

**BY ORDER OF THE COMMANDER
WARNER ROBINS AIR LOGISTICS
COMPLEX**

**WARNER ROBINS AIR LOGISTICS
COMPLEX INSTRUCTION 21-115**

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Maintenance

***TRAINING AND
SPECIAL SKILLS QUALIFICATION***

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This instruction implements Air Force Sustainment Center Manual (AFSCMAN) 21-102, *Depot Maintenance Management*. It establishes policies, procedures, and responsibilities for the administration of the Warner Robins Air Logistics Center (WR-ALC) Production Acceptance Certification (PAC) Program. This instruction applies to the 402d Aircraft Maintenance Group (402 AMXG), 402d Commodities Maintenance Group (402 CMXG), 402d Electronics Maintenance Group (402 EMXG), and 402d Maintenance Support Group (402 MXSG). Refer recommend changes about this publication to the office of primary responsibility (OPR) using the Department of the Air Force (DAF) Form 847, *Recommendation for Change of Publication*. This publication may be supplemented at any level, but all direct supplements must be routed to the OPR of this publication for coordination prior to certification and approval. Requests for waivers must come through the chain of command from the Commander or Civilian Director of the maintenance group seeking relief from compliance. Waiver requests will be submitted using the DAF Form 679, *Air Force Publication Compliance Item Waiver Request/Approval*, or via electronic mail or memorandum if the form is unavailable. Waiver requests must be submitted to the OPR; waiver authority has not been delegated. This publication is exempt from tiering pursuant to Department of the Air Force Manual (DAFMAN) 90-161, *Publishing Processes and Procedures*. Ensure all records created because of processes prescribed in this publication are maintained in accordance with (IAW) Air Force Instruction (AFI) 33-322, *Records Management and Information Governance Program*, and disposed of IAW the Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS). See **Attachment 1** for glossary of references and supporting information.

SUMMARY OF CHANGES

This publication has been substantially revised to be compliant with AFSCMAN 21-102, Chapter 20, *Maintenance Training*, and must be read and reviewed in its entirety. Changes/adds include that subject matter experts (SMEs) assigned are certified/qualified for task and related courses. In addition, testing monitor and maintenance supervisor responsibilities were added, as well as certification criteria for on-the-job (OJT) trainers during PAC task certification/qualification. Furthermore, the matrix standardization process has been established to include core, essential and specialized matrices. In addition, the requirement to use a new matrix change request form (WR-ALC Form 58, *TSS/PAC Task/Matrix Action Request*) has been added.

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1. Responsibilities.

1.1. The Workforce Development Section (WR-ALC/OBH).

1.1.1. WR-ALC/OBH will conduct an annual assessment of the depot maintenance Training/PAC program in concert with the Commander's Inspection Program (CIP) utilizing the appropriate Management Internal Control Toolset (MICT) communicator inspection checklists. All problems identified will be entered into the MICT database and appropriate action developed to resolve discrepancies.

1.1.2. WR-ALC/OBH will review new Special Skills Qualification (SSQ) Official appointment letters to ensure that SSQ Officials are task-certified for the SSQ, have the task applied, and have completed the Air Force Materiel Command (AFMC) SSQ Qualification Official course.

1.1.3. The Courseware Development Element (WR-ALC/OBHB) will conduct a monthly review of each group's SSQ Official letters. Review will be conducted utilizing the Employee Decertification Report to identify SSQ Officials that have become decertified.

1.1.4. WR-ALC/OBHB will notify respective group PAC managers to correct errors and to update letter.

1.2. WR-ALC PAC program manager will administer local SSQs to include approving the development, revision, and revalidation of SSQ guides and worksheets.

1.3. WR-ALC Lead Training Scheduling System (TSS)-PAC administrator will:

1.3.1. Assist groups with PAC task identification, compliance, and implementation into TSS-PAC.

1.3.2. Administer course data inputs/updates into TSS-PAC.

1.3.3. Grant roles for TSS-PAC access.

1.4. WR-ALC/OBH Training/PAC core inspection team will administer the bi-annual PAC/training compliance inspections of each Group PAC/Training Manager. The core inspection team will inspect the group PAC/training manager's utilization of **Attachment 2, PAC and Training Compliance Inspection Checklist**, of this instruction, during their annual face-to-face inspections.

1.5. Group PAC program managers will:

1.5.1. Assist supervisors in identifying local SSQ PAC tasks.

1.5.2. Administer all group local SSQs, to include approving the development, revision, and revalidation of SSQ guides and worksheets. Ensure SMEs assigned to develop, revise, validate SSQ guides, worksheets and formal training supporting SSQs are certified/qualified for task and related courses.

1.5.3. Maintain completed local SSQ proficiency worksheets for a minimum of 1 year.

1.5.4. Identify and ensure if the maintenance group has internal requirements beyond the scope of this instruction and were documented in a group Operating Instruction (OI).

1.5.5. Ensure all formal training and testing requirements were met for each employee prior to issuing an SSQ package for that employee. Training Office may print package or send to SSQ Official electronically. Testing monitors will be appointed by the Group Commanders.

1.5.5.1. Testing monitor will secure all controlled test material.

1.5.5.2. Testing monitor will issue the most current test.

1.5.5.3. Testing monitor will enter test results immediately in TSS.

1.5.6. Utilize **Attachment 2**, *PAC and Training Compliance Inspection Checklist*, when conducting the annual first-line supervisor inspections as required by AFSCMAN 21-102, *Depot Maintenance Management*. Ensure each squadron within the group is assessed each year.

1.5.6.1. Document discrepancies in MICT.

1.5.6.2. Report discrepancies to WR-ALC PAC program manager.

1.5.6.3. Provide monthly status updates to WR-ALC PAC program manager until discrepancy is closed.

1.5.7. Ensure all employees placed on an SSQ Official letter have completed all required training, are task certified in the task assigned, remain certified while serving as an SSQ official, and are removed from the letter if decertified or moved/transferred/retired/etc. Removals can be accomplished with a pen and ink change. Additions require a new SSQ Qualification Official letter to be approved by Group's Commander (CC)/Deputy Director (DD).

1.5.8. Provide copies of all SSQ Official letters to WR-ALC/OBHB.

1.6. Maintenance supervisors will:

1.6.1. Identify the local SSQ PAC tasks associated with work performed in areas of responsibility and verify that tasks are documented in TSS-PAC; work with the group PAC program manager to correct deficiencies.

1.6.2. Provide completed copies of the SSQ worksheets to the applicable group PAC program manager.

1.6.3. Certify, decertify, and recertify employees for local SSQ PAC tasks IAW the certification, decertification, and recertification criteria in AFSCMAN 21-102.

1.6.4. Provide each employee an assigned trainer. A dedicated trainer will be assigned to an employee for the duration of their training program.

1.6.5. Monitor and provide OJT series-specific task training within the squadron.

1.6.6. Ensure all personnel moves and new employees are coordinated through the Squadron Training Office.

1.7. SSQ officials will:

1.7.1. Be SMEs in the skills they support and possess the knowledge, skills, and abilities to perform this function.

1.7.2. Notify the group PAC program manager when changes to local SSQ requirements are necessary.

1.7.3. Request the appropriate SSQ proficiency worksheets from their respective training offices for each local SSQ supported. Training offices may print them or send them electronically to SSQ Officials.

1.7.4. Complete all steps of the SSQ proficiency worksheet.

1.7.5. Participate as an SSQ SME in the development and review of local SSQ guides, SSQ worksheets, and formal training supporting SSQ.

1.7.6. Personally witness and evaluate the performance of skills using the appropriate SSQ proficiency worksheet.

1.7.7. Inform the supervisor, using the SSQ proficiency worksheet, that the employee is qualified or has failed the SSQ or written test.

1.8. Employees will advise management of problems with technical data or other issues that affect technical or regulatory compliance.

2. Certification Criteria.

2.1. OJT trainers will be identified for each task prior to PAC task certification/qualification. OJT task trainer override feature will only be used for new workloads or utilizing trainers from different work centers. Enter trainer's name in the justification block.

2.2. Recertification. If determined that an employee requires formal classroom training, the supervisor will notify the appropriate group training manager to schedule the employee. If determined the employee requires traditional OJT or structured OJT, the supervisor will coordinate with the appropriate trainer to obtain all or part of the OJT to meet the recertification criteria.

3. Special Skills Qualification (SSQ).

3.1. SSQs are skills so specialized they require extensive technical knowledge and proficiency. Qualification and requalification requirements for SSQs established by this instruction are mandatory for PAC certification. SSQ guide and worksheet information can be found in AFSCMAN 21-102. Further maintenance training information can be found in AFI 36-2650_AFMCSUP, *Maintenance Training*.

3.2. Applicability. Mandatory local SSQ requirements apply to all WR-ALC organizations performing depot maintenance. Special skills require a periodic requalification. Individuals who fail the requalification or cannot be re-qualified within the designated time frame, will be disqualified for that SSQ skill and decertified for all PAC tasks related to the SSQ.

3.3. Requirements. Completion of specialized formal training, a written test (as applicable), demonstration of proficiency, and periodic requalification are required for local SSQ skills. Traditional OJT can be used to augment formal training as needed. Applicable AFI, AFMC instruction, safety, and other regulatory requirements will be included in the SSQ requirements.

3.3.1. SSQ testing using technical data will be an open book test with exception to emergency procedures or instructions/regulations stating otherwise. All testing will be successfully accomplished prior to issuing the SSQ Proficiency Demonstration package.

3.3.2. Employees that fail recurring testing requirements and/or SSQ Proficiency Demonstrations will be decertified on associated tasks IAW decertification criteria outlined in AFSCMAN 21-102. There will be a minimum of 24 hours between failed test/performance demonstration attempts to allow for additional training.

3.4. Waivers. Request for waivers to the initial qualification requirement will be initiated, in writing, by the group PAC program manager, signed by the Group Commander, and submitted to the WR-ALC PAC program manager for routing to WR-ALC/CC or WR-ALC Vice Director (DV) for action. The WR-ALC PAC program manager will inform the group PAC program manager of any waivers granted and maintain a copy on file if the waiver applies.

3.5. Extensions. Requests for extensions to the requalification requirement will be initiated, in writing, by the group PAC program manager, signed by the Group Commander, and submitted to the WR-ALC PAC program manager for routing to WR-ALC/CC/DV for action. WR-ALC PAC program manager will inform the group PAC program manager of any extension granted and maintain a copy on file as long as the extension applies.

3.6. Requalification. Requalification will be accomplished IAW each independent local SSQ requirement established in this instruction.

3.7. Disqualification. Disqualification will be accomplished IAW each independent local SSQ disqualification requirement established in this instruction. SSQ disqualification will result in immediate decertification on SSQ related PAC tasks.

3.8. Officials. Soldering SSQ qualifying officials, as required by AFSCMAN 21-102, will reside within the Instruction Element (WR-ALC/OBHC) and be appointed, in writing, by WR-ALC/CC/DV. They will have the skills and knowledge to plan, organize, and present classroom, laboratory, or OJT training programs of instruction IAW approved course outlines.

3.8.1. Soldering instructors/officials shall have the skills and knowledge to plan, organize, and present classroom, laboratory, or OJT training programs of instruction IAW approved course outlines. NOTE: Nondestructive inspection (NDI) and welding SSQ requirements for WR-ALC are specified in AFSCI 20-114, *Qualification of Nondestructive Inspection Personnel*, and in WR-ALCOI 21-11, *Qualification and Certification of Welder/Welder Operator/Brazer Personnel Welding Aerospace Components*.

3.9. Use of live aircraft in lieu of a simulator session is authorized for the annual requalification requirements on all WR-ALC aircraft as identified in AFSCMAN 21-102. The 402 AMXG/CC will develop and implement a program to ensure sound testing procedures are used.

4. WR-ALC SSQs.

4.1. 402 AMXG:

4.1.1. C-5 landing gear rigging.

4.1.1.1. Regulatory documents. Regulatory documents consist of Technical Order (TO) 1C-5M-2-1, *Ground Handling and Servicing C-5M Aircraft*; applicable weapon system TO s/checklists/ job guides, and applicable Air Force Occupational Safety and Health Standards (AFOSHSTDs) and directives.

- 4.1.1.2. Application. Applies to all personnel who perform C-5M landing gear rigging operations.
- 4.1.1.3. Qualification. Qualification is granted upon successful completion of required training and a demonstration of proficiency to an SSQ official.
- 4.1.1.4. Requalification. Requalification is required every 24 months and will include a demonstration of proficiency to an SSQ official.
- 4.1.1.5. Disqualification. Observed deficiencies or deviations from technical data, safety violations, valid customer complaints, failure to maintain the required level of proficiency, or failure to perform the required procedures IAW the applicable technical directives will be grounds for immediate disqualification. Initial SSQ qualification requirements must be met for requalification.
- 4.1.2. Liquid nitrogen transfer operation from liquid nitrogen tank.
- 4.1.2.1. Regulatory documents. Regulatory documents consist of DAFMAN 91-203, *Air Force Occupational Safety, Fire, and Health Standard*; TO 00-25-172, *Ground Servicing of Aircraft and Static Grounding/Bonding*; TO 42B5-1-2, *Gas Cylinders (Storage Type) Use, Handling, and Maintenance*; TO 35D3-6-36-1, *Trailer Nitrogen Servicing*; and applicable weapon system TOs/checklists/job guides, and applicable AFOSHSTDs and directives.
- 4.1.2.2. Application. This provision applies to all personnel who transfer liquid nitrogen from the liquid nitrogen storage tank to the liquid nitrogen truck and/or nitrogen servicing bottles.
- 4.1.2.3. Qualification. Qualification is granted upon successful completion of required training and a demonstration of proficiency to an SSQ official.
- 4.1.2.4. Requalification. Requalification is required every 24 months and will include a demonstration of proficiency to an SSQ official.
- 4.1.2.5. Disqualification. Observed deficiencies or deviations from technical data, safety violations, valid customer complaints, failure to maintain the required level of proficiency, or failure to perform the required procedures IAW the applicable technical directives will be grounds for immediate disqualification. Initial SSQ qualification requirements must be met for requalification.
- 4.1.3. F-15 Individual Aircraft Tracking (IAT) Inspections.
- 4.1.3.1. Regulatory Documents. Regulatory documents consist of DAFI 63-140, *Aircraft Structural Integrity Program and Air and Space Equipment Structural Management*; WR-ALCI 63-140, *F-15 Individual Aircraft Tracking (IAT) Inspections*; DAFMAN 91-203; WR-ALCOI 91-203; *Occupational Safety*; TO 1F-15C-36 *Nondestructive Inspection*; TO 1F-15C-3-2, *Fixed Structure*; change orders/blueprints/AFMC Form 202, *Nonconforming Technical Assistance Request and Reply*, and applicable process orders (if required).
- 4.1.3.2. Application. This provision applies to all personnel who perform F-15 Individual Aircraft Tracking Inspection Tasks.

- 4.1.3.3. Qualification. Qualification is granted upon successful completion of required training and a demonstration of proficiency to an SSQ official.
- 4.1.3.4. Requalification. Requalification is required every 12 months and will include a demonstration of proficiency to an SSQ official.
- 4.1.3.5. Disqualification. Observed deficiencies or deviations from technical data, safety violations, valid customer complaints, failure to maintain the required level of proficiency, or failure to perform the required procedures IAW the applicable technical directives will be grounds for immediate disqualification. Initial SSQ requirements must be met for requalification.
- 4.1.4. F-15 Vari-Ramp Foreign Object Damage (FOD) X-Ray Film Reading and FOD Removal.
- 4.1.4.1. Regulatory documents. Regulatory documents consist of DAFMAN 91-203; TOs 1F-15C-3-2, *Fixed Structure*; 1F-15C-3-4, *Control Surfaces and Removable Structural Components*; 1F-15C-3-5, *Typical Repairs, Repairs of Special Structure, and Sealing*; 1F-15C-36, *Nondestructive Inspection*; WR-ALCOI 91-203; and applicable weapon system TOs/checklists/job guides, and applicable AFOSHSTDs and directives.
- 4.1.4.2. Application. Applies to all personnel who perform F-15 Vari-Ramp X-Ray film reading and FOD removal procedures.
- 4.1.4.3. Qualification. Qualification is granted upon successful completion of required training and a demonstration of proficiency to an SSQ official.
- 4.1.4.4. Requalification. Requalification is required every 12 months and must include a demonstration of proficiency to an SSQ official.
- 4.1.4.5. Disqualification. Observed deficiencies or deviations from technical data, safety violations, valid customer complaints, failure to maintain the required level of proficiency, or failure to perform the required procedures IAW the applicable technical directives will be grounds for immediate disqualification. Initial SSQ qualification requirements must be met for requalification.
- 4.1.5. F-15 Longerons Replacement.
- 4.1.5.1. Regulatory documents. Applicable weapons system TCTOs, TOs, job guides, safety standards, engineering dispositions, process orders, and directives.
- 4.1.5.2. Application. This provision applies to all personnel who remove and replace F-15 Longerons.
- 4.1.5.3. Qualification. Qualification is granted upon successful completion of required training and a demonstration of proficiency to an SSQ official.
- 4.1.5.4. Requalification. Requalification is required every 12 months and must include a demonstration of proficiency to an SSQ official.

- 4.1.5.5. Disqualification. Observed deficiencies or deviations from technical data, safety violations, valid customer complaints, failure to maintain the required level of proficiency, or failure to perform the required procedures IAW the applicable technical directives will be grounds for immediate disqualification. Initial SSQ qualification requirements must be met for requalification.
- 4.1.6. C-130 Visual Inspections of Wing Nacelles and Lower Wing Panels.
- 4.1.6.1. Regulatory Documents. Regulatory documents consist of TOs 1C-130A-3, *Structural Repair Instructions*; 1C-130J-3, *Structural Repair Manual*; WR-ALCOI 91-203; DAFMAN 91-203, and applicable process orders (if required).
- 4.1.6.2. Application. This provision applies to all personnel who perform tasks associated with C-130 visual inspections of wing nacelles and lower wing panels.
- 4.1.6.3. Qualification. Qualification is granted upon successful completion of required training and a demonstration of proficiency to an SSQ official.
- 4.1.6.4. Requalification. Requalification is required every 12 months and must include a demonstration of proficiency to an SSQ official.
- 4.1.6.5. Disqualification. Observed deficiencies or deviations from technical data, safety violations, valid customer complaints, failure to maintain the required level of proficiency, or failure to perform the required procedures IAW the applicable technical directives will be grounds for immediate disqualification. Initial SSQ requirements must be met for requalification.
- 4.2. 402 CMXG:
- 4.2.1. C-130 propeller blades 38N60 re-rolling.
- 4.2.1.1. Regulatory documents. Regulatory documents consist of TO 3H1-18-3, *Variable Pitch Aircraft Propeller*; *Azurite Engineering Instruction Manual*; applicable TOs/checklists/job guides, operator manuals, process orders and applicable AFOSHSTDs and directives.
- 4.2.1.2. Application. Applies to all personnel who perform C-130 propeller cold roll process.
- 4.2.1.3. Qualification. Qualification is granted upon successful completion of required training and a demonstration of proficiency to an SSQ official.
- 4.2.1.4. Requalification. Requalification is required every 36 months and will include a demonstration of proficiency to an SSQ official.
- 4.2.1.5. Disqualification. Observed deficiencies or deviations from technical data, safety violations, valid customer complaints, failure to maintain the required level of proficiency, or failure to perform the required procedures IAW the applicable technical directives will be grounds for immediate disqualification. Initial SSQ requirements must be met for requalification.
- 4.2.2. Adhesive and metal bond process.

- 4.2.2.1. Regulatory documents. Consult applicable weapon system TOs/checklists/job guides and applicable AFIs and directives, to include TO 1C-5M-3, *Structural Repair Instruction*; TO 1C-130A-3; TO 1C-17A-3, *Structural Repair Standard Practices*; TO 1F-15E-3-6, *Structural Repair*, applicable TOs/checklists/job guides, operator manuals, process orders and applicable AFOSHSTDs and directives (if required).
- 4.2.2.2. Application. Applies to all personnel who assess damage, inspect for 100 percent bond, and perform final visual inspection on metal honeycomb manufacturing process, metal bond repair process, or composite honeycomb manufacturing process for sheet metal mechanic, WG-3806-10 or higher.
- 4.2.2.3. Qualification. Qualification is granted upon successful completion of required training, passing a written examination (85 percent correct is the minimum passing score, corrected to 100 percent), and demonstration of proficiency to an SSQ official.
- 4.2.2.4. Requalification. Requalification is required every 12 months and will include passing a written examination (85 percent is the minimum passing score, corrected to 100 percent) and a demonstration of proficiency to an SSQ official.
- 4.2.2.5. Disqualification. Observed deficiencies or deviations from technical data, safety violations, valid customer complaints, failure to maintain the required level of proficiency, or failure to perform the required procedures IAW the applicable technical directives will be grounds for immediate disqualification. Initial SSQ requirements must be met for requalification.
- 4.2.3. Autoclave operator.
- 4.2.3.1. Regulatory documents. Consult applicable weapon system TOs/checklists/job guides, process orders and appropriate AFOSHSTDs, directives and user's operational manual for make and model of Autoclave (*Aerospace Service and Controls, Inc. User's Manual*).
- 4.2.3.2. Application. Applies to all personnel who perform the process of autoclave operations, to include sheet metal mechanic, WG 3806-10 or higher, and plastic fabricator, WG 4352-09 or higher.
- 4.2.3.3. Qualification. Qualification is granted upon successful completion of required training and a demonstration of proficiency to an SSQ official.
- 4.2.3.4. Requalification. Requalification is required every 12 months and will include a demonstration of proficiency to an SSQ official.
- 4.2.3.5. Disqualification. Observed deficiencies or deviations from technical data, safety violations, valid customer complaints, failure to maintain the required level of proficiency, or failure to perform the required procedures IAW the applicable technical directives will be grounds for immediate disqualification. Initial SSQ requirements must be met for requalification.
- 4.2.4. 365-day inspection for the survival kit.

- 4.2.4.1. Regulatory Documents. Regulatory documents consist of AFI 11-301V1, *Aircrew Flight Equipment (AFE) Program*; DAFI 36-2670, *Total Force Development*; TO 14S1-11-3, *ACES II Survival Kits*; TO 14S-1-102-11, *USAF Floatation Equipment Life Rafts LRU-16/P, LRU-17/P and LRU-23/P (PT II), Life Preserver LPU-9/P*; job guides; and other applicable directives.
- 4.2.4.2. Application. This applies to all personnel who perform survival kit 365-day inspections.
- 4.2.4.3. Qualification. Qualification is granted upon successful completion of required training, passing a written examination (85 percent is the minimum passing score, corrected to 100 percent), and a demonstration of proficiency to an SSQ official.
- 4.2.4.4. Requalification. Requalification is required every 12 months. Includes passing a written examination (85 percent is the minimum passing score, corrected to 100 percent) and a demonstration of proficiency to an SSQ official.
- 4.2.4.5. Disqualification. Observed deficiencies or deviations from technical data, safety violations, valid customer complaints, failure to maintain the required level of proficiency, or failure to perform the required procedures IAW the applicable technical directives will be grounds for immediate disqualification. Initial SSQ requirements must be met for requalification.
- 4.2.5. Taper-Lok Blue-Pinning, 'P' Value, and Radius Repair of the F-15 Wing.
- 4.2.5.1. Regulatory Documents. Regulatory documents consist of TO 1F-15C/E-3-6, *Structural Repair*, change orders/blueprints/AFMC Form 202, and applicable process orders (if required).
- 4.2.5.2. Application. This provision applies to all personnel who perform Taper-Lok blue-pinning, 'P' value, and radius repair of the F-15 wing.
- 4.2.5.3. Qualification. Qualification is granted upon successful completion of required training, passing a written examination (85 percent is the minimum passing score, corrected to 100 percent), and a demonstration of proficiency to an SSQ official.
- 4.2.5.4. Requalification. Requalification is required every 24 months. Includes passing a written examination (85 percent is the minimum passing score, corrected to 100 percent) and a demonstration of proficiency to an SSQ official.
- 4.2.5.5. Disqualification. Observed deficiencies or deviations from technical data, safety violations, valid customer complaints, failure to maintain the required level of proficiency, or failure to perform the required procedures IAW the applicable technical directives will be grounds for immediate disqualification. Initial SSQ requirements must be met for requalification.
- 4.2.6. Propeller Blade Taper Bore Borescope.
- 4.2.6.1. Regulatory Documents. Regulatory documents consist of T.M. Naval Air Systems Command (NAVAIR) 03-20C-4, *Aluminum Alloy Propeller Blades*; TO 3H1-18-3; Process Order CMXG 17-307-001, *Taper Bore Inspection of C-130 and P-3 Blades*; and safety instructions.

4.2.6.2. Application. This provision applies to all personnel who perform Propeller Blade Taper Bore Borescope procedures.

4.2.6.3. Qualification. Qualification is granted upon successful completion of required training and a demonstration of proficiency to an SSQ official.

4.2.6.4. Requalification. Requalification is required every 24 months and will include a demonstration of proficiency to an SSQ official.

4.2.6.5. Disqualification. Observed deficiencies or deviations from technical data, safety violations, valid customer complaints, failure to maintain the required level of proficiency, or failure to perform the required procedures IAW the applicable technical directives will be grounds for immediate disqualification. Initial SSQ requirements must be met for requalification.

4.2.7. F-15 IAT Inspections.

4.2.7.1. Regulatory Documents. Regulatory documents consist of DAFI 63-140, WR-ALCI 63-140, DAFMAN 91-203, WR-ALCOI 91-203, TO 1F-15C-36, 1F-15C-3-2, change orders/blueprints, AFMC Form 202 and applicable process orders (if required).

4.2.7.2. Application. This provision applies to all personnel who perform F-15 IAT inspection tasks.

4.2.7.3. Qualification. Qualification is granted upon successful completion of required training and a demonstration of proficiency to an SSQ official.

4.2.7.4. Requalification. Requalification is required every 12 months and will include a demonstration of proficiency to an SSQ official.

4.2.7.5. Disqualification. Observed deficiencies or deviations from technical data, safety violations, valid customer complaints, failure to maintain the required level of proficiency, or failure to perform the required procedures IAW the applicable technical directives will be grounds for immediate disqualification. Initial SSQ requirements must be met for requalification.

5. Contract Workload. Contract Workload and Defense Contract Management Agency (DCMA). Special requirements for employee training and certification involving contract workload and DCMA will be addressed in the statement of work.

6. Matrix Standardization Process. All matrices will follow a standardized process. All tasks applied to an employee TSS-PAC record will come from the matrices applied.

6.1. Core Matrices: Training/Tasks assigned to 100 percent of all personnel in specific categories. The following matrices (if applicable) will be developed for core training/tasks:

6.1.1. Matrix 1. Group WG-Entry Level Core Requirements.

6.1.2. Matrix 2. Group Core WG-All Series-Entry Level Requirements.

6.1.3. Matrix 3. Squadron Core WG-All Series-Entry Level Requirements.

6.2. Essential Matrices: Series-specific training/tasks assigned to 100 percent of personnel by grade. The following matrices (if applicable) will be developed for essential training/tasks:

6.2.1. Matrix 4A. Squadron WG-Entry Level Essential Requirements.

6.2.2. Matrix 5A. Squadron WG-Journeyman Level Essential Requirements.

6.2.3. Matrix 6A. Squadron WG-Advanced Journeyman Level Essential Requirements.

6.3. Specialized Matrices: Series-specific and specialized training/tasks assigned to personnel with technical knowledge and demonstrated proficiency. This verbiage tracks with AFSCMAN 21-102. Examples include SSQ tasks, Structured On-the-Job Training (SOJT) tasks, etc. The following matrices (if applicable) will be developed for specialized training/tasks:

6.3.1. Matrix 4B. Squadron WG-Entry Level Essential Requirements.

6.3.2. Matrix 5B. Squadron WG-Journeyman Level Essential Requirements.

6.3.3. Matrix 6B. Squadron WG-Advanced Journeyman Level Essential Requirements.

6.4. Matrix Application: Matrices are applied to series by skill level as outlined in [Table 1](#) below:

Table 1. TSS-PAC Matrix Policy and Application.

Matrix Type	TSS-PAC Section II Training & Section IIIC Task Requirements Matrix Application	*Entry Level	*Journeyman Level	*Advanced Journeyman
CORE	Matrix #1 – (WR-ALC) WG Series-Specific Entry Level Core	YES	YES	YES
CORE	Matrix #2 – (AMXG) WG All Series Entry Level Core	YES	YES	YES
CORE	Matrix #3 (Squadron) WG All Series Entry Level Core	YES	YES	YES
ESSENTIAL	Matrix #4A (Shop) WG Series-Specific Entry Level Essential	YES	YES	YES
SPECIALIZED	Matrix #4B (Shop) WG Series-Specific Entry Level Specialized	YES	YES	YES
ESSENTIAL	Matrix #5A (Shop) WG Series-Specific Journeyman Level Essential	NO	YES	YES
SPECIALIZED	Matrix #5B (Shop) WG Series-Specific Journeyman Level Specialized	NO	YES	YES
ESSENTIAL	Matrix #6A – (Shop) WG Series-Specific Advanced Journeyman Level Essential	NO	NO	YES

SPECIALIZED	Matrix #6B – (Shop) WG Series-Specific Advanced Journeyman Level Specialized	NO	NO	YES
* Note: Entry, Journeyman and Advanced Journeyman grade levels are IAW the Office of Personnel Management (OPM) guidance on the Job Qualification Standards.				

6.4.1. Core and Essential Matrices. All Core and Essential Matrices (Matrices 1, 2, 3, 4A, 5A, and 6A) are mandatory by grade level. The training requirements and tasks are to remain in their PAC records as mandatory requirements. Do not un-assign or un-apply training or tasks in the Core and Essential matrices. **Note:** Training/PAC Managers will not archive these tasks or put training requirements in history from the core or essential matrices without an approved WR-ALC Form 58, *TSS/PAC Task/Matrix Action Request*. All matrix changes need to be approved at the highest level determined by each Group prior to implementation.

6.4.2. Specialized Matrices: Specialized matrices (4B, 5B, and 6B) contain many of the specialized tasks that only a small portion of the technicians perform to maintain task proficiency. These include the SSQs and the required training for those tasks as well as other tasks that only a select few will perform.

6.4.3. WR-ALC Form 58 will be used for changes to existing tasks and matrices and for creating new tasks. See sample at [Attachment 3](#).

6.4.4. The matrices applied will be based upon the position for which the employee was hired and has an evaluation plan. An employee will not be assigned tasks that are not within their job series as identified by their performance plan (Core Document). The multi-skill matrices will be applied to employees currently on a multi-skill core doc. Supervisors will submit requests to change employees from single series core docs to multi-skills core docs to their resource advisors. Multi-skill matrices can be applied to employees once it has been verified they are on a multi-skill core doc.

JON A. EBERLAN
Brigadier General, USAF
Commander

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFI 11-301V1, *Aircrew Flight Equipment (AFE) Program*, 10 October 2017

AFI 33-322, *Records Management and Information Governance Program*, 28 July 2021

AFI 36-2650_AFMCSUP, *Maintenance Training*, 03 March 2023

AFSCMAN 21-102, *Depot Maintenance Management*, 5 April 2021

AFSCI 20-114, *Qualification of Nondestructive Inspection Personnel*, 2 July 2019

DAFI 36-2670, *Total Force Development*, 25 June 2020

DAFI 63-140, *Aircraft Structural Integrity Program and Air and Space Equipment Structural Management*, 6 August 2020

DAFMAN 90-161, *Publishing Processes and Procedures*, 18 October 2023

DAFMAN 91-203, *Air Force Occupational Safety, Fire, and Health Standards*, 25 March 2022

T.M. NAVAIR 03-20C-4, *Aluminum Alloy Propeller Blades*

TO 00-25-172, *Ground Servicing of Aircraft and Static Grounding/Bonding*, 23 May 2022

TO 14S-1-102-11, *USAF Floatation Equipment Life Rafts LRU-16/P, LRU-17/P and LRU-23/P (PT II), Life Preserver LPU-9/P*, 31 October 2021

TO 14S1-11-3, *ACES II Survival Kits*, 8 July 2022

TO 1C-130A-3, *Structural Repair Instructions*, 15 June 2022

TO 1C-130J-3, *Structural Repair Manual*

TO 1C-17A-3-1, *Structural Repair Standard Practices Structures*, 1 August 2022

TO 1C-5M-2-1, *Ground Handling and Servicing C-5M Aircraft*

TO 1C-5M-3, *Structural Repair Instructions*, 17 June 2022

TO 1F-15C-3-2, *Fixed Structure*, 15 June 2022

TO 1F-15C-3-4, *Control Surfaces and Removable Structural Components*, 5 August 2022

TO 1F-15C-3-5, *Typical Repairs, Repairs of Special Structure, and Sealing*, 15 June 2022

TO 1F-15C-36, *Nondestructive Inspection*, 17 August 2022

TO 1F-15E-3-6, *Structural Repair DEPOT*, 15 September 2021

TO 35D3-6-36-1, *Trailer Nitrogen Servicing (Type AP/M32R-3)*, 19 November 2015

TO 3H1-18-3, *Variable Pitch Aircraft Propeller*, 28 July 2022

TO 42B5-1-2, *Gas Cylinders (Storage Type) Use, Handling, and Maintenance*, 15 June 2022

Aerospace Service and Controls, Inc. User's Manual, 1994 (Copyright)

Azurite Engineering Instruction Manual, 19 May 2006

WR-ALCI 63-140; *F-15 Individual Aircraft Tracking (IAT) Inspections*, 23 June 2021

WR-ALCOI 21-11, *Qualification and Certification of Welder/Welder Operator/Brazer Personnel Welding Aerospace Components*, 6 June 2015, Certified Current 06 January 2021

WR-ALCOI 91-203; *Occupational Safety*, 28 March 2017

Process Order CMXG 17-307-001, *Taper Bore Inspection of C-130 and P-3 Blades*, 22 June 2018

Prescribed Forms

WR-ALC Form 58, *TSS/PAC Task/Matrix Action Request*

Adopted Forms

DAF Form 679, *Air Force Publication Compliance Item Waiver Request/Approval*

DAF Form 847, *Recommendation for Change of Publication*

AFMC Form 202, *Nonconforming Technical Assistance Request and Reply*

Abbreviations and Acronyms

AF—Air Force

AFI—Air Force Instruction

AFMC—Air Force Materiel Command

AFOSHSTD—Air Force Occupational Safety and Health Standard

AFRIMS—Air Force Records Information Management System

AFSCI—Air Force Sustainment Center Instruction

AFSCMAN—Air Force Sustainment Center Manual

CC—Commander

CIP—Commander's Inspection Program

DAFI—Department of the Air Force Instruction

DAFMAN—Department of the Air Force Manual

DCMA—Defense Contract Management Agency

DD—Deputy Director

DV—Vice Director

FOD—Foreign Object Damage

IAT—Individual Aircraft Tracking

IAW—In Accordance With

MICT—Management Internal Control Toolset

NAVAIR—Naval Air Systems Command

NDI—Nondestructive Inspection

OI—Operating Instruction

OJT—On-the-Job Training

OPM—Office of Personnel Management

OPR—Office of Primary Responsibility

PAC—Production Acceptance Certification

RDS—Records Disposition Schedule

SME—Subject Matter Expert

SOJT—Structured On-the-Job Training

SSQ—Special Skills Qualification

TCTO—Time Compliance Technical Order

T.M.—Technical Manual

TO—Technical Order

TSS-PAC—Training Scheduling System Production Acceptance Certification

WCD—Work Control Document

Office Symbols

WR-ALC—Warner Robins Air Logistics Complex

WR-ALC/OBH—Workforce Development Section

WR-ALC/OBHB—Courseware Development Element

WR-ALC/OBHC—Instruction Element

402 AMXG—402d Aircraft Maintenance Group

402 CMXG—402d Commodities Maintenance Group

402 EMXG—402d Electronics Maintenance Group

402 MXSG—402d Maintenance Support Group

402 SWEG—402d Software Engineering Group

Attachment 2

PAC AND TRAINING COMPLIANCE INSPECTION CHECKLIST

A2.1. This inspection checklist will be utilized by the Group Training and PAC Program Managers when conducting annual face-to-face PAC and Training Compliance Inspections down to the squadron level.

A2.1.1. Number of first-line supervisors in squadron: _____.

A2.2. Multiply result from A.2.1 by 0.10 (round up to next whole number): _____

A2.3. Using result from A.2.2, identify the number of first-line supervisors by name. Ensure you are not evaluating the same supervisors from previous year inspections:
Supervisor_____ Supervisor_____

A2.4. Identify number of employees the first-line supervisor oversees: _____

A2.5. Multiply result from A.2.4 by 0.20 (Round up): _____.

A2.6. Using result from A.2.5, identify PAC records to review with first-line supervisor.
Supervisor_____

Employee_____ Employee_____

Employee_____ Employee_____

Supervisor_____

Employee_____ Employee_____

Employee_____ Employee_____

Figure A2.1. Example Checklist for Inspection.

<p>Squadron: 123 AMXS</p> <p>Number of first-line supervisors: <u>18</u></p> <p>Minimum number to be inspected: 18 X 0.10 (Rounded up) = <u>2</u></p> <p>First-line supervisor: <u>John Doe</u> No. of employees assigned: <u>8</u></p> <p>Number of employees' records to review with supervisor: 8 X 0.20 (rounded up) = <u>2</u></p> <p>Employee 1: <u>Johnny Panels</u></p> <p>Employee 2: <u>William Structures</u></p> <p>First-line supervisor: <u>Jane Doe</u> No. of employees assigned: <u>15</u></p> <p>Number of employees' records to review with supervisor: 15 X 0.20 = <u>3</u></p> <p>Employee 1: <u>Billy Mechanic</u></p> <p>Employee 2: <u>Sally Technician</u></p> <p>Employee 3: <u>James Apprentice</u></p>
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A2.7. Inspection Checklist for Face-to-Face PAC and Training Compliance Inspection.

A2.7.1. Does employee have tasks assigned in Section IIIC/Q? Yes/No

A2.7.2. Can supervisor correlate certified PAC tasks to assigned work center work control documents (WCD)? Yes/No

A2.7.3. Are SSQ and formal training requirements linked to PAC tasks? Yes/No

A2.7.4. Are PAC tasks Identifiable, Auditable, and Trainable? Yes/No

A2.7.5. Does supervisor utilize TSS-PAC to identify all training/qualification requirements/completions? Yes/No

A2.7.6. Is supervisor aware of any overdue mandatory training requirements? Yes/No

A2.7.7. Are required training courses applied to employee's Section II in PAC? Yes/No

A2.7.8. Are unnecessary training requirements removed from Section II in PAC? Yes/No

A2.7.9. Does supervisor identify PAC tasks, verify they are documented, and work with group PAC manager to correct deficiencies? Yes/No

A2.7.10. Does supervisor ensure all factors of production and industrial environment are correct (e.g., training, safety, material, equipment, technical data, work documents, facilities, date systems, etc.)? Yes/No

A2.7.11. Does supervisor certify, decertify, and re-certify employees using the certification, decertification, re-certification criteria? Yes/No

A2.7.12. Did supervisor perform initial (within 30 days) and annual thereafter PAC record review with assigned employee? Yes/No

A2.7.13. Does supervisor make PAC records available to gaining supervisors? Yes/No

A2.7.14. Does supervisor notify Group PAC/Training Manager when employee is transferred, retired, or terminated? Yes/No

A2.7.15. Does supervisor ensure training/qualification requirements are identified and applied in TSS/PAC by selecting "Apply" box to indicated active work-center/mission training requirements that need to be met? Yes/No

A2.7.16. Does supervisor notify appropriate PAC Manager of any WCD changes that affect PAC tasks? Yes/No

A2.7.17. Is supervisor aware of supervisor folders available to them in TSS/PAC under OBH HOT BUTTON pagelet? Yes/No

A2.8. Document discrepancies in MICT. Report discrepancies to WR-ALC PAC Program Manager. Provide updated status each month until resolved.

Attachment 3

SAMPLE TSS/PAC TASK/MATRIX ACTION REQUEST

Figure A3.1. Sample TSS/PAC Task/Matrix Action Request.

TSS / PAC: TASK / MATRIX ACTION REQUEST					
<small>(See instructions on reverse)</small>					
<small>ONE TASK or MATRIX PER REQUEST - PLEASE COMPLETE ALL INFORMATION BELOW</small>					
<small>ATTACH COPIES OF WCDs, CORE DOCs OR OTHER DOCUMENTS IN .doc, .pdf, or .png FORMAT</small>					
DATE:		PRIORITY:	IMMEDIATE	URGENT	ROUTINE
<small>IMMEDIATE = CURRENT WORK STOPPAGE / SAFETY / OSHA / POLICY</small>			<small>URGENT = PROBABLE NEAR-TERM WORK STOPPAGE or DELAY</small>		
<small>ROUTINE = STANDARD SUSTAINMENT ACTION / UPDATE</small>					
SQN / ORG:	WORK CENTER:	BLDG #:	WEAPON SYSTEM or PRIMARY FUNCTIONAL RCC:	APPLICABLE SKILL CODE(S):	
			SELECT -or- ENTER VALUE		
SECTION A: TO ADD ONE NEW PAC TASK					
<small>*Verify that a task to be "added" is authorized for the occupational series by skill code and provide a copy of the first page of applicable WCD(s). (I.e.: Skill code "AV" tasks are not authorized in the WG-9852 series. If a task is performed by multiple series the skill code should show "AF".) If "multi-skill": verify the task is authorized in each of the core doc (s). (Attach copies of applicable core doc(s) with date page.)</small>					
PAC HEADER GROUP WHERE NEW TASK WILL BE ADDED:			GUAL ?	CERT ?	NEW TASK NUMBER:
NEW TASK TITLE:			NEW TASK DESCRIPTION:		
SKILL & SERIES #:	MINIMUM GRADE:	SSQ REQ'D:	ADD TO MATRIX(-ICES) #:		
WG - Selet - Selet - Selet -	0:	NO			
<small>COURSES and TRAINING LINKED TO ADDED TASK: (ATTACH ADDITIONAL SHEETS AS REQUIRED)</small>					
COURSE # and TITLE:			COURSE # and TITLE:		
SECTION B: TO CHANGE, MOVE or DELETE ONE EXISTING PAC TASK or MATRIX					
FULL TITLE / NUMBER OF APPLICABLE TASK or MATRIX:					
ACTION REQUESTED:		TASK / COURSE NUMBER:	ANALYSIS / JUSTIFICATION / COMMENTS:		
<input type="checkbox"/> CHG <input type="checkbox"/> MOV <input type="checkbox"/> DEL			(OVERWRITE) Provide short free-form narrative in support of		
<input type="checkbox"/> CHG <input type="checkbox"/> MOV <input type="checkbox"/> DEL			(OVERWRITE) Provide short free-form narrative in support of		
<small>All tasks, training and courses linked, or related to, the requested action(s) have been identified and verified. (I.e.: asking to move a task from section 4A to 4B will require all training linked to that task be also moved to section 4B.)</small>					
<small>Changes have been evaluated for applicability within other work centers / RCCs. (Changes to matrices number 1, 2, or 3 must have approval from all affected work centers / RCCs prior to final determination.)</small>					
Requesting Supervisor: <small>(attach Page 1 of all applicable WCDs)</small>			WHEN SIGNED, FORWARD TO NEXT REVIEWER		
Squadron Training Liaison or POC:			RECOMMENDATION: (SELECT)		
Squadron Training Manager:			RECOMMENDATION: (SELECT)		
Squadron Director / Deputy:			RECOMMENDATION: (SELECT)		
Group Training or PAC Manager:			RECOMMENDATION: (SELECT)		
<small>ALL SIGNATURES ABOVE MUST BE IN PLACE PRIOR TO SUBMITTING TO WR-ALC OBH</small>					
WR-ALC / OBH Reviewer:			RECOMMENDATION: (SELECT)		
WR-ALC / OBH Final Determination:			OBH FILE REFERENCE NUMBER:		
FINAL DETERMINATION:			DATE: SEQ #: 01		
ADDITIONAL COMMENTS					

GUIDANCE FOR COMPLETING WR-ALC FORM 21-115-1 (TSS / PAC: TASK / MATRIX ACTION REQUEST)	
Please complete as much of the requested information as possible. Use your mouse or the TAB key to navigate, select from drop down options when available. Enter info, or overwrite data in, free-form fields. (RI) = required field. The proponent of this form is WR-ALC / OBHB.	
BLOCK:	DATA REQUIRED:
FORM HEADER SECTION	
DATE: (RI)	Select date from drop down.
PRIORITY: (RI)	Select a priority checkbox. Refer to priority designators below checkboxes.
SQN / ORG: (RI)	Enter Squadron or Organization (14 char limit).
WORK CENTER: (RI)	Enter principal Work Center applicable to the task in question (18 char limit).
BLDG #: (RI)	Enter Work Center Building Number (8 char limit).
WEAPON SYSTEM or PRIMARY FUNCTIONAL RCC: (RI)	Enter Applicable Weapons System and / or Primary Functional RCC (OVERWRITE AS REQUIRED).
APPLICABLE SKILL CODES: (RI)	Enter Applicable Skill Codes (as per WCD).
SECTION A: TO ADD ONE NEW PAC TASK	
PAC HEADER GROUP WHERE TO ADD NEW TASK: (RI)	Provide the existing PAC Header under which to assign the added (new) task.
QUAL? / CERT? CHECKBOXES:	Select a checkbox to identify a new QUALIFICATION -OR- CERTIFICATION task. Keep blank if not a QUAL or CERT task. (Use the red "CLEAR QC" button to clear these checkboxes.)
CLR QC BUTTON:	Clears the QUALIFICATION / CERTIFICATION checkboxes.
NEW TASK NUMBER: (RI)	Enter proposed new task number.
NEW TASK TITLE: (RI)	Enter proposed new task title.
NEW TASK DESCRIPTION: (RI)	Enter proposed new task technical description (as in WCD and Technical Data).
SKILL (WG or GS) and OCCUP. SERIES NUMBER: (RI)	Enter, or select from the drop down, the applicable 4-digit occupational series, up to three selections.
MINIMUM GRADE: (RI)	Select from drop down the recommended minimum performance grade for this task.
SSQ REQUIRED? (RI)	Select whether a Special Skill Qualification is required for the new task (No / Yes). If "YES" provide brief description in comments section.
ADD TO MATRIX (-ICES): (RI)	Identify to which matrix, or matrices, the new task should be added.
COURSES AND TRAINING LINKED TO ADDED TASK: (RI)	Identify training course numbers and their titles linked to the new task. Attach additional sheets as required using the same format as on this form. Make note of all attachments in the comments section.
SECTION B: TO CHANGE, MOVE or DELETE ONE EXISTING PAC TASK or MATRIX	
FULL TITLE / NUMBER OF APPLICABLE TASK or MATRIX: (RI)	Enter complete name of applicable task or matrix.
ACTION REQUESTED: (RI)	Select one check box (CHANGE, MOVE, or DELETE). (Use the red "CLEAR ACT" button to clear the second row of checkboxes.)
CLR ACT BUTTON:	Clears second row of ACTION REQUESTED checkboxes.
NOTE:	If more than two actions are requested, attach an additional form / forms as required, include for each action all information requested in the following four lines. Make note of all attachments in comments.
TASK / COURSE NUMBER: (RI)	Enter task or course number(s) applicable to action(s) requested.
ANALYSIS / JUSTIFICATION / COMMENTS: (RI)	Provide short supporting narrative for request. Attach additional sheets as required using the same format as on this form. Make note of all attachments in the comments section.
LINKED TASK CHECKBOX: (RI)	Select one checkbox to verify whether there are linked tasks, and those are identified.
MULTI-WORKCENTER APPLICABILITY CHECKBOX: (RI)	Select one checkbox to verify the applicability of these actions / changes has been within other work centers.
SIGNATURE BLOCKS: (ELECTRONICALLY SIGN WHENEVER POSSIBLE)	
(IMPORTANT: DO NOT "LOCK" the form when e-signing)	
REQUESTOR / INITIATOR: (RI)	Enter DSN Telephone number and then e-sign. Forward to next reviewer.
SQUADRON TRAINING LIAISON / POC: (RI)	Review entries, select recommendation from drop down choices, enter DSN Telephone number and e-sign. Forward to next reviewer.
SQUADRON TRAINING MANAGER: (RI)	Review entries, select recommendation from drop down choices, enter DSN Telephone number and e-sign. Forward to next reviewer.
SQUADRON TRAINING DIRECTOR / DEPUTY: (RI)	Review entries, select recommendation from drop down choices, enter DSN Telephone number and e-sign. Forward to next reviewer.
GROUP TRAINING OR PAC MANAGER: (RI)	Review entries, select recommendation from drop down choices, enter DSN Telephone number and e-sign. Forward to next reviewer.
WR-ALC / OBH REVIEWER: (RI)	Review entries, select recommendation from drop down choices, enter DSN Telephone number and e-sign. Forward to next reviewer.
WR-ALC / OBH FINAL DISPOSITION: (RI)	Establish final determination of request, entered by OBH reviewer. Refer to comments.
OBH FILE REFERENCE NUMBER: DATE and SEQ #: (RI)	OBH Reviewer enters date of final determination and assigns daily sequence number. (Sequence numbers reset to, and start at, number 01 each day).
ADDITIONAL COMMENTS:	Include any additional information in support of request, add details or clarify previous entries, and list all attachments.
CLEAR FORM BUTTON:	CLEARs ALL FIELDS (CANNOT UNDO!) AND RESETS FORM TO DEFAULT STATE.
PRINT BUTTON:	PRINTS THE FORM TO YOUR SELECTED PRINTER (SET FOR 2-SIDED PRINT).