



RECORD OF INTERVIEW

(OPS.13) Maintenance controller

EAP case number		RMS file number		Interview date	
Interview chair					
Interview panel					

Instructions

1. The interview should be planned to take no longer than 2 hours.
2. Not all questions need to be answered. The questions are generic and it is up to the inspector to determine what questions are relevant to the assessment.
3. The inspector may add follow up questions, or questions to address matters that are specialist in nature.

Part A – Nominee details

Nominee name		Nominee ARN		Nominee position title	
Operator name				Operator ARN	

Introduction

1. The purpose of this interview is to assess that the person appointed as maintenance controller (MC) meets the requirements of regulation 42ZW of the *Civil Aviation Regulations 1988 (CAR)*.
2. The assessment process allows the appointee an opportunity to demonstrate their competency as an MC.
3. Schedule 9 of CAR, CAAP 42ZV – Maintenance controller, and the operator’s maintenance control manual (MCM) form the basis for the questions.

Note: It is reasonable to not ask all questions if the MC nominee has sufficient experience with another operator as an MC or CAM.

Required competencies

Refer to CAR 42ZW(2)

Schedule 9 Part 1 – Meet the requirements of a maintenance controller

- Know and understand the operator’s MCM.
- Know and understand the requirements of the regulations in relation to the maintenance of aircraft.
- Demonstrate the required knowledge and understanding for the purposes of being approved as the maintenance controller.

Schedule 9 Part 2 – Perform the functions of a maintenance controller

- Control of all maintenance carried out on the aircraft, either scheduled or unscheduled.
- Development, organisation and supervision of all activities and the procedures specified in the MCM.
- Transfer of an aircraft's maintenance records to a new certificate of registration holder for the aircraft.
- Investigation of all defects in the aircraft that come to the attention of the aircraft's maintenance organisation.

Part B – Interview introduction

Interview introduction	Notes
Introduce the CASA interview panel	
Outline the purpose/scope of the interview	
Tell us about your aviation experience	
Follow up questions	

Part C – Interview questions

The rating column is used to record the outcome for the element being assessed. Select a response from the drop down list. The response is either: **S** (satisfactory) or **U** (unsatisfactory). A space is also provided to record the nominee's responses.

Question	Nominee's response	Rating
<p>1. What is a Class A aircraft?</p> <p>Intent/Expectation An aircraft means an Australian aircraft, other than a balloon, that satisfies either or both of the following paragraphs:</p> <ol style="list-style-type: none"> 1. The aircraft is certificated as a transport category aircraft. 2. The aircraft is being used, or is to be used, by the holder of an Australian air transport AOC which authorises the use of that aircraft in scheduled air transport operations. 		
<p>2. When is an operator required to appoint a maintenance controller?</p> <p>Intent/Expectation An operator of Class A aircraft must appoint a person to be the maintenance controller (this not required for Part 42 aircraft).</p>		
<p>3. Describe the relationship, in regard to airworthiness responsibilities, of the certificate of registration holder and the registered operator?</p> <p>Intent/Expectation A reference to the holder of the CoR of an aircraft is taken as a reference to the registered operator of the aircraft. A duty imposed on the holder of the CoR of an aircraft is taken to be imposed on the registered operator of the aircraft. (CAR 202.222)</p>		

Question	Nominee's response	Rating
<p>4. When may CASA suspend the approval of a person's appointment as a maintenance controller?</p> <p>Intent/Expectation</p> <ul style="list-style-type: none"> When the person is not carrying out the maintenance controller's functions satisfactorily. If the person has contravened a condition which the approval is subject to. (CAR 42ZX) 		
<p>5. When should the maintenance control manual be amended and what is the procedure?</p> <p>Intent/Expectation</p> <p>CAR 42ZZ(1) – as necessary to keep it up to date or as directed by CASA.</p>		
<p>6. Who is ultimately responsible for the preparation and amendment of the MCM?</p> <p>Intent/Expectation</p> <p>The operator is ultimately responsible for ensuring the MCM is up to date and that the MC is complying with the MCM.</p>		
<p>7. Give examples of what must be included in a maintenance control manual?</p> <p>Intent/Expectation</p> <p>CAR 42ZY</p> <p>The operator of a class A aircraft must prepare a maintenance control manual for the aircraft that:</p> <ol style="list-style-type: none"> states the operator's name if the operator does not hold the registration certificate for the aircraft — states the name of its certificate holder sets out the functions of the operator's maintenance controller includes: <ol style="list-style-type: none"> a description of the aircraft that identifies it, including particulars of its type, model and marks details of the arrangements for the control of maintenance of the aircraft details of the arrangements under which the aircraft's approved maintenance program is to be met details of the arrangements to ensure compliance with the weight and balance requirements for the aircraft a statement determining the period, or period of time-in-service, for which a maintenance release for the aircraft is to remain in force. 		

Question	Nominee's response	Rating
<p>8. Which specific areas of the maintenance control manual require CASA approval?</p> <p>Intent/Expectation The initial MCM is approved by CASA. Subsequent amendments are subject to significant and non-significant change rules.</p>		
<p>9. In regard to maintenance and the maintenance schedule, what are the responsibilities of the registered operator?</p> <p>Intent/Expectation</p> <ul style="list-style-type: none"> • The registered operator for a Class A aircraft must ensure that all maintenance is performed on the aircraft and its components when due, in accordance with the aircraft's approved SoM. (CAR 39(1)). • The SoM for Class A aircraft must be approved by CASA or an authorised person (CAR 42M, CAR 39(2), 42L), and amended as per the requirements of CAR 42R. • Must ensure only those persons authorised by CAR 42ZC(3) carry out maintenance. 		
<p>10. Who may carry out and certify for maintenance on an Australian registered class A aircraft in Australia?</p> <p>Intent/Expectation CAR 42ZC(3)</p>		
<p>11. Can an appropriately rated LAME, not employed or working under an arrangement with an approved CAR 30 organisation, carry out maintenance on a Class A aircraft?</p> <p>Intent/Expectation No. LAME must be contracted to do the work on behalf of an approved CAR 30 maintenance organisation. (CAR 42ZC(3))</p>		
<p>12. What is the role of the maintenance controller in a CASR 21M approval?</p> <p>Intent/Expectation MC must ensure that such approvals are included in the aircraft records and that the approval is for the specific aircraft.</p>		

Question	Nominee's response	Rating
<p>13. When is a CASR 21M approval required to be used?</p> <p>Intent/Expectation Modifications and/or repairs may only be carried out to approved data (e.g. engineering order).</p>		
<p>14. When an aircraft undergoes modification as per an STC, what is the maintenance controller's role?</p> <p>Intent/Expectation Ensure STC is applicable to the aircraft, complied with and recorded in the aircraft records. May also require a weight and balance amendment and an electrical load analysis to be carried out.</p>		
<p>15. What are four mandatory functions of a maintenance controller and briefly describe each function for your organisation as listed in the MCM?</p> <p>Intent/Expectation Schedule 9, Part 2 of CAR.</p> <ul style="list-style-type: none"> • Control of all maintenance carried out. • Development, organisation and supervision of all activities and procedures detailed in the MCM. • Transfer of an aircraft's maintenance records to a new certificate of registration holder for the aircraft. • Investigation of all defects in the aircraft that come to the attention of the aircraft's maintenance organisation. 		
<p>16. In regard to the SoM, what is the procedure for adding an additional aircraft of the same type?</p> <p>Intent/Expectation</p> <ul style="list-style-type: none"> • The aircraft must be assessed for differences. • A review of the aircraft history must be carried out to establish a base line as to how the aircraft will be entered into the SoM. 		

Question	Nominee's response	Rating
<p>17. Give some examples of what must be included in the SoM for a class A aircraft.</p> <p>Intent/Expectation A system of maintenance for an aircraft must include:</p> <ol style="list-style-type: none"> 1. a schedule that: <ol style="list-style-type: none"> a. sets out the regular maintenance inspections, tests and checks to be carried out on the aircraft b. sets out when those maintenance inspections, tests and checks are to be carried out c. nominates one of the maintenance inspections referred to in subparagraph (i) as the inspection to be carried out for the purposes of determining whether a maintenance release should be issued for the aircraft. 2. a schedule that sets out the inspection to be carried out on the aircraft if it has been struck by lightning and when that inspection is to be carried out 3. a schedule that sets out the inspection to be carried out on the aircraft if abnormal flight or ground loads have been imposed on the aircraft 4. a schedule that sets out the time-lifed aircraft components included in the aircraft and when each of those components is to be retired, overhauled or removed 5. a schedule that sets out the procedures to be followed in carrying out the inspections, tests and checks required by the system of maintenance 6. if permissible unserviceabilities have been approved for the aircraft under subregulation 37(1) in the form of a minimum equipment list — that list 7. a statement that sets out: <ol style="list-style-type: none"> a. the name of the holder of the certificate of registration for the aircraft b. the type, model and registration mark of the aircraft. 		
<p>18. What approved options are available to allow an aircraft to fly that has experienced a defect? Include alternate options to operate the aircraft.</p> <p>Intent/Expectation Rectify the defect. Defer in accordance with approved data (includes 21M). MEL. PU. SFP. CDL</p>		

Question	Nominee's response	Rating
<p>19. What are an operator's regulatory obligations in relation to training?</p> <p>Intent/Expectation CAR 214. An operator must ensure that provision is made for the proper and periodic instruction of all maintenance personnel, particularly in connection with the introduction into service of new equipment or equipment with which the maintenance personnel are not familiar, and the training program shall be subject to the approval of CASA. Training of maintenance personnel is also conducted under a Part 145 AMO (approved to conduct CAR maintenance).</p>		
<p>20. Where a person engaged in the maintenance of an Australian aircraft becomes aware of the existence of a major defect in the aircraft, to whom must they report the defect?</p> <p>Intent/Expectation Refer CAR 51(2). Subject to subregulation (3), if a person engaged in the maintenance of an Australian aircraft becomes aware of the existence of a major defect in the aircraft, the person must report the defect to the holder of the certificate of registration for the aircraft and to CASA.</p>		
<p>21. What is continuing airworthiness?</p> <p>Intent/Expectation Compliance with AD's, other mandatory inspections and the maintenance schedule. Defect management. This ensures that the aircraft complies with airworthiness standards and safe operating conditions. Continuing airworthiness of aircraft is the responsibility of the owner or operator of the aircraft.</p>		
<p>22. Following the rectification of an aircraft defect, what is the role of the maintenance controller?</p> <p>Intent/Expectation The maintenance controller must investigate all defects. (CAR Schedule 9 Part 2)</p>		

Question	Nominee's response	Rating
<p>23. In your opinion, what is major damage or a major defect?</p> <p>Intent/Expectation Refer CAR 2.</p> <ul style="list-style-type: none"> Major damage, in relation to an aircraft, means damage 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. Major defect, 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. 		
<p>24. In accordance with CAR 51A, what are the 4 major defects?</p> <p>Intent/Expectation Refer CAR 51A. Structural failure, control system failure, engine structural failure and fire.</p>		
<p>25. When and who must report a major defect?</p> <p>Intent/Expectation Must be reported to CASA. Anyone connected with the operation or maintenance.</p>		
<p>26. What methods (or regulatory reference) are in place to approve, for use on an aircraft, a component or material that is not identical to the component or material it is intended to replace?</p> <p>Intent/Expectation Refer CASR 21.M.</p>		
<p>27. What 3 documents must the registered operator ensure are in place before a Class A aircraft can commence operations?</p> <p>Intent/Expectation Approved System of Maintenance, MEL and maintenance release.</p>		

Question	Nominee's response	Rating
<p>28. Are all ADs issued by CASA, or another NAA for Australian aircraft, mandatory?</p> <p>Intent/Expectation Part 39 of CASR. Yes.</p>		
<p>29. What provision exists if an AD cannot be complied with?</p> <p>Intent/Expectation Regulation 39.004 of CASR. AMOC or alternate means of compliance.</p>		
<p>30. Describe the arrangements for when the primary maintenance controller is not available.</p>		
<p>31. Describe the duties and responsibilities of your support personnel in your organisation.</p>		
<p>32. Describe the aircraft maintenance planning procedures in the MCM.</p>		
<p>33. Describe the aircraft maintenance work-package generation, distribution and collection procedures.</p>		
<p>34. Post maintenance, describe maintenance data input and record keeping procedures.</p>		
<p>35. Do you contract out any maintenance planning process and procedure? Please describe that.</p>		

Question	Nominee's response	Rating
36. Describe the training for support personnel.		
37. What documents form the aircraft logbooks?		
38. Describe the instructions for using the aircraft maintenance release and technical logbook.		
39. Describe the procedures for the transfer of maintenance records for the acquisition and disposal of aircraft.		
40. Describe the procedures for the management of ADs and other mandatory technical data from regulators or manufacturers.		
41. What tools are used to analyse the effectiveness of the SoM?		
42. If applicable, give an overview of the reliability control program, including engine condition monitoring and what the role of the MC is in these procedures.		
43. Could you describe your role in developing a minimum equipment list?		

Question	Nominee's response	Rating
44. Who is approved to place an MEL on a defective item?		
45. Describe the system to track and manage MEL activity and ensure compliance with time limits.		
46. Describe the circumstances that would require a special flight permit?		
47. How would you incorporate specific maintenance requirements into the system of maintenance? These could be required because of geographic location, modifications, special missions and role equipment.		
48. Describe how a maintenance contractor is selected for maintenance within Australia.		
<p>49. How would you determine that a maintenance organisation that does not have a CASA certificate has the capability to conduct maintenance overseas?</p> <p>Intent/Expectation Outside of Australia, the maintenance organisation must be approved within their contracting State to perform the maintenance on that type of aircraft.</p>		
50. How does the maintenance controller ensure conformance with weight and balance requirements for the aircraft?		

Additional questions

The inspector can use this section for additional questions.

Question	Nominee's response	Rating

Part D – Outcome of assessment

The response column is used to record the outcome of the assessment. Select a response from the drop down list. There are three available responses: **Yes / No / N/A** (not applicable).

Question	Response	Inspector comments
Does the nominee know and understand the requirements of the regulations in relation to the maintenance of aircraft?		
Does the nominee know and understand the operator's maintenance control manual, including:		
the control of all maintenance carried out on the aircraft and aircraft component, either scheduled or unscheduled?		
the implementation of the outcomes of an approved reliability program?		
the development, organisation and supervision of all activities and procedures specified in the maintenance control manual?		
the transfer of an aircraft's maintenance records to a new certificate of registration holder for the aircraft?		
the investigation of all defects in the aircraft that come to the attention of the aircraft's maintenance organisation?		
Does the nominee know and understand the requirements and functions of an approved maintenance controller?		

Inspector's comments

If not yet competent, note areas of deficiencies and identify additional training requirements.