

## Attachment J to Chapter 2

### ICAO COMPETENCY FRAMEWORK FOR AIRCRAFT MAINTENANCE PERSONNEL

Competency	Definition	OB no.	Observable Behaviours (OBs)
ICAO Competency 1 APPLICATION OF PROCEDURES	Description 1 Identify and apply procedures following appropriate documents and applicable regulations, using the appropriate knowledge	1.1	Identifies correct processes and procedures associated with a specific task
		1.2	Demonstrates proper use of documents
		1.3	Applies system knowledge appropriately
		1.4	Demonstrates compliance with applicable regulations
		1.5	Documents work performed or accomplished correct
ICAO Competency 2 WORK MANAGEMENT	Description 2 Manage available resources efficiently to prioritize and perform tasks in a safe and efficient manner	2.1	Plans, prioritizes and schedules tasks effectively
		2.2	Identifies where and when assistance is needed
		2.3	Requests assistance when and where required
		2.4	Manages time effectively
		2.5	Selects appropriate tools, equipment and resources to support the efficient achievement of tasks
		2.6	Uses available tools safely, efficiently and effectively
		2.7	Offers and accepts assistance, when necessary, and asks for help
		2.8	Inspects work area after completion of task
		2.9	Verifies that tasks are completed to the relevant procedures
		2.10	Manages environmental stress, interruptions, distractions, variations and failures effectively
ICAO Competency 3 SITUATIONAL AWARENESS	Description 3 Recognize and understand the maintenance environment and relevant information; anticipate future events	3.1	Maintains awareness of the maintenance environment
		3.2	Maintains awareness of hazard situations
		3.3	Recognizes the future operational situations
		3.4	Verifies that information is accurate and assumptions are correct
		3.5	Is cognisant of ongoing concurrent activities
		3.6	Assesses situations and reports deviations

Competency	Definition	OB no.	Observable Behaviours (OBs)
ICAO Competency 4 TECHNICAL EXPERTISE	Description 4 Apply and improve technical knowledge and skills to perform maintenance safely and efficiently	4.1	Applies technical knowledge and skills as appropriate for the task
		4.2	Answers technical questions accurately
		4.3	Keeps up to date on specialized technical knowledge and skills
		4.4	Applies appropriate procedures following the applicable standards
ICAO Competency 5 SYSTEM THINKING	Description 5 Understand and determine how the various components of systems management interact and affect the overall system safety performance	5.1	Evaluates the inter-relationship between policies, processes and procedures
		5.2	Evaluates the inter-relationship between various systems including quality planning, quality control and quality assurance of the stakeholder
		5.3	Recognizes importance of continuous improvement, reactive and proactive processes
		5.4	Recognizes the essential components of a functional safety management system and their interoperability
		5.5	Recognizes whether the stakeholder's management processes are appropriate for the size and scope of the operation
		5.6	Correctly interprets performance data analysis
		5.7	Assesses if the stakeholder safety objectives achieve the desired safety requirements
		5.8	Provides feedback on potential deficiencies of the regulatory framework
		5.9	Understands that root cause(s) of deficiencies results from single-point or systemic failure(s)
ICAO Competency 6 COORDINATION AND HANDOVER	Description 6 Manage coordination and handover between personnel	6.1	Coordinates with personnel and other stakeholders
		6.2	Selects coordination/handover method based on circumstances, including the urgency of coordination, the status of facilities and the prescribed procedures
		6.3	Report safety-critical information
		6.4	Coordinates handover using the prescribed coordination procedures
		6.5	Coordinates changes to status of equipment, systems and functions
		6.6	Uses clear and concise terminology for verbal coordination and confirms that the message was properly received
		6.7	Uses standard message formats and protocols for non-verbal coordination

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		6.8	Conducts effective briefings during position handover including transfer of maintenance tasks
ICAO Competency 7 RISK MANAGEMENT	Description 7 Demonstrate an effective safety approach to the work environment considering its risk profile and the availability of resources	7.1	Carries out comprehensive risk assessments using appropriate methodologies
		7.2	Makes decisions based on risk assessment outcome
		7.3	Identify accurately problem areas or hazards that may negatively impact safety
		7.4	Recognizes company policies, work practices or organizational cultures that shows increased levels of risk
		7.5	Analyses root causes applicable to their task
ICAO Competency 8 TEAMWORK	Description 8 Operate safely and efficiently as a team member	8.1	Fosters an atmosphere of open communication
		8.2	Encourages team participation and cooperation
		8.3	Uses feedback to improve overall team performance
		8.4	Provides feedback constructively
		8.5	Shows respect and tolerance for other people
		8.6	Carries out duties in support of a team
		8.7	Uses negotiating and problem-solving techniques to manage unavoidable conflict when encountered
		8.8	Raises relevant concerns in an appropriate manner and good judgement
		8.9	Accepts feedback constructively
		8.10	Shares experiences with the aim of continuous improvement
		8.11	Manages interpersonal conflicts to maintain an effective team environment
		8.12	Anticipates and responds appropriately to the needs of others
		8.13	Demonstrates integrity and honesty
		8.14	Demonstrates soundness
ICAO Competency 9 PROBLEM-SOLVING AND DECISION MAKING	Description 9 Accurately identify and resolve problems using the appropriate decision-making processes	9.1	Determines possible solutions to an identified problem
		9.2	Prioritizes effectively
		9.3	Manages risks effectively
		9.4	Considers rules and operating procedures when determining possible solutions to a problem in decision making
		9.5	Implements a chosen solution to a problem

Competency	Definition	OB no.	Observable Behaviours (OBs)
		9.6	Organizes tasks following determined priorities
		9.7	Applies appropriate mitigation strategies for the identified hazards
		9.8	Works through problems without reducing safety
		9.9	Considers expediency and efficiency
ICAO Competency 10 SELF MANAGEMENT AND CONTINUOUS LEARNING	Description 10 Demonstrate personal attributes that improve performance and maintain an active involvement in self- learning and self- development	10.1	Manages stress in an appropriate manner
		10.2	Self-evaluates to improve performance
		10.3	Adapts to the demands of a situation as needed
		10.4	Engages in continuous development activities
		10.5	Takes responsibility for own performance; detects and resolves own errors
		10.6	Improves performance through self-evaluation
		10.7	Seeks and uses feedback to improve performance
		10.8	Maintains self-control and performs effectively in adverse situations
		10.9	Maintains awareness of developments in aviation and technological evolution
		10.10	Participates in learning activities
ICAO Competency 11 COMMUNICATION	Description 11 Communicate effectively in all situations and ensure clear and common understanding	11.1	Selects appropriate method of communication
		11.2	Uses effective verbal communication
		11.3	Uses effective written and other non-verbal communication
		11.4	Maintains situational awareness when selecting method of communication, speaks clearly, accurately and concisely
		11.5	Uses appropriate vocabulary and expressions for communications with stakeholders
		11.6	Demonstrates active listening by asking relevant questions and providing feedback
		11.7	Verifies comprehension of counterparts and corrects as necessary uses eye contact, body movements and gestures that are consistent with verbal messages where applicable, interprets non-verbal communication accurately
		11.8	Uses eye contact, body movements and gestures that are consistent with verbal messages where applicable
		11.9	Interprets non-verbal communication accurately