2 Keeping a Copy of Maintenance Records

Refer to Part 2.13 of this Exposition.



5 TRAINING AND ASSESSMENT

5.1 FACILITIES

5.1.1 Training Facilities

Flying Colours Aviation utilises the Training Room located in Building 1 (1.7) or for practical training and assessment, the use of Hangar 3 (1.7).

These facilities are provide an adequate environment for the proper provision of training and assessment and are:

- Adequately sealed and ventilated with lighting and noise reduction features commensurate to task undertaken in each area
- designed so that for written assessments students are precluded from observing the paperwork or computer screen of any other student from his or her position as required; and
- for practical training and practical assessment, to the same standard as the normal working environment usually conducted in the Hangars, and

The number of students to trainer ratio undergoing knowledge training during any training course would usually not exceed 10 and for practical training five however is to be applicable to the depth of knowledge and subject matter to be imparted.

Flying Colours Aviation;

- Ensures the environment is maintained in a way that ensures students can concentrate during training or examinations without undue distraction or discomfort (including adequate heating and cooling and protection from loud noise).
- Provides secure storage facilities for the storage of assessment papers, maintenance training course materials and training records. The storage facilities are located in the Main Administration office in secured filing cabinets that ensures these documents remain in good condition for the retention period specified in section CASR 1998 Part 147.A.125.
- Provides a library that is maintained by the Training Officer (1.3.5) and contains reference material that is appropriate to the training and assessment topics, including examples of maintenance documentation and technical information. Hard copy library documents are located in the secured training room alcove (1.7) and digital items are located in the training file in the Electronic Data Storage System. In addition, the following conditions must be met:
 - the Training Officer must keep the reference material up-to-date and in a readily accessible form; and
 - the Training Officer is to provide relevant reference material to each student.

5.1.2 Instructional Equipment

It is the responsibility of the person providing the training to ensure that the instructional equipment identified for use for particular training is adequate and if a practical demonstration is in the syllabus that the equipment is serviceable.

Additional training equipment not held by FCA may be acquired from another source with the Accountable Manager's approval.

5.1.3 Maintenance Training Material

Training material is to be applicable to the subject matter and is to be provided or referenced by the trainer ensuring that technical data is the current revision.

5.2 PERSONNEL

5.2.1 The Training Officer

- Refer to 1.3.5. of this Exposition for detailed duties.



5.2.2 The Responsible Manager

Is responsible for the following:

- identifying the training that is required for the work force so as to achieve compliance, safety and efficient work place practices,
- identifying continuation and recurrency training within the work force,
- Identify who is to receive the training relevant to their role and responsibilities
- Identify new training requirements as a result of technology or procedural advancements

The RM provides the training needs to the Training Officer as a component of the Safety Management Committee Meeting (1.9.4).

5.2.3 The Quality Manager's Role

The Quality Manager is the responsible person for an individual's issue and revoking of an authorisation on behalf of FCA (3.5). The QM is to ensure that the training and assessments have been correctly carried out in accordance with this Exposition.

5.2.4 Personnel Responsible for Training Management

FCA Responsible Manager, Training Officers and FCA SM/ASR Trainers.

5.2.5 Trainers

Trainers, including sub-contracted trainers, are to be selected by the RM or TO using one or more of the following criteria:

- hold a Workplace Training Certificate or an approved similar qualification;
- have undertaken a professional development course at least once every two years that is:
 - appropriate to the person's role
 - relevant to each of the following:
 - current technology
 - practical skills
 - human factors
 - training techniques.
- May be subject matter experts based on their company authorisations and/or permissions; their experience and their currency to provide practical training.

Flying Colours Aviation accepts training from industry representatives e.g. Company representative from a paint manufacturing organisation providing instruction on how to apply a particular product.

5.2.6 Assessors

Assessors are to have the minimum qualifications:

- Human factors training

5.2.7 Records of Trainers and Assessors

Refer to Part 3.6 of this Exposition.

5.3 TRAINING AND ASSESSMENT PROCEDURES

5.3.1 General

Prior to undertaking any type of group training all participants are to complete and sign the Training Participant List Form 366 or suitable alternative. The Form 366 is to be collected by the instructor, given to the TO who is to place the document in the Participant List Folder located in the Main



Administration Office. The administration office is a secure area in that access is restricted during operating hours and the area is secured out of hours or when not manned.

Activities in support of company authorisations and permissions are located in FCA Learning Management System Aircraft Surface Finisher.

5.3.2 Training Requirements for Company Authorisation Assessment

Specialist Maintenance Aircraft Painting: - Training adequacy for Specialist Maintenance company authorisations within FCA is determined by the RM; in liaison with the TO where necessary. Minimum acceptable training, either internal or external, is to include training commensurate with references identified in CASA AC145-4 at current amendment relevant to the FCA scope of maintenance approval (1.8.5). Some elements of MEA training may not be relevant to FCA.

For a person to be approved for a company authorisation and permissions for Aircraft Surface Refinishing, the following steps are to be completed:

- Completion of one or more ASR0, ASR1, ASR2 and ASR3 training modules as described in the FCA Learning Management System – Aircraft Surface Refinishing.
- Documented Experience in the form of a journal; RPL; trade qualifications, allied trade skills, company authorisations from another AMO, or similar;
- Documented Assessment, to the standards dictated in the appropriate assessment documents, and
- Company Authorisation issued by the QM in accordance with 3.5 of this Exposition.

Licensed Aircraft Maintenance Engineer: - the QM must be able to demonstrate that the LAME has achieved the following minimum training elements:

- FCA Company Induction (Form 450 & Form 455)
- Completion of Aircraft Type Course relevant to company authorisation required.
- Documented Experience in the form of a journal, company authorisations from another AMO, or similar.
- DAMP
- Human Factors
- Safety Management System
- FCA Exposition
- FCA Documentation system
- Customer Documentation System (as relevant to work performed)

Other Personnel: Other personnel must have completed training elements relevant their role in the company and their authorisation.

- FCA Company Induction (Form 450 & Form 455)
- DAMP
- Regulatory training
- Human Factors
- Safety Management System
- FCA Exposition
- FCA Documentation system
- Customer Documentation System (as relevant to work performed)
- Store Procedures
- Specific to role training

5.3.3 Training Material

FCA training and assessing staff will ensure that the recipient of training will have up to date knowledge made available to them during the training process covering:

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- Technology relevant to the training, the employees role and the functions of this AMO;
- FCA and Registered Operators procedures; and
- Human Factors principles (refer to Part 3.9 of this Exposition).

5.3.4 Training Subjects

The RM refers to the FCA Learning Management System- Aircraft Surface Refinishing to align training requirements with the core role of the individual and the Training Register on Monday Platform to ascertain training gap analysis for individuals and for the business as a whole. The instructor will ensure that all training undertaken will have in place prior to commencement a course plan, course material, training techniques, assessment details, and provides training for:

- Human Factors and continuation training;
- DAMP
- Regulatory training;
- Company procedures;
- FCA Safety Management System;
- Maintenance certification;
- Facility, tooling and equipment training (Company Permissions); and
- Any training requirements highlighted by SMS (3.11) and (Maintenance Error Management Program (2.24)) MEMP events.

5.3.5 Gaining Experience

Experience is to be gained from actively participating in the activity such as on the job training (OJT) under supervision and documenting the evidence as detailed in the FCA Learning Management System - Aircraft Surface Finisher Part 3.3.

5.3.6 Assessments

Assessments may take the form of practical, theoretical (open and closed book), written, oral or in any combination, the assessment will be designed by the Training Officer sometimes with the assistance of a Subject Matter Expert that will be appropriate to the subject matter and to the level of training provided.

Assessments will be an individual effort and prescribed with a finite time for completion as established by the Training Officer. Individuals identified as not performing their own work (cheating) will be disqualified from completing the assessment, will be classified as Not Yet Competent and reported to the Accountable Manager.

Re-sits are to be determined by the assessor who may recommend further training prior to a re-sit.

Activity assessment criteria is identified in the individual training module assessment documents and the FCA Learning Management System.

LAME's provided by the Client for the purpose of issuing a CRS for and on behalf of FCA must hold a current Australian CASR Part 66 Licence for the aircraft type the CRS is for and hold a current Client AMO Part 145 certification authorisation for that Clients aircraft. The Client LAME must also demonstrate that they are current for Human Factors Training in Accordance with this MOE and are current for DAMP training requirements in accordance with the FCA DAMP Manual and CASR Part 99. These documents are to be verified by the Quality Manager before issuing a FCA Client LAME approval. The Client LAME may only issue a CRS in the Client aircraft technical documentation for and on behalf of FCA; the completion of the client associated documents and procedures training for the FCA company authorisation is based on the currency and privileges of the Client AMO Part 145 company authorisation.

The Training Officer, or a person holding a Cert IV Assessment and Training and with knowledge of the FCA training system, may conduct an assessment under Recognition of Prior Learning (RPL) techniques to assess if personnel meet specific FCA training requirements. These assessments may require SME advice to complete. RPL assessments are to be documented in a manner that



identifies what evidence has been provided, how that training matches the requirements of the training it is being matched to and any shortfalls between the evidence and those requirements.

5.3.7 Security of Assessments

The Administration Office is a secure area in that access is restricted during operating hours and the area is secured out of hours or when the offices are not manned. All assessment material and completed assessments are to be stored by the Training Officer in the Administration Office, if it is believed that unauthorised access has been gained to the material the Accountable Manager is to be informed immediately.

5.3.8 Competencies

On completion of the assessment the results will be graded as soon as possible. When the grading has been completed they will be made available to the student and the results may be discussed at this point with the Training Officer. Depending on the training subject, the student may request or receive a Certificate of Training (Form 445); a copy is to be kept by FCA to be retained in the individuals Training Folder secured in the Administration Office.

The Assessment Records will be made available to the Quality Manager by the Training Officer to assist in making a determination on issuing or revoking a Company Authorisation. (3.5)

5.3.9 Continuation Training

Continuation training is monitored by the TO; under the TO's supervision, the correct training that is appropriate to the role of the individual will be provided every 24 months and will include:

- Human Factors;
- Certification authorisations; and
- Training and assessment.
- Relevant Operators System of Maintenance (if required at recommended intervals)
- DAMP Training (at recommended intervals)

5.3.10 Company Authorisations

Flying Colours Aviation grants Company Authorisations (after successful completion of training, gaining experience and successful assessment (3.5) as detailed in the FCA Learning Management System - Aircraft Surface Finisher.

5.3.10.1 Certification

Complete company training and assessment before authorisation by the QM. Employees are NOT to certify before authorised.

Employees may be authorised for:

- Certification for maintenance activity in the Flying Colours Aviation aircraft documentation;
- Certification of maintenance activities as a Supervisor in the Flying Colours Aviation aircraft documentation;
- Certification for maintenance activity in the operators aircraft documentation for and on behalf of flying Colours;
- Issuing a CRS for aeronautical product within the scope of the AMOC.
- Issuing a CRS for aircraft within the scope of the AMOC

5.3.10.2 Aircraft Surface Refinisher (ASR) Competency Levels (refer to 1.3.5 and FCA Learning Management System – Aircraft Surface Finishing)

- ASR 0
- ASR 1
- ASR 2



- ASR 3

5.3.11 Assessment Sheets

Assessment criteria for each FCA training module and required performance evidence is identified in the FCA Learning Management System. Assessment Forms are provided for Practical and Theory assessments. Form 525-XXX, where XXX is variable for the area of assessment, is provided for practical assessments while Form 530-XXX, where XXX is variable for the area of assessment, is provided for theoretical assessments. In addition the Learning Management System provides module assessment sheets including performance evidence and assessment criteria which may be used for specific module assessments.

Assessment Forms will be completed for each assessed activity. Assessors can conduct as many activity assessments as required to ensure that the applicant is considered to be competent for the task or module being sought. The assessor is not to consider the applicant as competent to hold a company authority or permission until all assessment criteria has been satisfactorily achieved.

5.3.12 Requirements

On successful completion of the training and assessment all of the required documentation will be forwarded to the Quality Manager for Company Authorisation consideration. All personnel Training and Assessment records are to be retained in the individuals Training Record held by the Training Officer secured in the Main Administration Office (1.7), in the electronic data storage system and on their Monday training files.

TO's may offer recipients of training an opportunity to provide feedback on courses conducted using Form 446 training feedback form. These forms are particularly useful to obtain feedback on new course content, new trainers, and also a tool to formally record any positive or negative feedback received to aid continual improvement efforts.

5.3.13 Company Employee Training and Assessment Required Subjects

Flying Colours Aviation provide training to ensure that all staff are able to carry out their roles and responsibilities as detailed in Section 1.3 of this Exposition.

Role	Induction	DAMP *	DAMP Supervisor *	MOE	HF/SMS *	ASR	Client Doc *	Stores	A/ C Type
AM	YES	YES	NO	YES	YES	NO	NO	NO	NO
RM	YES	YES	NO	YES	YES	YES	YES	NO	NO
PJM	YES	YES	YES	YES	YES	YES	NO	NO	NO
PP	YES	YES	NO	YES	YES	NO	NO	NO	NO
QM	YES	YES	NO	YES	YES	NO	NO	NO	NO
SM	YES	YES	YES	YES	YES	NO	NO	NO	NO
TO	YES	YES	NO	YES	YES	NO	NO	NO	NO
ICO	YES	YES	NO	YES	YES	NO	NO	YES	NO
HS	YES	YES	YES	YES	YES	YES	AS REQ'D	YES	NO
LH	YES	YES	NO	YES	YES	YES	NO	NO	NO
ASR	YES	YES	NO	YES	YES	YES	NO	NO	NO
LAME	YES	YES	NO	YES	YES	NO	YES	NO	YES
ADMIN	YES	NO	NO	NO	NO	NO	NO	NO	NO

Abbreviations for Table

AM - Accountable Manager



RM - Responsible Manager
PJM - Project Manager
PP - Production Planner
QM - Quality Manager
SM - Safety Manager
TO - Training Officer
ICO - Inventory Control Officer
HS - Hangar Supervisor
LH - Leading Hand
ASR - Aircraft Surface Refinisher
LAME - Licence Aircraft Maintenance Engineer
ADMIN - Non Technical Administration personnel
MOE - Exposition
A/C Type - Aircraft Type Course

Note: *denotes that continuation training is required after initial completion

5.4 TRAINING SOURCING AND QUALITY CONTROL

FCA will source external training from the following providers:

- original equipment manufacturers, or
- an approved by CASA training organisation/course, or
- A CASA approved Part 147 training organisation, or
- Other training providers at the discretion of the QM and with AM approval when assessed as approved suppliers of training and/or assessment services.

5.5 AUTHORISATION AND REPORTING

5.5.1 Authorisation Issue Procedures

The Quality Manager will issue and revoke company authorisations in accordance with Part 3.5 of this Exposition using REG043 Authorised Persons Register.

5.6 RECORDS

5.6.1 Student Records

Training records are to be managed by the Training Officer accordingly;

5.6.1.1 Completing the Training Data Base

All Training attendance/ training completed by FCA employees must be recorded in the FCA Training Data Base located in Safety Culture & the Monday Platform. The information required to be recorded in the Training Data Base is;

- Employee Name
- Training Description
- Training Type (Aircraft Surface Finisher, External, General Attendance, Mandatory)
- Registration Number
- Hours (Hours used for the training carried out)
- The date the training was carried out
- Level of Achievement (Attendance, Competent, Not Yet Competent)

The Training Data Base allows a report to be produced that shows a summary of an individual's training history as relevant to FCA.

5.6.1.2 Storage of Training Records

Training registered into the Training Data Base must be scanned into the Electronic Data Storage



System with a file name that identifies the evidence to the training registration number, for example; TNGXXXX.

Training course certificates issued (internal and or external) must be copied/ scanned into the Electronic Data Storage System under the Employees personal file.

5.6.2 Retention Periods

Refer to Part 3.6 of this Exposition

5.6.3 Retained Documents

The following records are to be retained as evidence of training:

- Induction
- Human Factors
- Sighting File sign off sheets
- Tool box meeting agenda and sign off sheets Shift handovers
- Recurrency SOE
- Individual company training and assessment documents detailed in Sect 5

5.6.4 Storage and Destruction of Documents

Training records are to be stored under control of the TO in the Archive Compactus upstairs in Building 1 (1.7) for a minimum of five years in accordance with the requirements of Part 147. Annually, the TO is to review stored documents and identify destruction methods for documents as required; Destruction methods are to ensure that the documents are not able to be read.



6 APPENDICES

6.1 LIST OF DOCUMENTS

Forms used by FCA in the course of maintenance and procedures associated with this Exposition are to be assessed and approved through the process outlined in Section 1.9.4 of this Exposition. The Quality Manager is to maintain a register of all forms used by FCA identifying the use of each form and a register of Forms revision history. The Quality Manager is to maintain electronic files of each form at previous and current amendment in PDF format for ease of identification.

Forms at current amendment or a history of form revision may be provided to CASA at any time by request to the Quality Manager.

Where Flying Colours Aviation holds a Foreign NAA approval which is approved under requirements to comply with this CASR Part 145 Exposition, that approval with its expiry date and any associated additional procedures is to be identified below with the associated additional procedures attached as an Appendix to this Exposition. A renewed approval requires amendment of this section and any associated amendments to identified procedures:

1. Nil additional approvals held at this time.

6.2 LIST OF SUBCONTRACTORS

If a subcontractor is taken into contract arrangements, the QM is to maintain an electronic list of contractors with details included in the Electronic Data Storage System and Register 43 Company Authorisations and Training Register

6.3 LIST OF LINE MAINTENANCE LOCATIONS

FCA performs Line Maintenance under the CASA Part 145 AMO Certificate Scope of Approval at Flying Colours Aviation Main Location only.

6.4 LIST OF CONTRACTED PART 145 ORGANISATIONS

Refer to 2.1.2 of this Exposition.

6.5 PROVISION OF MAINTENANCE SERVICES FOR AIRCRAFT UNDER THE CAR 1988 REQUIREMENTS

6.5.1 Accountable Manager

The Accountable Manager will ensure CAR maintenance is carried out in accordance with this exposition CASR 1998 and the procedures detailed in Part 6.5 of the exposition

6.5.2 Final Certification and Maintenance Release Authorisations Line Maintenance

Refer to this exposition section 1.5.1.

Only a category B/C license holder holding a company authorisation to certify for a category of maintenance may issue a final certification for and on behalf of the AMO. (This is only in circumstances where the category of maintenance was performed or supervised by the authorised person making the certification).

Final certification authorisation assessment, approval, and record management procedures detailed in the AMO MOE Part 2.15.



Records for the operator are to be completed IAW section 2.16 Records for the Operator and be kept by Flying Colours Aviation in a secure location for a period of 2 years The logbook statement and expired Maintenance Release is to be given to the person responsible for continuing airworthiness of the aircraft immediately or soon thereafter and prior to the first flight after the issue of a new Maintenance Release/ final certification.

6.5.3 System of Certification of Completion of Maintenance

Refer section 2.12 of this exposition.

All CAR certifications for the completion of the maintenance will be certified in accordance with:

1. The CASA system of certification of completion of maintenance (CASA Schedule 6); or
2. If paragraph (1) does not apply – a Registered Operator's approved system of certification of completion of maintenance (CAR 42ZG) – that system.

The Project Manager is to ensure that the certification requirements are provided to the certifying engineer prior to commencement of the job.

The policy of this AMO is that all certifications will include:

- Signature of the authorised person;
- AMO authorisation number;
- AMO Approval Number Date;
- Details of the work carried out including a reference to the approved data.

Before making a certification the person certifying shall ensure that –

- All work carried out is entered on the worksheet and that maintenance completed has been carried out in accordance with approved data;
- Details of tests or adjustments where the approved data specifies tolerances or limits must be recorded on the worksheet.
- Any damage or defects found as a result of inspection have been recorded; repairs have been carried out in accordance with the instructions of the Registered Operator.
- In cases where maintenance has been deferred this has been done in accordance with the approved data that permits the operation of the aircraft and the Registered Operator has been informed.
- The serial number and brief description of all calibrated tools used in the maintenance tasking are recorded on the applicable worksheet.
- If parts or materials were used in the course of maintenance the; part number, serial number and number of the document that covered the supply of parts or materials in accordance with regulations 42W(4) and 42X (1) CAR 1988.

In all cases when work is certified by more than one authorised person, applicable sections of a Category Certification will be completed by the authorised person who carried out and / or supervised maintenance.

The final certification must be made by the person who coordinated the maintenance. If there was only one authorised person that performed the maintenance then the final certification must be made by that person.

A final certification may be made in the form of a loose leaf log book entry or in a maintenance release that is in force for that aircraft. The final certification must be made before the aircraft is returned to service unless permitted by the RO's approved alternate system of certification.

The Authorised person completing the final certification will also ensure that documentation that may include continuing airworthiness requirements such as modification or repair data is forwarded to the Registered Operator for retention with the aircraft permanent records.



6.5.4 Issue of a Maintenance Release

Refer section 2.15 of this exposition.

The authorised person performing the final certification shall prepare the Maintenance Release (MR) prior to the completion of the work pack.

The authorised person signing the Maintenance Release immediately after the completion of the nominated Maintenance Release Inspection shall ensure that:

- All data related to component changes which have been certified on the expired Maintenance Release have been transferred to the appropriate maintenance record pages in the aircraft log book; and
- Any Major Assembly History Cards and / or Component History Cards which relates to components that were changed during the period that the Maintenance Release document was in force have been transferred to the aircraft log book.

The authorised person signing the Maintenance Release shall ensure the following entries and endorsements are made on part 1 of the Maintenance Release document at the time of issue:

1. The aircraft type and registration;
2. The date and total time in service of the aircraft at which the Maintenance Release expires;
3. The name and certificate number of the authorised person issuing the Maintenance Release;
4. The total time in service of the aircraft at time of issue;
5. The time date and place of issue;
6. The signature and license / maintenance authority number of the person signing the Maintenance Release;
7. If the aircraft is equipped and is approved in the flight manual for IFR flight tick "IFR" if "IFR" if not ticked, tick "VFR Night" or "VFR Day" as appropriate;
8. The operational category of the aircraft (highest operational category)
9. If the aircraft is approved in the flight manual for IFR flight, and is not being used in RPT and has not been maintained to the required IFR standard at the time of the MR issue, then enter the outstanding IFR maintenance inspections in part 1 as a condition of the MR issue including a statement "Aircraft limited to VFR flight until IFR inspections certified"
10. If the aircraft referred to in paragraph (g) is subsequently restored to IFR standard this must be indicated by a signed clearing endorsement in Part 1 after the inspection is entered and certified for in the aircraft log book.
11. All requirements under the CARs and CAOs that will require maintenance, other than daily / line inspections and Maintenance Release inspections, to be carried out on the aircraft during the period that the Maintenance Release is to remain in force, and include the total time in service of the aircraft and or / date, as Permissible unserviceability (MEL item) or conditions carried over from the previous Maintenance Release (refer CARs 43 (g) & (10)).

6.5.5 Flight Control System Inspections and Certification

Refer 2.22 of this exposition.

An independent inspection must be carried out if any part of the flight control system of an aircraft is assembled, adjusted, repaired, modified or replaced in the course of carrying out maintenance on the aircraft.

The flight control system must:

1. Be inspected by the Licensed or Authorised person who carried out the assembly, adjusted, repair, modification or replacement; and
2. Be independently inspected by another person who is an Appropriate Person within the meaning below

Only personnel authorised by the AMO and the holder of a pilot license that is valid for the aircraft may perform an inspection required by regulation 42G CAR 1988.

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CAR 1988 42G authorised assessment, approval, and record management procedures detailed in the AMO MOE part 3.5 are to be followed.

The AMO will retain a copy of the appropriate person's license / authorisation that satisfies the requirement above.

Certification for the completion of the inspection in the worksheets and a loose leaf log book entry / maintenance release or approved alternative maintenance record for the aircraft will be completed prior to the aircraft's next flight.

The independent Inspection certification shall include:

- A description of the flight control
- Signature, authorisation number and date- 1st inspection
- Signature, authorisation number or Pilot License number and date – 2nd inspection

The AMO will keep a record of the completion of the inspection in the worksheets and a loose leaf log book entry / maintenance release or approved alternative maintenance record for the aircraft.

6.5.6 Occurrence and Major Defect Reporting

Refer to section 2.17 of this exposition.

The Responsible Manager for Maintenance, on becoming aware of the existence of a defect on aircraft undergoing maintenance when under control of the AMO will determine whether the defect is classified as a, 'major defect' in accordance with the criteria detailed in section 0.4 Abbreviations, Acronyms & Definitions or Rectified in the normal course of maintenance.

However, if the defect is classified as major but not meeting the criteria set out in section 0.4 Abbreviations, Acronyms & Definitions, a report will be made by the Engineering Manager using the CASA online DRS form – CASA web access
<https://www.casa.gov.au/aircraft/standardpage/defect-report-service>

All major defects to which Regulation 51A of CAR 1988 applies discovered in an aircraft must be reported to the Authority immediately. All other major defects and other defects (being those covered by regulations 51, 51B and 52 of CAR 1988) must be reported to CASA within two (2) working days of their discovery.

A copy of the report shall be provided to the Registered Operator by the Engineering Manager at the time the report is made.

If the defect is the subject of an Airworthiness Directive (AD) and a defect as described in the AD is found it must be reported IAW the AD instructions.

If the defect is found while responding to a CASA Maintenance Direction then a report will be made to CASA in response, detailing the findings.

Unless CASA gives an earlier notice to the Responsible Manager a part which is the subject of a Defect Report will be kept for a period of 12 Months in a state that allows CASA to investigate the defect. The part shall have a FCA Form 565 Unserviceable Tag marked 'Subject to SDR' applied and the component shall be retained in Quarantine. Items kept in Quarantine shall be added to the Quarantine Register REG048.

6.5.7 Maintenance Service Record

As well as the completion of the customer's documents, The FCA Form 355 Stage of Maintenance &/or FCA Form 375 Task Card will be completed by the FCA staff member upon completion of all work in general, on the client's aircraft, one section to be completed per serviced aircraft. One or more forms a day will be completed noting the aircraft registration, services carried out, times of arrival and departure as well as the time used.



Note:

1. Time of arrival is the On Blocks time whilst the departure time is the Take-off (airborne) time.
2. Form 355 and Form 375 are NOT regulatory forms.

6.6 COMPLIANCE MATRIX

Refer to last CASA assessment version of the Flying Colours Aviation CASR Part 145 Assessment Worksheet for compliance.