

**INTERNATIONAL CIVIL AVIATION ORGANIZATION
NORTH AMERICAN, CENTRAL AMERICAN AND CARIBBEAN OFFICE**

**TWENTY-SIXTH EASTERN CARIBBEAN INFORMAL WORKING GROUP MEETING
(26TH E/CARIWG)**

(Barbados, 3 to 7 June 2002)

Agenda Item 2: ATM Developments

2.2 Air Traffic Services (ATS):

2.2.3 ATS Quality Assurance Programmes in the Eastern Caribbean

ATS QUALITY ASSURANCE PROGRAMMES

(Working Paper presented by the Secretariat)

SUMMARY	
This working paper presents information on the CAR/SAM Regional Guidance Material on Air Traffic Services Quality Assurance Programmes which was approved by the GREPECAS/10 Meeting.	
REFERENCES	
•	Doc. 9749 - CAR/SAM/3 RAN Meeting Report (Buenos, Aires, October 1999)
	CAR/SAM Regional Guidance Material on ATS Quality Assurance Programmes, version 1.0, November 2001. (www.icao.int/nacc)

1. Introduction

1.1 The concept of introducing an ATS QA programme was presented at several working group and DCA meetings in the Caribbean Region which resulted in a working paper being developed and presented on the subject to the CAR/SAM/3 RAN Meeting (October 1999).

1.2 As a result of the discussions held at the RAN meeting, it was recommended that ICAO develop guidance material on ATS quality assurance programmes for worldwide use (CAR/SAM/3 Recommendation 5/36). The CAR/SAM Regional Guidance Material on ATS Quality Assurance Programmes is the first phase in the development of the worldwide material and will initially be used as regional guidance material by States in the ICAO CAR/SAM Regions.

2. Analysis

2.1 In an effort to meet the objectives of conclusions and recommendations made by the 15th E/CAR DCA Meeting and CAR/SAM/3 RAN Meeting, the ICAO NACC Regional Office in coordination with the ICAO SAM Regional Office held the first North American, Caribbean and South American Air Traffic Services Quality Assurance Programme Seminar from 16 to 20 October 2000, in Mexico City, Mexico. Over 150 participants attended the seminar from 20 States and international organizations and they were designed to provide participants with a full understanding of ATS quality assurance programmes.

2.2 During the Seminar, the participants were presented with the first draft of the CAR/SAM Regional Guidance Material on ATS Quality Assurance (version 0.1, October 2000). This Regional Guidance Material is designed to be used by the most basic ATS systems up to the most complex ones. This Guidance Material is formed by eleven chapters and it contains useful information related with the initiatives of ATS Quality Assurance Programmes that can be used by States in order to comply with Rec. 5/38 of the CAR/SAM/3 RAN, which requires States to implement these types of Quality Assurance Programmes for ATS Services.

2.3 Since holding the abovementioned Seminar, ICAO made several draft versions of the Draft CAR/SAM Regional Guidance Material on ATS Quality Assurance Programmes. These revisions included comments by States, International Organizations, the ATM Section in ICAO Headquarters and experiences obtained through ICAO missions and ATM evaluations in the CAR Region.

2.4 As a result, the Draft CAR/SAM Regional Guidance Material on ATS Quality Assurance Programmes was submitted to GREPECAS/10 (Canary Islands, October 2001); where it was approved by GREPECAS for the regional use by States/Territories/International Organizations of the CAR/SAM Regions (Version 1.0, November 2001).

2.5 Version 1.0 of the regional guidance material (an electronic version will be delivered at the Meeting) is divided in 11 chapters as follows:

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| Chapter 1. | Definitions |
| Chapter 2. | Background |
| Chapter 3. | ATS Quality Assurance Programmes |
| Chapter 4. | Controller Proficiency Checks |
| Chapter 5. | Air Traffic Incident Reporting, Investigations and Investigation Teams |
| Chapter 6. | Air Traffic Incident Prevention Programmes |
| Chapter 7. | Air Traffic Services Evaluation Programme |
| Chapter 8. | Quality of Services Improvement Programmes |

Chapter 9. Proficiency Training Programmes

Chapter 10. ATS Safety Management

Chapter 11. Human Factors

2.6 This Guidance Material (Version 1.0, November 2001) was used by the ICAO NACC Regional Office to conduct an ATS Quality Assurance Workshop for the CAR/SAM Regions last November 2001 in Trinidad and Tobago in the English language and there are plans to conduct the same Workshop in the CAR Region in the Spanish language in June 2002 in El Salvador co-sponsored by COCESNA.

2.7 According to GREPECAS/10, *Conclusion 10/58 ATS Quality Assurance Programme for CAR/SAM States* a Special Implementation Project (SIP) has been submitted by the ICAO NACC Regional Office to the ICAO Council to develop a programme to improve the use of aeronautical phraseology through the implementation of ATS Quality Assurance Programmes.

2.8 In conjunction to these activities, the ICAO NACC Regional Office has been conducting ATM evaluations using the methodology described in the CAR/SAM Quality Assurance Regional Guidance Material in Central America (March 2001), Trinidad and Tobago (November 2001), Mexico (January/February 2002) and Cuba (April 2002), and planned to be conducted in Dominican Republic (November 2002).

3. Suggested Action

3.1 The Meeting is invited to:

- a) take note of the activities conducted by the ICAO NACC Regional Office with the CAR/SAM Regional Guidance Material on ATS Quality Assurance Programmes (version 1.0, November 2002; and
- b) take actions to initiate the use of the Quality Assurance Guidance Material to implement the ATS Quality Assurance Programmes.
