



ICAO

International Civil Aviation Organization

Twenty-First Meeting of the ICAO Aeronautical Information Services – Aeronautical Information Management Implementation Task Force (AAITF/21)

Bangkok, Thailand, 19 – 22 May 2026

Agenda Item 4: AIS-AIM Updates

OPERATIONAL PROCEDURE AWARENESS FOR AIS PERSONNEL

(Presented by Indonesia)

SUMMARY

This paper presents information on the implementation of an Operational Procedure Awareness Programme in Indonesia to maintain continuous awareness of operational procedures, enable early detection of knowledge gaps, and strengthen the Quality Management System (QMS) through periodic web-based Awareness Checks. The programme also supports and complements the implementation of competency-based training and assessment (CBTA) in accordance with ICAO Doc 9991.

1. INTRODUCTION

1.1 The International Civil Aviation Organization (ICAO) emphasizes the importance of personnel competency as a key element in ensuring the quality and safety of aeronautical information services, as outlined in Annex 15 and supporting guidance materials.

1.2 At AAITF/20 through IP10 – AIS Personnel Competency Assessment and Certification Indonesia presented the framework on AIS personnel competency assessment and certification, which covers licensing, rating, and periodic assessment.

1.3 To meet AIM Performance Expectation Phase 2, Indonesia is currently progressing towards AIM system modernization, which will introduce changes in operational processes and procedures for AIS personnel.

1.4 While the framework ensures that AIS personnel meet the required competency standards through initial and periodic assessments, operational experience indicates the need for a more frequent and continuous approach to monitor personnel awareness and understanding of procedures, and to ensure consistent compliance with established operational procedures;

1.5 In response, Indonesia has introduced an Operational Procedure Awareness Programme to support day-to-day operational competency and address knowledge gaps in a timely manner.

1.6 The Operational Procedure Awareness Programme is aligned with the competency-based training and assessment (CBTA) approach described in ICAO Doc 9991. It is intended to support and complement the implementation of CBTA, particularly in the areas of continuous assessment, identification of training gaps, and refresher training, while enhancing the continuous monitoring of personnel knowledge and reinforcing awareness of operational procedures to ensure the maintenance of personnel competency.

2. DISCUSSION

Rationale

2.1 Operational monitoring has identified that certain non-conformities in AIS products were associated with insufficient understanding of established procedures, indicating gaps in the application of required competencies and procedural knowledge, resulting in procedural deviations.

2.2 In the context of Indonesia's transition towards Aeronautical Information Management (AIM), as well as ongoing day-to-day AIS operations, the evolution of systems and procedures requires enhanced understanding and continuous awareness among personnel to ensure consistent and compliant service delivery, particularly in maintaining alignment with established operational procedures.

2.3 The existing periodic assessment mechanisms, such as annual rating validation, may not be sufficient to capture short-term variations in personnel awareness or promptly address potential gaps in the understanding and application of operational procedures.

2.4 The Operational Procedure Awareness Programme is designed to:

- a) Maintain and enhance personnel awareness of applicable procedures;
- b) Enable early detection of knowledge gaps; and
- c) Support continuous competency development and strengthen the effectiveness of the AIS Quality Management System (QMS).

Methodology

2.5 The programme is conducted through a web-based Computer-Based Test (CBT) platform and implemented on a monthly basis.

2.6 Key features of the programme include:

- a) Participants: AIS personnel involved in operational service delivery;
- b) Awareness Check type: multiple-choice questions;
- c) Question composition: aligned with each personnel's role and competency domain (e.g. AIP, NOTAM, Cartography, data management);

2.7 In cases where Awareness Check results are unsatisfactory or incorrect responses are identified:

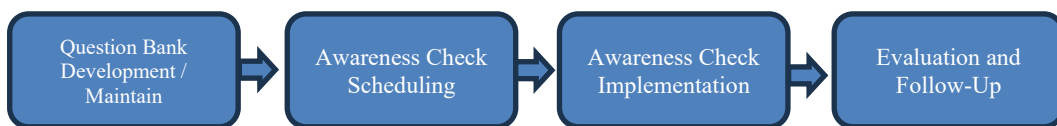
- a) The Awareness Check results shall be reviewed by the respective supervisor;
- b) Identified gaps, including incorrect responses, shall be discussed directly with the personnel concerned; and
- c) Necessary corrective actions, such as targeted training and coaching, shall be provided to address identified competency gaps.

2.8 The programme also enables personnel to maintain continuous awareness of applicable operational procedures, including recent updates, while facilitating the identification of knowledge gaps and the provision of timely feedback.

Output and Utilization

- 2.9 The results of the Awareness Check are utilized as input for:
- a) Monitoring and reinforcing personnel awareness of applicable procedures, including updates and changes;
 - b) Training needs analysis in support of competency-based training;
 - c) Targeted training programmes; and
 - d) Individual coaching by supervisors.

2.10 Implementation Process



Challenges

- 2.11 The implementation of the programme has identified several challenges, including:
- a) Balancing Awareness Check activities with operational workload;
 - b) Development and maintenance of a high-quality question bank; and
 - c) Ensuring regular updates of Awareness Check content to reflect current procedure.

3. ACTION BY THE MEETING

- 3.1 The meeting is invited to:
- a) Note the information contained in this paper.

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