



International Civil Aviation Organization

CAR/SAM REGIONAL PLANNING AND IMPLEMENTATION GROUP (GREPECAS)

**Tenth Meeting of the GREPECAS Aeronautical Information Services Subgroup (AIS/MAP/SG/10)**

Caracas, Venezuela, 26 February - 02 March 2007

AIS/MAP/SG/9-IP/04

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- Agenda Item 2:           Review of the Reports of the AIS/MAP Subgroup Contributory Bodies**  
**2.1       Report of the AIS/MAP Quality Management Task Force (QM/TF/2 Meeting).**

**COMMON PROFILE OF AIS PERSONNEL**

(Presented by the Secretariat)

**SUMMARY**

In general, aeronautical information services do not maintain permanent training programmes that keep professional training standards of AIS/MAP personnel on a par with the rapid evolution of aviation technology, which demands higher and higher standards. Therefore, a series of changes with regard to AIS/MAP personnel training and selection should be developed in response to the new duties of human resources that have changed on an international basis.

**1.           Background**

1.1           The technological ATM environment is rapidly changing, especially with the requirement to handle more and more yet reliable critical aeronautical flight information. In parallel, States have a priority to increase the use of automation within aeronautical information services (AIS) in order to meet requirements for speed and quality. This is highlighted by the ISO 9001:2000 requirement, which provides guidelines on the type and features of activities for human resources which will enable AIS personnel and the organizations to be ready to efficiently adapt to the changing environment.

**2.           Profiling the Personnel**

2.1           One of the activities of human resources is to profile personnel, which involves task descriptions, as well as necessary qualifications, training and their associated assessment. To this end, tasks aimed at describing the diversity of work and required personnel, depending on the work environment, e.g. organization, tools, etc., would be grouped together. The objective is to support the implementation of AIS/MAP harmonized competency processes management as well as associated Air traffic Services Reporting Office (ARO) duties, providing the guidelines for a common profile of AIS personnel in the CAR/SAM States.

### **3. Functional Modular Approach**

3.1 The common profile of AIS personnel should be developed by an ad hoc group consisting of AIS/MAP representatives of the CAR/SAM States, human factors experts, and training specialists, thus adopting a functional approach to combine AIS/MAP with ARO duties to achieve a framework of AIS competencies, an AIS version adjusted to an Extended Model of Human Resources Professional Competency. This functional approach will address the AIS/MAP organizational diversity. This is a modular approach which will accommodate the pressure of a changing environment, as well as provide flexibility of implementation along with changes in training that will permit new knowledge and practices demanded by the new information technologies, both at the conceptual and at the practical level, to be achieved within the classroom and/or on the job.

### **4. Benefits**

4.1 The availability of a common profile for AIS personnel fosters deliberate harmonization and will ultimately support change in personnel and their possible mobility among the States. This will improve transparency of AIS personnel activities and will clarify its link to safety requirements of the ATM and CNS processes. Developing a common profile for AIS personnel will also prove to have high cost-effectiveness for the States, not only in financial terms but also with regard to safety.

### **5. Steps for determining the common profile of AIS personnel:**

- Description of duties of AIS/MAP and ARO
- AIS/AIM competency framework
- Human resources management guidance material
- Selection criteria guidelines
- Identification of training needs
- Competency management processes