



**INTERNATIONAL CIVIL AVIATION ORGANIZATION
ORGANIZACION DE AVIACION CIVIL INTERNACIONAL**

**OFICINA REGIONAL SUDAMERICANA
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LT 11/40.2-SA721

14 August 2002

**Subject: CAR/SAM Air Traffic Services Quality Assurance Programme Seminar
(Lima, Peru, 15-18 October 2002)**

Sir/Madam,

I have the honour to invite your Administration to the Air Traffic Services Quality Assurance Programme Seminar for the ICAO Caribbean and South American Regions that will be held in Lima, Peru, from 15 to 18 October 2002. The seminar will be conducted in English and Spanish and will have simultaneous interpretation services in both languages.

You will find the Draft Agenda included as **Attachment A** to this letter. The complete agenda of the seminar will be submitted at a later date. It is expected that the seminar will allow aviation officials to obtain a full understanding of ATS Quality Assurance Programmes from programme management and responsibilities, ATS incidents investigations and prevention, ATS evaluations, to the improvement of the overall quality of service being provided.

The event will take place at the premises of the “Centro de Instrucción de Aviación Civil de CORPAC”. General information with respect to various arrangements is contained in **Attachment B**. Please note that the seminar participants are responsible for making hotel reservations directly with the hotel using the form included in Attachment B. Reservations should be made before as soon as possible, and in any case not later than 27 September 2002. Also, please note that participants are responsible for obtaining visas and fulfilling any additional applicable entry requirements for Perú.

I am requesting that you kindly provide, at your earliest convenience, but not later than **7 October 2002**, the name(s) of the delegate(s) from your State/Organization that will be attending the seminar. Please send the registration form included in **Attachment C** via e-mail or fax to:

ICAO Regional Director
South American Regional Office
Subject: ICAO ATS QA Seminar
E-mail mail@lima.icao.int
Fax (511) 575-0974

In order to secure attendance to the seminar, participants are advised to register in advance with the ICAO SAM Regional Office. A registration desk will be arranged at the facilities of the "Centro de Instrucción de Aviación Civil de CORPAC" on Tuesday, 15 October 2002, between 0800 and 0900 local time; late registration will also be available during this period. Pre-registered participants are requested to collect their badges as well as the detailed programme of activities at the registration desk.

Any questions regarding the seminar should be addressed to the ICAO SAM Regional Office.

Accept, Sir/Madam, the assurances of my highest considerations.



José Miguel Ceppi
ICAO Regional Director
South American Office
Lima

Enclosures: as indicated

Attachment A

**INTERNATIONAL CIVIL AVIATION ORGANIZATION/SENEAM
CAR/SAM Air Traffic Services Quality Assurance Programme Seminar**

Lima, Peru, 15 to 18 October 2002

Draft Agenda

DAY ONE – Tuesday, 15 October 2002

0800-0900 Registration

0900-0930 Opening Remarks
ICAORD, Lima
DGAC, Peru

Session One – ATS Incidents in the ICAO CAR/SAM Regions

0930-1100 In this session, the participants will acknowledge the ATS incidents in the CAR/SAM Regions from the ICAO perspective, and different users of the airspace and of the air traffic services. Speakers from IATA, IFALPA, IFATCA, etc., will be invited.

Questions and Answers

1100-1115 *Break*

Session Two – Human Factors in Air Traffic Control

1115-1230 The human factors performance is one of the causing factors in most of the incidents and/or aviation accidents. In order to have a better understanding on this issue, Session Two will be addressed to understand this subject and to apply such knowledge more widely and more actively.

Questions and Answers

1230-1315 *Break*

Session Three – ISO-9000

1315-1430 Session Three of the seminar will be addressed to explain the relationship of the ATS quality assurance programmes with ISO International Standards. This will permit the managerial levels of the CADs to develop quality assurance policies, to obtain an efficient organization.

Questions and Answers

DAY TWO – Wednesday, 16 October 2002

Session Four – ATS Quality Assurance: States Experiences

0900 -1430 In this session, the participants will obtain the first-hand experience acquired by States and International Organizations of the CAR/SAM Regions and outside the Region on the application of ATS Quality Assurance Programmes and the result of the application of these programmes. Speakers from Brazil, Canada, United States, Eurocontrol, Jamaica, Mexico, COCESNA, etc, will be invited.

Questions and Answers

DAY THREE – Thursday, 17 October 2002

Session Five – ICAO CAR/SAM Regional Guidance Material on ATS Quality Assurance Programmes

0900-0945 Chapters 1 – 2: Definitions and Background

0945-1030 Chapter 3: Air Traffic Quality Assurance Programmes

1030-1045 Break

1045-1130 Chapter 4: Controller Proficiency Checks

1130-1230 Chapter 5: Air Traffic Incidents Reporting, Investigation, and Investigation Teams

1230-1300 Break

1300-1400 Chapter 6: Air Traffic Incident Prevention Programs

1400-1430 Questions and Answers

DAY FOUR – Friday, 18 October 2002

(Cont.) Session Five – ICAO CAR/SAM Regional Guidance Material on ATS Quality Assurance Programmes

0900-0945 Chapter 7: Air Traffic Services Evaluation Programmes

0945-1030 Chapter 8: Quality of Services Improvement Programmes

1030-1045 *Break*

1045-1130 Chapter 9: Proficiency Training Programmes

1130-1230 Chapter 10: ATS Safety Management

1230-1300 *Break*

1300-1330 Chapter 11: Human Factors

1330-1400 Summary of ICAO Guidance Material and Next Steps
Speaker: (TBD)

1400-1430 Questions and Answers

1445-1500 Closing

Attachment B

INTERNATIONAL CIVIL AVIATION ORGANIZATION/SENEAM

CAR/SAM Air Traffic Services Quality Assurance Programme Seminar

Lima, Peru, 15 to 18 October 2002

General Information

1. Place of the Seminar

The Seminar will be held at the Centro de Instrucción de Aviación Civil, CORPAC, S.A., Avenida Elmer Faucett, s/n, Callao, Peru, near the Jorge Chávez International Airport.

2. Opening Session

Tuesday, 15 October 2002

Registration of participants: 08:00 – 09:00

Opening of the Seminar 09:00

3. Postal Address, Telephone, etc.

Tels: (511) 575-1646 (511) 575-1476
(511) 575-1477
Fax: (511) 575-0974 (511) 575-1479
E-mail: mail@lima.icao.int
Web Page: www.lima.icao.int

4. Registration of Participants

Participants are requested to pre-register with ICAO SAM Office and late register will be at the Registration Desk of the Centro de Instrucción de Aviación Civil, CORPAC, S.A., between 08:00 and 09:00 AM hours on the opening day of the meeting. For identification purposes, participants are also requested to wear the identification badge, which will be issued to them when inside the premises of the Centro de Instrucción de Aviación Civil, CORPAC, S.A.

5. General Information

a) Weather

The average temperature in Lima City for October is: maximum 20°C, minimum 16°C, with humidity of 84%.

b). Currency and Credit Cards

The unit of currency in Peru is the Peruvian Nuevo Sol (S/). Current exchange rate to date is US\$1 (One US Dollar) = S/.3.55 (August 2002 - subject to variation).

International credit cards such as American Express, Master Cards, VISA, Diners Club, etc., are usually accepted at major hotels, department stores and restaurants. Travellers cheques should be exchanged at Money Exchange Offices or Banks.

6. Hotel reservations

Participants should arrange hotel accommodations well in advance, directly with the hotel, using the form included. You will also find a List of Hotels.

7. Taxis

There are several authorized taxi services at the Jorge Chávez Intl. Airport. The rate to Miraflores (area where the hotels are located) is approximately US\$ 20.00. You may confirm the rate at the counters located outside the Airport area. Likewise, the following taxi services are recommended:

| | | |
|---|--------------------------------|-----------------|
| Transportation from/to Airport (San Isidro and Miraflores): | | |
| National Car Rental | Phone No: 575-1111 or 222-1010 | Rate: US\$16.00 |
| Business Remisse | Phone No: 212-4060 | Rate: US\$20.00 |

8. Hospitals

The **Clínica Anglo Americana**, located in Alfredo Salazar s/n, Miraflores, Tel: (511) 2213656, is the recommended hospital.

9. Useful telephones

| | |
|---|----------|
| Mr. José Miguel Ceppi, ICAO Representative, SAM Office | 372-6417 |
| Mr. Carlos Stehli, CNS Regional Officer and Deputy Representative (ai)..... | 435-2752 |
| Mr. Jorge Fernández, ATM Regional Officer, SAM Office..... | 224-9007 |
| Mr. Alberto Orero, ATM Regional Officer, SAM Office..... | 445-7419 |

10. Electricity

220 Volts/60Hz.

11. Airport tax:

Airport tax is US\$ 25.00.

12. Transportation

During the Meeting, the Corporación Peruana de Aeropuertos y Aviación Comercial S.A. (CORPAC) will kindly provide transportation between Miraflores (zone of the hotels) and the Meeting site. The bus from CORPAC will make the following trip (first day of the meeting):

| | |
|-------------------|----------|
| Hostal Ejecutivo: | 07:30 h. |
| Hotel El Doral: | 07:45 h. |

Note: Participants staying at other hotels should go to one of the above-mentioned hotels to pick up the bus. All the hotels are located in Miraflores downtown.

13. Hotel Information

Following hotels are suggested:

| Hotel | Dirección/Teléfono/Fax | Simple US\$ | Doble US\$ |
|---|--|---------------------------|-------------------|
| El Pardo Doubletree Hotel***** Miraflores | Jr. Independencia 141, Miraflores Tel. (511) 241-0410, 444-2283 Fax (511) 444-2171 | 77.00 Incluye desayuno | 77.00 buffet. |
| Grand Hotel Miraflores**** | Av. 28 de Julio 151, Miraflores Tel. (511) 241-4647, Fax (511) 446-5518 | 50.00 | 55.00 |
| Hostal El Doral*** | Av. José Pardo 486, Miraflores Tel. (511) 242-7799, Fax (511) 446-8344 | 42.10 | 46.40 |
| Hotel ColonialInn**** | Av. Comandante Espinar 310, Miraflores Tel. (511) 241-7471, Fax (511) 445-7587 | 40.00 Incluye desayuno | 50.00 buffet. |
| Hostal Ejecutivo** | Av. 28 de Julio 245, Miraflores Tel. (511) 2413575, Fax (511) 444-2222 | 25.00 | 28.00 |

14 Hotel reservations

Please make your reservations as soon as possible.

HOJA DE RESERVACIÓN DE HOTEL/RESERVATION HOTEL FORM

NOMBRE/NAME: _____

COMPAÑÍA/COMPANY: _____

FECHA DE LLEGADA/CHECK IN: _____

FECHA DE SALIDA/CHECK OUT: _____

TIPO DE HABITACIÓN/ROOM: SENCILLA/SINGLE: _____ DOBLE/DOUBLE: _____

NO. DE PERSONAS/NO. OF PERSONS: _____ FUMAR/SMOKING: _____

NO FUMAR/NO SMOKING: _____

OBSERVACIONES/REMARKS: _____

TARIFA/RATE: _____ FORMA DE PAGO/TYPE OF PAYMENT: _____

NO. DE RESERVACIÓN/RESERVATION NUMBER: _____

CONFIRMADO POR/CONFIRMED BY: _____

FECHA/DATE: _____

Attachment C/Adjunto C

**INTERNATIONAL CIVIL AVIATION ORGANIZATION
ORGANIZACIÓN DE AVIACIÓN CIVIL INTERNACIONAL**

**CAR/SAM Air Traffic Services Quality Assurance Programme Seminar
Seminario Programa de Garantía de Calidad de los Servicios de Tránsito Aéreo de las Regiones CAR/SAM**

Lima, Peru, 15 to 18 October 2002 / Lima, Perú, 15 al 18 de Octubre de 2002

REGISTRATION FORM/HOJA DE REGISTRO

PAÍS-ORGANISMO/COUNTRY-ORGANIZATION

NAME/NOMBRE: _____

Delegate/Delegado: _____ Speaker/Conferencista: _____

POSITION OR TITLE/CARGO OFICIAL : _____

TEL NO.: _____ E-MAIL: _____

FAX NO.: _____

POSTAL ADDRESS IN YOUR COUNTRY(OFFICE)/DIRECCIÓN POSTAL EN SU PAÍS
(OFICIAL):

SIGNATURE/FIRMA: _____