

	<p style="text-align: center;"><b>Aeronautical Services</b></p> <p style="text-align: center;"><b>Advisory Memorandum</b></p> <p style="text-align: center;"><b>(ASAM)</b></p> <p style="text-align: center;"><b>Focal Point: ANSP</b></p>	<p style="text-align: center;"><b>ASAM</b></p> <p style="text-align: center;"><b>No: 31</b></p> <p style="text-align: center;"><b>Issue 6</b></p> <p style="text-align: center;"><b>Date 17.01.19</b></p>
<p><b>Title</b></p>	<p><b>Guidance on the requirements for a Test Service Provider to conduct English Language Proficiency Testing of Air Traffic Controllers.</b></p>	

## 1. Introduction

In order to obtain Competent Authority approval to conduct English Language Proficiency (ELP) testing of air traffic controllers (ATCOs), the Test Service Provider (TSP) must provide, in addition to an application, an exposition with supporting documentation.

The TSP seeking approval shall provide to the Competent Authority all relevant evidence to demonstrate compliance with ICAO Annex 1 and the requirements of Commission Regulation (EU) No 2015/340 *'laying down technical requirements and administrative procedures relating to air traffic controllers' licences and certificates pursuant to Regulation (EC) No 216/2008 of the European Parliament and of the Council, amending Commission Implementing Regulation (EU) No 923/2012 and repealing Commission Regulation (EU) No 805/2011'* and the requirements of this document.

The relevant evidence consists of a written exposition detailing how assessors, facilities, staffing, quality management system, record keeping, assessments, appeals etc. enable a TSP to provide language testing to regulatory standards.

### 1.1. Scope

The Safety Regulation Division (SRD) of the Irish Aviation Authority (IAA) is the Competent Authority for Ireland with regard to Regulation (EU) 2018/1139, and (EU) 2015/340.

The application process applies to all TSPs wishing to be approved by the Irish Competent Authority for ELP Testing (ELT) of student ATCOs and ATCOs.

### 1.2. Responsible Person

The Assistant Director, Aeronautical Services Department (ASD) of SRD has overall responsibility for this guidance material.

## 2. References

- Regulation (EU) No 2015/340
- Regulation (EU) 2018/1139
- ICAO Annex 1
- ICAO Doc 9835
- ICAO Circular 318-AN/180 Language Testing Criteria for Global Harmonization
- Application form ASD.F.205
- S Notice No. 26

## 3. Application

The applicant shall submit the following;

- 1) An application form (ASD.F.205)
- 2) An exposition (2 documents)
  - a. A small word or PDF document drafted by the applicant to include the details as outlined at paragraph 4.1.
  - b. A compliance matrix (ASD.F.213) to be filled in by the applicant with pertinent explanatory information outlined at 4.2.
- 3) Documents such as procedures manuals; management systems manuals (e.g. Quality/Business etc); certificates of training/competencies/experience etc. and any other material to support the application exposition.

## 4. Exposition

The following paragraphs give information to assist the applicant in filling out the two part exposition.

### 4.1 Part 1 - General Administration, organisational chart and statement of regulatory compliance

#### Page 1 - Cover Page

- Name of TSP ;
- Title of exposition;
- Version number; and
- Date of document.

#### Page 2 - Administrative information

- Name and address of the TSP and, if different, name and address of the testing centre to which this application refers;
- Names, telephone and fax numbers and email addresses of the following:

- Accountable manager;
- Head of the TSP ;
- Person nominated by the TSP as the focal point for communication with the Competent Authority;
- An organisation chart outlining information of how staff will be organised.

### Page 3 – Regulatory compliance statement

The exposition shall contain a statement, signed by the accountable manager, confirming the test provider's compliance with the extant regulatory requirements and that it shall be complied with at all times.

## **4.2 Part 2 - Regulatory compliance matrix ASD.F.213**

Explanatory information to assist in completing compliance matrix ASD.F.213

### General Organisational and testing details

The TSP seeking approval shall submit information on its organisational structure including assessor and support staff, and shall document individual detailed competencies, responsibilities and accountabilities.

The TSP will be required to nominate an individual (the accountable manager) who has overall corporate authority for ensuring that all testing commitments can be carried out to the standards required by ICAO Annex 1, applicable European regulation and the Competent Authority.

The TSP shall also submit information on the method it will employ to conduct ELP testing, including associated certificates/approvals issued by Eurocontrol or ICAO.

### Facilities

The TSP shall provide adequate facilities in order to satisfactorily carry out testing. TSPs shall ensure that the storage facilities guarantee the security, confidentiality and safety of documents (both paper and electronic).

### Staff

The selection criteria, testing and assessment procedures for all staff shall be documented and submitted to the Competent Authority. The assessment staff shall meet the selection requirements as required by Eurocontrol for ELPAC testing or for ICAO's Aviation English Language Test Service. The TSP shall have procedures by which staff involved in testing may achieve, maintain and, if appropriate, regain competence.

The TSP shall submit testing staff details as follows:

- Name and forename;
- Professional qualifications and experience;
- Testing and assessment training records;
- Employment status (permanent or under contract);

### Quality management system

The TSP will operate and maintain a Quality Management System (QMS), incorporating processes by which it will manage, develop, deliver and maintain language testing in accordance with ICAO and regulatory requirements.

The QMS shall specify the TSPs processes with respect to its management structure, the assessment scheme and the competence of assessor and assessment staff.

The management system shall also provide procedures which require a well-defined periodical and documented review of staff responsibilities and qualifications, testing and assessment methods.

The changes made to assessments as a result of reviews should be documented stating the changes made and the reasons for making them.

Where an EN ISO 9001 certificate is issued by an appropriately accredited organisation, covering as a minimum the services of the testing provider and the ICAO and regulatory requirements, shall be considered as sufficient means of quality compliance.

### Contracted activities

When a TSP uses third party assessor(s) it shall ensure that they are competent to conduct assessments as required by Eurocontrol for ELPAC testing or by ICAO's Aviation English Language Test Service. The contracted individual shall work under the approval of the contracting TSP. The TSP shall supply to the Competent Authority all pertinent details for assessors as prescribed in this document for their staff.

It is the TSP's responsibility to ensure that the testing undertaken by assessors on its behalf is conducted in compliance with its certificate of approval.

### Records

A TSP shall retain the following records:

- TSP Exposition (master copy) – to be retained permanently.
- Assessments – criteria for assessment.
- Staff – list of assessment staff and qualifications; and, if appropriate, competence refresher training and maintenance of competence.
- Testing and assessment records, as follows:
  - written assessment question papers;
  - written answer papers;

- audio files of tests taken
  - verbal assessment reports including questions asked and records of responses;
  - practical assessment reports;
  - results for each candidate;
  - Certificates issued
- Records of internal and external audits.

Record retention periods should be defined within the QMS system

Results of assessments shall be submitted to the Competent Authority as soon as practicable following the assessment.

### Appeals

The TSP shall have an internal procedure by which candidates may appeal against the conduct or result of an assessment which will include, as soon as practical, notification to the competent authority of the appeal and the appeal outcome.

### Post approval

The approved TSP shall notify the Competent Authority of any proposed changes to the organisation that affect the approval before any such change takes place. This enables the Competent Authority to determine continued compliance with regulatory requirements and to amend, if necessary, the approval certificate.

Records showing all changes and the reasons for them shall be kept up to date and stored within the TSP.

## **5. Further Information**

Any queries or requests for further guidance as a result of this advisory memorandum should be addressed to the following ANSD email address: [atstraining@iaa.ie](mailto:atstraining@iaa.ie)