

Issue Analysis
Implementation issue ATSEP competence scheme
SASI workshop 4/08 22 - 24 October 2008, Zagreb

Brainstorming

What problems do you envisage with the national competence scheme?

IW = I wish // H2 = How to

1. IW I wish I should have a problem
2. H2 coordinate the effort between organising organisation (OO) and national supervisory authority (NSA)
3. H2 connect competence of manager with this scheme
4. IW to have money for this
5. IW to have manpower for this
6. H2 deal with language problem in multi-language countries like Switzerland
7. H2 train competence assessors
8. H2 train instructors on this equipment
9. IW to have clear regulations
10. IW more support from top management
11. H2 establish and maintain the required level
12. IW to have objective assessment at OO
13. H2 include safety competence within ATSEP competence
14. H2 approve ATSEP training centre
15. H2 keep our existing scheme within regulations
16. IW I have example of ATSEP competence scheme document
17. H2 deal with unions or professional associations
18. H2 deal with someone who doesn't pass the competence check
19. 19 H2 disseminate the stuff to accept the system
20. H2 deal with cost reduction policy
21. H2 fly in the jungle of regulations
22. IW more competence on the regulator side
23. IW that every person in that field will not be called stupid

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24. IW competence schemes were standardised world wide
25. IW competence should be related with salary
26. IW I had a law that entitles licensed people with special rights
27. IW that ATSEPs are consulted during the process
28. H2 perform qualification training
29. H2 approve the licensing process
30. IW we had a training school or university
31. H2 explain ATSEP that they have to learn something more, go to school again
32. IW Eurocontrol produces courses enabling to write such documents
33. IW ATSEPs to be healthy
34. IW my point of contact to distinguish between competence and competency
35. H2 perform basic training
36. H2 recognise exceptional people
37. IW more support to the ATSEP issues from Eurocontrol and European Commission
38. IW all the regulations were in one document
39. H2 motivate ATSEPs to learn
40. H2 motivate instructors
41. H2 validate first level ATSEP management
42. H2 define this national competence management scheme
43. IW criteria should be clever, willing to work and honest
44. IW the regulator ask questions on the implementation of this competence scheme
45. H2 implement this scheme in states with small ANSPs

Clustering

Cluster	Meaning	Points	Rank
Documentation	Understanding of documents	21	B1
Resources	Financial, HR, time, management commitment	19	B3
Process itself	Definition, implementation	27	A

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Regulator / regulation	Involvement, impact, division of responsibility	17	B4
Training	Cost, implementation, quality assurance, approval, availability	20	B2
Human Factors	Involvement, acceptance, motivation, strategic management	0	
Support	Meeting, SASI, Eurocontrol, support to states	2	D
Management	Manage, plan scheme, finance, monitor scheme	8	C

Action list generation

Topic A – Process itself

Actions

- Identify gaps in process – personally and inspection programme
- Define subjects of process and their responsibilities and interrelation
- Suggest to management to allocate adequate resources
- Make a time frame plan for implementation
- Define metrics like key performance indicators (KPI) or key result indicators (KRI)

Actions Eurocontrol

- Define the generic process
- Finalise the generic document (may be a template)
- Produce / provide tools
- Provide delineation process between NSA and OO – who has to do what