

**INTERNATIONAL CIVIL AVIATION ORGANIZATION**

**EIGHTH MEETING OF THE CIVIL AVIATION AUTHORITIES OF THE SOUTH  
AMERICAN REGION (RAAC/8)**

(Buenos Aires, Argentina, 23 – 25 April, 2003)

**Agenda Item 4: Regional Air Navigation Plan – Transition to the CNS/ATM Systems**

**ATS Quality Assurance Course Development**

(Presented by the United States of America)

**INFORMATION PAPER**

**SUMMARY**

This paper provides information on the Air Traffic Services Quality Assurance Program training course being offered by the FAA Academy in Oklahoma City, Oklahoma. The course was designed based on the ICAO CAR/SAM Regional Guidance Material on ATS Quality Assurance Programs.

**1.0 INTRODUCTION**

1.1 ICAO has identified the need for ATS quality assurance programs to prevent ATS incidents, and monitor and improve the quality of the air traffic control system. The FAA became involved with the ICAO ATS quality assurance program from its inception in February 1999 through the loan of an FAA ATS expert to the ICAO NACC Regional Office. As the ICAO ATS quality assurance guidance material was developed and approved by GREPECAS in October 2001, the FAA Academy became involved in December 2001, while attending a workshop on ATS quality assurance in the Caribbean Region. At present ICAO host seminars and workshops to make countries aware of the quality assurance program.

1.2 The International Training Division of the FAA Academy offered to develop a training program that gives more detail on quality assurance and what must be done by an air traffic facility to implement a quality assurance program. The course is designed with references to both ICAO and FAA documents.

**2.0 DISCUSSION**

2.1 The FAA has a long and successful history of working with quality assurance programs. The course objectives are three-fold: first, to provide examples of effective quality assurance programs; second, to provide tools for improving existing quality assurance programs; and third, to provide guidance for developing new programs.

2.2 The name of the course that will be offered by the FAA is “Quality Assurance Specialist - International” course. The target audience for the course is quality assurance specialists/officers; however, the course would also be of interest to supervisors and air traffic managers.

2.3 The purpose of the course is to provide training needed for an ATC facility, country or region to develop and implement a quality assurance program.

2.4 The course design consist of an orientation and the following 10 lessons:

- Orientation
- Introduction
- Organizing your QA Program
- QA Definitions
- Incident Prevention Program
- Evaluation
- Quality of Services Improvement Program
- Proficiency Training Program
- ATS Safety Management Program
- Air Traffic Incident Investigation and Reporting Program
- Notification, Investigation, and Reporting of Aircraft Accidents

2.5 The course will allow the participants to:

- Identify the critical components of an effective quality assurance program.
- List and describe the job duties of key personnel in a QA program.
- Learn all the major components of a QA program such as prevention, teamwork, communications, customer feedback and define all terms used in a QA program.
- Understand the ICAO developed accident/incident reporting system and information sharing networks.
- Describe the elements of the runway incursion prevention plan.
- Describe how the QA review process increases the effectiveness of the air traffic control system.
- Define the purpose and scope of an evaluation according to ICAO
- Describe the evaluation process and how to conduct and document an evaluation: including in-flight, special evaluations, evaluation reports and responses to unit evaluations.
- Conduct a simulated unit level evaluation using ICAO evaluation regional guidance.
- Set up a quality of services improvement program including: random voice recording reviews, phraseology program and customer feedback.
- Describe programs that increase awareness between pilots and controllers.
- Set up an Air Traffic Services performance measurements system that tracks safety and efficiency.
- Describe the elements in a proficiency-training program and set up an annual refresher-training program.
- Define and setup supplemental, enhancement, or remedial training programs.

- Set up an Air Traffic Services safety management program including acceptable levels of safety; safety management activities; monitoring safety levels; establishing safety reviews; conducting safety assessments; and setting of safety enhancing measures.
- Define, according to ICAO, what is meant by an air traffic incident and describe the air traffic incident reporting procedures including the investigation, documentation of, and actions required after an air traffic incident.

2.6 The course is based on the ICAO CAR/SAM Regional Guidance Material on ATS Quality Assurance Programs and other ICAO standards and recommended practices.

2.7 The FAA Academy offered a tuition-free prototype course from March 26 to April 4, 2003. This prototype course was limited to 8 participants. The participating States and international organizations included Chile, Colombia, COCESNA, Korea, Panama, Peru, Trinidad and Tobago, and the ICAO South American Regional Office. The purpose of the prototype course was to obtain feedback on the course design and effectiveness and to make improvements to the course prior to its full deployment. After revisions and improvements are made to the course, the first full course will be conducted from August 13 to 20, 2003, in Oklahoma City, Oklahoma. The course can also be conducted in-country. For additional information on this course or other courses offered by the FAA please contact:

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### 3.0 CONCLUSION

3.1 The meeting is invited to note the information in this paper and to take advantage of the opportunity to obtain training in ATS quality assurance or other courses offered by the FAA Academy.