



भारतीय विमानपत्तन प्राधिकरण AIRPORTS AUTHORITY OF INDIA

DIRECTORATE OF AIR TRAFFIC MANAGEMENT

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ATMC

AIR TRAFFIC MANAGEMENT CIRCULAR NO. 5 of 2010

Performance & Proficiency Assessment of Air Traffic Controllers

1. Introduction

- 1.1 In order to enhance air safety in Indian airspace, safety audit is carried out by monitoring the efficiency of air traffic controllers through assessments of their performances at the operating positions for which ratings are held. Proficiency assessment of air traffic controllers is one such method to monitor the efficiency of air traffic controllers. Even Court of Inquiry into Indian Airlines B737 crash near Imphal on 16th August 1991 also recommended that proficiency checks of Air Traffic Controllers be carried out periodically at least once a year with an objective of helping the ATC officers maintain their proficiency at or above the desired level.
- 1.2 Periodic monitoring of ATC tapes is an indirect method of assessing the performance of controllers which may help in assessing the proficiency of a controller.

2. Purpose

- 2.1 Purpose of this ATMC is to determine whether an air traffic controller is maintaining the required level of competence at the operating position for which a rating is held. The assessment system is aimed at rectification of mistakes, wrong perceptions/ practice and the aberrations that creep in the system. Performance and proficiency assessment is a constructive process through which individual controllers are encouraged and led towards higher personal achievement.

3. Scope

- 3.1 This ATMC is applicable to all ATS In-Charge, Training In-Charge and Air Traffic Controllers working at various AAI airports/ATC centres/ATC units.

4. General Principles

- 4.1 Performance and proficiency checks are part of the process of assessing the competency of a rated air traffic control personnel and are conducted progressively throughout the year.
- 4.2 The assessment system is not directed at fault finding, but a constructive means through which individual controllers are encouraged and led towards higher personal achievement.



- 4.3 Counselling is an important feature in controller's development and therefore controllers undergoing the assessment should be made aware, by formal and informal counselling, of the assessments and remarks made by the assessing officer on the proficiency assessment record. Strengths as well as weaknesses should be discussed with the controller.
- 4.4 The areas of an individual controller's performance spectrum which are generally assessed are the knowledge, skills and attitude. All the rated controllers are required to demonstrate periodically that their on-the-job performance meets the required proficiency standards.
- 4.5 The person conducting the performance/proficiency assessment should record the assessment on the relevant form provided in the **Appendix** as a check list, together with relevant remarks and any discrepancies noted.
- 4.6 An oral examination conducted by the assessing officer may be used to determine the level of knowledge in the key aspects of the rating which is being assessed. The oral examination should be conducted separately from the practical assessment.

5. Regular Assessment of Air Traffic Controllers at Stations

- 5.1 **Selection/nomination of officers responsible for performance and proficiency checks at each airport:**
- 5.1.1 An officer carrying out performance and proficiency checks of controllers will be known as 'Performance/proficiency Assessor'. Such performance/proficiency Assessors are responsible for carrying out performance/proficiency checks of controllers at each station. The importance of good selection procedures for such officers cannot be overstressed in order to maintain uniformity of procedures and a high degree of standardization.
- 5.1.2 Performance and proficiency assessment of air traffic controllers shall be carried out at Delhi, Mumbai, Kolkata, Chennai, Hyderabad, Bangalore, Guwahati, Varanasi, Ahmedabad, Nagpur, Mangalore and Trivandrum by respective GM (ATM)/Jt. GM (S&P)/DGM (S&P)/ Jt. GM (Trg.)/ DGM (Trg.)/ WSOs/OJTIs and at all other stations by the ATS in-charge and OJTIs. Such officers are considered as deemed Proficiency assessors.
- 5.1.3 In addition to officers as mentioned in para 5.1.2, ED (ATM) may nominate/select officers for specific ATS unit on the basis of their experience as well as their suitability and willingness for such assignment. Seniority should not be a pre-condition for such selection. Such officers shall have well developed interpersonal and communication skills together with a fundamental commitment to quality and the maintenance of standards. Newly appointed proficiency assessor shall be attached to an experienced proficiency assessor for an initial period. The experienced proficiency assessor will act as a guide until such time the newly selected/nominated proficiency assessor meets the requirement specified subsequently. Newly selected/appointed proficiency assessors



shall conduct a minimum 15 number of proficiency assessments under the supervision of proficiency assessor mentioned in Para 5.1.2.

5.2 Procedure for performance and proficiency checks by assessor:

- a) Performance and proficiency assessor should regularly assess the controllers' performance through both direct and indirect methods. Indirect methods may include remote monitoring, reviews of random tape transcripts, observations by WSO and other proficiency assessor.
- b) ATS in-charge shall ensure that all the rated controllers spend sufficient time at the operating positions to enable them to maintain satisfactory level of proficiency.
- c) ATS in-charge shall prepare rosters for controller's performance and proficiency check so that all rated controllers are checked for performance assessment on a **monthly basis** and for proficiency assessment on quarterly basis by performance/proficiency assessor as mentioned in para 5.1.2.
- d) Performance and proficiency assessment of Jt. GM (S&P)/ DGM (S&P), Jt. GM (Trg.)/ DGM (Trg.) and WSOs shall be carried out by GM (ATM). Proficiency assessment of OJTIs shall be carried out by Jt. GM (Trg.)/ DGM (Trg.) and by ATS in-charge at station where there is no training in-charge.
- e) While carrying out Performance/proficiency assessment it may be ensured that the assessors are at least one step higher in designation or senior to the Assessee.
- f) There may be occasions when a controller demonstrates an overall acceptable operational performance but there is a scope for improvement in a particular area / task which may further improve his efficiency and help in enhancing safety in ATM. In such cases, the officer carrying out proficiency check shall counsel the controller concerned accordingly and record it.
- g) During proficiency checks there may be occasions where a controller's performance is found to be unsatisfactory. In such situation, his/her rating may be suspended and followed by appropriate refresher training/corrective training and re-validation process as per laid down procedure. Under no circumstances should any person assessed as unsatisfactory be permitted to continue on the job without supervision. If a controller is unable to pass the proficiency check, after a reasonable period, all details pertaining to the unsatisfactory assessments should be compiled and sent to ED (ATM) for further action in this regard.
- h) Periodic monitoring of ATC tape is an indirect method to check the proficiency of an ATCO. It is to be carried out by individual Station, by way of random checks. Proficiency assessor as enumerated in para 5.1.2 are required to analyse these tape transcripts, and take corrective action wherever required. The random tape transcripts along with corrective action if any shall be sent to ED (ATM) by 10th of the following month regularly.



- i) ATS in-charge/ GM (ATM) of the airport shall have the overall responsibility for conducting performance & proficiency checks.

5.3 Documentation:

- 5.3.1 Individual record of the proficiency assessment shall be maintained at the station concerned and monthly report shall be sent to ED (ATM).

5.4 Review:

- 5.4.1 ATS in-charge should conduct a review of all controllers' Performance and proficiency checks with a view to identify recurring and significant training needs. The results of the review should be compiled in a report to develop effective future training plans.

6. Periodic Assessment by CHQ

- 6.1 Performance/proficiency checks will be carried out by assessor comprising of GM (S&P), Jt GM (S&P)/DGM (S&P)/Asstt. GM (S&P)/ SM (S&P) from Standardization Section of ATM Directorate in the Corporate Headquarters **once in a year**, at all the International Airports, the ACC centres and other major airports on rotational basis. The team shall also be responsible to identify operational and/or system deficiency, if any, and report the same to the Airport/ATS in-charge for immediate remedial action before submitting the final report to ED (ATM).
- 6.2 During performance/proficiency checks by CHQ officer(s) as mentioned in paragraph 6.1, if a controller's performance is found to be unsatisfactory his/her rating may be withheld temporarily and appropriate refresher training/ corrective training may be recommended followed by re-validation process as decided by ED (ATM). Under no circumstances should any person assessed as unsatisfactory be permitted to continue on the job without supervision.
- 6.3 There may be occasions when a controller demonstrates an overall acceptable operational performance but there is a scope for improvement in a particular area / task which may further improve his efficiency and help in enhancing safety in ATM. In such cases, the officer carrying out proficiency check shall counsel the controller concerned accordingly and record it. If required, the involved controller may be taken out of roster for a week for counselling by designated officer recommended by CHQ performance/proficiency assessor.
- 6.4 Standardization Section of ATM Directorate in Corporate Headquarters of Airports Authority of India on receipt of the random tape transcripts from individual station along with recommendation(s) of stations shall analyse it and initiate action deemed fit.



7. Queries

- 7.1 Any queries or further guidance required on the contents of this ATMC should be addressed to:

Executive Director [ATM]
Airports Authority of India
Rajiv Gandhi Bhawan
Safdarjung Airport
New Delhi-110003
E-mail: edatm@aai.aero

8. Validity

- 8.1 This ATMC will remain in force until further notice and ATMC 2 of 2010 is hereby cancelled.

[JYOTI PRASAD]
EXECUTIVE DIRECTOR [ATM]
AIRPORTS AUTHORITY OF INDIA
Dated: 21-09-2010

CONTROLLER'S PROFICIENCY CHECK			AIRPORT:				
Name:			Date:		TOWER & APPROACH		
Weather <input type="checkbox"/> VMC <input type="checkbox"/> IMC <input type="checkbox"/> Other	Workload <input type="checkbox"/> Light <input type="checkbox"/> Moderate <input type="checkbox"/> Heavy	Complexity <input type="checkbox"/> Not difficult <input type="checkbox"/> Occasional difficult <input type="checkbox"/> Difficult		Review period From: To:			
Performance Category	Performance indicator			Commendable	Satisfactory	Needs Improvement	Unsatisfactory
A. Separation	1. Selection/application of separation standards						
	2. Separation is ensured						
B. Coordination	3. Transfers & updating of information						
	4. Co-ordinations with other sectors/ units						
	5. Functions as a team member						
C. Control judgement	6. Recognition of aircraft capabilities						
	7. Control judgement is applied						
	8. Priority of control actions						
	9. Planning, sequencing & expedition of traffic flow						
D. Methods and procedures	10. Selecting the runway in use & appropriate visual aids						
	11. Managing aerodrome surface movements						
	12. Checking of FPL, posting & updating of flight data						
	13. Positioning & updating of flight progress strips						
	14. Clearance delivery is complete/correct & timely						
	15. Adherence to LOAs/Instructions/ SOPs						
	16. Knowledge of local/IAL procedure						
	17. Knowledge of aerodrome data & ATS routes						
	18. Handling of VFR/SPL VFR flights						
	19. Visual surveillance of manoeuvring area						
	20. Effective working speed maintained						
	21. Recovers from equipment failures if any						
	22. Obtain, interpret & disseminate meteorological information						
	23. Obtain, interpret & disseminate aeronautical information						
	24. Handling of emergency situation if any						
E. Equipment	25. Equipment setting and checking of accuracy of maps						
	26. Knowledge of equipment including limitations						
	27. Equipment status information maintained						
	28. Equipment capabilities are understood/ utilized						
F. Communication	29. Monitoring of air-ground communication channel						
	30. Response to aircraft transmission						
	31. Communication is clear and concise						
	32. Uses prescribed phraseology						
	33. Makes only necessary transmissions						
	34. Uses appropriate communications method						
	35. Handover/takeover briefings are complete and accurate						
A. Comments/Counselling:							
Controller's Signature with Name & Designation :				Date:			
Signature of the person conducting check with Name & Designation :				Date:			
Recommendation of GM (ATM) / ATS In-Charge With Signature :							



CONTROLLER'S PROFICIENCY CHECK		Airport:			
Name :		Date:		AREA [PROCEDURAL] & FIC/OCC	
Weather <input type="checkbox"/> VMC <input type="checkbox"/> IMC <input type="checkbox"/> Other	Workload <input type="checkbox"/> Light <input type="checkbox"/> Moderate <input type="checkbox"/> Heavy	Complexity <input type="checkbox"/> Not difficult <input type="checkbox"/> Occasional difficult <input type="checkbox"/> Difficult		Review period From: _____ To: _____	
Performance Category	Performance indicator	Commendable	Satisfactory	Needs Improvement	Unsatisfactory
B. Coordination	3. Transfers & updating of information 4. Co-ordination performed with other sectors/ units 5. Functions as a team member				
C. Control judgement	6. Recognition of aircraft capabilities 7. Control judgement is applied 8. Priority of control actions 9. Traffic flow is maintained				
D. Methods and procedures	10. Checking of flight plans 11. Posting & updating of flight data manually or in FDD 12. Positioning & updating of flight progress strips 13. Knowledge of ATS & RNAV/RNP routes/PBN Procedures 14. Clearance delivery is complete/correct & timely 15. Adhered to LOAs/directives 16. Knowledge of local procedure 17. Working speed 18. Recovers from equipment failures if any 19. Handling of emergency situation if any 20. Obtain, interpret & disseminate meteorological information 21. Obtain, interpret & disseminate aeronautical information				
E. Equipment	22. Knowledge of equipment including limitations 23. Equipment status information maintained 24. Equipment capabilities are understood/ utilized				
F. Communication	25. Monitoring of air-ground communication channel 26. Response to aircraft transmission 27. Communication is clear and concise 28. Uses prescribed phraseology 29. Makes only necessary transmissions 30. Uses appropriate communications method 31. Handover/takeover briefings are complete and accurate				
B. Comments/Counselling:					
Controller's Signature with Name & Designation:			Date:		
Signature of the person conducting check with Name & Designation :			Date:		
Recommendation of GM (ATM) / ATS In-Charge with Signature :					



CONTROLLER'S PROFICIENCY CHECK		Airport:						
Name:		Date:		RADAR: TAR / ARSR				
Weather <input type="checkbox"/> VMC <input type="checkbox"/> IMC <input type="checkbox"/> Other	Workload <input type="checkbox"/> Light <input type="checkbox"/> Moderate <input type="checkbox"/> Heavy	Complexity <input type="checkbox"/> Not difficult <input type="checkbox"/> Occasional difficult <input type="checkbox"/> Difficult		Review period From: _____ To: _____				
Performance Category	Performance indicator			Commendable	Satisfactory	Needs Improvement	Unsatisfactory	
A. Separation	1. Selection/application of separation standards							
	2. Separation is ensured							
B. Coordination	3. Handoffs							
	4. Co-ordination with other sectors/ units							
	5. Functions as a team member							
C. Control judgement	6. Recognition of aircraft capabilities							
	7. Control judgement is applied							
	8. Priority of control action							
D. Methods and procedures	9. Planning, sequencing & expedition of traffic flow							
	10. Methods of aircraft identification							
	11. Identity is maintained							
	12. Transfer of radar control to other units							
	13. Clearance delivery is complete/correct & timely							
	14. Adherence to LOAs/Instructions/SOPs							
	15. Knowledge of SID/STAR/PBN/RNP/IAL procedure							
	16. Recovers from equipment failures if any							
	17. Handling of emergency situation if any							
E. Equipment	18. Scans entire situation display under his/her jurisdiction							
	19. Working speed							
	20. Equipment setting and checking of accuracy of maps							
	21. Knowledge of equipment including limitations							
	22. Equipment status information maintained							
	23. Equipment capabilities understood/ utilized							
	F. Communication	24. Monitoring of air-ground communication channel						
		25. Response to aircraft transmission						
26. Communication is clear and concise								
27. Used prescribed phraseology								
28. Makes only necessary transmissions								
29. Used appropriate communications method								
30. Handover/takeover briefings are complete and accurate								
G. Comments/Counselling:								
Controller's Signature with Name & Designation				Date:				
Signature of the person conducting check with Name & Designation :				Date:				
Recommendation of GM (ATM) / ATS In-Charge With Signature :								



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CONTROLLER'S PERFORMANCE CHECK		AIRPORT:	
Name:		Date:	ATC UNIT:
Weather <input type="checkbox"/> VMC <input type="checkbox"/> IMC <input type="checkbox"/> Other	Traffic Density <input type="checkbox"/> Light <input type="checkbox"/> Moderate <input type="checkbox"/> Heavy	Complexity <input type="checkbox"/> Not difficult <input type="checkbox"/> Occasional difficult <input type="checkbox"/> Difficult	Review period From _____ To _____
PERFORMANCE CATEGORY	PERFORMANCE INDICATOR	REMARKS	
SAFETY	The level of safety that actually exists while handling traffic.		
EFFICIENCY/ DELAYS	Effective use of available airspace to handle maximum traffic thereby reducing delays.		
CAPACITY	Whether required airspace capacity is achieved by the controller.		
LEVEL OF SERVICE	Respond to customer needs with business like explanations and effective use of RTF.		
RESILIENCE	Ability to perform constantly over a long period of time even under high workload. Ensure performance is not reduced because of work related emotions.		
Controller's Signature with with Name & Designation :		Date:	
Signature of the person conducting check with Name & Designation :		Date:	
Remarks of GM (ATM) / ATS In-Charge With Signature :			