

Safety Regulation Group
Aircraft Maintenance Standards Department



Attention PART 145 Quality Manager

19 January 2004

Dear Sir

FEDERATION OF AEROSPACE SUPPORT SERVICES

The aircraft industry is dynamic and fast changing reflecting the complex demands of both the public and commerce. This provides challenges to organisations needing to match their services to the fluctuating and seasonal market.

The CAA recognises that in order to meet these challenges they often seek flexibility by the recruitment of staff on contract for short or extended periods. Although such staff may not be permanent under employment laws, an organisation holding an approval granted by the CAA is required to ensure that work undertaken by employees whether full time or contract meets the requirements of the approval.

In essence, all employees must be trained and competent for the job they are to carry out including training in company procedures. For new employees this process will probably start with the verification of their previous experience and qualifications, contract staff provided by agencies are not exempt from this process. Approval holders therefore are required to treat all staff members the same irrespective of whether or not they are permanent or contracted in for a specific period of time.

The agencies, which provide contract staff, recognise the requirements placed upon organisations that hold maintenance approvals and have established an association with the aim of providing a consistent service that matches the skills required to meet industry needs.

The association, known as FASS (Federation of Aerospace Support Services), has in developing the attached document, sought advice from the CAA and industry. It offers practical advice and guidance concerning the recruitment and employment of contract staff which maintenance organisations and manufactures may find helpful.

Notwithstanding that the responsibility for the competence and standards of all staff involved in maintenance rests with an approval holder, the CAA is pleased to support the ongoing initiative by FASS to establish and develop a "best practice" code of conduct for the provision of contract staff to industry.

Yours faithfully

A handwritten signature in blue ink, appearing to read 'Jim C McKenna', is written over a horizontal line.

Jim C McKenna
Head of Aircraft Maintenance Standards Department and Chief Surveyor

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