

ASSESSOR



Course aim

This course addresses qualified ATM personnel. The course aims to provide knowledge and skills to conduct assessment of colleagues and/or students in the operational environment, define roles and handle conflicts in a professional way. It also gives an understanding of the beneficial impact competence assessment has on safety as well as on the development of the unit and the individual.

Course objectives

After completing the course, the participants have:

- An understanding of the Commission Regulation (EU) No 2015/340 and the operational competence assessment scheme.
- Awareness of the role of the assessor.
- Knowledge of the responsibilities and requirements for competence assessors.
- An understanding of how to measure operational competence objectively.
- The capability to take the appropriate actions when competence is in doubt.

Course overview

The course contains both lectures and practical exercises and is three days in length. A tailor-made course can be offered according to individual client needs.

Prerequisites

Completion of the On-the-job Training Instructor (OJTI) course at Entry Point North or other recognised training academy or/and ATC/ATM operational experience. According to the Commission Regulation (EU) No 2015/340 Assessor training should be taken every three years to maintain an Assessor endorsement.

Compliance with regulations

- Compliant with Commission Regulation (EU) No 2015/340
- Compliant with EUROCONTROL Guidelines for Competence Assessment edition 2.0, edition date 16.03.2005
- Approved by the Swedish CAA

Content in brief

Introduction

- Course content, aim and objectives
- Expectations and concerns for the role as an assessor
- Competence assessment – historic background, general experience and the participants' experience
- Why assessments are important for safety

Regulations

- Background about the Commission Regulation (EU) No 2015/340
- The national regulations and requirements
- The requirements of the licensing scheme
- The requirements for operational competence checks and how to maintain operational competence

Competence

- Different views of competence. What is considered good enough and not good enough?
- The responsibilities of the assessor

Assessment

- How to objectively measure operational competence in the practical assessment
- The assessment requirements
- How to use the different tools to assess a person
- How to document the observations made
- Alternative actions when competence is in doubt

Communication

- The importance of good communication between the assessor and the assessed person
- How to give feedback
- Some examples of good communication in problematic situations
- Strategies for presenting unpleasant news

The role of the assessor

- The role of the assessor
- Formal/informal requirements
- Ethical problems to consider. For example, what to consider when the staff numbers are few, and everyone knows each other well

Course code: Assessor
Duration: 3 days

ASSESSOR



ATS Academy

Assessment in different countries

- Presentation of the assessment procedures in different countries
- Sharing of participants experiences in their own countries