



**AUTORITATEA AERONAUTICĂ CIVILĂ
A REPUBLICII MOLDOVA**

GM la Regulamentul ATCO

MATERIAL de ÎNDRUMARE (GM)

la

**Regulamentul de stabilire a cerințelor și
procedurilor administrative referitoare la
certIFICATELE controlorilor de trafic aerian**

1544 ORDIN
cu privire la aprobarea materialelor de îndrumare la
Regulamentul de stabilire a cerințelor și procedurilor
administrative referitoare la certificatele controlorilor
de trafic aerian

În temeiul art. 7 alin.(3) subpct.1) lit.d) din Codul aerian al Republicii Moldova nr.301/2017 și punctului 10 subpct.1) lit.d.) din Hotărârea Guvernului Republicii Moldova nr.133/2019 cu privire la organizarea și funcționarea Autorității Aeronautice Civile, întru executarea atribuțiilor ce îi revin Autorității Aeronautice Civile în calitate de autoritate administrativă de certificare, supraveghere și control în domeniul aviației civile, în scopul asigurării implementării Hotărârii Guvernului nr.134/2019 cu privire la aprobarea Regulamentului de stabilire a cerințelor și procedurilor administrative referitoare la certificatele controlorilor de trafic aerian,

ORDON:

1. Se aprobă ediția 01 a materialelor de îndrumare la Regulamentul de stabilire a cerințelor și procedurilor administrative referitoare la certificatele controlorilor de trafic aerian, conform anexei la prezentul ordin.
2. Autoritatea Aeronautică Civilă va pune la dispoziția tuturor persoanelor interesate anexa la prezentul ordin prin publicarea pe pagina web oficială www.caa.md, la compartimentul "Cadrul Normativ/materiale de îndrumare (GM)".
3. Prezentul ordin intră în vigoare la data publicării în Monitorul Oficial al Republicii Moldova.

**DIRECTORUL AUTORITĂȚII
AERONAUTICE CIVILE**

Octavian NICOLAESCU

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REGULATION**GM 1 Chapter II (4) Compliance with the requirements and procedures****AIR TRAFFIC CONTROLLER TRAINING ORGANISATION CERTIFICATION**

For the purpose of ensuring that all organisations referred to in point 2 of the Regulation on laying down requirements and administrative procedures relating to air traffic controllers' certificates, approved through the Government Decision no.134/2019 (further on – Regulation) comply with the technical requirements and administrative procedures from point 4 of the Regulation, air navigation service providers providing training to air traffic controllers according to, Part ATCO, Subpart D, are subject to the requirements applicable to air traffic controller training organisations set out in the Regulation and are subject to certification in accordance with the Aviation Code of the Republic of Moldova no.301/2017 (further on – Aviation Code) and the Regulation.

GM1 Chapter IV (9) Definitions**ASSESSMENT**

The formative evaluation of practical skills during training should not be considered as an assessment.

PART ATCO.AR – REQUIREMENTS FOR THE COMPETENT AUTHORITIES**SUBPART A – GENERAL REQUIREMENTS****GM 1 ATCO.AR.A.005 Personnel****GENERAL**

When the CAA personnel is authorised to conduct assessments for the issue and renewal of a unit endorsement who:

- a) do not hold the unit endorsement associated with the assessment, or
- b) hold the unit endorsement associated with the assessment without an OJTI endorsement, an OJTI holding the valid unit endorsement associated with the assessment should be present to ensure supervision on the operational working position.

GM 1 ATCO.AR.A.015 Means of compliance**GENERAL**

Alternative means of compliance used by the CAA or by organisations under its oversight may be used by other organisations only if processed again in accordance with ATCO.AR.A.015(d) and (e).

SUBPART B – MANAGEMENT**GM1 ATCO.AR.B.015 Record keeping****STORAGE**

Records may be stored electronically.

GM1 ATCO.AR.B.015(b)(5) Record keeping**DETAILS OF COURSES**

Details of courses provided by training organisations may consist of subjects, subject objectives, topics and subtopics, where applicable.

SUBPART D – ISSUE, REVALIDATION, RENEWAL, SUSPENSION AND REVOCATION OF LICENCES, RATINGS, ENDORSEMENTS AND AUTHORISATIONS

GM1 ATCO.AR.D.001(a) Procedure for the issue, revalidation and renewal of licences, ratings, endorsements and authorisations

APPLICATION FORM FOR THE ISSUE, REVALIDATION AND RENEWAL OF LICENCES, RATINGS AND ENDORSEMENTS

APPLICATION FOR ISSUE/REVALIDATION/RENEWAL OF (STUDENT) AIR TRAFFIC CONTROLLER (ATCO) LICENCE, RATINGS AND ENDORSEMENTS						
Part A: APPLICANT'S DETAILS						
Name: _____						
Permanent address:.....						
Tel.:..... Mobile:..... E-mail address:.....						
Nationality:						
Date (dd/mm/yyyy) and place of birth:.....						
(STUDENT) ATCO LICENCE DETAILS (if applicable):						
Licence serial No: Date of issue (dd/mm/yyyy):						
EMPLOYER'S DETAILS (if applicable):						
Name: _____						
Part B: APPLICATION FOR (Tick the relevant boxes)						
<input type="checkbox"/> Issue of Student ATCO Licence, rating(s) and rating endorsements (Part C, E and F of this form)						
<input type="checkbox"/> Language endorsement(s) (Part C, E and F of this form)						
<input type="checkbox"/> Issue of ATCO Licence, rating(s) and rating endorsements (Part C, E and F of this form)						
<input type="checkbox"/> Revalidation of ATCO Licence rating, endorsements (Part C, D, E and F of this form)						
<input type="checkbox"/> Renewal of ATCO Licence rating, endorsements (Part C, D, E and F of this form)						
Part C: RATING/RATING ENDORSEMENT/ATC UNIT/Sector						
ADI <input type="checkbox"/>	(Unit, sector, working position)	TWR <input type="checkbox"/>	GMS <input type="checkbox"/>	GMS <input type="checkbox"/>	AIR <input type="checkbox"/>	RAD <input type="checkbox"/>
APS <input type="checkbox"/>	(Unit, sector, working position)	PAR <input type="checkbox"/>	SRA <input type="checkbox"/>	TCL <input type="checkbox"/>		
ACS <input type="checkbox"/>	(Unit, sector, working position)	TCL <input type="checkbox"/>	OCN <input type="checkbox"/>			
ACP <input type="checkbox"/>	(Unit, sector, working position)	OCN <input type="checkbox"/>				
ADV <input type="checkbox"/>	(Unit, sector, working position)					
APP <input type="checkbox"/>	(Unit, sector, working position)					
Licence endorsements						
APP <input type="checkbox"/>	APP <input type="checkbox"/>	Assessor <input type="checkbox"/>	Language proficiency endorsement - level 4 <input type="checkbox"/> - level 5 <input type="checkbox"/> - level 6 <input type="checkbox"/>	Local (specify language) - language proficiency endorsement* - level 4 <input type="checkbox"/> - level 5 <input type="checkbox"/> - level 6 <input type="checkbox"/>		

				*Optional, if imposed by the CAA for reasons of safety at the ATC unit as published in AIP.
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Part D: Unit endorsement revalidation/renewal

The applicant meets the requirements according to the Regulation and to the unit competence scheme of unit

The unit/licence endorsements annotated below are revalidated/renewed* (delete as appropriate).

Based on this, **REVALIDATION/RENEWAL** can be done as listed below:

Unit endorsement:		Valid until:	
Unit endorsement:		Valid until:	
Unit endorsement:		Valid until:	
Unit endorsement:		Valid until:	
Unit endorsement:		Valid until:	
Unit endorsement:		Valid until:	

I certify that the data is complete and true Authorised assessor:	Name:	Assessor’s licence number:	Signature:
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Part E: Declaration

I hereby:

1. apply for the issue/revalidation/renewal of (Student) ATCO Licence, ratings and/or endorsements as indicated;
2. confirm that the information contained herein is correct at the time of the application;
3. confirm that I have never held a (Student) ATCO Licence issued in another State which has been revoked or suspended in any other State.

I understand that any incorrect information provided herein could prohibit me from holding a (Student) ATCO Licence.

Signed:..... Name:.....

Date (dd/mm/yyyy):

Part F: Certificates/Documents

Please enclose all relevant certificates and/or documents:

1. Copy of Student ATCO Licence, if applicable
2. Copy of passport or other national ID
3. Copy of medical certificate
4. Copy of relevant training certificate/documents proving the successful completion of
 - (a) Initial training (integrated)
 - (b) Basic training
 - (c) Rating training
 - (d) Unit training
 - (e) Practical instructor training
 - (f) Assessor training
 - (g) Refresher training
5. Copy of language proficiency certificate(s): language(s)
6. Certificate by ATC provider proving that the licence holder has fulfilled the requirements in accordance with the approved unit competence scheme
7. Copy of the competence assessment form

GM2 ATCO.AR.D.001(a) Procedure for the issue, revalidation and renewal of licences, ratings, endorsements and authorisations**APPLICATION FOR THE ISSUE, REVALIDATION AND RENEWAL OF LICENCES, RATINGS, ENDORSEMENTS AND AUTHORISATIONS**

Application for the issue, revalidation and renewal of licences, ratings, endorsements and authorisations together with all relevant certificates and/or documents supporting the application might be submitted by secure electronic means.

GM1 ATCO.AR.D.001(b) Procedure for the issue, revalidation and renewal of licences, ratings, endorsements and authorisations**DATE OF SUCCESSFUL COMPLETION OF THE TRAINING**

The date of successful completion of the training relevant to the rating and/or rating endorsement to be included in the (Student) ATCO Licence should be the date indicated in the certificate of successful completion of the relevant training issued by the training organisation.

GM1 ATCO.AR.D.001(c) Procedure for the issue, revalidation and renewal of licences, ratings, endorsements and authorisations**FORMAT FOR LICENCES (APPENDIX 1 to the Regulation)**

The CAA may enter into point (XIII) of the licence format all additional licensing information, such as national licence endorsements or holding a radio telephony (R/T) licence.

GM1 ATCO.AR.D.001(d) Procedure for the issue, revalidation and renewal of licences, ratings, endorsements and authorisations**UNIQUE DATE OF VALIDITY FOR ENDORSEMENTS**

The procedure for establishing a unique date of validity for several endorsements should be applied when requested by the air navigation service provider or the applicant.

GM1 ATCO.AR.D.001(e) Procedure for the issue, revalidation and renewal of licences, ratings, endorsements and authorisations**ADMINISTRATIVE REASONS**

For the purpose of issuing a new licence, administrative reasons may be the following but are not limited to:

- a) loss;
- b) theft;
- c) significant damage leading to illegibility

GM1 ATCO.AR.D.005 Revocation and suspension of licences, ratings and endorsements**EXAMINATIONS AND ASSESSMENTS**

Examinations and assessments conducted by an assessor, during suspension or after the revocation of his/her assessor endorsement or by an OJTI or an STDI during suspension or after revocation of his/her OJTI or STDI endorsement respectively, should be invalid.

SUBPART E — CERTIFICATION PROCEDURE FOR AIR TRAFFIC CONTROLLER TRAINING ORGANISATIONS**GM1 ATCO.AR.E.010 Changes to the training organisations**

CHANGE OF NAME OF THE TRAINING ORGANISATION

- a) Upon receipt of the application and the relevant parts of the organisation's documentation as required Part ATCO.OR, the CAA should reissue the certificate.
- b) A name change alone does not require the CAA to audit the organisation unless there is evidence that other aspects of the organisation have changed.

GM1 ATCO.AR.E.010(b) Changes to the training organisations

ADEQUATE ACTION

Adequate action by the CAA may include suspension, limitation or revocation of the training organisation's certificate.

GM1 ATCO.AR.E.015 Findings and corrective actions

LEVEL 1

For a level 1 finding, it may be necessary for the CAA to ensure that further training by the organisation is carried out and audited by the CAA before the activity is resumed, dependent upon the nature of the finding. Only the CAA may take action on the certificate.

GM1 ATCO.AR.E.015(d)(2) Findings and corrective actions

CORRECTIVE ACTION IMPLEMENTATION PERIOD

The three-month period should commence from the date of the communication of the finding to the training organisation in writing and requesting corrective action to address the non-compliance(s) identified in accordance with ATCO.AR.E.015(d).

PART ATCO.OR - REQUIREMENTS FOR AIR TRAFFIC CONTROLLER TRAINING ORGANISATIONS AND AERO-MEDICAL CENTRES**SUBPART B — REQUIREMENTS FOR AIR TRAFFIC CONTROLLER TRAINING ORGANISATIONS****GM1 ATCO.OR.B.001(c)(2) Application for a training organisation certificate**

The requirement to add the list of ATC units is not relevant in the case of training organisations which provide initial training only.

GM1 ATCO.OR.B.010(b) Terms of approval and privileges of a training organisation certificate

PROVIDING ON-THE-JOB TRAINING VIA AGREEMENT WITH THE ATC PROVIDER

The specific agreement should detail the issues of liability and insurance for the provision of air traffic control service during on-the-job training and consider the relevant provisions of ATCO.OR.C.005 in order to ensure conformity of the contracted or purchased activity or part of activity to the applicable requirements as well as those of ATCO.OR.B.040 on occurrence reporting and ATCO.OR.C.025 on funding and insurances.

GM1 ATCO.OR.B.015 Changes to the training organisation

GENERAL

- a) Examples of changes that may affect the certificate or the terms of approval of the training organisation or the training organisation's management system are listed below:
- (1) the name of the training organisation;
 - (2) change of legal entity;
 - (3) the training organisation's principal place of operation;
 - (4) the training organisation's type(s) of training;
 - (5) additional locations of the training organisation;
 - (6) the accountable manager;
 - (7) any of the persons referred to in Part ATCO.OR;
 - (8) the training organisation's documentation as required by Subpart ATCO.OR.B on safety policy and procedures;
 - (9) the facilities.
- b) Prior approval by the competent authority is required for any changes to the training organisation's procedure describing how changes not requiring prior approval will be managed and notified to the competent authority.

GM2 ATCO.OR.B.015 Changes to the training organisation

CHANGE OF NAME

A change of name requires the training organisation to submit a new application as a matter of urgency. Where this is the only change to report, the new application can be accompanied by a copy of the documentation previously submitted to the competent authority under the previous name, as a means of demonstrating how the training organisation complies with the applicable requirements.

GM1 ATCO.OR.B.030(a);(b) Findings

CORRECTIVE ACTION PLAN AND ROOT CAUSE

- a) Corrective action is the action to eliminate the root cause of a non-compliance in order to prevent its recurrence.
- b) Determination of the root cause is crucial for defining effective corrective actions.

GM2 ATCO.OR.B.030(c) Findings

COMPETENT AUTHORITY

When reference is made to the competent authority, this means the CAA which has issued the certificate and ensures oversight of activities.

GM1 ATCO.OR.B.040 Occurrence reporting

The training organisation's report should focus on occurrences taking place during on-the-job training with regard to the training aspects involved. The report may be submitted together with or as an integral part of the report prepared by the air navigation service provider.

SUBPART C — MANAGEMENT OF AIR TRAFFIC CONTROLLER TRAINING ORGANISATIONS**GM1 ATCO.OR.C.001 Management system of training organisations**

The requirements for the management system of training organisations may be satisfied if the air navigation service provider's management system/safety management system (SMS) specifically covers the requirements of the Regulation.

GM1 ATCO.OR.C.001(f) Management system of training organisations

EXAMPLE OF COMPLIANCE MONITORING SYSTEM

- a) Training organisations may monitor compliance with the procedures they have designed to ensure safe activities. In doing so, they may, as a minimum, and, where appropriate, monitor:
- (1) the organisational structure;
 - (2) the plans and objectives;
 - (3) the privileges of the organisation;
 - (4) the manuals, logs and records;
 - (5) the training standards;
 - (6) the management system.
- b) Organisational set-up
- (1) To ensure that the training organisation continues to meet the requirements of the Regulation, the accountable manager may designate a person responsible for the compliance monitoring function whose role is to verify, by monitoring the activities of the organisation, that the standards required by the Regulation and any additional requirements as established by the organisation are met under the supervision of the relevant head of the functional area. For small training organisations, these identified functions can be fulfilled by the same person.
 - (2) The person designated for the compliance monitoring function should be responsible for ensuring that the compliance monitoring programme is properly implemented, maintained and continually reviewed and improved.
 - (3) The designated person responsible for the compliance monitoring function should:
 - i. have direct access to the accountable manager; and
 - ii. have access to all parts of the training organisation and, as necessary, to any contracted organisation.
- c) Compliance monitoring documentation
- (1) Relevant documentation could include the relevant part(s) of the training organisation management system documentation.
 - (2) In addition, relevant documentation could also include the following:
 - i. terminology;
 - ii. specified activity standards;
 - iii. description of the organisation;
 - iv. allocation of duties and responsibilities;
 - v. procedures to ensure regulatory compliance;
 - vi. compliance monitoring programme, reflecting:
 - A. schedule of the monitoring programme;
 - B. audit procedures;
 - C. reporting procedures;
 - D. follow-up and corrective action procedures; and
 - E. recording system;
 - vii. training elements referred to in paragraph 4(b); and
 - viii. document control.
- d) Training
- (1) Correct and thorough training is essential to optimise compliance in every training organisation. In order to achieve significant outcomes of such training, the training organisation needs to ensure that all personnel understand the objectives laid down in the organisation's manual.
 - (2) Those responsible for managing the compliance monitoring function should receive training in this task. Such training could cover the requirements of compliance monitoring, manuals and procedures related to the task, audit techniques, reporting and recording.

- (3) Time needs to be provided to train all personnel involved in compliance management and for briefing the rest of the personnel.
- (4) The allocation of time and resources needs to be governed by the activities covered by the training organisation.

GM2 ATCO.OR.C.001(f) Management system of training organisations

COMPLIANCE MONITORING

- a) These tools and processes related to the compliance monitoring function are interrelated and help define the continuous improvement efforts of the organisation. For example, any corrective or preventive action report could identify a deficiency or an opportunity for improvement. The person responsible for the compliance monitoring function would then be required to ensure the identified issue was addressed and the corrective or preventive action effectively implemented. The same would be true if the discovery of an issue was identified during an inspection or audit.
- b) The effective implementation of change and the subsequent validation that the change did result in the desired outcome is critical to the continuous improvement process. Simply introducing a well-meaning suggestion for improvement into the organisation without carefully managing that change could have undesirable consequences. It is, therefore, the responsibility of the person in charge of the compliance monitoring function to introduce, monitor and validate improvement efforts.
- c) A simple but effective process to use in managing continuous improvement is known as the plan-do-check-act, or PDCA, approach:
 - (1) plan — map out the implementation of the recommended change, identifying at least:
 - i. those people who will be affected by the change;
 - ii. the required measures necessary to mitigate risk; and
 - iii. the desired outcome and its intended consequences.
 - (2) do — execute the implementation plan once all affected groups have accepted the proposal and understand their role in ensuring its success;
 - (3) check — apply sufficient quality control 'stage' checks throughout the implementation phase to ensure any unintended deviations in the execution are identified and addressed without delay; and
 - (4) act — analyze the results and take appropriate action as necessary.

GM1 ATCO.OR.C.005 Contracted activities

RESPONSIBILITY WHEN CONTRACTING ACTIVITIES

- a) Regardless of the approval status of the contracted organisation, the contracting organisation is responsible to ensure that all contracted activities are subject to hazard identification and risk management as required by ATCO.OR.C.001(c) and to compliance monitoring as required by ATCO.OR.C.001(f).
- b) When the contracted organisation is itself certified to carry out the contracted activities, the organisation's compliance monitoring should at least check that the approval effectively covers the contracted activities and that it is still valid.

GM1 ATCO.OR.C.010(b);(c) Personnel requirements

- a) Training organisations may nominate the person responsible for training and a person or persons subordinate to him or her as chief training instructor(s)/unit responsible training officer(s).
- b) Usually, training organisations nominate only one person responsible for training.
- c) Prerequisites, typical function and responsibilities of the person responsible for training may be:

- (1) to have extensive experience in instructing for all types of ATC training and possess sound managerial capability;
 - (2) to have overall responsibility for ensuring satisfactory integration of all training provided and for supervising the progress of the persons undertaking training;
 - (3) to be responsible for coordinating and delegating the contact to the CAA in training-related issues; and
 - (4) to be ultimately responsible to the accountable manager.
- d) Prerequisites, typical functions and responsibilities of the chief training instructor(s)/unit responsible training officer(s) may be:
- (1) to have extensive experience in instructing for all types of ATC training and possess sound managerial capability;
 - (2) to have responsibility for ensuring satisfactory training is provided and for supervising the progress of the persons undertaking training in the areas that have been delegated by the person responsible for training; and
 - (3) to report to the person responsible for training.

GM1 ATCO.OR.C.015(a) Facilities and equipment

a) General areas

These facilities should include general areas, which consist of sufficient:

- (1) office space for managerial and administrative as well as training staff;
 - (2) rooms for study and testing;
 - (3) library facilities; and
 - (4) storage areas, including secure areas for training and personnel records.
- b) Training areas
- For training organisations providing practical training, the facilities should also include sufficient:
- (1) rooms for briefing and debriefing; and
 - (2) suitably equipped rooms for practical training.