

OFFICIAL



Australian Government
Civil Aviation Safety Authority

**ADVISORY CIRCULAR
AC 139.C-02 v1.1**

Aerodrome personnel

File ref: D24/102038

June 2026

OFFICIAL



Acknowledgement of Country

The Civil Aviation Safety Authority (CASA) respectfully acknowledges the Traditional Custodians of the lands on which our offices are located and their continuing connection to land, water and community, and pays respect to Elders past, present and emerging.

Artwork: James Baban.

Advisory circulars are intended to provide advice and guidance to illustrate a means, but not necessarily the only means, of complying with the Regulations, or to explain certain regulatory requirements by providing informative, interpretative and explanatory material.

Advisory circulars should always be read in conjunction with the relevant regulations.

Audience

This advisory circular (AC) applies to:

- aerodrome owners/operators
- persons engaged by aerodrome owner/operator to conduct technical inspections
- the Civil Aviation Safety Authority (CASA).

Purpose

This AC has been developed to assist aerodrome operators to identify the various roles and responsibilities that are required by the *Civil Aviation Safety Regulations 1998*, (CASR) and the Part 139 (Aerodromes) Manual of Standards (MOS).

It will also inform industry of the minimum level of training and assessment deemed necessary to ensure aerodrome personnel, appointed to carry out these roles and responsibilities, have the appropriate knowledge, qualifications and experience.

This AC does not address work health and safety (WHS) requirements, or training requirements for personnel engaged to conduct aerodrome technical inspections or manual validations.

For further information

For further information or to provide feedback on this AC, visit CASA's [contact us](#) page.

Unless specified otherwise, all subregulations, regulations, Divisions, Subparts and Parts referenced in this AC are references to the *Civil Aviation Safety Regulations 1998* (CASR).

Status

This version of the AC is approved by the National Manager, Flight Standards.

Note: Changes made in the current version are annotated with change bars.

Table 1: Status

Version	Date	Details
v1.1	June 2026	Inclusion of additional detail associated with maintenance personnel. New CASA style template applied.
v1.0	July 2020	This AC has been rewritten in preparation for transition to the revised Part 139 (Aerodromes) Manual of Standards. This AC replaces AC 139-13(0).
(0)	August 2011	This is the first Advisory Circular (AC) on the subject of training for aerodrome personnel and replaces CAAP 89C-1(0).

Contents

1	Reference material	6
1.1	Acronyms	6
1.2	Definitions	6
1.3	References	8
2	Introduction - Personnel and training	9
2.1	Legislative requirements	9
2.2	Appointment of personnel	9
2.3	ICAO recommended practices	10
3	Aerodrome personnel	11
3.1	Accountable manager	11
3.2	Reporting officer (ARO)	11
3.3	Maintenance personnel	12
3.4	Works safety officer	13
3.5	Aerodrome manual controller(s)	14
3.6	Wildlife hazard monitoring and reporting personnel	14
3.7	Personnel engaged in wildlife hazard mitigation	15
3.8	Persons conducting runway visibility assessments	15
3.9	AIP responsible person	15
3.10	NOTAM authorised person	16
3.11	DAMP supervisor	16
3.12	DAMP contact officer	16
4	Training of personnel	17
4.1	Obligations	17
4.2	Considerations	17
4.3	Establishing competency standards	17
4.4	Obtaining competency	18
4.5	Demonstrating competence	18
4.6	Assessing competency	18
4.7	Developing a training program	19
4.8	Structure and frequency of training	19
4.9	Assessor	20
5	Training records	21
5.1	Evidence of competency	21
5.2	Record retention	21
6	Periodic audits or checks	22
6.1	Review of training documentation	22
6.2	Review of personnel training records	22

1 Reference material

1.1 Acronyms

The acronyms and abbreviations used in this AC are listed in the table below.

Table 2: Acronyms

Acronym	Description
AC	advisory circular
AFIS	aerodrome flight information service
AIP	aeronautical information publication
AIS	Australian Industry Standards
ARO	aerodrome reporting officer
ATS	air traffic service (includes ATC and AFIS)
CASA	Civil Aviation Safety Authority
CASR	<i>Civil Aviation Safety Regulations 1998</i>
DAMP	Drug and Alcohol Management Plan
MOS	<i>Part 139 (Aerodromes) Manual of Standards 2019</i>
MOWP	method of working plan
NAIPS	national aeronautical information processing system
NOTAM	notice to airman
PANS - Aerodromes	Procedures for Air Navigation Services - Aerodromes
RTO	Registered Training Organisation
SSAA	safety sensitive aviation activity
TLW	time limited works
WSO	works safety officer

1.2 Definitions

Terms that have specific meaning within this AC are defined in the table below. Where definitions from the civil aviation legislation have been reproduced for ease of reference, these are identified by 'grey shading'. Should there be a discrepancy between a definition given in this AC and the civil aviation legislation, the definition in the legislation prevails.

Table 3: Definitions

Term	Definition
accountable manager	A position that is appointed to ensure compliance, maintenance and operational activities at the aerodrome meet regulatory requirements.

Term	Definition
assessment	The process of collecting evidence and making judgements on whether competency has been achieved. This is in order to confirm that an individual can perform to the standard expected in the workplace, as specified in a training package or a VET accredited course (<i>Australian Skills Quality Authority</i>).
Australian Industry Standards	An independent, government-funded Skills Service Organisation working under the direction of 11 Industry Reference Committees. It represents the aviation sector amongst others.
competency	The consistent application of knowledge and skills to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments (<i>Australian Skills Quality Authority</i>).
DAMP supervisor	A person who has received relevant training to form an opinion that a SSAA employee may be affected by drugs or alcohol and is authorised by the organisation to form this opinion for the purpose of conducting a reasonable grounds drug and alcohol test.
maintenance personnel	The personnel appointed (by AD management) to assist in the safe and compliant operations of the AD by using techniques associated with preventative and corrective maintenance.
Part 139 (Aerodromes) Manual of Standards	A document containing the aerodrome standards, published by CASA (under CASR 1998), as in force from time to time.
PANS - Aerodromes	Means Doc 9981, Procedures for Air Navigations Services - Aerodromes approved and published by decision of the council of the International Civil Aviation Organisation, as in force from time to time.
qualifications	Formal certification, issued by a relevant approved body, to recognise that a person has achieved learning outcomes or competencies relevant to identified individual, professional, industry or community needs (<i>Australian Skills Quality Authority</i>).
Registered Training Organisation	A training provider registered by the Australian Skills Quality Authority (ASQA), or in some cases, a state regulator, to deliver vocational education and training (VET) services.
reporting officer	An aerodrome employee, including a contractor, who has demonstrated the training, knowledge, qualifications or experience to safely undertake the tasks required of a reporting officer as prescribed in the CASR and Part 139 MOS.
works safety officer	An aerodrome employee, including a contractor, who has demonstrated the training, knowledge, qualifications or experience to safely undertake the tasks of a WSO as prescribed in the CASR and Part 139 MOS.

1.3 References

Legislation

Legislation is available on the Federal Register of Legislation website <https://www.legislation.gov.au/>

Table 4: Legislation references

Document	Title
Part 99 of CASR	Drug and alcohol management plans and testing
Part 139 of CASR	Aerodromes
Part 175 of CASR	Aeronautical information management
Part 139 MOS	Aerodromes

Advisory material

CASA's advisory materials are available at <https://www.casa.gov.au/publications-and-resources/guidance-materials>

Table 5: Advisory material references

Document	Title
AC 139.C-01	Aerodrome manual
AC 139.C-03	Serviceability inspections
AC 139.C-05	Aerodrome reporting and validation
AC 139.C-15	Safe planning and conduct of aerodrome works
AC 139.C-16	Wildlife hazard management
Multi-Part AC 139-05, AC 171-05 and AC 172-03	All weather operations at aerodromes
Multi-Part AC 64.B-01, AC 139-14 and AC 172-04	Radiotelephony manual for ground operators

International Civil Aviation Organization documents

International Civil Aviation Organization (ICAO) documents are available for purchase from <http://store1.icao.int/>

Many ICAO documents are also available for reading, but not purchase or downloading, from the ICAO eLibrary (<https://elibrary.icao.int/home>).

Table 6: ICAO references

Document	Title
ICAO Doc 9981	Procedures for Air Navigation Services - Aerodromes

2 Introduction - Personnel and training

2.1 Legislative requirements

2.1.1 In accordance with regulation 139.110 of the *Civil Aviation Safety Regulations 1998* (CASR), the operator of a certified aerodrome is required to have personnel to carry out the responsibilities of the following positions:

- accountable manager
- reporting officer (ARO)
- if aerodrome works are being carried out at the aerodrome - works safety officer (WSO)
- any other position prescribed by the Part 139 Manual of Standards.

2.1.2 As supported by the CASRs, the Part 139 MOS, identifies a number of additional roles and responsibilities associated with the safe operation of the aerodrome, these include:

- aerodrome manual controller(s)
- wildlife hazard monitoring and reporting (likely to be performed by the ARO)
- wildlife hazard mitigation (if applicable)
- conducting runway visibility assessments (if applicable).

2.1.3 Regulation 139.115 of CASR and regulation 139.120 of CASR place further requirements on the aerodrome operator to ensure appointed personnel have the appropriate training, knowledge, qualifications and/or experience.

2.1.4 As an aeronautical data originator for their aerodrome, to comply with 175.445 of CASR the aerodrome operator is to appoint:

- an AIP responsible person
- NOTAM authorised person(s).

2.1.5 The AIP responsible person, and NOTAM authorised person(s), are also required to have the knowledge and competence to carry out the responsibilities of each position.

2.1.6 In addition to establishing a framework for the development of drug and alcohol management plans (DAMP), Part 99 of CASR requires the aerodrome operator to nominate a:

- DAMP contact officer for administrative purposes
- DAMP supervisor who is to be trained to form an opinion on whether a person involved in safety sensitive aviation activities (SSAAs) may be affected by drugs or alcohol.

2.1.7 The responsibilities of each role or position are further described in Chapter 3 of this AC.

2.2 Appointment of personnel

2.2.1 An aerodrome operator is free to make individual personnel appointments to best fit their organisational structure and operational demands. A dedicated person for each role may not be required as multiple responsibilities could be discharged by a single person or across a small team provided the individual has the capacity and competence to meet all the responsibilities. For larger or more complex aerodromes, it may be more appropriate to have personnel specialise in a responsibility given the increased scope of a particular safety or mandated function.

2.2.2 To ensure operational coverage, and to cover both planned and unexpected absences, some roles or responsibilities may need to be duplicated or shared across a team.

- 2.2.3 In many cases, some roles and responsibilities are complementary such as an aerodrome reporting officer also discharging the responsibilities of a NOTAM authorised person, a works safety officer, and wildlife hazard monitoring and reporting duties.
- 2.2.4 Excluding the DAMP supervisor and DAMP contact officer, personnel with responsibilities are to be recorded in the aerodrome manual. Where there is a change in appointment, the aerodrome operator is to update the aerodrome manual to reflect the change. Written notification, and a copy of the changed part of the manual is to be submitted to CASA within 30 days¹.
- 2.2.5 The aerodrome operator is also required to register both the AIP responsible person and the NOTAM authorised person(s) with Airservices Australia. Nominations will initially be provided at the time of obtaining certification. Should there be a change in appointed personnel it is essential the aerodrome operator notifies Airservices immediately.
- 2.2.6 The transitional period for existing certified and registered aerodromes does not extend to the appointment of personnel. By the commencement date of the new rules, an aerodrome operator is expected to have:
- identified and assigned all roles and responsibilities that are required by the legislation
 - ensured the suitability of those persons appointed.

2.3 ICAO recommended practices

- 2.3.1 While Annex 14, Volume 1, contains specifications for aerodrome facilities, the Procedures for air navigation services - Aerodromes (PANS-Aerodromes) provides operational procedures that are recommended to best ensure the continued safety of aerodrome operations.
- 2.3.2 Where this AC describes a requirement as referenced to PANS - Aerodromes, it is highly recommended that aerodromes with scheduled international air transport operations fully incorporate these recommendations, including their management systems.
- 2.3.3 It is recommended that all other aerodromes consider the adoption of PANS - Aerodromes recommendations, as they will provide enhanced safety outcomes in the operation of their aerodrome.

¹ Refer to AC139.C-01 Aerodrome Manual.

3 Aerodrome personnel

3.1 Accountable manager

- 3.1.1 The responsibilities of the accountable manager are documented in subregulation 139.110(5) of CASR.
- 3.1.2 The accountable manager has overall responsibility to ensure the aerodrome is operated and maintained:
- safely, with a reasonable degree of care and diligence
 - in accordance with the aerodrome manual.
- 3.1.3 Depending on the size, structure and complexity of the organisation, the accountable manager should be a person at the highest level within the organisation that is responsible for the aerodrome certificate, and for aerodrome operations and developments.
- 3.1.4 The individual appointed as the accountable manager is required to have the necessary knowledge and appropriate level of authority to fulfil the role.
- 3.1.5 When verifying the accountable managers level of knowledge, the accountable manager should be able to demonstrate a general understanding of the following regulations and standards as they apply to the safe operation of the aerodrome:
- Part 99 Drug and alcohol management plans and testing
 - Part 139 Aerodromes and the Part 139 MOS:
 - inspection
 - reporting
 - operation
 - maintenance
 - Part 175 Aeronautical information management.
- 3.1.6 At some larger or more complex aerodromes, to assist in meeting their obligations an accountable manager may delegate tasks to other personnel within the organisation that have the appropriate technical and operational knowledge.
- 3.1.7 Any such delegation does not absolve the overall responsibility of the accountable manager to be accountable for an aerodrome's compliance with the Part 139 regulatory framework. In these instances, it is imperative that the accountable manager has adequate systems and processes in place to ensure:
- effective oversight of the delegated tasks
 - compliance and performance standards are continually achieved.

3.2 Reporting officer (ARO)

- 3.2.1 The responsibilities of the ARO are documented in subregulation 139.110(6) of CASR.
- 3.2.2 The ARO has primary responsibility for conducting serviceability inspections, and for identifying, inspecting, assessing, recording and reporting the status of each of the following:
- the physical characteristics of the movement area
 - the aerodrome obstacle limitation surfaces
 - visual aids (including lighting, signs, and markings)

- wildlife hazards
 - radio communications
 - navigational aids (if provided by the aerodrome operator)
 - other hazards on the movement area.
- 3.2.3 An ARO is required to be trained to carry out the tasks prescribed in section 13.03 of the Part 139 MOS. Although this MOS provision also requires an ARO to be trained to request NOTAMs to be issued, an aerodrome operator may choose to limit this authority to request the issue of NOTAM to a limited number of AROs.
- 3.2.4 When conducting a serviceability inspection, the generic list of items an ARO is required to inspect are contained in section 12.03 of the Part 139 MOS. Serviceability inspections may be expanded according to organisational needs.
- 3.2.5 The list of occurrences that are required to be reported to the NOTAM office are documented in section 12.04 of the Part 139 MOS. The ARO may be required to provide additional reporting such as ATSB reporting for incidents, accidents and wildlife matters, safety management system and any other report process applicable to the aerodrome.
- 3.2.6 When assessing the reporting officer's level of knowledge and skill, the reporting officer should demonstrate competency in the following:
- correct operation of essential aerodrome safety equipment
 - understanding of the aerodrome information published in the AIP
 - the ability to carry out aerodrome serviceability inspections
 - the ability to carry out reporting functions
 - the ability to carry out wildlife monitoring and management
 - knowledge and understanding of the procedures in the aerodrome manual, including, but not limited to:
 - aerodrome works safety
 - aerodrome emergency planning and response
 - airside vehicle control
 - lighting system outages
 - aircraft parking control (if applicable)
 - low visibility operations (if applicable).
- 3.2.7 For international aerodromes it is recommended that AROs be trained and formally assessed for competency in accordance with the national competency standard published by the Australian Industry Standards.

3.3 Maintenance personnel

- 3.3.1 The authority for this section is derived from CASR 139.110(1)(d) and the Part 139 MOS, Chapter 13, paragraph 13.05.
- 3.3.2 The primary function of the maintenance personnel is to ensure that the aerodrome remains in a safe and compliant operating manner by using techniques associated with preventative and corrective maintenance.
- 3.3.3 While many minor activities may be able to be undertaken safely by the maintenance personnel, the Aerodrome Operator should consider the use of a works safety officer (WSO) when works or maintenance activities are being conducted on the aerodrome in particular when the

maintenance personnel are within close proximity to aerodrome movement areas (i.e. aprons, taxiways, runways or helicopter areas).

- 3.3.4 Section 13.05 of the Part 139 MOS outlines the minimum requirements for maintenance personnel operating on the aerodrome.
- 3.3.5 The aerodrome operator should not appoint a person for maintenance tasks if the person has not been appropriately trained to perform the maintenance functions.
- 3.3.6 Subregulation 139.115(1) of the CASR and Part 139 MOS, Chapter 13, paragraph 13.05(3); refers to the requirements for training, qualifications and experience of personnel. The maintenance personnel should have:
- a theoretical and practical understanding of the standards for the required maintenance works (including time limited works, works requiring a method of working plan (MOWP), and works on runway strips)
 - a theoretical and practical understanding of any applicable procedures in the aerodrome manual
 - a theoretical and practical understanding of the MOWP requirements (if/as applicable)
 - a theoretical and practical understanding of the applicable technical skills required to complete the maintenance tasks
 - demonstrated competency in communicating information associated with maintenance activities to a third party (i.e. a WSO, ATS etc.).

3.4 Works safety officer

- 3.4.1 The primary function of the WSO is to ensure aerodrome safety while aerodrome works are being carried out. The responsibilities of the WSO are documented in subregulation 139.110(7) of CASR.
- 3.4.2 Although the aerodrome operator is only required to have a WSO present when works are being conducted on the aerodrome, the aerodrome operator may benefit from training ARO personnel in WSO duties as routine maintenance activities often constitute aerodrome works, or an unexpected deterioration in movement area condition may result in emergency works being required at short notice.
- 3.4.3 Section 13.04 of the Part 139 MOS lists a set of tasks the WSO must be suitably trained to carry out.
- 3.4.4 The aerodrome operator should not appoint a person as a WSO if the person has not been appropriately trained to perform the WSO functions.
- 3.4.5 An aerodrome operator is expected to be able to provide evidence to demonstrate that the designated WSO(s) have:
- A theoretical and practical understanding of the standards for works (including time limited works, works requiring a MOWP, and works on runway strips).
 - A theoretical and practical understanding of the procedures in the aerodrome manual.
 - A theoretical and practical understanding of the MOWP procedures (as applicable).
 - A theoretical and practical understanding of the procedures to request the issue of a NOTAM (if the WSO is also a NOTAM authorised person).
 - Demonstrated competency in communicating information associated with aerodrome works to a third party (i.e. a works party or ATC etc.).
 - Demonstrated competency in identifying, deploying, and extinguishing visual aids as appropriate in accordance with the applicable regulations and standards.

- A theoretical and practical understanding of lighting requirements for vehicles, plant and equipment carrying out works.
- Demonstrated competency in identifying and marking access routes to and from the works site and escorting vehicles, plant and equipment on the aerodrome.
- Demonstrated competency in restricting and controlling access to works sites.

3.4.6 Where the WSO assigned to oversight aerodrome works is contracted, provided by works contractors, or through any other third party arrangement, the aerodrome operator remains responsible for ensuring that any contracted WSO is competent to perform the functions of a WSO at the aerodrome operator's aerodrome, and is not just engaged due to the completion of a training course. The competency should be a measure of the application of the persons knowledge and skills in that specific workplace as each aerodrome environment is different. The aerodrome operator cannot abrogate this accountability by transferring aerodrome work responsibilities to a third party. Training records for contracted WSOs should be retained by the aerodrome operator.

3.4.7 For international aerodromes, it is recommended that WSOs be trained and formally assessed for competency in accordance with the national competency standard published by the Australian Industry Standards.

3.5 Aerodrome manual controller(s)

3.5.1 In accordance with section 10.01(4) of the Part 139 MOS, the aerodrome operator is to nominate one or more persons, or positions, to be responsible for ensuring compliance with, and for reviewing, maintaining, amending and controlling the aerodrome manual.

3.5.2 It is expected that the person(s) appointed will have the knowledge, ability and a practical understanding of their legislative responsibilities appropriate to the tasks required of them to satisfactorily carry them out.

3.5.3 While the aerodrome manual controller is responsible for administrative compliance with Chapter 10 of the Part 139 MOS, the accountable manager is ultimately responsible for legislative compliance.

3.6 Wildlife hazard monitoring and reporting personnel

3.6.1 Wildlife typically poses a significant hazard to aircraft operations. Before the hazard can be effectively treated, the wildlife hazard must first be identified and assessed. Therefore, personnel required to monitor and report wildlife, should be appropriately trained.

3.6.2 The responsibilities of a person appointed to monitor and report wildlife, are documented in section 17.07 of the Part 139 MOS.

3.6.3 An aerodrome operator is expected to be able to provide evidence to demonstrate that wildlife hazard monitoring and reporting personnel are competent in the following:

- conducting wildlife observations and identifying high risk species
- assessing wildlife populations and describing their behaviour
- recording information
- collecting remains from a wildlife strike on the aerodrome
- attempting to facilitate the identification of any:
 - wildlife involved in a strike event and
 - resulting damage to an aircraft

- report the outcomes of observation, monitoring and strike collection activities.

3.6.4 In accordance with section 17.07(3) of the Part 139 MOS, training records must be maintained for a period of at least three years.

3.7 Personnel engaged in wildlife hazard mitigation

3.7.1 CASA expects the aerodrome operator to provide evidence that personnel tasked with determining appropriate and effective risk treatments are competent in identifying and employing wildlife management strategies that do not cause a hazard to aviation safety. They must also be able to demonstrate the ability to assess the effectiveness of the mitigation measures.

3.7.2 In accordance with section 17.07(3) of the Part 139 MOS, training records are required to be maintained for a period of at least three years.

3.8 Persons conducting runway visibility assessments

3.8.1 A runway visibility assessment is an assessment of visibility along the runway taken at specific points.

3.8.2 As an important safety risk mitigation measure during low visibility procedures, personnel appointed to conduct runway visibility assessments must meet the attributes and qualifications, and demonstrate the competencies required in section 23.08(1) of the Part 139 MOS.

3.8.3 The aerodrome operator must be able to demonstrate that each person appointed has before appointment, and at all times after appointment, meets the required visual acuity standards and has demonstrated the following competencies:

- locating observation points
- identifying and counting the lights used to determine visibility
- using the conversion table and/or the visibility markers chart
- reporting the visibility assessment.

3.9 AIP responsible person

3.9.1 In accordance with Subpart 175.D of CASR, an aerodrome operator is classified as an 'aeronautical data originator', as they provide information to an aeronautical information service (AIS) for publication in the aeronautical information publication (AIP).

3.9.2 Subregulation 175.445(1) of CASR requires the appointment of a single senior manager as the AIP responsible person who has overarching responsibility for the provision of aeronautical data or information that is published in the integrated aeronautical information package, or aeronautical datasets².

3.9.3 The AIP responsible person must have the knowledge and competence to carry out the responsibilities of this position.

3.9.4 The aerodrome operator should be able to provide evidence to demonstrate that the designated AIP responsible person has:

- a theoretical and practical understanding of the applicable regulations

² Refer to AC 139.C-05 'Aerodrome reporting and validation' for specific information in relation to the format for providing that information.

- a theoretical and practical understanding of the information published in AIP
- demonstrated competency in reviewing and reporting changes in aerodrome information published in the AIP.

3.10 NOTAM authorised person

- 3.10.1 In accordance with subregulation 175.445(4) of CASR, an aerodrome operator is required to appoint a NOTAM authorised person(s).
- 3.10.2 The NOTAM authorised person is responsible for requesting the issue, review and cancellation of NOTAMs.
- 3.10.3 The NOTAM authorised person must have the knowledge and competence to request the issue, review and cancellations of NOTAMs.
- 3.10.4 The aerodrome operator should be able to provide evidence to demonstrate that the designated NOTAM authorised person(s) has:
- a theoretical and practical understanding of the applicable regulations
 - a theoretical and practical understanding of the information published in AIP
 - demonstrated competency in the reporting of temporary changes in aerodrome information published in the AIP.

3.11 DAMP supervisor

- 3.11.1 A Drug and Alcohol Management Plan (DAMP) supervisor is a person who:
- has received relevant training to form an opinion that a SSAA employee may be affected by drugs or alcohol and
 - is authorised by the organisation to form this opinion for the purpose of conducting a reasonable grounds drug and alcohol test. Reasonable grounds could be through observation, the persons work habits or a report from another employee or source.
- 3.11.2 On completion of training, the DAMP supervisor should be able to:
- demonstrate an understanding of their role and responsibilities within the organisation's DAMP
 - recognise the warning signs, or symptoms, of employees that may be adversely affected by drugs and alcohol
 - be aware of the steps that should be taken when there is a potential safety risk associated with drug or alcohol use.
- 3.11.3 DAMP supervisors must complete a subsequent DAMP Supervisor education program within 30 months of completing their previous DAMP Supervisor education program.
- 3.11.4 There is no limit to how many DAMP supervisors an organisation can nominate provided they have been appropriately trained.
- 3.11.5 To assist industry CASA has developed DAMP Supervisor training. After completing the eLearning available through the CASA website, a certificate will be received.

3.12 DAMP contact officer

- 3.12.1 The DAMP contact officer is CASA's key liaison point on DAMP related matters.
- 3.12.2 When nominating a DAMP contact officer, the aerodrome operator should consider the persons seniority and experience in the organisation, as they will be the person to receive CASA audit requests and reports, as well as positive test reports emerging from CASA AOD testing etc.

4 Training of personnel

4.1 Obligations

- 4.1.1 It is the aerodrome operator's responsibility to ensure all personnel involved in the operation, maintenance and management of their aerodrome, in particular those appointed or assigned to carry out the roles and responsibilities required by the CASRs and the Part 139 MOS, can competently and safely discharge their duties.
- 4.1.2 Persons who are permitted to operate a vehicle unescorted on the aircraft movement area, and other operational areas, may also be required to be trained. For airside drivers at an aerodrome that does not have scheduled air transport operations, this may take the form of an induction, at all other aerodromes a more formal method of training is required³.

4.2 Considerations

- 4.2.1 The level of training will vary depending on the person's knowledge and experience, and the nature of the required task.
- 4.2.2 The number of trained personnel needed will be influenced by the:
- hours of operation
 - size and the complexity of the aerodrome's operating environment.
- 4.2.3 For example, at a small aerodrome, or out of core operating hours at a large aerodrome, the same person may assume more than one role. At larger, or more complex aerodromes, multiple personnel may be required.
- 4.2.4 As each aerodrome operating environment is unique, the aerodrome operator should assess and determine their own training and site induction requirements based on the aerodrome's infrastructure and the intended operations.
- 4.2.5 While it is the prerogative of the aerodrome operator to determine how to train their staff, any training they choose to provide should be conducted by person(s) who have relevant knowledge and experience in the subject matter.
- 4.2.6 CASA does not regulate or provide approvals for private training organisations.

4.3 Establishing competency standards

- 4.3.1 An aerodrome operator should consider developing competency standards for all roles of responsibility. This will require the aerodrome operator to identify and document for each task or responsibility the:
- nature of the work to be performed
 - required skills and performance standards necessary to safely carry out each related task or responsibility.
- 4.3.2 The standard of performance to which competency is to be measured is defined in civil aviation legislation, typically within the Part 139 MOS, or guidance described in the appropriate AC.
- 4.3.3 CASA supports the national competency standards that were developed in consultation with industry and published by the Australian Industry Standards. The national units of competency, which document the skills and knowledge requirements to perform reporting officer and works

³ Refer to AC.C-14 Vehicle control at aerodromes for guidance.

safety officer tasks, can be found on the Australian Industry Standards website.
<<https://www.training.gov.au>>

4.4 Obtaining competency

4.4.1 It is likely that a person will need to be trained via more than one method to achieve an acceptable level of competency.

4.4.2 Competency can be obtained or developed through various training methods, such as:

- theoretical and knowledge-based instruction
- practical demonstration
- mentoring (on-the-job (OJT) training)
- task simulation.

4.4.3 Once the person has received the appropriate training, they will need to demonstrate they have acquired the necessary skills and knowledge to complete the task to the standard required.

4.5 Demonstrating competence

4.5.1 To demonstrate competence in a specific task, the person must show that the theory, practical training, and local knowledge can be applied together in a satisfactory way, usually by successfully completing a competency assessment. The demonstration of competence should be aligned to processes and practices defined in the aerodrome manual and subsidiary document suite.

4.6 Assessing competency

4.6.1 An aerodrome operator is responsible for determining how they will ensure their personnel are competent. An assessment to determine competency should therefore be conducted in accordance with the aerodrome operator's policy and procedures for training.

4.6.2 For a person to be considered competent, they must be able to demonstrate they can apply the necessary skills and knowledge required to carry out the task to an appropriate standard or outcome, consistently over time.

4.6.3 Competency can be assessed in many ways, including, but not limited to the following:

- through written assessment
- by interview in which very specific questions are asked, and scenarios explored
- formal qualification obtained through a Registered Training Organisation (RTO) plus onsite review of practical capability
- documented observations of the person carrying out the skill or task with the requisite knowledge
- recurrent theoretical and/or practical training.

4.6.4 As each aerodrome operating environment is unique, it is likely that a person will need to demonstrate competency by more than one method. For example, an ARO with a formal qualification obtained through an RTO must be able to demonstrate that they can complete the required task to an appropriate standard or outcome within:

- the aerodrome environment that they are required to perform the task
- the varying operational conditions at the aerodrome (i.e. 24-hour operations; joint user facilities, passenger and aircraft movement rates)

- the range of environmental conditions typical to that aerodrome (i.e. night operations, reduced visibility conditions etc.).

4.6.5 An assessment to determine competency should be conducted by an appropriate assessor.⁴

4.6.6 A re-assessment of competency should be carried out when there is significant change to the:

- aerodrome's infrastructure
- operating procedures
- aerodrome regulations.

4.6.7 Records of all the steps taken to achieve the task should be made by the assessor, and an evaluation completed.

4.6.8 For a person to be recognised as competent, periodic audits or checks should be carried out.

4.7 Developing a training program

4.7.1 Aerodrome operators are encouraged to develop and implement a training program.

4.7.2 The training program should include procedures to verify personnel knowledge and for the practical application thereof, at adequate intervals.

4.7.3 The training program should include:

- content and frequency for each technical subject
- a method to track the progress of the required training
- maintenance of training records.

4.7.4 Training methods may include:

- theoretical training
- practical OJT training
- testing of understanding
- demonstrating competence or recurrent theoretical and/or practical training.

4.8 Structure and frequency of training

4.8.1 To ensure that a person can perform to the standards required, CASA recommends a three-phased training program that also aligns with PANS-Aerodromes.

4.8.2 Phase 1: Initial training

4.8.2.1 Initial training should include theoretical and practical training modules.

4.8.2.2 Personnel should be assessed so that they can demonstrate their capability to safely accomplish the required tasks.

4.8.3 Phase 2: Recurrent training

4.8.3.1 Recurrent training is recommended to be completed every two years, or earlier where that has been a change in procedure. Whilst this is considered best practice, recurrent training should not exceed 5 years.

⁴ Refer to section 4.9 of this AC.

4.8.3.2 Continuous competence checking may be used as an alternative to recurrent training.

4.8.4 Phase 3: Refresher training

4.8.4.1 When a person has not performed any of their assigned tasks for a significant period of time, that person should complete relevant refresher training prior to:

- performing assigned tasks

or

- being allowed unescorted access on the movement area and other operational areas of the aerodrome, as appropriate.

4.8.4.2 Refresher training, including theoretical and practical aspects, may be provided after a long-term absence to ensure that personnel are aware of any operational changes, or merely as a means to refamiliarise themselves with the operating environment.

4.8.4.3 The aerodrome operator should consider restricting a person from performing a task until refresher training has been successfully completed.

4.9 Assessor

4.9.1 While the manner of assessing competency is the prerogative of the aerodrome operator, a person who has such responsibility should have:

- current, or recent experience, in the area of competency being assessed
- comparable relevant qualifications, or demonstrable experience.

4.9.2 In determining whether a person is competent, the assessor is required to:

- gather evidence of the person's performance through practical observations and any associated interviews
- compare the observations against the relevant competency standard, or outcome.

4.9.3 If all requirements have been met, then the person may be declared competent by the assessor.

4.9.4 If some requirements are not met, then the person is considered not yet competent and requires additional training and reassessment to demonstrate competency.

4.9.5 Regular performance reviews of all personnel should be undertaken to ensure ongoing competency.

5 Training records

5.1 Evidence of competency

- 5.1.1 Evidence, in the form of training records, should be retained to demonstrate competency has been achieved.
- 5.1.2 It is recommended that an individual training file is established for each person.
- 5.1.3 The training file should include the following:
- name of the person being assessed
 - dates and duration of the competency assessment
 - methodology of the assessment
 - performance evaluation of the person being assessed
 - name and signature of the assessor.

5.2 Record retention

- 5.2.1 The aerodrome operator should establish a system of record keeping that provides for the storage, accessibility, and retention of training information. This system should incorporate the relevant privacy standards for the state in which the aerodrome operates.
- 5.2.2 Training records should be:
- updated to indicate the most current training completed
 - legible throughout their retention period
 - readily assessable and available for audit if required.
 - kept until the end of the person's employment.

6 Periodic audits or checks

6.1 Review of training documentation

- 6.1.1 Training material should be subject to periodic audits or checks to ensure continuing applicability.
- 6.1.2 Where there is a change in regulation, or after any accident, incident, or serious occurrence, training material should be reviewed to ensure they remain appropriate.
- 6.1.3 Training programs should be evaluated annually to verify their ongoing effectiveness.
- 6.1.4 Any shortfalls identified during the review or evaluation process should be addressed by updating the training material.
- 6.1.5 Records of all reviews should be recorded and maintained.

6.2 Review of personnel training records

- 6.2.1 The training folders and records for each person should be reviewed regularly to verify that each person has received the required training, as well as to identify and track future training requirements.
- 6.2.2 ARO and WSO training records should be reviewed annually as part of the:
 - aerodrome technical inspection
 - aerodrome manual validation.