EUROPEAN ORGANISATION FOR THE SAFETY OF AIR NAVIGATION



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ATCO Development Training: OJTI Course

Edition Number : 1.0
Edition Date : 08.04.2004
Status : Released Issue
Intended for : EATM Stakeholders

DOCUMENT CHARACTERISTICS

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ATCO Development Training: OJTI Course							
		~		E	ATM Infoc	entre Reference:	040201-07
Document Ident		·				Edition Number:	10
HRS/TSP-004-GI	UI-06	<u> </u>			The same of a same of the same	Edition Date:	08 04 2004
Abstract The On-the-Job-Training Instructor (OJTI) course, presented in objective-based format, has been produced by the OJTI User Group of the Training Focus Group (TFG), formerly known as the Training Sub-Group (TSG), under the auspices of the EATM* Human Resources Team (HRT) The training course has been designed in such a way that it allows easier identification of the objectives that must be achieved during the training of the OJTI During the development of this course full advantage was taken of the work completed by the TSG/TFG Task Force for Common Core Content (TF-CCC) in the creation of a taxonomy of action verbs * In 1999 the 'European Air Traffic Control Harmonisation and Integration Programme (EATCHIP)' was							
renamed 'European Ai 'European Air Traffic M	r Tra	iffic Management					
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Status		Intende	d for			Accessible via	1
Working Draft		General Public			Intranet		
Draft		EATM Stakeho	lders		Extranet		
Proposed Issue		Restricted Aud	ience		Internet (w	ww eurocontrol int))
Released Issue	Ø	Printed & ele				ument can be obtai (see page III)	ned from the

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Path:	G \Delive	erables\HUM Deliverable pdf Library\	
Host Sys	stem	Software	Size
Windows	_NT	Microsoft Word 8 0b	

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DOCUMENT CHANGE RECORD

The following table records the complete history of the successive editions of the present document

EDITION NUMBER	EDITION DATE	INFOCENTRE : REFERENCE	REASON FOR CHANGE	PAGES AFFECTED
0 1	October 2002		Working Draft for OJTI User Group	All
02	January 2003		Draft 1 for OJTI User Group	All
03	Aprıl 2003		Draft 2 for OJTI User Group	All
0 4	September 2003		Draft 3 for OJTI User Group	All
0.5	December 2003		Draft 4 for TFG	Ali
0 6	29 12 2003		Proposed Issue for HRS-PSG Meeting in January 2004 (document configuration and editorial changes)	All
10	08 04 2004	040201-07	Released Issue (agreed on 28-29 01 2004) (advanced document configuration and final editorial changes)	All

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EXECUTIVE SUMMARY

The significance of formal selection and training for On-the-Job-Training Instructors (OJTIs) has been acknowledged for many years and has been the subject of the report entitled 'Air Traffic Controller Training at Operational Units', originally published in 1995 and revised in 1999 (EATMP, 1999 – T10)

EUROCONTROL Safety Regulatory Requirement 'ESARR 5' (SRC, 2002) requires that before granting an Air Traffic Controller (ATCO) authorisation to provide operational training as an OJTI, the Designated Authority must ensure that the applicant has

- a minimum of two years experience in the rating discipline in which he/she will instruct,
- a minimum of six months experience in the rating discipline on the specific sector or operational position on which the instruction will be given,
- completed an appropriate OJTI course and passed any associated assessments required

ESARR 5 also requires that the Air Navigation Service Provider (ANSP) must ensure that the controller giving operational training holds a valid OJTI licence / certificate of competence endorsement issued by the Designated Authority. The Designated Authority must also be informed when 'an OJTI is no longer judged competent to provide operational training'

In the Safety Regulation Commission document 'EAM 5/AMC – Acceptable Means of Compliance with ESARR 5' (SRC, 2004), the deliverables 'Air Traffic Controller Training at Operational Units' (EATMP, 1999 – T10) and 'Air Traffic Controller Training at Operational Units – Refresher Course' (EATMP, 2001a – T18) are recognised as 'adequate OJTI courses complying with ESARR 5 requirements'

This version of the OJTI course has been specifically developed to identify more clearly the objectives that must be achieved during the training of the OJTI. The objectives are based on EATMP (1999 – T10)

The objectives, however, have been expanded to include, *inter alia*, the relevant requirements of ESARR 5. The main advantage in presenting the course in this format is that it allows far greater freedom to instructors to select the training or reference material they use to attain the subject and course objectives.

It is stressed that the report 'Air Traffic Controller Training at Operational Units' originally published in 1995 and revised in 1999 (EATMP, 1999 – T10) remains the basis for OJTI courses

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1. INTRODUCTION

1.1 Background

In June 1990 a forum to examine various aspects of On-the-Job (OJT) was held at the EUROCONTROL Institute of Air Navigation Services (IANS), Luxembourg Subsequently a specialist group was established to provide recommendations for

- the organisation and conduct of OJT with a view to the ultimate harmonisation of OJT practices,
- the selection, training and validation of OJT coaches,
- how current modern training tools and methodologies could be used to effect the maximum possible reduction in ATCO training under live traffic conditions

The report of this group, entitled 'Air Traffic Controller Training at Operational Units' and published in 1995, defines guidelines for the organisation and conduct of OJT for ATCOs, specifically in the areas of facilities, methods and instructional staff. The report acknowledges the existence of basic training for (student) controllers but also recommends a distinct structure for on-site training. This training is expressed as transitional, pre-OJT and OJT phases. The ATCO Licensing Project Group adopted this terminology and later described these phases as Unit Training. The Task Force for Common Core Content (TF-CCC) set up by the Training Sub-Group (TSG) of the EATCHIP¹ Human Resources. Team (HRT), now known as the Training Focus Group (TFG), similarly adopted the terminology. The report goes on to describe the advantages of such a training structure.

This report also describes a methodology for instructor selection. The main points are highlighted in the following paragraphs in italics

A potential OJTI should have been validated for a minimum of two years on the operational position on which it is anticipated that he will instruct. The two-year period represents an absolute minimum experience level that may need to be significantly extended in certain more complex operational environments.

OJTIs should have demonstrated good performance in

- Interpersonal effectiveness,
- communication skills.

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¹ In 1999 the 'European Air Traffic Control Harmonisation and Integration Programme (EATCHIP)' was renamed 'European Air Traffic Management Programme (EATMP)' Since May 2003 it is known simply as 'European Air Traffic Management (EATM)'

- motivation and general attitude to work and to training in particular,
- peer credibility

The prospective OJTI must be considered to be operationally totally competent by the majority of his operational peers.

The potential OJTI must follow the standardised course package proposed as a minimum

The OJTI should undertake a probationary period during which time there will be a regular evaluation of instructional practices by the Unit Training Section

The report recommended that each Administration should make provision for some form of incentive package for those personnel to whom an authorisation to instruct is issued. Such an incentive may perhaps include career progression, financial benefit, additional leave entitlement or some other mutually agreed means. Whilst it is recognised that such incentives should not be the primary inducement for staff to undertake the duties of an OJTI, it is felt that having selected, trained and authorised suitable candidates, some form of recognition should follow after a period of probation.

Hereafter follow general recommendations for the conditions of OJTIs:

- The Group firmly believes that OJTIs should not be assigned to such duties on a continuous and permanent basis. It is imperative that operational rating, competency, expertise and credibility be maintained by all personnel engaged in operational instruction.
- Therefore, the Group recommends that any two-year period of OJTI duties must include the possibility for the OJTI to exercise the privileges of his ATC Rating for a minimum of 25 % of his working time. A full return to operational duties should follow for a period of time sufficient to allow the OJTI to regain his personal confidence and maintain his enthusiasm for both operational and instructional tasks. This will help the OJTI to regain and consolidate operational expertise and help to allay the fears that many controllers express about operational instructing.
- Furthermore, the Group feels that any controller within the training structure should have the right to return to normal operational duties subject to completion of a minimum time period as instructor or OJTI

The report concludes with a list of recommendations and a list of subject objectives that should be included in a training course for an OJTI

A course, the training programme for the OJTI, was first delivered at IANS in December 1994. This course was developed as a result of the work carried out by several groups, notably the sub-group of training specialists from EUROCONTROL, France, Germany, Ireland, Switzerland and the UK

Edition 2 0 of the report 'Air Traffic Controller Training at Operational Units' (EATMP, 1999 – T10) restates the principles of the 1995 edition but expands the scope of the document by including a course content to satisfy the objectives listed in the original publication

Edition 2 0 also includes

- an annex containing procedures, objectives and assessment forms,
- a pocket checklist for the OJTI

1.2 OJTI User Group

In 1998 an OJTI User Group was established under the authority of the HRT Training Sub-Group (TSG), today known as the Training Focus Group (TFG) The OJTI User Group meets on an annual basis for the purpose of

- monitoring the current OJTI course,
- reviewing the contents of the course,
- proposing amendments to the course as appropriate

Over time the terms of reference of the OJTI User Group have been further expanded to include

- the development of a refresher course for OJTIs,
- the development of the OJTI course in objective format

Note The refresher course for the OJTI was developed by the OJTI User Group and became a deliverable in August 2001 (see EATMP, 2001a - T18)

There were compelling reasons to develop the OJTI course in objective-based format. The main reason was that the use of such a format with an agreed taxonomy of verbs would help instructors in the delivery and organisation of the course. The OJTI User Group further agreed that the use of reference material other than that contained in the report 'Air Traffic Controller Training at Operational Units' would allow more freedom for instructors to develop their training plans thereby broadening the scope of the course.

Work on the development of the OJTI course in objective-based format began in 2002 when a subgroup of the OJTI User Group was established to complete the task. This subgroup was composed of members from Belgium, Germany and the IANS. The Subgroup met on three occasions and agreed to take full advantage of the work completed in the development of the 'Guidelines for Common Core Content and Training Objectives for Air Traffic Controllers' (CCC) (see EATMP, 2001b – T3, EATMP, 2000 – T14). The CCC, which is objective based, includes a taxonomy of verbs. This taxonomy allows the course developer to grade the objectives of a course in levels of importance.

In the CCC the importance of objectives is defined from 0 to 5 The OJTI Subgroup divided the OJTI course into subjects, topics and subtopics based on the existing OJTI course. The Subgroup reported on its progress, and the final draft was, after some minor amendments, accepted by the OJTI User Group at its meeting in October 2003, and presented to the TFG for approval in December 2003.

The OJTI User Group will continue to monitor this course. The Group will review the content and propose amendments to the TFG as appropriate

Note A full explanation of the taxonomy of action verbs used in this document is found in the document 'EATM Training Progression and Concepts' (EATM, 2004 – T38)

2. OJTI COURSE

Subject 1: INTRODUCTION

The general objective is

Course participants shall explain the structure, content and assessment process of the OJTI Training Programme

TOPIC		Objectives	L	CONTENT	TASK No.
SUB	ТОРІС	Students shall			
1	OJTI Course				
11	Evolution of the Course Structure	1 1 1 Recognise the development of the OJTI Programme	1		
12	Course Participants	1 2 1 Explain the process by which course participants are selected for OJTI	2		
13	Content	1 3 1 State the course structure and content	1		
14	Roles	1.4 1 State the role of the instructor during the course	1		
		1 4 2 State the role of the course participant during the course	1		
15	Assessment	1 5 1 Describe the course assessment process	2		

Subject 2: TRAINING ORGANISATION

The general objective is.

Course participants shall appreciate the impact of regulation on the training of air traffic controllers

TOPIC		Objectives	L	CONTENT	TASK No.		
SUBTOPIC		Students shall					
1	1 Common Core Content and Training Objectives for ATCOs and Unit Training						
11	Initial Training	1.1 1 Define Basic Training	1				
		1 1 2 Define Rating Training	1				
12	Unit Training	1 2 1 Define Unit Training	1	Transitional, Pre- OJT, OJT			
2	Unit Training Plan						
21	Unit Training Plan	2 1 1 Define Unit Training Plan	1				
22	Purpose	2 2 1 Explain the purpose of the Unit Training Plan	2				
23	Content	2 3 1 Explain the content of the Unit Training Plan	2	Transitional Training, Pre-OJT, OJT			
24	Structure	2 4 1 Explain the structure of the Unit Training Plan	2	Transitional Training, Pre-OJT, OJT			
25	Application	2 5 1 Explain how a Unit Training Plan is applied	2	Transitional Training, Pre-OJT, OJT			
26	Training Tools	2 6 1 Describe the training tools available	2	e g Simulations, CBT, Classroom, Remedial, Discussions, Replay Facility			

TOPIC		Objectives	L	CONTENT	TASK No.		
SUBTOPIC		Students shall					
3	Unit Training Structure						
3 1	Roles	3 1 1 State the roles of Unit Training personnel	1				
32	Responsibilities	3 2 1 Identify the responsibilities of Unit Training personnel	3				
3.3	Communication Channels	3 3 1 Explain the communication channels available	2	OJTI, Student/trainee			
3 4	Remedial Training	3 4 1 Explain remedial training	2				
		3 4 2 Describe the support available at the Unit	2				
3.5	Support	3 5 1 Describe the support available	2	Performance, personal problems			
4	Regulation						
4 1	Principle of Competency	4 1 1 Define competency	1	ESARR 5			
42	The Regulator	4 2 1 Explain the responsibilities of the regulator	2	ESARR 5			
4.3	The Service Provider	4 3 1 Explain the responsibilities of the service provider	2	ESARR 5			
44	Individual Personnel	4 4 1 Explain the responsibilities of individual personnel	2	ESARR 5 Student/trainee, Controller, OJTI, Supervisor, Assessor			

Subject 3: HUMAN FACTORS

The general objective is

Course participants shall describe the human factors issues concerning Teaching and Learning, Teams, Communications and Stress impacting on the training

TOP	IC	Objectives	L	CONTENT	TASK No.
SUB	торіс	Students shall			
1	Teaching and Lear	ning	·	1	
11	Motivation	1 1.1 Explain motivation	2		
		1 1 2 Describe how OJTI and/or students' motivation will affect the quality of training	2		
		1 1 3 Identify appropriate motivational theories applicable during OJT	3		
1.2	Human Behaviour	1 2 1 Recognise the role of behaviourism in training	1		
13	Feedback	1 3.1 Explain feedback	2	Air Traffic Controller Training at Operational Units	
		1 3 2 Explain the need for feedback	2		
		1 3 3 Differentiate between constructive and destructive criticism	2	Honest feedback, fact-based feedback	
		1 3 4 Explain how verbal feedback should be given	2	Timing and content	
		1 3.5 Explain defensive coping	2	Air Traffic Controller Training at Operational Unit	
		1 3 6 Demonstrate feedback	2		
14	Learning Theory	1 4 1 Define learning	1		

ТОР	IC	Objectives	L	CONTENT	TASK No.
SUB	TOPIC	Students shall			
		1 4 2 Describe the different learning styles	2	e g Holistic, Serialistic	
		1 4 3 Explain the learning stages	2	Air traffic Controller Training at Operational Units	
		1 4 4 Explain the progression of the learner from incompetence to competence	2		
		1 4 5 Explain the barriers to effective learning	2	Air traffic Controller Training at Operational Units	
15	Objectives	1 5 1 Explain the need for training objectives	2	e g Performance, Standard, Conditions	
2	Teams and Interact	tions within Teams			
21	Teams	2 1 1 Define the term 'team' in the context of ATC	1		
22	Communication within Teams	2 2 1 Explain communication within teams	2	e g Positive, Negative, Explicit, Implicit	
23	Situational Awareness	2 3 1 Explain situational awareness in teams	2		
		2 3 2 Take account of situational awareness in OJT	2		
		2 3 3 Take account of how situational awareness skills can help avoid human-related problems during training	2	Impact of training on situational awareness	
2 4	Mental Models	2 4 1 Explain mental models	2		
		2 4 2 Apply the benefits of mental models	3		

TOPIC		Objectives	L	CONTENT	TASK No.
SUE	TOPIC	Students shall			
		2 4 3 Characterise discounting	2		
25	Team Behaviours	2 5 1 Explain team behaviours	2		
26	Team Cohesion	2 6 1 Describe how a new team member is accepted	2	e g Rumour and history, Credibility, Student insecurity	
3	Communication				
3 1	Communication	3 1 1 Define communication	1	Air traffic Controller Training at Operational Units	
32	Verbal Communication	3 2 1 Describe the verbal communication process	2	Air traffic Controller Training at Operational Units	
33	Non-verbal Communication	3 3 1 Explain non-verbal communication	2	Body language, Gestures, Emotions	
34	Listening	3 4 1 Describe the requirements for active listening	2	Air traffic Controller Training at Operational Units active listening, effective listening	
35	Barriers to Communication	3 5 1 Describe the barriers to effective communication	2	e g Distortion, Semantics, Emotions, Stress, Training environment	
36	Communication Styles	3 6 1 Recognise how communication styles influence communication	1	Air traffic Controller Training at Operational Units	
37	Conflict Resolution	3 7 1 Consider strategies for resolving conflict	2	Air traffic Controller Training at Operational Units	
38	Assertiveness	3 8 1 Explain assertiveness	2	Air traffic Controller Training at Operational Units, Describe, Explain, Specify, Consequences (DESC)	

ТОР	IC	Objectives	L	CONTENT	TASK No.
SUB	TOPIC	Students shall			
4	On-the-Job-Trainin	g Instructor (OJTI)			
41	Professional and Personal Profile	4 1 1 Describe the desirable qualities of OJTI	2	e g Attitude, Relationships, Confidentiality, Instructional styles	
5	Stress				
51	Stress	5 1 1 Explain the meaning of stress	2	Common stressors	
		5 1 2 Describe how stressors work in the stress process	2	Stress reaction	
		5 1 3 Explain the effect of stress during training	2		
		5 1 4 Describe the main symptoms of stress in a student/trainee	2		
		5 1 5 Explain ways of preventing and/or managing stress in training	2		

Subject 4: TRAINING TECHNIQUES

The general objective is

Course participants shall apply the appropriate OJT techniques during briefing, demonstration, talk through, monitoring and debriefing using the theory learned

TOPIC		Objectives	L	CONTENT	TASK No.
SUBTOPIC		Students shall			
1	Briefing				
11	Briefing	1 1 1 Explain the need for briefing	2	Cover all requirements, All information, Answer questions, Explain training system, Training objectives	
12	Preparation	1 2 1 Explain the need for preparation	2	Self-preparation, Establish norms of conduct	
		1 2 2 Describe the purpose of the OJTI checklist	2	OJTI checklist	
13	Elements of a Structured Briefing	1 3 1 Explain the seven stages of the structured briefing	2	Air traffic Controller Training at Operational Units, OJTI checklist	
14	Handover/ Takeover	1 4 1 Explain the necessity of accurate handover and takeover	2	OJTI, Student/trainee responsibilities, Specific, Accuracy, Pitfalls	
15	Application	1 5 1 Apply the correct briefing techniques	3	OJTI checklist	
2	Demonstration				
2 1	Demonstration	2 1 1 Define Demonstration	1		
		2 1 2 Describe the three essential elements of the demonstration	2	Explain, demonstrate and involve	
		2 1 3 Appreciate when to use a demonstration	3	Demonstration by OJTI	

TOPIC		Objectives	L	CONTENT	TASK No.
SUBTOPIC		Students shall			
22	Application	2 2.1 Apply the correct demonstration techniques	3	OJTI checklist	
3	Talk Through				
3 1	Talk Through	3 1 1 Explain talk through	2		
		3 1 2 Explain when to use a talk through	2	Talk through by student	
32	Application	3 2 1 Apply the correct talk through techniques	3	OJTI checklist	
4	Monitoring		•		
4 1	Monitoring	4 1 1 Explain monitoring	2	Air traffic Controller Training at Operational Units	
		4 1 2 Describe the skills of effective monitoring	2	Air traffic Controller Training at Operational Units	
		4 1.3 Explain the role and responsibilities of the OJTI	2	Air traffic Controller Training at Operational Units	
		4.1 4 Consider the support that should be provided by the OJTI during monitoring	2	Body language, Information, Too much support, Body position, Seating	
42	Note Takıng	4 2 1 Explain the value of note taking during monitoring	2	Air traffic Controller Training at Operational Units	
		4.2 2 Describe the techniques of note taking	2	Air traffic Controller Training at Operational Units	
43	Questioning Technique	4 3 1 Explain effective questioning technique	2	Air traffic Controller Training at Operational Units	

TOP	IC	Objectives	L	CONTENT	TASK No.
SUBTOPIC		Students shall			
		4 3 2 Explain the use of different types of questions and their importance in training	2	Air traffic controller Training at Operational Units	
44	Error Correction	4 4 1 Differentiate between the categories of error	2	Air traffic controller Training at Operational Units	
		4 4.2 Explain when to correct error	2	Air traffic Controller Training at Operational Units	
4 5	Intervention	4 5 1 Explain the different forms of intervention	2	Cognitive process, Takeover	
		4 5 2 Appreciate the reasons for intervention	3	e.g Urgency	
		4 5 3 Explain when to intervene	2	Air traffic Controller Training at Operational Units	
		4 5 4 Explain how to intervene	2	Air traffic Controller Training at Operational Units	
		4 5 5 Appreciate when to take over control	3		
		4 5 6 Explain how to take over control	2		
		4 5 7 Explain when to return control	2		
		4 5 8 Explain how to return control	2		
46	Application	4 6 1 Apply the correct monitoring techniques	3	OJTI checklist	
5	Debriefing		•		
5 1	Debriefing	5 1 1 Explain why a debriefing is necessary	2		

TOP	IC	Objectives	L	CONTENT	TASK No.
SUB	TOPIC	Students shall			
		5 1 2 Explain when to debrief	2		
		5 1 3 Explain where to debrief	2		
777		5 1 4 Explain how to debrief	2		
52	Preparation	5 2 1 Consider the students performance in the preparation of debrief	2	e g Training objectives, Briefing	
5.3	Stages	5 3 1 Explain the ten stages of a structured debriefing	2	Training objectives, OJTI checklist	
54	Application	5 4 1 Apply the correct debriefing techniques	3	OJTI checklist	

Subject 5: ASSESSMENT METHODS AND REPORT WRITING

The general objective is

Course participants shall appreciate the purpose of assessment in training and explain how training reports should be written

TOPIC		Objectives	L	CONTENT	TASK No.
SUBTOPIC		Students shall			
1	Assessment		1		
		·			
11	Assessment	1 1 1 Explain the need for assessment	2	Formative, Summative	
12	Responsibilities of the OJTI in Assessment	1 2 1 Describe the responsibilities of the OJTI in assessment	2		
13	Assessment Process	1 3 1 Explain the assessment process within your organisation	2		
1 4	Factors Affecting Assessment	1 4 1 Consider the factors affecting assessment	2		
15	Assessment Techniques	1.5 1 Apply the correct Assessment Techniques	3		
2	Report Writing				
21	Need for Reports	2 1 1 Explain the importance of the training report	2		
2.2	Quality of Reports	2 2 1 Apply the guidelines for better report writing	3		
		2.2 2 Consider the pitfalls in not maintaining objectivity in report writing	2		
23	Use of Reports	2 3 1 Describe the use of reports	2		

TOPIC	Objectives	L	CONTENT	TASK No.
SUBTOPIC	Students shall			
2.4 Application	2 4 1 Apply the correct procedures for report writing	3		

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FURTHER READING

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ABBREVIATIONS AND ACRONYMS

For the purposes of this document, the following abbreviations and acronyms shall apply

AMC Acceptable Means of Compliance

ANSP Air Navigation Service Provider

ATC Air Traffic Control

ATCO Air Traffic Controller / Air Traffic Control Officer

(US/UK)

CBT Computer-Based Training

DAS Directorate ATM Strategies (EUROCONTROL,

Headquarters, SD)

DAS/HUM or just HUM Human Factors Management Business Division

(EUROCONTROL, Headquarters, SD, DAS)

DESC Describe, Explain, Specify, Consequences

EAM ESARR Advisory Material

EATCHIP European Air Traffic Control Harmonisation and

Integration Programme (later known as 'EATMP',

today known as 'EATM')

EATM(P) European Air Traffic Management (Programme)

(formerly known as 'EATCHIP')

ECAC European Civil Aviation Conference

ESARR EUROCONTROL Safety Regulatory Requirement(s)

(SRC)

ET Executive Task (EATCHIP)

EUROCONTROL European Organisation for the Safety of Air

Navigation

GUI Guidelines (EATCHIP/EATM(P))

HRS Human Resources Programme (EATM(P))

HRT Human Resources Team (EATCHIP/EATM(P))

HUM Human Resources (Domain) (EATCHIP/EATMP)

IANS Institute of Air Navigation Services

(EUROCONTROL, Luxembourg)

ICAO International Civil Aviation Organization

MAS UAC Maastricht EUROCONTROL Upper Area Control

Centre (The Netherlands)

OJT On-the-Job Training

OJTI On-the-Job-Training Instructor

REP Report (EATCHIP/EATM(P))

SD Senior Director, EATM Service Business Unit

(EUROCONTROL Headquarters)

SRC Safety Regulation Commission (EUROCONTROL)

ST Specialist Task (EATCHIP)

TDH (Unit) Training Development and Harmonisation (Unit)

(EUROCONTROL IANS)

TF-CCC Task Force Common Core Content

(EATCHIP/EATM(P), HRT, TSG/TFG)

TFG Training Focus Group (EATM, HRT, formerly known

as 'TSG')

TSG Training Sub-Group (EATCHIP/EATMP, HRT, now

known as 'TFG')

TSP Training Sub-Programme (EATM(P))

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