

**CIVIL AVIATION DIRECTORATE
Personnel Licensing Section**

Transport Malta, Malta Transport Centre, Pantar Road, Lija LJA 2021 Malta. Tel:+356 2555 5000 cadpel.tm@transport.gov.mt www.transport.gov.mt

1.0 Scope

This document has been established to serve the following purposes to:

- give guidance to new organisations to ensure that an application made for the initial approval will satisfy EASA Part-ATCO.OR requirements
- give guidance of administrative arrangements and legal matters particular to Malta
- ensure the process and procedures are understood by the organisation TMCAD regulates and to ensure continued compliance

2.0 Training Organisations / Regulation of ATC Training

TMCAD has established procedures for the application, issuance and maintaining the validity of training organisations' certificates.

The capability of Air Traffic Controller Training Organisations to discharge the responsibilities associated with their privileges in relation to the issuance of licences shall be recognised by the issuance of a certificate.

Organisations involved in the training, testing, or checking of air traffic controllers, shall comply with the relevant requirements set out in Regulation (EU) 2015/340, as amended.

TMCAD issues a certificate to training organisations for air traffic controllers that have demonstrated that they comply with the rules established to ensure compliance with the relevant regulations. The privileges granted by the certificate shall be specified therein.

This certificate is issued to applicants of training organisations that fulfil the requirements laid down in Annex III of Regulation (EU) No 2015/340. The certificate is issued for each type of training and specifies the information of Appendix 2 of Annex II of Regulation (EU) No 2015/340. Refer to Section 8.0

In order to ensure the levels of competence indispensable for air traffic controllers to perform their work to high safety standards TMCAD monitors compliance with the requirements and conditions attached to the training organisation's certificate.

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3.0 Who can apply

Organisations that wish to apply for a training organisation with TMCAD must have their principal place of operation or its registered office, if any, located in Malta.

Applications shall contain information as per Commission Regulation (EU) 2015/340 ATCO.OR.B.001. The PEL unit will process applications as long as these meet the requirements and include the below (as applicable):

- Submission of the application form (this shall include elements of ATCO.OR.B.001, namely: name, address, nominated persons, Synthetic training devices, type of training, intended date of commencement, as applicable);
- Submission of documentation showing application for registry in Malta and the organisation's plan on how they intend to fulfil the requirements pertaining to the principal place of operation or its registered office (Malta);
- Submission of the required manuals (training, management system manual, Safety manual, UCS, UTP etc as applicable) including a detailed syllabus of the courses (as well as any CBT access) including declaration of compliance and management system processes;
- The submission of the relevant form for the formal application for nominated persons along with all required documentation as stated in the form. (Note: Form TMCAD 297) Applicants shall be directed to the relevant PEL notice for guidance on the nominated persons requisites (Note: [PEL Notice 22](#));
- The submission of the completed relevant checklists which are to be submitted by the Head of Personnel Licensing.
- The requirement to include TMCAD processes regarding Occurrence Reporting and elements to consider when building their hazard log (if applicable). They are as below:
 - o EPAS and CAD SSP
 - o CAD-OR.01 for occurrence reporting

The Formal Application phase will start when all the above documentation is received. The requirements for certification shall relate to technical and operational competence and suitability to organise training courses as set out in Annex III Part ATCO.OR of Commission Regulation (EU) 2015/340.

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4.0 Requirements for Approvals/ Authorisations/ Certificates, TMCAD Oversight

Documents required for submission for Initial Application

- 3 year Business plan
- Application Form TM/CAD/297 completed and signed
- Manuals
- Fee according to Air Navigation Act
- Application Form TM/CAD/369 completed and signed for each nominated person including CVs and relevant certificates (Refer to PEL Notice 22 for relevant information).
- TMCAD completed checklists
- Proof of agreements with Contracted Entities
- Synthetic Training Device documentation
- Proof that the organisation has established Malta as their principal place of operation or its registered office (Malta);

Additional Items Required

- The manual shall contain a floor plan with dimensions and maximum number of students per room
- Training material, including PPTs, handouts, and CBT access.
- Adequate facilities as per ATCO.OR.C.015

4.1 Requirement for certification of a TO

A certificate may be issued by TMCAD to a training organisation if, for the training it provides, the training organisation:

- demonstrates by evidence that it is adequately staffed and equipped and operate in an environment suitable for the provision of the training necessary to obtain or maintain student Air Traffic Controller licences and Air Traffic Controller licences;
- grants access to any person authorised by TMCAD to the relevant premises in order to examine the relevant records, data, procedures and any other material relevant to the execution of the tasks of TMCAD as the competent authority;
- has an efficient management structure and sufficient staff with adequate qualifications and experience to provide training according to the standards required by the Air Navigation Act and Regulation (EU) No 2015/340;
- has clearly defined lines of accountability throughout the training organisation, including a direct accountability for safety on the part of senior management;
- furnishes proof of the compliance monitoring system as part of the management system in place to monitor compliance with and the adequacy of the systems and procedures which ensure that the training services provided satisfy the requirements set out in Regulation (EU) No 2015/340;
- has the necessary facilities, equipment and accommodation appropriate for the type of training offered;

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- includes a system of record-keeping that allows adequate storage and reliable traceability of the relevant activities;
- demonstrates that sufficient funding is available to conduct the training according to Regulation (EU) No 2015/340 and that the activities have sufficient insurance cover in accordance with the nature of the training provided;

provides to TMCAD the methodology it will use to establish details of the content, organisation and duration of training courses, unit training plans and unit competence schemes; this shall include the way examinations or assessments will be organised. For examinations related to initial training, including simulation training, the qualifications of the Assessors must be indicated in detail.

4.2 Fees

Fees and charges are published under the Regulatory Instrument of the Malta Air Navigation Act and are payable upon application, thereafter a continuation charge is made each year.

4.3 Language

TMCAD will only approve courses and documentation in the English Language.

4.4 Records

Records shall be maintained in Malta and these shall be easily accessible for inspections, including any ad-hoc inspections.

4.5 Compliance Monitoring System

Regulation (EU) No 2015/340 requires training organisations to establish, implement and maintain a management system that includes: a function to monitor compliance of the organisation with the relevant requirements. Compliance monitoring shall include a feedback system of findings to the accountable manager to ensure effective implementation of corrective actions as necessary.

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5.0 Timescale

When making an application for initial approval, or to vary an existing approval a Training Organisation shall ensure that any documents provided are compliant to the EASA regulation and to TMCAD procedures. Applications are processed in order of receipt. If documentation is not compliant this will delay the approval process.

5.1 Progress of Application

Review of manual, Examinations and Supporting Documentation

Manuals put forward for initial approval shall be in electronic format and placed on the TMCAD online platform called Centrik (Access codes will be provided once application is received).

Refer to Section 6.0 for training course requirements.

On-site Inspection of Facilities including Synthetic Training Devices

Prior to the approval an inspection of the facilities and any STDs shall be conducted to ensure full compliance with the applicable requirements. When more than one facility is applied for, then the inspection of these facilities shall also be conducted.

Synthetic training devices (STD)

Synthetic training devices shall comply with the relevant requirements set out in ATCO.OR.C.015 in Regulation (EU) 2015/340 as amended and with the applicable specification and requirements appropriate to the task.

When an STD is used for practical training on situational awareness and human factors or to demonstrate that skills are acquired or maintained, it shall have a level of performance that allows adequate simulation of the working environment and operational situations appropriate to the training provided.

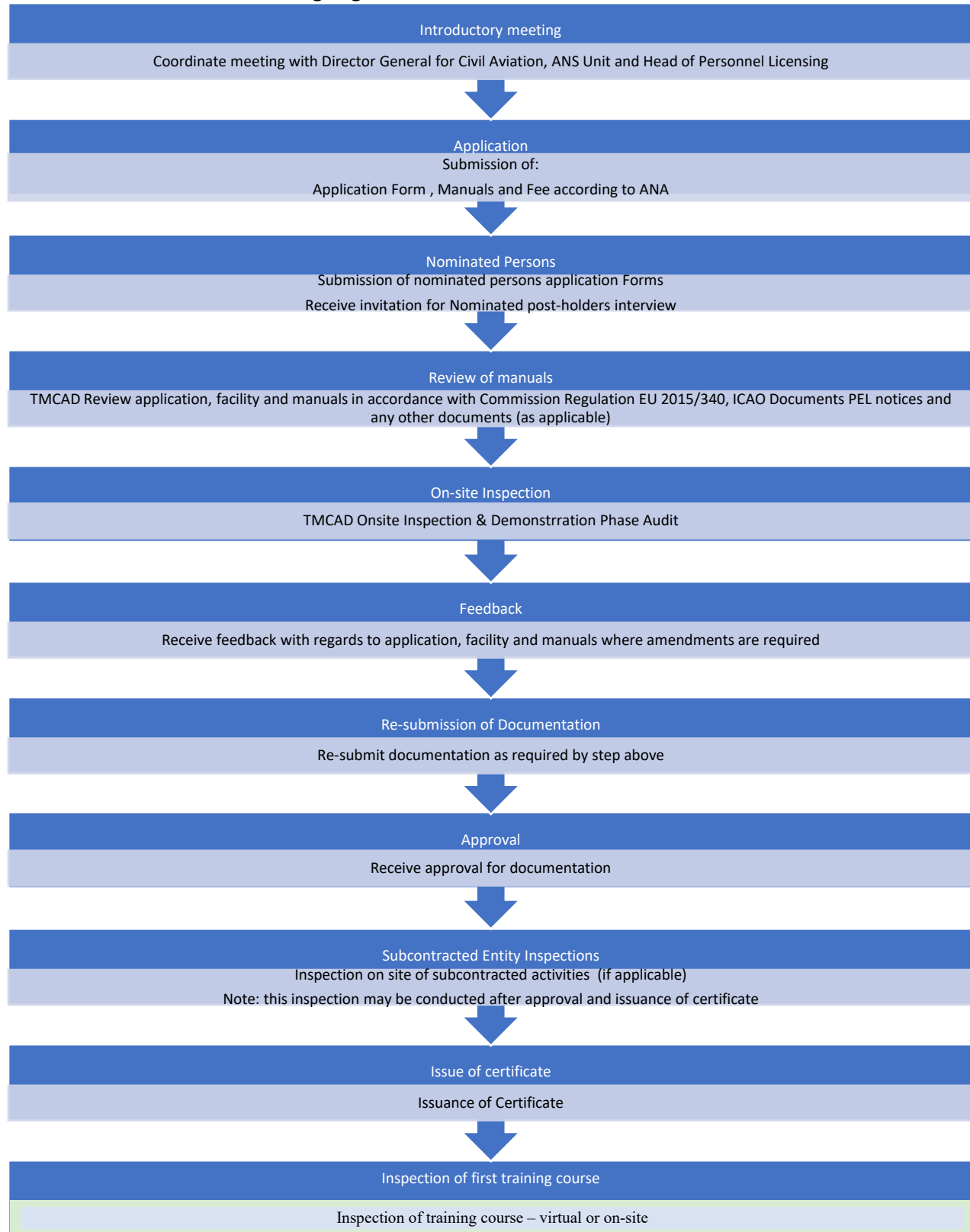
Inspection of Training

Once a TO approval is given, the organisation shall keep TMCAD informed of the first training planned and TMCAD has the authority to attend this training as part of the ongoing oversight process.

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5.2 Issue of a Training Organisation Certificate – Flowchart



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6.0 Training Requirements

The training of air traffic controllers must adequately prepare student air traffic controllers and/or air traffic controllers for the grant of an ATC licence and/or associated rating(s). Such training must provide the necessary skills and knowledge to an appropriate level of competence to enable student air traffic controllers or air traffic controllers to provide an air traffic control service while operating under the supervision of an on-the-job training instructor.

A training organisation providing training for personnel providing an ATC service shall meet the following requirements:

- have all the means necessary for the scope of responsibilities associated with their activity. These means comprise, but are not limited to, the following: facilities, personnel, equipment, methodology, documentation of tasks, responsibilities and procedures, funding and insurances;
- relevant data and record-keeping;
- establish, implement and maintain a management system relating to safety and the standard of training, and aim for continuous improvement of this system; and
- establish arrangements with other relevant organisations (including contracted activities), as necessary, to ensure continuing compliance.

6.1 Training course

- (i) Training shall be given by a training course, which may comprise of theoretical and practical instruction, including training on an STD, if applicable.
- (ii) A course shall be defined and approved for each type of training.

6.2 Phases of Training

Air Traffic Controller training is divided into two phases

- (a) initial training
- (b) unit training, comprising of transitional training, pre-on-the-job training and on-the-job training.

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6.2.1 Initial Training

To be certified as a Training Organisation to conduct initial training the applicant must demonstrate that:

- The initial training has to ensure that student air traffic controllers satisfy at least the objectives for basic and rating training, as described in Section 2 and Section 3 of Regulation (EU) 2015/340, so that air traffic controllers are capable of handling air traffic in a safe, quick and efficient way.
- The Initial training has to cover the following subjects: introduction to the course, aviation law including safety management, air traffic management, meteorology, navigation, aircraft including principles of flight, human factors including an understanding between Air Traffic Controller and pilot, equipment and systems, and professional environment, in accordance with Appendix 2 of Annex I of Regulation (EU) 2015/340.
- The subjects must be taught in such a way that they prepare the applicants for the different types of air traffic services and highlight safety aspects.
- The initial training must consist of theoretical and practical courses, including simulation. Its duration will be determined in the approved initial training plans.
- Acquired skills must ensure that the candidate can be considered competent to handle complex and dense traffic situations, facilitating the transition to unit training.
- The competence of the candidate after initial training must be assessed through appropriate examinations or a system of continuous assessment.

Note: Initial training conducted by a Training Organisation certified in accordance with Regulation (EU) No 2015/340 by another Member State will be recognised by TMCAD.

6.2.2 Unit Training

When establishing the unit training plan, the training organisation shall take due account of the acquired competencies and the experience of the applicant.

The DGCA will approve or reject the unit training plan containing the proposed training for the applicant not later than six weeks after presentation of the evidence, without prejudice to the delay resulting from any appeal that is made. The DGCA will ensure that the principles of non-discrimination and proportionality are respected.

Unit training requirements for air traffic controllers are:

Unit training plans must detail the processes and timing required to allow the application of the unit procedures to the local area under the supervision of an on-the-job training instructor.

The duration of the unit training plan for the initial issue of a rating shall at least meet the experience requirements in Annex 1 to the Chicago Convention on Civil Aviation (ICAO) and Regulation (EU) No 2015/340.

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The plan must include indications of all elements of the competence assessment system, including work arrangements, progress assessment and examination, together with procedures for notifying the DGCA.

Unit training may contain certain elements of the initial training which are specific to national conditions.

During unit training air traffic controllers must be sufficiently trained in **operational procedures, task-specific aspects, abnormal and emergency situations** and human factors.

Student air traffic controllers and/or air traffic controllers shall be kept aware of their progress, including any areas where improvement is required and the goals, they must achieve to successfully complete the training.

Progress reports shall be completed at regular intervals.

The duration of unit training must be determined in the unit training plan. **If the proposed validity time of the unit endorsement exceeds 12 months, additional means need to be in place to monitor and ensure the continuous competence of the air traffic controllers.** Nevertheless, the competence of each air traffic controller shall be appropriately assessed at least every three years.

In this regard the below shall be conducted

- The ATC unit shall conduct a safety assessment and submit this to TMCAD prior to application date of the regulation.

Note: The safety assessment may cover several units.

The required skills must be assessed through appropriate examinations or a system of continuous assessment, by approved competence Assessors who will be neutral and objective in their judgment.

That part of the unit training plan relating to the on-the-job training processes must be subject to regular review to ensure that it continues to satisfy the training objectives. As part of this review the progress of student air traffic controllers and/or air traffic controllers undertaking on-the-job training must be monitored to identify any additional skills or knowledge that shall be taught during the pre-on-the-job training instruction phases, if these are required.

Changes to the on-the-job training process which are made as a result of a review shall be documented in the unit training plan together with the reasons for making them.

6.3 Continuation training requirements for air traffic controllers

Rating and unit endorsements on air traffic controllers' licences must be kept valid through approved continuation training.

Continuation training shall consist of theoretical and practical courses, together with simulation **where required**. For this purpose, the training organisation shall establish a unit competence scheme detailing the processes, manning and timing necessary to provide for the appropriate continuation training and to demonstrate competence.

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The duration of the continuation training has to be decided in accordance with the functional needs of the air traffic controllers working in the unit, in particular in the light of changes or planned changes in procedures or equipment, or in the light of the overall safety management requirements.

Continuation training shall consist of refresher and conversion training courses and shall be provided according to the requirements contained in the unit competence scheme according to ATCO.B.025.

6.3.1 Refresher Training

ATC units are required to provide refresher training to controllers.

In accordance with ATCO.D.080 of Commission Regulation (EU) 2015/340, refresher training course(s) shall be developed and provided by training organisations and approved by the competent authority. The air navigation service provider shall ensure that during refresher training, air traffic controllers are sufficiently trained in standard practices and procedures training, abnormal and emergency situations training and human factors training, in accordance with ATCO.D.080 of Commission Regulation (EU) 2015/340.

Controllers shall receive refresher training specific to each rating, provided that for multi-rated controllers a single course could be designed and provided to such controllers.

Target Audience

Refresher training shall be provided periodically to all controllers.

It shall be objective based, aimed at familiarising the controller with any changes in procedures and practices which may have occurred in the preceding period, and shall relate directly to the task involved.

Frequency of Training

Refresher training shall be provided as approved in the Unit Competence Scheme.

Duration of Training

Training shall be site/rating specific and shall include theoretical training, and where possible several simulation exercises.

The length of any training programme is dependent on the intended content, the frequency at which it is conducted, the number of participants and so on.

Content of training

Refresher training shall contain at least:

- (1) standard practices and procedures training, using approved phraseology and effective communication;
- (2) abnormal and emergency situations training, using approved phraseology and effective communication; and
- (3) human factors training.

Refresher training needs to be notified and approved by TMCAD.

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6.3.1.1 Abnormal/ Emergency Situations Training

Many controllers in these days of improved equipment, both in the air and on the ground, go through lengthy periods without ever having to handle any traffic situation which presents anything out of the ordinary.

While this trend of increased safety for the flying public is most welcome, it does point out the need for the controller to be kept in practice in dealing with any situation that may arise, so that when something unusual occurs safety is not impaired.

ATC units shall provide all controllers with abnormal/emergency situations training as approved in the competence scheme.

This training can be conducted separately or included in refresher training.

6.3.1.2 Human Factors

Human Factors has become increasingly relevant in the provision of air traffic services.

Units shall provide refresher training in Human Factors and to include training in situation awareness, leadership, stress management, coordination, and teamwork at periods not exceeding three years.

This training may be conducted either separately or included in refresher training or the abnormal/emergency situations training programme.

ATC units shall provide all controllers with Human Factors training at least every 3 years.

6.3.2 Conversion Training

Conversion training shall be designed to provide knowledge and skills appropriate to a change in the operational environment and shall be provided by training organisations when the safety assessment of the change concludes the need for such training, in accordance with ATCO.D.085 of Commission Regulation (EU) 2015/340.

The content and duration of the conversion training is determined by the change and applicable requirements being delivered. Conversion training needs to be notified and approved by TMCAD.

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7.0 Training conducted by a Training Organisation certified by a foreign Competent Authority

An ANSP/training organisation can only use the services of a foreign training organisation to provide training course if:

- (1) The ANSP/local training organisation has submitted to TMCAD the training objectives that have to be met during the course.
- (2) The training course is conducted by a training organisation certified in accordance with Regulation (EU) No 2015/340 by its Competent Authority to conduct that course.
- (3) The local training organisation has examined the course contents, duration and methodology and verified that the course meets the training requirements in (1) above and informed the DGCA accordingly.

Approval for the use of services of a foreign training organisation needs to be given by TM CAD.

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8.0 Certificate

8.1 Successful Completion of Application

Upon successful completion of the process a certificate issued by TMCAD to a training organisation shall be provided. This certificate shall be compliant with the form in Appendix 2 of Annex II of Regulation 2015/340 and shall specify contain the below items:

- (a) TMCAD as the competent authority issuing the certificate in accordance with Regulation (EU) No 2015/340;
- (b) the applicant (name and address) and approval number;
- (c) the type training and/or services provided which are certified, as applicable;
- (d) a statement of the applicant's conformity with the requirements defined in Part ATCO.OR, Part ATCO of Regulation (EU) No 2015/340 and other applicable regulations.
- (e) the date of issue of the certificate and signature of the DGCA including a stamp.

This approval is valid as long as the ATCO TO certificate has not been surrendered, superseded, limited, suspended or revoked and all operations are conducted in compliance with Part ATCO.OR, Part ATCO, other applicable regulations and, when relevant, with the procedures in the organisation's documentation as required by Part ATCO.OR

If TMCAD finds that the holder of a certificate no longer satisfies compliance with the requirements and conditions attached to the certificate, the DGCA will take appropriate measures, which may include the withdrawal of the certificate.

8.2 Refusal of Application

If the application for an organisation certificate is refused, the applicant shall be informed of the right of appeal to the Director General of Civil Aviation. In compliance with ATCO.AR.A.010 and the applicable part of the Air Navigation Act, organisations/persons may apply for an appeal in accordance **ANA Article 91** and with PEL Notice 21 which is published on the Transport Malta website.

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9.0 Audits – Inspections

TMCAD audits the training organisations on a risk-based oversight, at least every 24 months, with a view to guaranteeing effective compliance with the standards laid down in Regulation (EU) No 2015/340.

In addition to the regular audits TMCAD may conduct unannounced inspections, **desktop inspections or adhoc inspections** to check compliance with the requirements of Regulation (EU) No 2015/340.

If TMCAD finds that the holder of a training organisation's certificate no longer satisfies the requirements or conditions attached to its certificate it will take appropriate enforcement measures, which may include the withdrawal of the certificate.

In accordance with national laws, Regulation (EU) No. 2018/1139 and its relevant implementing rules, training organisations and Air Navigation Training Providers shall grant access to any person authorised by TMCAD to the relevant premises in order to examine the relevant records, data, procedures and any other material relevant to the execution of the tasks of the competent authority.

In this regard the interpretation of providing access to documentation for the of purpose of examining or inspecting data, may mean one or more of the below:

- Onsite physical access to documents, records, data, a system, facility, etc.
- Direct access to a database or system through password access (NB: only viewing rights are required) for retrieval of data, documents, records, etc.
- Submission to TM-CAD, electronic or physical copies of the data, documents or records for an analysis to be conducted offsite.

The means of access to the above shall be agreed upon by TM-CAD with the organisation. If access cannot be given a non-compliance shall be issued.

TMCAD will audit the air traffic control unit and training organisations to check compliance with Regulation (EU) No 2015/340 laying down detailed rules for air traffic controllers' licences and certain certificates pursuant to Regulation (EU) 2018/1139 of the European Parliament and of the Council, the Air Navigation Act, ICAO and TMCAD requirements.

The audit will compare the actual processes used by the unit against the regulations and the processes / procedures approved or accepted by the DGCA.

The audits will be conducted by the Personnel Licensing Unit and the Air Navigation Services Unit together with any other inspector(s) appointed by the DGCA.

In addition to the regular audit, TMCAD may make unannounced inspections to check compliance with the requirements contained in Regulation 2015/340, the Air Navigation Act, ICAO and TMCAD requirements.

The Air Navigation Services Unit will sample several training sessions and competence assessments during the year.

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9.1 Non-compliances

9.1.1 Findings

Any Findings shall be issued and addressed through Centrik. Access codes shall be provided upon approval of the ATO to the compliance manager.

9.1.2 Revocation, Suspension or Variation/ Limitation of an Approval

In case of any significant non-compliance to the regulations or with the terms of approval which reduces safety or seriously hazards flight safety TMCAD will raise a Level 1 finding and thus TMCAD will prohibit, limit or suspend activities of the organisation. When the non-compliance “could” reduce safety or hazard flight safety the competent authority will raise a Level 2 finding.

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10.0 Changes to the Competence scheme

Any change to unit training or continuation training must be first approved by TMCAD.

The ANSP / Training Organisation is required to request and obtain approval for the changes before they are implemented.

Compliance with the approved competence scheme is checked during audits by TMCAD.

11.0 Useful Information

Malta Air Navigation Act
PEL Notices 20, 21 and 22

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Malta Transport Centre
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