

**Command Job Qualification Standard (CJQS)
Helicopter/Tiltrotor Aircraft Maintenance
(2A5X2/MH-139)**

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PURPOSE. As directed by DAFMAN 31-131V1, *Combat Arms Training and Maintenance (CATM) Operations*, this CJQS identifies the training requirements for Helicopter/Tiltrotor Aircraft Maintenance members to achieve job qualifications within the 3, 5, and 7 skill levels for MECH personnel assigned to the MH-139 aircraft. This CJQS must be utilized by all Heavy/Tiltrotor Aircraft Integrated personnel for job qualification in conjunction with the current Career Field Education and Training Plan (CFETP) Part 1 and 2, Air Force specialty code AFSC 2A5X2. The general STS (Specialty Training Standard) will not apply as this CJQS takes the place of the STS as a stand-alone attachment to the CFEPT. This CJQS applies to all personnel with AFSC 2A5X2 and DoD Civilians performing Helicopter Aircraft Maintenance on MH-139 aircraft.

TASK QUALIFICATION. All personnel will be qualified to the GO/NO GO standard for all tasks listed in this CJQS. GO means the individual can perform the task without assistance utilizing appropriate instructions or other procedural guidance. If required training listed in Part II of this instruction is provided through OJT, distance learning (DL), or web-based courses, a supervisor/trainer from that respective functional area will complete the trainer's block to document training completion.

TRAINING DOCUMENTATION AND TRAINER/CERTIFIER IDENTIFICATION.

Document training required by this CJQS in accordance with DAFMAN 36-2689, *Training Program*. All trainers authorized to sign off tasks in Part II of this CJQS will be identified in the identification block of this CJQS. There are no tasks requiring third-party certification. Trainers and trainees will use this CJQS in conjunction with the Airman's respective Air Force Specialty Code (AFSC) Career Field Education and Training Plan (CFETP). Training is to be conducted by the Airman's supervisor (if task qualified) or applicable subject matter expert.

This CJQS has been coordinated with all applicable Career Field Managers (CFM) and Major Command Functional Managers (MFM). The overall point of contact (POC) for this CJQS is AFRC/2A MFM, DSN 497-1736, HQAFCR.A4MM.MaintenanceManagement@us.af.mil.

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Attachment 1. Operational Competency Model (OCM), Qualitative Requirements, Mech MH-139

Operational Competency Model (OCM) - MECH		
Competencies	Sub-Competencies	Description
Maintenance Operations	Aircraft Serviceability	The maintenance, removal, replacement, and completion of follow-on maintenance actions.
	Aircraft Inspections	The process of systematically examining, checking, and testing aircraft structural members, components and systems, to detect actual or potential unserviceable conditions.
	Servicing	The performance of routing maintenance on aircraft.
	Ground Handling	The preparation and movement marshalling of the ACFT to a safe environment
	Technical Data	Written guidelines set forth to complete a task.
	Troubleshooting	A systematic approach to problem solve that is used to find and correct issues with aircraft mechanics, electronics, software, weapons, engines, etc.
	Documentation	Documenting, tracking, and correcting maintenance actions.
Organizational Management	Personnel Management	The deliberate planning, organizing, and placement of professional human resources.
	Training	Preparing and posturing the current and future force to meet mission parameters.
	Leadership	The art and science of leading , mentoring, coaching and directing personnel in the accomplishment of mission objectives
Aviation Support	CTK Management	A systematic approach to problem solve that is used to find and correct issues with aircraft mechanics, electronics, software, weapons, engines, etc.
	HAZMAT	To use, control, maintain, and inspect hazardous materials.
	Supply Lines	Track, order, issue, turn in parts, and consumables required for the mission.
Safety	Safety	The oversight of safety aspects with personnel, aircraft, and support equipment.
Communication	Communication	Clearly and effectively articulate, present, and promote ideas and information utilizing various modes of interpersonal and electronic communication to reach organizational goals, improve processes, and reduce errors

QUALITATIVE REQUIREMENTS	
Behavioral Statement STS Coding System	
Code	Definition
K	Subject Knowledge Training - The verb selection identifies the individual's ability to identify facts, state principles, analyze or evaluate the subject.
P	Performance Training - Identifies that the individual has performed the task to the satisfaction of the course; however, the individual may not be capable of meeting the filed requirements for speed and accuracy.

pk	Performance Knowledge Training - The verb selection identifies the individual's ability to relate simple facts, procedures, operating principles and operational theory for the task.
-	No training provided in the course or CDC.
X	Training is required but not provided due to limitations in resources.

Color Coded - Competencies / Sub - Competencies / Description	
1. Maintenance Operations	
1.1 GENERAL AVIONICS	Understand concepts and perform maintenance actions to ensure the serviceability of various Avionics systems and equipment.
1.2 Aircraft Serviceability	The maintenance, removal, replacement, and completion of follow-on maintenance actions.
1.3 Aircraft Inspections	The process of systematically examining, checking, and testing aircraft structural members, components and systems, to detect actual or potential unserviceable conditions.
1.4 Servicing	The performance of routing maintenance on aircraft.
1.5 Ground Handling	The preparation and movement marshalling of the ACFT to a safe environment
1.6 Technical Data	Written guidelines set forth to complete a task.
1.7 Troubleshooting	A systematic approach to problem solve that is used to find and correct issues with aircraft mechanics, electronics, software, weapons, engines, etc.
1.8 Documentation	Documenting, tracking, and correcting maintenance actions.
2. Organizational Management	
2.1 Personnel Management	The deliberate planning, organizing, and placement of professional human resources.
2.2 Training	Preparing and posturing the current and future force to meet mission parameters.
2.3 Leadership	The art and science of leading , mentoring, coaching and directing personnel in the accomplishment of mission objectives
3. Aviation Support	
3.1 CTK Management	The development, maintenance, and issuance of tool kits required for maintenance.
3.2 HAZMAT	To use, control, maintain, and inspect hazardous materials.
3.3 Supply Lines	Track, order, issue, turn in parts, and consumables required for the mission.
4. Safety	
4.1 Safety	The oversight of safety aspects with personnel, aircraft, and support equipment.
5. Communication	
5.1 Communication	Clearly and effectively articulate, present, and promote ideas and information utilizing various modes of interpersonal and electronic communication to reach organizational goals, improve processes, and reduce errors

Attachment 2. Command Job Qualification Standard – Mech MH-139

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1.1.2 Aircraft Serviceability (Intermediate) Required Behaviors: 1) Completes advanced maintenance tasks 2) Performs operational checks with technical guidance 3) Leads teams in performing maintenance actions and operational checks 4) Ensures members are exposed to OJT opportunities													
1.1.2.1	Utilize resource management to execute maintenance actions	2								-	-	-	-
1.1.2.2	Employ experienced personnel to address organizational performance/training gaps	4								-	-	-	-
1.1.2.3	Interpret Health Reporting Codes and pilot reported discrepancies	1	5							-	-	-	-
1.1.2.4	Navigate MM PAIRS	1	5							-	-	-	-
1.1.2.5	Perform Action Request process	1	7							-	-	-	-
1.1.2.6	Utilize flight manual to facilitate troubleshooting	2	7							-	-	-	-
1.1.2.7	Process flight data during debrief	4								-	-	-	-
1.1.2.8	Analyze structural health management system	1								-	-	-	-
1.1.2.9	Develop personnel through OJT facilitation	4	7							-	-	-	-
1.1.2.10	Coordinate/supervise teams through maintenance and follow on maintenance activities	3								-	-	-	-
Hydraulic System													
1.1.2.11	Remove and install components	2	5							P	-	-	-
1.1.2.12	Conduct operational checks	2	5							P	-	-	-
Power Plant System													
1.1.2.13	Remove/install engine modules	3								-	-	-	-
1.1.2.14	Remove/install engine assembly on airframe	3								-	-	-	-
1.1.2.15	Remove and install components	1	5							P	-	-	-
1.1.2.16	Remove and install components	1	5							-	-	-	-
1.1.2.17	Conduct operational check/Alignment	2	5							-	-	-	-
Landing Gear System													
1.1.2.18	Remove and install components	1	5							P	-	-	-
1.1.2.19	Conduct operational checks	2	5							P	-	-	-
Brake System													
1.1.2.20	Remove and install components	1	5										
Flight Control System													
1.1.2.21	Remove and install components	1	5							K	-	-	-
1.1.2.22	Conduct operational checks	2	5							P	-	-	-
Engine Start System													
1.1.2.23	Remove and install components	1	5							K	-	-	-
Fuel System													
1.1.2.24	Remove and install components	1	5							-	-	-	-
1.1.2.25	Conduct operational checks	2	5							-	-	-	-
Electrical System													
1.1.2.26	Remove and install components	1	5							-	-	-	-
1.1.2.27	Conduct operational checks	2	5							-	-	-	-
Fire Protection System													
1.1.2.28	Remove and install components	1	5							-	-	-	-
1.1.2.29	Conduct operational checks	2	5							-	-	-	-
PROPTOR, DRIVE, AND GEARBOX SYSTEMS TR: Applicable IETM													
1.1.2.30	Remove and install components	1	5										
1.1.2.31	Remove and install Main Rotor components	1	5										
1.1.2.32	Remove and install Tail Rotor components	1	5										
Rotor drive system													
1.1.2.33	Remove and install components	1	5										
1.1.2.34	Operational Check/Alignment	2	5										
Airframe Fuselage General													
1.1.2.35	Remove and install components	1	5										
1.1.2.36	Operational Check/Alignment		5										
1.1.3 Aircraft Serviceability (Advanced) Required Behaviors: 1) Supervises and validates both basic and advanced maintenance tasks to ensure quality and safety 2) Develops members' depth of knowledge and skills by coaching on uncommon maintenance tasks 3) Communicates fleet health to senior leadership 4) Schedule major inspections, modifications and/or maintenance													
1.1.3.1	Integrate theory of operation while performing maintenance	2								-	-	-	-
1.1.3.2	Disseminate TCTOs and OTIs	2								-	-	-	-
1.1.3.3	Report aircraft status	3								-	-	-	-
1.1.3.4	Leverage support agency roles & capabilities	1								-	-	-	-
1.1.3.5	Utilize MEFLs/ATOs/SCLs to meet FHP requirements	3								-	-	-	-
1.1.3.6	Employ advanced maintenance concepts (e.g. TTP, ToC) to optimize readiness	1								-	-	-	-
1.1.3.7	Coordinate scheduled maintenance through MM_PAIRS	4								-	-	-	-
1.1.3.8	Validate HRC download processing	1								-	-	-	-
1.1.4 Aircraft Serviceability (Expert) Required Behaviors: 1) Tracks and manages scheduled and unscheduled maintenance 2) Collaborates with other agencies to ensure maintenance scheduling effectiveness 3) Oversees all aspects of maintenance operations 4) Interprets fleet health data to identify areas for improvement 5) Coordinates with base agencies to complete maintenance tasks													
1.1.4.1	Forecast fleet utilization to optimize committable aircraft	4								-	-	-	-
1.1.4.2	Collaborate with appropriate agencies to interpret metrics	2								-	-	-	-

1.1.4.3	Facilitate interoperability of mission systems to foster readiness	3								-	-	-	-
1.1.4.4	Coordinate with base organizations to facilitate efficient maintenance operations	5								-	-	-	-
1.1.4.5	Validate scheduled and unscheduled maintenance requirements to ensure aircraft availability	1								-	-	-	-
1.1.4.6	Coordinate maintenance associated with depot process	5								-	-	-	-
1.2 AIRCRAFT INSPECTIONS													
Description: The process of systematically examining, checking, and testing aircraft structural members, components and systems, to detect actual or potential unserviceable conditions.													
1.2.1 Aircraft Inspections (Basic)													
Required Behaviors:													
1) Performs routine aircraft inspections in accordance with technical data													
2) Assists with periodic inspections in accordance with technical data													
1.2.1.1	Utilize technical data to complete aircraft inspections	1								-	-	-	-
1.2.1.2	Conduct -21 inspection to ensure serviceability	1								-	-	-	-
1.2.1.3	Assist with scheduled, unscheduled and special occurrence inspections	2	5	~						P	-	-	-
1.2.1.4	Perform FOD inspection to prevent aircraft damage	1	5	~						P	-	-	-
1.2.1.5	Document deficiencies discovered during inspections	1	5	~						P	-	-	-
1.2.1.6	Verify aircraft fluid levels	1								P	-	-	-
1.2.2 Aircraft Inspections (Intermediate)													
Required Behaviors:													
1) Completes infrequent scheduled maintenance in accordance with technical data													
2) Executes in depth inspections of entire aircraft to identify defects and prevent damage													
3) Accomplish in-process inspection (IPI) during maintenance tasks													
1.2.2.1	Operational aircraft inspection	1	5							-	-	-	-
1.2.2.2	Determine KTL inspection requirements	2		~						-	-	-	-
1.2.2.3	Perform Special Cert Roster duties	2	7							-	-	-	-
1.2.2.4	Perform in-process inspection (IPIs)	3								-	-	-	-
1.2.3 Aircraft Inspections (Advanced)													
Required Behaviors:													
1) Leads uncommon and abnormal inspections utilizing special tools													
2) Evaluates severity of damage and coordinates findings appropriately													
3) Oversees completion of in-process inspections (IPIs)													
4) Performs special inspections													
1.2.3.1	Classify damage	2								-	-	-	-
1.2.3.2	Verify completion of critical steps withing technical data	3								-	-	-	-
1.2.3.3	Perform appropriate inspection required after special occurrences	4											
1.2.3.4	Perform Schedule Aircraft Inspection (100hr etc....)	4											
1.2.4 Aircraft Inspections (Expert)													
Required Behaviors:													
1) Leads scheduled and special occurrence inspections													
2) Analyzes inspection findings to highlight trends and improve procedures													
3) Disseminates trend data findings to highlight inspection discrepancies													
1.2.4.1	Oversee completion of in-depth inspections (Hourly, KTL, etc.)	1	7							-	-	-	-
1.2.4.2	Coordinate inspection findings/maintenance metrics to advance organizational practices	2								-	-	-	-
1.2.4.3	Author and/or disseminate inspections required by maintenance metrics/trends	3								-	-	-	-
1.2.4.4	Validate incident report completion	1								-	-	-	-
1.2.4.5	Coordinate aircraft impoundment procedures	1								-	-	-	-
1.2.4.6	Conduct Exceptional Release	1								-	-	-	-

1.3 SERVICING

Description: The performance of routing maintenance on aircraft.

Supporting Competencies:

1.3.1 Servicing (Basic)

Required Behaviors:

- 1) Assists with servicing tasks to ensure aircraft readiness
- 2) Acquires servicing equipment for maintenance activities

1.3.1.1	Describe servicing charts, graphs, tables, etc. to determine requirements	1	5							K	-	-	-
1.3.1.2	Knowledgeable of servicing levels and systems	1	5							-	-	-	-
1.3.1.3	Conduct fluid sampling	1	5	~						-	-	-	-
1.3.1.4	Conduct routine servicing/pneumatic tasks	1	5							-	-	-	-
1.3.1.5	Perform initial servicing tasks	1	5										

1.3.2 Servicing (Intermediate)

Required Behaviors:

- 1) Leads team to complete servicing tasks
- 2) Validates pneumatic and fluid levels to ensure aircraft serviceability
- 3) Identifies improvements to increase efficiencies while performing servicing tasks

1.3.2.1	Orchestrate procedural efficiency to optimize servicing timeline	1								-	-	-	-
1.3.2.2	Recognize limiting factors in servicing operations	2								-	-	-	-
1.3.2.3	Oversee shift servicing actions to maintain aircraft capabilities/readiness	2								-	-	-	-

1.3.3 Servicing (Advanced)

Required Behaviors:

- 1) Communicates servicing trends to prevent unscheduled maintenance
- 2) Monitors timely completion of servicing tasks
- 3) Accomplishes initial and uncommon servicing tasks
- 4) Assembles qualified crew to ensure servicing is accomplished

1.3.3.1	Elevate servicing trends to maintain fleet health	1								-	-	-	-
1.3.3.2	Facilitate servicing operations to fulfill mission requirements	2								-	-	-	-
1.3.3.3	Assess and validate abnormal servicing conditions	3								-	-	-	-
1.3.3.4	Appraise servicing qualifications to maximize shift capabilities	4								-	-	-	-

1.3.4 Servicing (Expert)

Required Behaviors:

- 1) Coordinates with base-level agencies to accomplish mission requirements (POL, AGE, AMMO, etc.)
- 2) Responds to ground emergencies and reports to appropriate agencies

1.3.4.1	Advocate for mission needs with base-level agencies	1								-	-	-	-
1.3.4.2	Execute QRCs to respond to ground emergencies	2								-	-	-	-

1.4 GROUND HANDLING

Description: The preparation, movement and marshalling of the ACFT to a safe environment.

Supporting Competencies:

1.4.1 Ground Handling (Basic)

Required Behaviors:

- 1) Understand and recognize basic maintenance knowledge
- 2) Develops proficiency while performing basic tasks (marshaling, wing-walking, etc.) by adhering to technical data
- 3) Follows instructions from team lead to maintain safe working environment

1.4.1.1	Aircraft familiarization	1	5							K	-	-	-
1.4.1.2	General Maintenance Information	1								K	-	-	-
1.4.1.3	Recognize maintenance information and practices	1								pk	-	-	-
1.4.1.4	Assist with general component removal/install (i.e. ducts, tubing, clamps, nutplates, filters, etc.)	1	5							P	-	-	-
1.4.1.5	Utilize appropriate Technical Data for specific ground handling tasks	2	5	~						P	-	-	-
1.4.1.6	Adhere to Technical Data guidance while performing basic tasks (launch recover, refuel, tow, etc.) and adjust for environmental conditions	2		~						P	-	-	-
1.4.1.7	Follow safety aspects of ground handling tasks	3								P	-	-	-
1.4.1.8	Follow instructions given by other ground handling team members/leaders	3								P	-	-	-
1.4.1.9	Seek clarification from team members/lead	3								P	-	-	-

1.4.1.10	Vocalize safety concerns	3								K	-	-	-
1.4.1.11	Determine AGE requirements for maintenance tasks	2	5							-	-	-	-
1.4.1.12	Perform aircraft wash	2	5							pk	-	-	-
1.4.1.13	Perform jack team member responsibilities	3	5	~						pk	-	-	-
1.4.1.14	Perform tow team member responsibilities	3	5										
1.4.1.15	Perform refuel/defuel/fuel transfer team member responsibilities	3	5										
1.4.1.16	Perform hot pit team member responsibilities	3	5	~						-	-	-	-
1.4.1.17	Perform launch and recovery procedures	2	5										
1.4.2 Ground Handling (Intermediate)													
Required Behaviors:													
1) Develops proficiencies in critical areas of tasks (plumb bob, hydraulic test stand, vehicle, special tools etc.)													
2) Identifies, acquires and uses proper equipment for all assigned tasks													
3) Applies theory of operation to safely perform assigned tasks and communicates potential risks													
1.4.2.1	Develop advanced task knowledge and proficiencies as team member	1								-	-	-	-
1.4.2.2	Mentor other team members on proper ground handling tasks	1								-	-	-	-
1.4.2.3	Determine special support equipment needed for ground handling tasks	2	5	~						P	-	-	-
1.4.2.4	Conduct pre-use inspection and operate supporting equipment	2								-	-	-	-
1.4.2.5	Monitor activities for safe ground handling operations	3								-	-	-	-
1.4.2.6	Identify and mitigate ground handling hazards	3	5							P	-	-	-
1.4.2.7	Perform general component removal/install (i.e. ducts, tubing, clamps, nutplates, filters, etc.)	1		~						K	-	-	-
1.4.2.8	Perform inlet/exhaust inspection	1	5										
1.4.2.9	Perform engine borescope inspection	1	7							-	-	-	-
1.4.2.10	Perform jack supervisor responsibilities	3	7	~						-	-	-	-
1.4.2.11	Perform tow supervisor responsibilities	3	7	~						-	-	-	-
1.4.2.12	Perform refuel/defuel/fuel transfer supervisor	3	7							-	-	-	-
1.4.2.13	Perform hot pit supervisor responsibilities	3								-	-	-	-
1.4.2.14	Perform concurrent servicing and/or ICT supervisor responsibilities	3								-	-	-	-
1.4.3 Ground Handling (Advanced)													
Required Behaviors:													
1) Manages overall task operations to ensure safety procedures are met to prevent damage to equipment and/or injury to personnel													
2) Ensures proper training, equipment serviceability, and approved clearance prior to completion of task													
3) Serves as ground handling team lead (qualified in all ground handling tasks)													
1.4.3.1	Prepare for ground handling operations	1	7							-	-	-	-
1.4.3.2	Ensure qualified personnel are assigned to positions	2								-	-	-	-
1.4.3.3	Train personnel on ground handling tasks	2								-	-	-	-
1.4.3.4	Ensure equipment serviceability	2	7							-	-	-	-
1.4.3.5	Supervise ground handling operations	3								-	-	-	-
1.4.4 Ground Handling (Expert)													
Required Behaviors:													
1) Ensures certified personnel are assigned team lead duties													
2) Ensures assigned tasks are pre-coordinated to eliminate equipment and facility availability shortfalls (support equipment, hangar space, etc.)													
3) Forecasts and schedules equipment and facility requirements to sustain flight line operations efficiency													
1.4.4.1	Maintain special certification roster & training records	1								-	-	-	-
1.4.4.2	Ensure qualified personnel are on shifts for proper coverage	1								-	-	-	-
1.4.4.3	Coordinate with facility managers for maintenance	2								-	-	-	-
1.4.4.4	Ensure there are proper facilities for maintenance tasks	2								-	-	-	-
1.4.4.5	Coordinate with appropriate support agencies	3								-	-	-	-
1.5 TECHNICAL DATA													
Description: Written guidelines set forth to complete a task.													
Supporting Competencies:													
1.5.1 Technical Data (Basic)													
Required Behaviors:													
1) Navigates table of contents/digital search function to find correct job guide (system, subsystem, etc.)													
2) Identifies supporting technical data for follow-on maintenance/supplemental data (torque value, cure time, PPE, consumables, etc.)													
3) Utilizes appropriate technical data verbiage, classifications, and context													
1.5.1.1	Utilize appropriate technical data to determine maintenance tasks	1	5							P	-	-	-
1.5.1.2	Identify input conditions and follow-on maintenance in technical data	2	5							P	-	-	-
1.5.1.3	Retrieve supporting technical data and supplemental data	2	5							P	-	-	-

1.5.1.4	Apply current technical context and verbiage	3	5							P	-	-	-
1.5.1.5	Utilize illustrated parts breakdown for maintenance tasks	2	5							P	-	-	-
1.5.2 Technical Data (Intermediate) Required Behaviors: 1) Demonstrates comprehensive knowledge of job guide information to include theory of operations and fault isolations 2) Applies knowledge using fault identification technical data to identify system faults													
1.5.2.1	Differentiate between symbols, effectivity and applicability codes	1	5							P	-	-	-
1.5.2.2	Demonstrate knowledge of technical data context and structure	1								-	-	-	-
1.5.2.3	Apply applicable diagrams to diagnose fault detections	2	5							-	-	-	-
1.5.3 Technical Data (Advanced) Required Behaviors: 1) Advises on current updates and corrections (TCTO, local checklists, IPI, OTI, OI, etc.) 2) Develops local checklists and supplements based on unit needs (new equipment, base-specific procedures, etc.) 3) Recommends and authors changes to technical data to improve job proficiency													
1.5.3.1	Advise leadership and subordinates on current updates	1								-	-	-	-
1.5.3.2	Monitor updates and corrections to technical order systems	1								-	-	-	-
1.5.3.3	Identify gaps within local checklists and supplemental data applicable for unit needs	2								-	-	-	-
1.5.3.4	Develop and coordinate local checklist and supplemental data changes	2								-	-	-	-
1.5.3.5	Instruct technical data change process	3								-	-	-	-
1.5.3.6	Author technical data changes	3								-	-	-	-
1.5.4 Technical Data (Expert) Required Behaviors: 1) Reviews new technical data library changes for new blocks and/or aircraft 2) Reviews and validates TCTO, local checklists, IPI, OTI, OI, etc. against technical data and compares results with other agencies to resolve shared discrepancies													
1.5.4.1	Review TO Library for changes	1								-	-	-	-
1.5.4.2	Validate TCTO, local checklists, IPI, OTI, OI against TO	2								-	-	-	-
1.5.4.3	Cross-talk discrepancies and findings with other units	2								-	-	-	-
1.6 TROUBLESHOOTING Description: A systematic approach to problem solve that is used to find and correct issues with aircraft mechanics, electronics, software, weapons, engines, etc. Supporting Competencies:													
1.6.1 Troubleshooting (Basic) Required Behaviors: 1) Identifies system and subsystem components and functions of assigned MDS 2) Identifies proper test equipment needed to troubleshoot systems													
1.6.1.1	Identify proper fault isolation procedures	1	5							-	-	-	-
1.6.2 Troubleshooting (Intermediate) Required Behaviors: 1) Responds to maintenance problems and filters through fault isolation with technical data 2) Utilizes test equipment to evaluate malfunctions and determines proper repair procedure 3) Accurately determines discrepancies using fault isolation procedures													
1.6.2.1	Gather fault data from appropriate sources for troubleshooting	1	5							-	-	-	-
1.6.2.2	Navigate fault isolation tree	1	7							-	-	-	-
1.6.2.3	Operate test equipment to isolate root cause of a fault	2								-	-	-	-
1.6.2.4	Interpret test equipment data to determine follow on actions	2								-	-	-	-
1.6.2.5	Analyze fault isolation tree to determine root cause	3								-	-	-	-
1.6.3 Troubleshooting (Advanced) Required Behaviors: 1) Utilizes schematics and diagrams and historical data to diagnose uncommon issues 2) Performs procedures outlined in fault isolation 3) Identifies instances when troubleshooting stagnates and consults with outside agencies to resolve rare anomalies													
1.6.3.1	Utilize schematics and wiring diagrams for troubleshooting	1	7							-	-	-	-
1.6.3.2	Formulate proposed solutions for uncommon issues by utilizing additional resources	1								-	-	-	-
1.6.3.3	Lead troubleshooting process	2								-	-	-	-
1.6.3.4	Collaborate with internal and external agencies	3								-	-	-	-

Required Behaviors:

2) Directing advanced troubleshooting techniques

Description: Documenting, tracking, and correcting maintenance actions.

Required Behaviors:

1) Ensures all maintenance tasks are documented according to applicable publications

Required Behaviors:

1) Oversees and provides guidance for basic documentation

Required Behaviors:

1) Analyzes common trends to address training shortfalls

Required Behaviors:

1) Track man hours to resolve manning concerns

Description: The deliberate planning, organizing, and placement of professional human resources.

2.1.1 Personnel Management (Basic) Required Behaviors: 1) Sets expectations in-line with commander's intent and enforces accountability 2) Proactively mitigates personnel operational concerns (e.g., qualification shortfalls, coverages, and staffing imbalances) 3) Proactively mitigates personal readiness concerns (e.g. address medical, financial, good order and conduct, quality of life issues) 4) Identifies and recommends candidates deserving of personal recognition to award superior performance													
2.1.1.1	Review governing instructions and authorities	1								-	-	-	-
2.1.1.2	Provide feedback when commander's intent is not met	1								-	-	-	-
2.1.1.3	Administer corrective actions through appropriate documentation	1								-	-	-	-
2.1.1.4	Manage upgrade/OJT	2								-	-	-	-
2.1.1.5	Submit training requirements to formal training	2								-	-	-	-
2.1.1.6	Communicate manning concerns to appropriate levels	2								-	-	-	-
2.1.1.7	Advise assigned personnel on maintaining individual readiness	3	7							-	-	-	-
2.1.1.8	Refer members to base support agencies based on personal needs	3								-	-	-	-
2.1.1.9	Conduct follow-up on personnel readiness requirements	3								-	-	-	-
2.1.1.10	Identify applicable awards and nominations utilizing	4								-	-	-	-
2.1.1.11	Identify eligible candidates for applicable award	4								-	-	-	-
2.1.2 Personnel Management (Intermediate) Required Behaviors: 1) Selects team composition to execute mission requirements and advance professional development (e.g., shift breakdown, leave, TDYs, and duty limitations) 2) Manages training and qualifications for various shop requirements (e.g., SEIs, 2096s, SCRs, and vehicle qualification) 3) Identify eligible personnel for special and additional duty positions 4) Utilizes evaluation systems to accomplish appraisals and performance feedbacks for personnel development 5) Navigates force management systems to assist personnel in resolving issues (e.g., Air Force Portal, MyFSS, vMPF, MyPers, MyVector, etc.)													
2.1.2.1	Manage personnel schedule	1								-	-	-	-
2.1.2.2	Review and develop upgrade/OJT milestones to meet mission needs	2								-	-	-	-
2.1.2.3	Adjust training milestones based on mission requirements	2								-	-	-	-
2.1.2.4	Recommend SCRs as applicable	2								-	-	-	-
2.1.2.5	Request SEI changes as upgrade/OJT requirements are met	2								-	-	-	-
2.1.2.6	Review available special and additional duty positions	3								-	-	-	-
2.1.2.7	Identify UPMR/UMD position priorities	3								-	-	-	-
2.1.2.8	Develop fulfillment plan to meet special and or additional duty position request	3								-	-	-	-
2.1.2.9	Coordinate with leadership to fill special/additional duty requests	3								-	-	-	-
2.1.2.10	Review current promotion evaluation systems	4								-	-	-	-
2.1.2.11	Perform feedbacks at appropriate intervals	4								-	-	-	-
2.1.2.12	Discuss future development with personnel	4								-	-	-	-
2.1.2.13	Submit end of rating period evaluation	4								-	-	-	-
2.1.2.14	Monitor performance recommendations	4								-	-	-	-
2.1.2.15	Submit award nominations	4								P	-	-	-
2.1.2.16	Utilizes force management systems	5								-	-	-	-
2.1.3 Personnel Management (Advanced) Required Behaviors: 1) Utilizes UMD/UPMR to assign available personnel to fulfill required position numbers 2) Analyzes assigned positions and communicates readiness concerns to leaders													
2.1.3.1	Align UMD and UPMR to meet manning requirements	1								-	-	-	-
2.1.3.2	Identify manning shortfalls, constraints and deployment availability codes	2								-	-	-	-
2.1.3.3	Request Manpower Change as mission needs dictate	1								-	-	-	-
2.1.3.4	Analyze assigned positions for erroneous information (mismatches, double booked, etc.)	2								-	-	-	-
2.1.3.5	Develop timely resolutions to fulfill position changes	2								-	-	-	-
2.1.3.6	Submit position change/request as manning readiness	2								-	-	-	-
2.1.3.7	Maintain communication to alleviate limiting factors	2								-	-	-	-
2.1.4 Personnel Management (Expert) Required Behaviors: 1) Coordinates with Air Force manpower community to initiate manpower studies to address concerns and shortfalls 2) Analyze manpower requirements and engage with stakeholders to address personnel and operational issues													
2.1.4.1	Lead IPTs to address manpower requirements	1								-	-	-	-
2.1.4.2	Facilitate communication between required agencies to reach desired outcomes	2								-	-	-	-
2.1.4.3	Analyze force element manpower requirements	2								-	-	-	-
2.1.4.4	Analyze manpower requirements for special circumstances or as mission dictates	2								-	-	-	-

2.2 TRAINING

Description: Preparing and posturing the current and future force to meet mission parameters.

Supporting Competencies:

2.2.1 Training (Basic)

Required Behaviors:

- 1) Utilizes training resources to increase development of career field proficiencies
- 2) Complies with training requirements to meet the fundamental needs of the AF (CPR, cyber awareness, job specific CBTs etc.)

2.2.1.1	Coordinate with supervisor to explore available developmental training	1								-	-	-	-
2.2.1.2	Navigate CFETP to determine training requirements	1	5							K	-	-	-
2.2.1.3	Maintain qualifications required for assigned position	2								-	-	-	-
2.2.1.4	Utilize training platforms to complete training (e.g., MyLearning, MyTraining)	2								-	-	-	-

2.2.2 Training (Intermediate)

Required Behaviors:

- 1) Seeks out special certification by completing advanced training
- 2) Conducts and receives training on aircraft competencies
- 3) Identifies training deficiencies and communicates them to prioritize shortfalls

2.2.2.1	Attends special training opportunities (FTD, MTF, industry, etc.)	1								-	-	-	-
2.2.2.2	Plan and initiate OJT for assigned personnel	2								-	-	-	-
2.2.2.3	Seek opportunities to increase competencies and proficiency levels	2								-	-	-	-
2.2.2.4	Manage training records	3	5							-	-	-	-
2.2.2.5	Prioritize training requirements to alleviate shortfalls	3								-	-	-	-

2.2.3 Training (Advanced)

Required Behaviors:

- 1) Oversees upgrade/proficiency training requirements while fulfilling mission needs
- 2) Advocates for and acquires training resources to ensure airmen have sufficient knowledge and skills to execute the mission
- 3) Tracks and reports training progress to senior leaders

2.2.3.1	Manage training schedule/development	1								-	-	-	-
2.2.3.2	Coordinate with UTM to forecast training	2								-	-	-	-
2.2.3.3	Coordinate with RA for funding requirements	2								-	-	-	-
2.2.3.4	Provide training reports to leadership	3								-	-	-	-

2.2.4 Training (Expert)

Required Behaviors:

- 1) Provides feedback for the development of training requirements and guidance
- 2) Identifies training shortfalls to prevent lack of qualified personnel to perform specialized tasks
- 3) Certifies members on specialized tasks to ensure mission capabilities

2.2.4.1	Forecast training needs against projected requirements	1								-	-	-	-
2.2.4.2	Facilitate training opportunities to ensure specialized task proficiency	2								-	-	-	-
2.2.4.3	Determine certification procedures for specialized tasks	3								-	-	-	-
2.2.4.4	Oversee specialized task qualifications	3								-	-	-	-

2.3 LEADERSHIP

Description: The art and science of leading , mentoring, coaching and directing personnel in the accomplishment of mission objectives.

Supporting Competencies:

2.3.1 Leadership (Basic)

Required Behaviors:

- 1) Displays initiative toward organizational accomplishment to foster warrior ethos
- 2) Maintains individual accountability and encourages peer accountability to successfully execute all duties, instructions, and responsibilities
- 3) Contributes to a professional climate and culture by supporting leaders' decisions
- 4) Proactively seeks feedback for self improvement and to accomplish unit goals

2.3.1.1	Communicate alignment of organization's mission and	1								K	-	-	-
2.3.1.2	Apply Airmanship outlined in the enlisted force structure	1	5							-	-	-	-
2.3.1.3	Build network and partnerships to improve team effectiveness	1								-	-	-	-
2.3.1.4	Describe total force integration roles	1								-	-	-	-
2.3.1.5	Apply process improvement concepts to drive innovation	1								-	-	-	-
2.3.1.6	Practice Airman's Foundational Competencies (Resiliency, Finance, Fitness, Nutrition, etc.)	1								P	-	-	-
2.3.1.7	Demonstrate the Profession of Arms	2	5							-	-	-	-

2.3.1.8	Utilize Air Force resources to maximize personal and peer readiness	2								-	-	-	-
2.3.1.9	Leverage peer to peer opportunities to cross talk and share information	2	5							-	-	-	-
2.3.1.10	Utilize career field progression tool for personal and peer development	2	5							-	-	-	-
2.3.1.11	Describe leadership and followership responsibilities	2								-	-	-	-
2.3.1.12	Provides direction, guidance, and clarity on leadership responsibilities	3								-	-	-	-
2.3.1.13	Articulate commander's intent	3								-	-	-	-
2.3.1.14	Utilize feedback to enhance whole Airman concept	4								-	-	-	-

2.3.2 Leadership (Intermediate)

Required Behaviors:

- 1) Develops a professional climate by mentoring personnel through decisions made by other leaders
- 2) Leads personnel by providing the appropriate feedback, training, and opportunities for subordinates' professional development
- 3) Demonstrates personal and team resilience by embodying the social, physical, mental, and spiritual domains
- 4) Encourages and facilitates a healthy climate to foster followership

2.3.2.1	Communicate leadership vision and intent during mission execution	1	7							-	-	-	-
2.3.2.2	Resolve work center issues	1	7							-	-	-	-
2.3.2.3	Elevate issues outside sphere of influence	1	7							-	-	-	-
2.3.2.4	Proactively engage with team members to foster professional relationships	2								-	-	-	-
2.3.2.5	Incorporate multiple perspectives during decision making process	2	7							-	-	-	-
2.3.2.6	Advocate for personnel development opportunities (e.g. exercise opportunities, education, deployments)	2								-	-	-	-
2.3.2.7	Incorporate morale events for networking and team building	3	7							-	-	-	-
2.3.2.8	Conduct wellness checks on team members	3								-	-	-	-
2.3.2.9	Model Comprehensive Airman Fitness (CAF) in personal and professional conduct	3	7							-	-	-	-
2.3.2.10	Foster climate of open communication for personal and professional concerns	4								-	-	-	-

2.3.3 Leadership (Advanced)

Required Behaviors:

- 1) Demonstrates self-control in challenging situations and implements solutions for organizational problems
- 2) Contributes to a professional climate and culture that builds and maintains professional relationships and strives to create effective leadership teams
- 3) Teaches and influences tactics and strategies to others by studying leaders decisions to understand their rationale and goals
- 4) Leverages experience to effectively accomplish the mission by fostering readiness for timely actions and decisions

2.3.3.1	Employ stress management techniques in challenging situations	1								-	-	-	-
2.3.3.2	Apply critical thinking skills to develop courses of action	1								-	-	-	-
2.3.3.3	Develop policies to support future mission and vision requirements	1								-	-	-	-
2.3.3.4	Consider second and third order effects of difficult decisions	2								-	-	-	-
2.3.3.5	Forecast impending changes and appropriately prepare team	2								-	-	-	-
2.3.3.6	Communicate rationale/intent of decisions	3								-	-	-	-
2.3.3.7	Mentor team during challenging situations	3								-	-	-	-
2.3.3.8	Utilize experience to develop and execute courses of action	4								-	-	-	-
2.3.3.9	Evaluate skills and abilities of team members when assigning roles/responsibilities	4								-	-	-	-

2.3.4 Leadership (Expert)

Required Behaviors:

- 1) Creates opportunities for Airmen to participate in experiential training courses in order to foster multi-capable Airmen strategy
- 2) Develops strategic vision and goals to foster advancement of future leaders in the career field
- 3) Manages a hierarchy of advancement and develops leaders to be critically thinking warfighters

2.3.4.1	Create career broadening opportunities for AFSC	1								-	-	-	-
2.3.4.2	Create educational and developmental products relevant to career broadening	2								-	-	-	-
2.3.4.3	Disseminate best practices to enhance mission effectiveness	3								-	-	-	-

3 AVIATION SUPPORT

3.1 CTK Management

Description: The development, maintenance, and issuance of tool kits required for maintenance.

Supporting Competencies:

3.1.1 CTK Management (Basic)**Required Behaviors:**

- 1) Facilitates tool issue and return in support of mission requirements
- 2) Examines tools for serviceability and replaces as necessary to ensure in use safety and FOD prevention

3.1.1.1	Demonstrate tool identification procedures	1	5							P	-	-	-
3.1.1.2	Conduct tool inventory in accordance with established procedures	1	5							-	-	-	-
3.1.1.3	Manage toolbox inventory and database	2								P	-	-	-
3.1.1.4	Practice FOD prevention	2	5							-	-	-	-
3.1.1.5	Describe Air Force and local CTK inspection requirements	2								-	-	-	-

3.1.2 CTK Management (Intermediate)**Required Behaviors:**

- 1) Catalogs tool accountability with regard to unit requirements
- 2) Ensures adherence to tool issue and return processes for efficient turn over
- 3) Monitors spare tool quantities and condition for rapid replacement

3.1.2.1	Oversee tool inventory procedures	1								-	-	-	-
3.1.2.2	Mark tools as required for accountability	1								-	-	-	-
3.1.2.3	Enforce tool control procedures (including lost tools)	2								-	-	-	-

3.1.3 CTK Management (Advanced)**Required Behaviors:**

- 1) Develops composite tool kit inventories and quantities for mission success
- 2) Establishes CTK inspection criteria and frequency to maintain serviceability
- 3) Evaluates processes and analyzes end use input for CTK improvement

3.1.3.1	Determine mobility tool kits required for specific missions	1								-	-	-	-
3.1.3.2	Implement Air Force/local policies for CTK management	2								-	-	-	-
3.1.3.3	Develop local CTK procedures based on mission needs	2								-	-	-	-
3.1.3.4	Maintain spare tool inventory	1								-	-	-	-
3.1.3.5	Develop feedback processes to enhance user experience	3								-	-	-	-

3.1.4 CTK Management (Expert)**Required Behaviors:**

- 1) Partners with outside agencies for tool acquisition to maintain readiness
- 2) Collaborates with other bases for equipment requirements to mitigate shortfalls
- 3) Collaborates with unit resource advisor to secure funding for CTKs

3.1.4.1	Support equipment acquisition	1								-	-	-	-
3.1.4.2	Network with other installations to fulfill mission	2								-	-	-	-
3.1.4.3	Advocate for resources to alleviate limiting factors	3								-	-	-	-

3.2 HAZMAT

Description: To use, control, maintain, and inspect hazardous materials.

Supporting Competencies:**3.2.1 HAZMAT (Basic)****Required Behaviors:**

- 1) Distributes hazardous material for use on specific tasks and equipment
- 2) Ensures disposal of hazardous materials comply with all local, state, and federal regulations

3.2.1.1	Maintain current SDS for required hazardous material	1								P	-	-	-
3.2.1.2	Utilize SDS to identify hazardous material/PPE	1	5							-	-	-	-
3.2.1.3	Ensure hazardous material handling complies with applicable guidelines	2											

3.2.2 HAZMAT (Intermediate)**Required Behaviors:**

- 1) Supports inspections with regard to expiration date, proper labeling, container damage, leaks and spills to prevent unnecessary exposures
- 2) Manages hazardous material storage to prevent fire and spills in accordance with all regulations
- 3) Develops hazardous material inventories and quantities for mission sustainment
- 4) Administers training to ensure personnel comply with regulations to mitigate health and environment mishaps

3.2.2.1	Maintain hazardous materials storage according to applicable guidelines	1								-	-	-	-
3.2.2.2	Ensure HAZMAT is controlled to prevent mishaps	2								-	-	-	-
3.2.2.3	Manage HAZMAT quantities to fulfill mission requirements	3								-	-	-	-
3.2.2.4	Develop HAZMAT training plan	4								-	-	-	-

3.2.3 HAZMAT (Advanced) Required Behaviors: 1) Teams with end users to ensure hazardous materials guarantee maximum effectiveness 2) Compares like hazardous materials to track and establish product improvement and efficiency 3) Monitors training to ensure personnel comply with regulations to mitigate health and environment mishaps 4) Partners with outside agencies to coordinate further disposal													
3.2.3.1	Communicate with customers to ensure HAZMAT meets mission requirements	1								-	-	-	-
3.2.3.2	Ensure effective HAZMAT tracking is employed to maximize efficient operations	2								-	-	-	-
3.2.3.3	Perform self-inspection to mitigate environmental mishaps	3								-	-	-	-
3.2.3.4	Coordinate with appropriate agencies for HAZMAT disposal	4								-	-	-	-
3.2.4 HAZMAT (Expert) Required Behaviors: 1) Audits hazardous material manufacturers for cost-benefit analysis 2) Recommends change requests to higher level agencies in an effort to improve upon regulations													
3.2.4.1	Conduct analysis for HAZMAT acquisition	1								-	-	-	-
3.2.4.1	Exercise process improvement to revise HAZMAT regulations	2								-	-	-	-
3.3 SUPPLY Description: Track, order, issue, turn in parts, and consumables required for the mission. Supporting Competencies:													
3.3.1 Supply (Basic) Required Behaviors: 1) Utilizes TNB and FOM concepts for parts management 2) Utilizes bench stock for minor parts and hardware to facilitate aircraft needs 3) Assists with DIFM asset turn-in to supply													
3.3.1.1	Differentiate between TNB or FOM storage	1	5							-	-	-	-
3.3.1.2	Describe part order/turn-in procedures	1								-	-	-	-
3.3.1.3	Retrieve appropriate item(s) from bench stock, TNB, FOM	2	5							-	-	-	-
3.3.1.4	Process parts into FOM	1	5							-	-	-	-
3.3.1.5	Identify parts for maintenance actions	2								-	-	-	-
3.3.1.6	Differentiate between consumables and parts	2								-	-	-	-
3.3.1.7	Coordinate with supply personnel to determine NRTS codes	3								-	-	-	-
3.3.2 Supply Lanes (Intermediate) Required Behaviors: 1) Orders parts to assist in maintenance 2) Facilitates adequate return of major parts with proper documentation 3) Initiates MICAP paperwork/process to cross check part availability													
3.3.2.1	Utilize available resources to determine correct parts for maintenance actions	1	5							-	-	-	-
3.3.2.2	Order parts using supply-chain system	1	5							-	-	-	-
3.3.2.3	Determine parts requiring turn-in	2	5							-	-	-	-
3.3.2.4	Verify part serviceability/compatibility	2	5							K	-	-	-
3.3.2.5	Prepare serviceability tags for parts	2								-	-	-	-
3.3.2.6	Coordinate with supply to determine parts availability	3								-	-	-	-
3.3.2.7	Complete bench stock inspection	2								-	-	-	-
3.3.2.8	Initiate MICAP process	3								-	-	-	-
3.3.3 Supply (Advanced) Required Behaviors: 1) Assists with loading of new parts by providing required justification 2) Coordinates with on-base agencies to acquire locally manufactured parts 3) Forecasts the future needs of parts for scheduled maintenance													
3.3.3.1	Identify new parts to load in MIS	1								-	-	-	-
3.3.3.2	Coordinate with on-base agencies to determine feasibility of local manufactured parts	2								-	-	-	-
3.3.3.3	Provide accurate documentation authorizing parts procurement	2								-	-	-	-
3.3.3.4	Attend meetings to determine scheduled maintenance	3								-	-	-	-
3.3.3.5	Coordinate with P&S for parts kits request	3								-	-	-	-
3.3.3.6	Verify issued parts are placed in TNB	3								-	-	-	-
3.3.3.7	Evaluate bench stock requirements	3								-	-	-	-

3.3.4 Supply (Expert) Required Behaviors: 1) Authorizes CANN actions to alleviate supply shortages 2) Reviews MRSP quantities; forecasts and justifies need of fiscal year requirements 3) Tracks, documents, and coordinates priority parts to minimize aircraft downtime 4) Validates MICAP to ensure need of asset													
3.3.4.1	Validate CANN process	1								-	-	-	-
3.3.4.2	Coordinate with supply for priority status	2								-	-	-	-
3.3.4.3	Analyze supply reports to maximize on hand resources	3								-	-	-	-
3.3.4.4	Prioritize maintenance actions based on estimated date of delivery	3								-	-	-	-
3.3.4.5	Validate MICAP documentation	4								-	-	-	-
4 SAFETY													
4.1 SAFETY Description: The oversight of safety aspects with personnel, aircraft, and support equipment. Supporting Competencies:													
4.1.1 Safety (Basic) Required Behaviors: 1) Utilizes personal protection equipment to adhere to safety practices 2) Maintains safe and clean work environment (brakes on equipment, laying down fire bottles, clean spills, etc.) 3) Complies with regulations to mitigate unnecessary risks and mishaps													
4.1.1.1	Utilize appropriate guidance for PPE requirements	1	5							P	-	-	-
4.1.1.2	Inspect PPE for serviceability	1	5							P	-	-	-
4.1.1.3	Demonstrate proper use of PPE for tasks	1	5							P	-	-	-
4.1.1.4	Perform housekeeping	2	5							pk	-	-	-
4.1.1.5	Report unsafe work center conditions	2								-	-	-	-
4.1.1.6	Review Joint Safety Analysis, JSTO, SDS	3								P	-	-	-
4.1.1.7	Follow proper safety policies/procedures	3								-	-	-	-
4.1.1.8	Inspection and utilization of fire support equipment	1								-	-	-	-
4.1.2 Safety (Intermediate) Required Behaviors: 1) Oversees procedures and maintains equipment to ensure maintenance task safety 2) Promotes safe working conditions by enforcing safety regulations and risk management principles 3) Documents mishaps and elevates safety concerns to address operational risk management													
4.1.2.1	Monitor equipment inspections and safe use practices	1								-	-	-	-
4.1.2.2	Oversee personnel utilization of appropriate PPE	1	7							-	-	-	-
4.1.2.3	Maintain work center safety training documentation	2								-	-	-	-
4.1.2.4	Assess work center for potential safety hazards	2								-	-	-	-
4.1.2.5	Incorporate risk management into task planning	2	7							-	-	-	-
4.1.2.6	Enforce safety policies and procedures	2								-	-	-	-
4.1.2.7	Demonstrate safety mishap response procedures	3								-	-	-	-
4.1.2.8	Complete and process applicable mishap report	3	7							-	-	-	-
4.1.2.9	Perform safety mishap reporting	3								-	-	-	-
4.1.3 Safety (Advanced) Required Behaviors: 1) Implements safety programs to prevent future mishaps or loss 2) Conducts evaluation on application of safety training 3) Categorizes trends and elevates findings to higher level personnel													
4.1.3.1	Manage safety program	1								-	-	-	-
4.1.3.2	Facilitate initial safety training for unit personnel	1								-	-	-	-
4.1.3.3	Document safety violations	1								-	-	-	-
4.1.3.4	Conduct work center safety evaluations	2								-	-	-	-
4.1.3.5	Perform spot inspections	2	7							-	-	-	-
4.1.3.6	Generate incident reports to assist in trend analysis and awareness	3								-	-	-	-
4.1.3.7	Brief leadership on safety incidents	3								-	-	-	-

4.1.4 Safety (Expert)**Required Behaviors:**

- 1) Evaluates safety trends and mishaps to develop and execute safety guidelines across the group
- 2) Develops group-level guidance to resolve safety issues and trends

4.1.4.1	Conduct safety inspections and evaluations	1								-	-	-	-
4.1.4.2	Analyze safety data to determine trends	1								-	-	-	-
4.1.4.3	Leverage root cause analysis to strengthen safety program requirements	1								-	-	-	-
4.1.4.4	Formulate safety strategies for group/wing-level guidance	2								-	-	-	-
4.1.4.5	Coordinate with applicable agencies for safety requirements	2								-	-	-	-
4.1.4.6	Develop and disseminate safety guidance	2								-	-	-	-
4.1.4.7	Monitor program for continuous improvement	2								-	-	-	-

5 COMMUNICATION**5.1 COMMUNICATION**

Description: Clearly and effectively articulate, present, and promote ideas and information utilizing various modes of interpersonal and electronic communication to reach organizational goals, improve processes, and reduce errors.

Supporting Competencies:**5.1.1 Communication (Basic)****Required Behaviors:**

- 1) Employs communication tools; written, verbal, and electronic formats to effectively communicate

5.1.1.1	Communicate status and turn over	1	5							-	-	-	-
5.1.1.2	Utilize Microsoft Office/MIS applications	1								-	-	-	-
5.1.1.3	Demonstrate email and social media etiquette	1								-	-	-	-
5.1.1.4	Employ clear communication practices	1								-	-	-	-
5.1.1.5	Demonstrate proper communication with chain-of-command	1	5							-	-	-	-
5.1.1.6	Utilize radio discipline	1								-	-	-	-
5.1.1.7	Utilize OPSEC during communication	1								-	-	-	-

5.1.2 Communication (Intermediate)**Required Behaviors:**

- 1) Utilizes AF communication tools to integrate efficient and effective interactions while information sharing
- 2) Coordinates and facilitates course of action development to inform decision making

5.1.2.1	Select appropriate communication method based on context (e.g., oral, visual, and written)	1								-	-	-	-
5.1.2.2	Apply approved technological systems to disseminate information	1								-	-	-	-
5.1.2.3	Utilize appropriate communication method for conflict resolution	1								-	-	-	-
5.1.2.4	Develop potential courses of action	2								-	-	-	-
5.1.2.5	Collaborate with others to determine appropriateness of COAs	2								-	-	-	-
5.1.2.6	Brief leaders on recommended COAs to inform decision making	2								-	-	-	-

5.1.3 Communication (Advanced)**Required Behaviors:**

- 1) Tailors information and ideas to support mission execution
- 2) Designs negotiating approaches to maximize effectiveness

5.1.3.1	Analyze audience to select appropriate communication method (1)	1								-	-	-	-
5.1.3.2	Remain objective to clearly convey information (1)	1								-	-	-	-
5.1.3.3	Formulate negotiation strategies to maximize mission effectiveness (2)	2								-	-	-	-

5.1.4 Communication (Expert)**Required Behaviors:**

- 1) Delivers and evaluates communication to senior leadership and other external organizations to effectively convey requirements

5.1.4.1	Summarize information to provide leaders succinct	1								-	-	-	-
5.1.4.2	Convey leadership's intent in a professional manner	1								-	-	-	-
5.1.4.3	Provide guidance to accompany strategic messaging	1								-	-	-	-
5.1.4.4	Incorporate leadership vision into task assignment and execution	1								-	-	-	-