

Federal Aviation Administration

Performance Work Statement



**P.E.A.C.E. Investigative Interviewing course for FAA
FAA22800017**

July 2026



A. PROJECT/TITLE

Investigative Interviewing course to provide Federal Aviation Administration (FAA) employees with the tools necessary for conducting ethical, outcome-based interviewing. Learned techniques used in the Plan and Preparation, Engage and Explain, Account – Clarification and Challenge, Closure and Evaluation (P.E.A.C.E.) Model, will assure FAA employees get the right information in the right manner when interviewing for Safety Hotline, Whistleblower, and Suspected Unapproved Parts Investigations; Certificate Management Principal Inspector, Supplier Control, and Quality System Audits; Organization Designation Authorization and Designee Management Inspections; Safety Management System Assessments; and Compliance Action/Enforcement Investigations.

Investigative interviewing (and particularly the PEACE model which is the preferred method) aligns with these principles and is considered as the most ethical, transparent and best practice way to obtain reliable and relevant information from persons of interest, complainant, witnesses and respondents. This method has interviewers using an open-ended line of questioning and fewer leading questions to get the answer that are needed and not leading the interviewee in a certain direction.

If the low offeror is an accredited college, the FAA desires college credits to be offered to trainees who successfully complete the proposed training. This is not a mandatory requirement and will not be used as an evaluation factor

B. BACKGROUND

Under Title 49 of the United States Code (49 U.S.C.), the FAA is authorized to train employees as necessary in the exercise and performance of the powers and duties of the Administrator. The interests of the public, the safety of the workforce, and the credibility of the organization are best served by having qualified, proficient, and current inspectors conducting surveillance, testing, and checking functions.

C. SCOPE

The contractor must provide P.E.A.C.E Model Training to FAA Airworthiness Inspectors / Engineers. The contractor may provide this training through their standard courses offered to the public, other Government agencies or by submitting courses solely intended for FAA Inspectors.

Provide the tools necessary for conducting ethical, out-come-based interviewing of individuals employed by FAA regulated entities

The FAA estimates five classes to be held annually to provide approximately 40 hours of instruction, and the class size should not exceed 20 students.

Student quotas will be determined by Aircraft Certification Service – Planning and Program Division (AIR-900) and Flight Standards Service Training Division (AFB-500). FAA formal training consists of training courses with agency level course numbers that will be officially recorded in the employee's personnel records. The tuition cost should be based on a per class basis. All travel and per diem costs will be the responsibility of the FAA.

D. QUALITY ASSURANCE

Public Law (current Consolidated Appropriations Act) requires that all technical training meets the requirements of the Current Consolidated Appropriations Act. None of the funds made available in this Act may be obligated or expended for any employee training that:

- a. Does not meet identified needs for knowledge, skills, and abilities bearing directly upon the performance of



- official duties.
- b. Contains elements likely to induce high levels of emotional response or psychological stress in some learners.
- c. Does not require prior learner notification of the content and methods to be used in the training and written end-of-course evaluation.
- d. Contains any methods or content associated with religious or quasi-religious belief systems or “new age” belief systems as defined in Equal Employment Opportunity Commission Notice N-915.022, dated September 2, 1988.
- e. Is offensive to, or designed to change, learners’ personal values or lifestyle outside the workplace.

E. DEFINITIONS

The following definitions are used to define the terminology contained herein:

1. Contracting Officer (CO): The person authorized to act on behalf of the Government to negotiate and award contracts and modifications thereto, and to administer contracts through completion or termination. Except for certain limited authority delegated by the Contracting Officer to a technical representative, the Contracting Officer is the only individual with the authority to direct the work of the Contractor.
2. Contracting Officer's Representative (COR): The authorized Government representative(s) acting within the limits of their delegated authority for management of specific projects or functional activities.
3. DOT: Department of Transportation
4. FAA: Federal Aviation Administration

F. APPLICABLE DOCUMENTS

Title 14 of the Code of Federal Aviation Regulations (14 CFR), Parts 91, 121, and 135. The applicable regulations are available for download, in pdf format, from www.faa.gov/regulations_policies/faa_regulations/

Title 49 of the United States Code available at <http://uscode.house.gov/download/download.shtml>

G. GENERAL REQUIREMENTS:

1. Daily Sessions: Begin when the student shows at the contractor facility for training each day and runs for a maximum of 10 hours to include breaks.
2. Level of Training: FAA personnel are expected to perform at a level compatible with the highest standards of the specialty. Accordingly, each course of instruction must adhere to the adult learning principles, which include but are not limited to:
 - a. Focus the training on "Real World" situations and applications.
 - b. Emphasize how the training can be applied.
 - c. Relate the training to the instructional objectives.
 - d. If possible, relate the training materials to the FAA employees’ past experiences.
 - e. Allow reasonable debate and challenge of ideas.
 - f. Encourage FAA employees to be resources to one another.
3. To the maximum extent possible, training should not commence during the week of a scheduled federal holiday, nor be conducted on a weekend. Training shall be conducted Monday through Friday and is to be continuous during these days except for federally established holidays. Local or state holidays must not



interrupt the training period. Normal hours of training should not begin later than 9:00 a.m. local time. Should a requirement exist to change either the hours or days of training indicated, the change must be coordinated in advance with the FAA COR.

4. The Contractor must provide Instructor Led Training (ILT) in a Brick-and-Mortar Training Facility located in the United States and preferably within 25 miles of a major airport serviced by at least one major US air carrier. In addition, training facilities must comply with the following:
 - a. Classrooms must be large enough to accommodate at least the entire class plus one observer, with either desks or tables large enough to allow the students to be able to take notes and still have space for them to keep their reference books open during lecture periods. Student chairs must be ergonomically appropriate for 8-hour occupancy.
 - b. Sufficient presentation boards for effective teaching shall be provided.
 - c. The classroom shall be well lighted. There shall be not less than 30 footcandles of illumination at the student's desk or table.
 - d. The classroom shall be cleaned not less than two times each week of instruction.
 - e. Sanitary restroom facilities shall be available within convenient distance of the classroom.
 - f. The classroom facilities shall be adequately ventilated; heated in winter and cooled in summer. Temperature range shall not exceed 68 to 74 degrees Fahrenheit.
 - g. Ambient noise shall be below the distraction point. At any position in the classroom, normal instructor voice levels should exceed the ambient noise level by 20 decibels.
 - h. Contractor shall comply with safety standards specified by the National Electrical Code, the National Fire Code, and the United States of America Standards Institute in conducting contract training. Each class shall receive a briefing on safety and security procedures to ensure proper egress in the event of any foreseeable emergency.
 - i. Local environmental distraction adversely affecting student learning shall be eliminated.
 - j. Adequate free student parking shall be available near the training site.
 - k. Visual aids used in the classroom to describe specific aircraft system or aircraft components shall be legible, visible from each student station, and color enhanced as necessary to show each system operating mode.
 - l. Classrooms must have at least one computer with internet access and printer available for student use.

5. Instructor Requirements: The Contractor shall provide professional instructors to deliver the course who can demonstrate knowledge of the content, application, and correct interpretation of applicable FAA Advisory Circulars and FAA Orders. In addition, instructors shall, at a minimum include the following:

- a. A professional Investigative Interviewing with five (5) years industry experience
- b. Three (3) years' experience with P.E.A.C.E. Investigative Interviewing being proposed under Section A
- c. Three (3) years of instructor experience

6. All instruction must be presented by a qualified instructor in an instructor-led classroom environment (in-person) as the preferred method of training unless there is a natural disaster or pandemic. The PEACE Model Investigative Interview training will be presented at the contractor's principal place of performance. If the training cannot be conducted in a brick-and-mortar environment, Computer-Based Instruction (CBI) or Virtual Training is allowed at the discretion of the Government and with concurrence of the vendor.

If CBI or Virtual Training is used to accomplish training, then the following requirements must be met:

- a. Prior to training, provide information to the COR on the computer-based platform being utilized for approval to include number of hours and the number of training days.
- b. Students shall receive a thorough briefing on the operation and use of the software prior to start of first date of course for accessing the virtual platform. If workbook materials are required for CBI training, students must receive material 10 days prior to training.



- c. Provide Time Zone training will be conducted.
- d. At least one instructor shall be present or readily accessible by electronic means to resolve any problems or questions that the FAA may have regarding the material presented in the course.
- e. All material presented by CBI shall be reviewed and reinforced by a qualified instructor in classroom discussion or one-on-one with the Safety Inspector.

7. Training Requirements:

- a. At least two weeks prior to any course, provide each registered student with the training site address, map and/or directions to the training site, a local point of contact and telephone number, and commercially available lodging near the training site.
- b. Provide a copy of the syllabus, training schedule and course description, course reference book and any other course materials needed for each Safety Engineer on the first training day of training course.

8. Student Reports and Grade:

- a. The FAA will provide a final roster prior to beginning of class. Notify the COR of any non-attendance on the first day of training and throughout the course. In the event the FAA Safety Inspector fails to report for training as scheduled, or should become ill, injured, or incapacitated during the training period the contractor shall promptly notify the COR and the Safety Inspector emergency contact, if known.
- b. Upon successful completion of all training the contractor shall issue a Certificate of Completion (PDF) for each attendee identifying the type of training provided, specific dates, and the duration of such training. One copy must be submitted to the COR and the student prior to invoice processing.

H. TRAINING OUTCOMES for P.E.A.C.E. INVESTIGATIVE INTERVIEWING

- 1. Provide workforce the tools necessary for conducting ethical, out-come based interviews of individuals employed by FAA regulated entities
- 2. Assure FAA employees get the right information in the right manner when interviewing (all are categorized Critical / Continuation of Safety (COS)) the following):
 - a. Safety Hotline Investigations
 - b. Whistleblower Investigations
 - c. Suspected Unapproved Parts Investigations
 - d. Certificate Management Principal Inspector Audits
 - e. Supplier Control Audits
 - f. Quality System Audits
 - g. Organization Designation Authorization Inspections
 - h. Designee Management Inspections
 - i. Compliance Action/Enforcement Investigations
 - j. Safety Management System Assessments
- 3. Training Topic Outline – Content areas intended for the training:
 - a. Theory of Investigative Interviewing
 - b. Planning and Preparation
 - c. Engage and Explain - Execution of Investigative Interview (using FAA developed examples)
 - d. Account – Clarification and Challenge
 - e. Closure
 - f. Evaluation

