



CAR/SAM Regional Guidance Material on Air Traffic Services Quality Assurance Programmes

CAR/SAM Air Traffic Services Quality Assurance Programmes
Seminar

South American Regional Office

CAR/SAM Air Traffic Services Quality Assurance Programmes Seminar
(Lima, Perú, 15 to 18 october 2002)



INTERNATIONAL CIVIL AVIATION ORGANIZATION

SOUTH AMERICAN REGIONAL OFFICE

CAR/SAM REGIONAL GUIDANCE MATERIAL ON

AIR TRAFFIC SERVICES

QUALITY ASSURANCE PROGRAMMES

CHAPTER 4

Version 1.0

November 2001

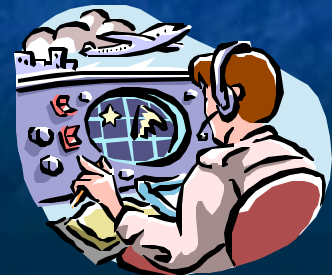
**CAR/SAM Air Traffic Services Quality Assurance Programmes Seminar
(Lima, Perú, 15 to 18 october 2002)**

Chapter 4. Controller Proficiency Checks



■ Introduction

- To provide continuous enhancement of technical proficiency in the ATS environment, individualized training requirements for technical performance should be identified and accomplished
- Controller proficiency checks are intended to provide feedback by ATS supervisors/ATS QA officers/specialists to controllers and supervisors regarding their proficiency, and to develop plans to enhance their proficiency

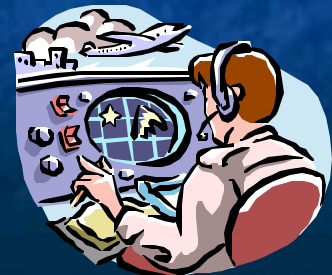


Chapter 4. Controller Proficiency Checks (cont'd)



■ Responsibilities

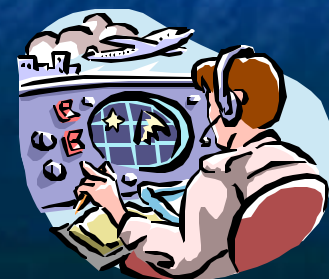
- ATS unit chiefs to establish and maintain ATS unit proficiency standards
- ATS authority should develop guidelines specifying required level of knowledge (theoretical and practical)
- ATS operational personnel should be required to periodically demonstrate that their performance meets proficiency standards
- Controller proficiency checks should be accomplished on each controller and supervisor



Chapter 4. Controller Proficiency Checks (cont'd)



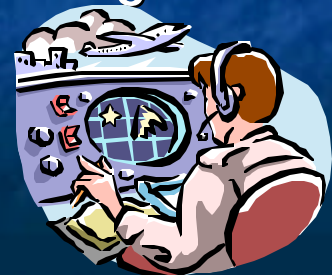
- ATS unit chief, supervisor or quality assurance specialist should conduct task of controller proficiency checks
- Develop proficiency check rosters to ensure all ATS operational personnel are checked biannually
- ATS operational supervisors and QA specialist should continuously assess controllers' performance through direct or indirect methods
 - Indirect – remote monitoring, voice recordings, observations by other supervisors or ATS unit QA specialists



Chapter 4. Controller Proficiency Checks (cont'd)



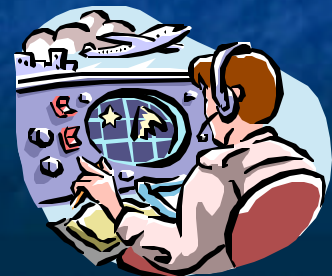
- What if results of controller proficiency check indicates controller would benefit from proficiency training?
 - Use references to determine type of training needed:
 - ICAO Doc 9426, Air Traffic Services Planning Manual, Chapter 3 – Training and Proficiency Requirements
 - CAR/SAM Regional Guidance Material for ATS QA Programmes, Chapter 9. Proficiency Training
- Assignment of proficiency training may not necessarily mean a deficiency was noted
- A controller may demonstrate an acceptable level of technical performance, but might still benefit from proficiency training in a particular skill or task



Chapter 4. Controller Proficiency Checks (cont'd)



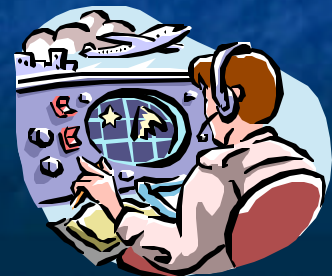
- ATS supervisor or QA specialist should discuss the completed controller proficiency check with the controller
- Proficiency checks are not intended to be pass/fail or satisfactory/unsatisfactory
- What if a controller's performance is found to be unsatisfactory?
 - Rating should be suspended and appropriate proficiency training, followed by a re-certification process should be completed



Chapter 4. Controller Proficiency Checks (cont'd)



- ATS units should conduct an annual review of all controller proficiency checks with a view to identify recurring and significant proficiency needs
- Documentation
 - Discuss proficiency check results with the controller and document in the controller's training record





THE END

THANK YOU