BỘ GIAO THÔNG VẬN TẢI
CỤC HÀNG KHÔNG VIỆT NAM
Số: 472/QĐ-CHK

CỘNG HÒA XÃ HỘI CHỦ NGHĨA VIỆT NAM
Độc lập - Tự do - Hạnh phúc

Hà Nội, ngày 14 tháng 3 năm 2022

QUYẾT ĐỊNH
Về việc ban hành Sổ tay hướng dẫn đào tạo giám sát viên an toàn khai thác cảng hàng không, sân bay
(tu chỉnh lần 1)

CỤC TRƯỞNG CỤC HÀNG KHÔNG VIỆT NAM

Căn cứ Luật Hàng không dân dụng Việt Nam số 66/2006/QH11 ngày 29/6/2006; Luật sửa đổi, bổ sung một số điều của Luật Hàng không dân dụng Việt Nam số 61/2014/QH13 ngày 21/11/2014;

Căn cứ Nghị định số 66/2015/NĐ-CP ngày 12/8/2015 của Chính phủ quy định về Nhà chức trách hàng không;

Căn cứ Nghị định số 05/2021/NĐ-CP ngày 25/01/2021 của Chính phủ quy định về quản lý, khai thác cảng hàng không, sân bay;

Căn cứ Thông tư số 29/2021/TT-BGTVT ngày 30/11/2021 của Bộ trưởng Bộ Giao thông vận tải quy định chi tiết về quản lý, khai thác cảng hàng không, sân bay;

Căn cứ Quyết định số 2606/QĐ-BGTVT ngày 07/9/2017 của Bộ trưởng Bộ Giao thông vận tải quy định chức năng, nhiệm vụ, quyền hạn và cơ cấu tổ chức của Cục Hàng không Việt Nam; Quyết định số 1055/QĐ-BGTVT ngày 31/5/2019 về việc sửa đổi, bổ sung Quyết định số 2606/QĐ-BGTVT ngày 07/9/2017 của Bộ trưởng Bộ Giao thông vận tải quy định chức năng, nhiệm vụ, quyền hạn và cơ cấu tổ chức của Cục Hàng không Việt Nam;

Xét đề nghị của Trưởng phòng Quản lý cảng hàng không, sân bay,

QUYẾT ĐỊNH:

Điều 1. Ban hành kèm theo Quyết định này Sổ tay hướng dẫn đào tạo giám sát viên an toàn khai thác cảng hàng không, sân bay (Aerodrome Inspector Training Manual) *(được tu chỉnh lần 1 để cập nhật theo các quy định tại văn bản quy phạm pháp luật)*. Sổ tay hướng dẫn được đăng tải trên Trang thông tin điện tử của Cục Hàng không Việt Nam tại mục "Văn bản".

Điều 2. Quyết định này có hiệu lực kể từ ngày ký và thay thế Quyết định số 585/QĐ-CHK ngày 10/4/2020 của Cục trưởng Cục Hàng không Việt Nam về việc ban hành Sổ tay hướng dẫn đào tạo giám sát viên an toàn khai thác cảng hàng không, sân bay.

Điều 3. Các ông/bà: Giám đốc Cảng vụ hàng không miền Bắc, miền Trung, miền Nam; Chánh Thanh tra Cục Hàng không Việt Nam; Trưởng phòng Quản lý hoạt động bay; Trưởng phòng Quản lý cảng hàng không, sân bay; Thủ trưởng các cơ quan, đơn vị và cá nhân liên quan chịu trách nhiệm thi hành Quyết định này./.

CỤC TRƯỞNG

Đinh Việt Thắng

Nơi nhận:
- Như Điều 3;
- Các Phó Cục trưởng (để biết);
- Cảng vụ HKMB, MT, MN;
- Thanh tra Cục HKVN;
- Các phòng: QLHĐB, QLCHKSB;
- Lưu: VT, QLC (Phg 10b).

MINISTRY OF TRANSPORT

CIVIL AVIATION AUTHORITY OF VIETNAM

AERODROME INSPECTOR TRAINING MANUAL

(Attachment of Decision number 472/QD-CHK dated 14/3/2022 by Director General)

Hanoi, March 2022

AMENDMENTS

No.	Date applicable	Date entered	Entered by
Version 1	April 10th 2020	April 10th 2020	CAAV
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TABLE OF CONTENT

AUTHORISATION

This manual is an internal document setting out policies and procedures for Aerodrome Inspector training, produced by the Airport Management Department to provide the information and guidelines needed for staff's training and development to perform their tasks and responsibilities in Civil Aviation Authority of Vietnam.

For the purpose of effective management of training, I require all relevant staff to use this document in the performance of their duties. This manual is a living document and I encourage you to continually contribute to its improvement and also to your work practices covered by the procedures contained in this document.

This document is issued under the authority of the General Director of the Civil Aviation Authority of Vietnam.

Dinh Viet Thang

Director General

Civil Aviation Authority of Vietnam.

Initial Issue Date: March 14th 2022

CONDITIONS OF USE

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The manual holder is encouraged to identify, recommend and submit any requests to amend any part of this manual.

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This manual must be returned to the Civil Aviation Authority of Vietnam on cessation of employment (or in the case of a contractor, upon cessation of the service contract), or when otherwise recalled by the Director General (DG).

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07	Finance department
08	International Cooperation Department
09	Southern Airport Authority
10	Northern Airport Authority
11	Middle Airport Authority
12	Airports Corporation of Vietnam

ABBREVIATIONS

Some common abbreviations/acronyms used in this document are as follows:

AGA	Aerodrome and Ground Aids
AMD	Airport Management Department
ADI	Aerodrome Inspector
ANS	Air Navigation Services
DG	Director General
CAAV	Civil Aviation Authority of Vietnam
CMA	Continuous Monitoring Approach
CE	Critical Element
EI	Effective Implementation
ICAO	International Civil Aviation Organization
LEI	Lack of Effective Implementation OPS Operations
PEL	Personnel Licensing
SMS	Safety management system
SSP	State Safety Programme
SOA	Safety Oversight Audit Section
USOAP	ICAO Universal Safety Oversight Audit Programme

CHAPTER 1. INTRODUCTION

I. Objectives of the document

The Vietnamese civil aviation legislation system provides the framework of one of the most important mode of transportation for Vietnam both domestically and internationally. A primary objectives of the Civil Aviation Law 2006 (amended in 2014) includes enhancing safety, security, efficiency and service quality in the civil aviation system in a sustainable manner, facilitating access to the air transport network and contributing to the safe, smooth flow of passengers, aircraft and cargo within the civil aviation system so that it can contribute to the economic and social development of Vietnam. An effective safety oversight system is crucial in achieving these objectives.

ICAO Doc 9760 states that the States must be staffed with qualified and experienced personnel capable of successfully undertaking the wide variety of required tasks. ICAO Doc 8335 also states that the satisfactory execution of the various functions of the CAAV depends to a large extent on the qualifications, experience, competence and dedication of individual inspectors. In addition, it is also important for CAAV to have inspectors with a mix of disciplines to adequately oversee their aviation industry

ICAO safety oversight audits and other ICAO missions have shown that many Contracting States have not established effective safety oversight systems and that qualification of technical personnel are often deficient, thereby creating an opportunity for lack of safety oversights over approval holders. The establishment and management of an effective safety oversight system require a high-level of commitment, without which a State cannot fully satisfy its aviation system safety-related responsibilities

This was further underscored by ICAO's recent comprehensive system approach audit result showing the area of Critical Element 4 (CE-4) "qualified personnel" having the highest lack of effective implementation. Thus, the objective of this document is to provide the Civil Aviation Authority of Vietnam with the guidance to improve its CE-4 effective implementation scoring by increasing the number of qualified inspectors and ensuring all technical staff are properly trained so that the Vietnamese safety oversight activities will be effectively discharged.

In order to provide comprehensive and meaningful guidance on the development and management of the AMD's capacity building, a training programme which includes typical training road maps for various functional areas is presented in Chapter 4. The implementation of this programme will ensure that AMD is capable of meeting its safety oversight responsibilities.

Furthermore, this document provides an overview of a typical training

framework which is used to identify appropriate types of training and respective training providers that will help equip technical personnel with the knowledge and the skill to discharge his/her safety oversight activities. Figure 1 shows a typical capacity building flowchart that AMD uses to build internal capacity.

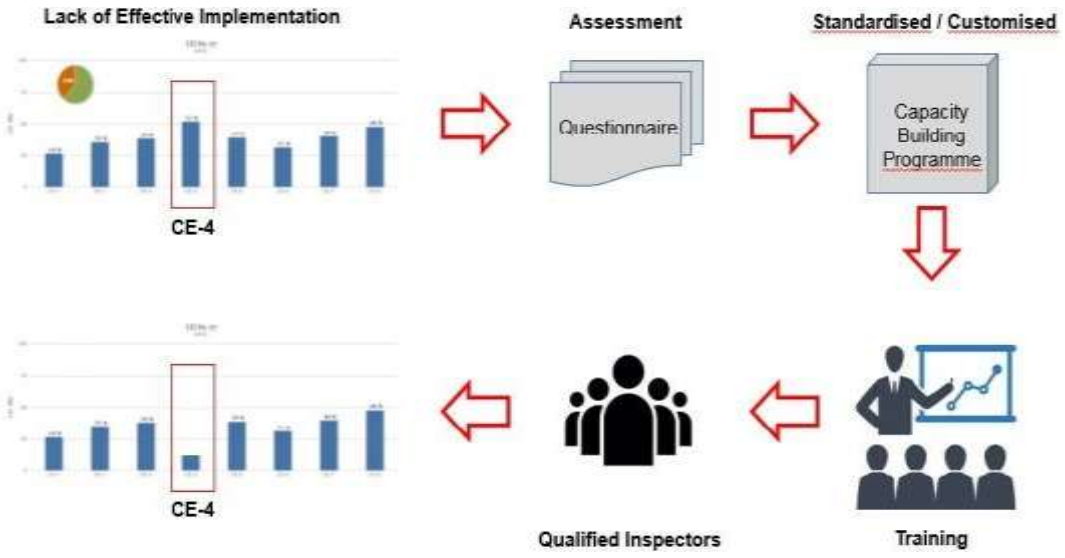

Figure 1. Typical Capacity Building Flowchart

II. Reference documents

The documents listed below are referred to in this manual and have been used as guidance for the development of this training programme manual.

Related Documents:

- ICAO Doc.8335, Manual of Procedures for Operations Inspection, Certification and Continued Surveillance
- ICAO Doc.9379, Manual of Procedures for Establishment and Management of a State's Personnel Licensing System
- ICAO Doc.9734A, Safety Oversight Manual
- ICAO Doc.9734B, Regional Safety Oversight Manual

III. Safety oversight obligation

When permitting or undertaking aviation activities, the Contracting State incurs certain obligations under Chicago Convention and its Annexes.

To ensure that the State's system is appropriate to the level and scope of their aviation activity, ICAO Document 9734, Part A, mentions that each of these obligations will require consideration of the critical elements of a safety oversight system. This should include.

State policy to systematically manage the safety-critical pressures, dependencies and conflicts affecting the community from internal as well as external sources. Part of that management process call for States to consider the adoption of national requirements that exceed ICAO SARPs in some areas for some circumstances.

While public interest needs to be considered, States need to ensure that a proper system of checks and balances is maintained. The State should retain effective control of important inspection functions. Such functions cannot be delegated, otherwise, the aviation industry will end up regulating themselves and the State's oversight system not be effective.

IV. Critical elements of a safety oversight system

All ICAO Contracting States, in their effort to establish and implement an effective safety oversight system, need to consider the critical elements (CE) for safety oversight.

ICAO Document 9734, Part A, mentions that CEs are essentially the safety defence tools of a safety oversight system and are required for the effective implementation safety oversight critical elements of a safety oversight system encompass the whole spectrum of civil aviation activities, including airworthiness of aircraft, accident/incident investigation, and transport of dangerous goods by air. The effective implementation of the CE is an indication of a State's capability for safety oversight.

ICAO has identified and defined the following critical elements of a State's Safety oversight system:

CE-1. Primary aviation legislation. The provision of a comprehensive and effective aviation law consistent with the environment and complexity of the State's aviation activity and compliant with the requirements contained in the Convention on International Civil Aviation

CE-2. Specific operating regulations. The provision of adequate regulations to address, at a minimum, national requirements emanating from the primary aviation legislation and providing for standardization operational procedures, equipment and infrastructures (including safety management and training systems), in conformance with the Standards and Recommended Practices (SARPs) contained in the Annexes to the Convention of International Civil Aviation.

CE-3. State civil aviation system and safety oversight functions. The establishment of a Civil Aviation Authority (CAAV) and/or other relevant authorities or government agencies, headed by a Director General, supported by the appropriate and adequate technical and non-technical staff and provided with adequate financial resources. The State authority must have stated regulatory functions, objectives and safety policies.

CE-4. Technical personnel qualification and training. The establishment of minimum knowledge and experience requirements for the technical personnel performing safety oversight functions and the provision of appropriate training to maintain and enhance their competence at the desired level. The training should include initial and recurrent (periodic) training.

CE-5. Technical guidance, tools and the provision of safety-critical information. The provision of technical guidance (including processes and procedures), tools (including facilities and equipment) and safety oversight functions in accordance with established requirements and in a standardized manner. In addition, this includes the provision of technical guidance by the oversight authority to the aviation industry on the implementation of applicable regulations and instructions.

CE-6. Licensing, certification, authorization and approval obligations. The implementation of processes and procedures to ensure that personnel and organisations performing an aviation activity meet the established requirements before they are allowed to exercise the privileges of a license, certificate, authorization and/or approval to conduct the relevant aviation activity.

CE-7. Surveillance obligations. The implementation of processes, such as inspections and audits, to proactively ensure that aviation license, certificate, authorization and/or approval holders continue to meet the established requirements and function at the level of competency and safety required by the State to undertake an aviation- related activity for which they have been licensed, certified, authorized and/or approved to perform. This includes the surveillance of designated personnel who perform safety oversight functions on behalf of CAAV.

CE-8. Resolution of safety concerns. The implementation of processes and procedures to resolve identified deficiencies impacting aviation safety, which may have been residing in the aviation system and have been detected by the regulatory authority or other appropriate bodies.

CHAPTER 2. TRAINING PROGRAMME

The key elements of AMD's training programme are as follows:

- Training policy statement;
- Training Objectives; and
- Competency-based training.

Once the above foundations are established, the respective training road maps and individual training plan are then established using guidance shown in Figure 2 below.

Figure 2. Training Programme Overview

Depending on the available capability, the actual trainings may be carried out under the direct control of CAAV or conducted by other training service providers.

Training road maps are reviewed periodically to establish a customised training road maps where it serves its purposes and needs.

In reviewing the effectiveness of trainings conducted in-house or by a service provider, AMD Director are required make a determination as to whether the training methods, syllabus, training standards, related facilities and record keeping are adequate for its technical personnel.

I. Training policies

In addition to the Director's Training Policy Statement, this chapter provides an expansion of the policy and includes procedures that are used by AMD to employ, initially qualify, maintain and upgrade the technical personnel used in its safety oversight programmes.

1. Qualification policies

2. Training policy

A. AMD in fulfilling its obligation is committed to provide for the development of a highly skilled and qualified work force for its aviation oversight programmes.

B. Employees will be fully trained in the essential job tasks, knowledge, and skills that are required to accomplish the:

(1) AMD safety oversight;

(2) Meet ICAO obligations;

(3) Ensure the conformance of the aviation community; and Safeguard the travelling public.

C. The qualification programme outlined in this manual will prepare technical personnel to apply the standards appropriate to the position assignments during their employment with CAAV.

D. This manual outlines the qualification events and training for ADI and provides for both baseline and specialisation of qualifications.

II. Roles & responsibilities

1. Director General

With respect to qualification of the support personnel, the Director General has the overall responsibility for the provision of qualified technical personnel to implement CAAV aviation oversight programme. His responsibilities include:

- Provision of adequate qualified staff to ensure the fulfilment of Vietnam requirements and international obligations.
- Ensure that the budget submitted by AMD will fully support the requirements for the qualification of the technical personnel.
- Ensure that adequate resources are provided to the AMD to fully implement the qualification programme for its technical personnel.
- Approve and fund training activities necessary to this qualification programme. Negotiate and oversee national agreements and contracts with government and commercial training vendors.

2. Human resource director

With respect to qualification of support personnel, the Human Resource Director is responsible for on-going quality assurance of CAAV's functions, including the provision and quality of training.

This will include:

- Ensuring that the support personnel qualification programme is effectively and

efficiently managed, and complies with all policy requirements.

- Provisions for evaluation of any locally arranged and conducted training.
- Review the training programme to ensure it is meeting national objectives, ICAO requirements, and international obligations.
- Provisions for periodic review of training courses to ensure that the content remains current with respect to job tasks, knowledge, skills and inspector performance requirements.
- Annual review of the training plan for each inspector, determines completion and future training needs.
- Hire highly qualified individuals to serve as technical personnel in the aviation oversight programmes
- Ensure the development of a highly skilled and qualified workforce.
- Ensure that an on-going OJT programme is being administered in each Department.
- Hold supervisors and managers accountable for ensuring that employee work assignments and schedules allow for sufficient time for employees to fully participate in and complete training requirements.

3. AMD director

With respect to qualification of technical personnel, managers play a key role in assessing gaps between oversight obligations/responsibilities and actual workforce skills, identifying developmental needs, prioritizing training needs, certifying the accomplishment of learning objectives and fostering on-the-job development. This will include:

- Ensure that employee work assignments and schedules allow sufficient time for employees to fully participate in and complete training requirements.
- Notify the DG regarding changes in training requirements, specify new training needs not previously identified, and relinquish training resources that no longer apply.
- Foster a work environment conducive to the success of the training programme. Communicate regularly with employees regarding the status of training. Arrange for formal training courses that are required for each inspector. Schedule On- the-Job-training events.

4. Technical personnel

With respect to qualification of technical personnel, the individual employee must take a pro- active role in ensuring that they are qualified for the job tasks that they are to perform. This will included:

- Collaborate with management to identify personal training needs.
- Communicate with the immediate supervisor and peers to plan training activities.
- Actively participate in training activities.
- Review personal training records and documentation to ensure that it is up-to-date.
- Provide feedback and evaluation regarding the effectiveness of the training programme.

CHAPTER 3. CAPACITY BUILDING PROGRAMME

I. Training need analysis

Prior to providing trainings and education to each of ADI, consideration is given to the person's job description which lays out his/her major duties, responsibilities, organisational relationships, scope of work and amount of supervision when performing job tasks. Once the respective job descriptions and Minimum Qualification Requirements (MQR) are considered against the technical personnel's qualification, AMD will then carry out a Training Need Analysis (TNA) to establish the training requirements and define the Training Plan for each of these roles and responsibilities.

In addition, it must be also considered that some of these technical personnel have joined the organisation at various qualification entry points (i.e. licence holder against a non-license holder, graduate against a non-graduate, etc.) and with different levels of experience (i.e. new to the aviation industry against those with many years of aviation experience).

II. Methodology

Considering the varied entry points of technical personnel, it is important that technical personnel are progressively and effectively transited with basic foundation completed before moving on to next level of training. As such, AMD has adopted a training structure for its typical training road map which consists of three phases of training beginning with "Induction (Initial) Training", follows by "Core (Regulatory) Training" and ends with "On- the-Job Training (OJT)". Due to the uniqueness of each functional area, the training requirements under each of these three phases have to be well guided by the individual technical personnel's job description.

Once the relevant training requirements are put together in this manner, this forms the final training road map for ADI. Training requirements for ADI together with typical training road maps is established and is attached as Appendix 4 of this Manual.

With the training road maps, the AMD will then accomplishes the TNA mechanism and develop its training plan aiming to fulfil all the training requirements spelled out in the training roadmap.

The individual training plans and the associated budgetary allocations requires the approval of the DG.

As the training road map typically last over a period of 2 years, the three phases in the training road map serve as training milestones which the respective technical personnel or AMD Director could easily monitor the progress of the individual technical personnel.

AMD Director are required to manage both the training road maps and training plans efficiently and to also ensure these are effectively implemented. This is important as these training road maps and training plans would fundamentally determine the quality and capabilities of these technical personnel working for AMD.

Due to constant changes in the aviation environment and complexity, AMD will carry out an annual review of the road map and the training plan to keep it updated and relevant.

III. Training roadmaps

CAAV uses a typical Training Road Map (TRM) consisting of 3 categories of training as detailed below:

1. Induction (Initial) Training

To equip new technical personnel with the basic skills and knowledge relevant to their job responsibilities and should begin at the start of employment and preferably be completed within the first six months.

2. Core (Regulatory) Training

Provides new technical personnel with knowledge and skills in specific technical areas to carry out their duties effectively. The duration for this category varies between one to 1.5 years depending on the availability of the required regulatory trainings.

3. On-the-Job Training

Hands-on training under the supervision of a senior technical personnel should be well planned and structured. Although this category usually concluded within the first two years of employment, however, if the new technical personnel is assessed to be incompetent in his/her new duties, he/she will have to undergo additional trainings till he/she reaches an acceptable level of competency.

4. Recurrent / Refresher / Continuation and Specialised Training

Although the TRMs do not include recurrent (or refresher) and specialised (or advance) training, after the technical personnel have been qualified, they will continue to receive training throughout their employment. AMD requires technical personnel to develop their competencies continuingly on areas that are related to their respective responsibilities. For technical personnel who are subsequently required to implement additional tasks or more in-depth tasks, specialty trainings or advance trainings are required to be completed before carrying out further assignments.

5. Recurrent / Refresher / Continuation training

Technical personnel represent the authority and, as such, require the continuous development of their competencies related to their respective responsibilities. This will

be accomplished through periodic training.

Recurrent/refresher/continuation training is required for all inspectors in every two years after obtaining the basic/initial inspector course.

6. Specialised Training

This phase would consist of advanced and specialized courses to ensure that AI remain current with changes in technology and investigative methods.

7. Qualification Certificates

A formal completion certificate will be issued to any inspector that:

(1) Attends at least 85% of the hours allotted to each training course; and a copy of that certificate will be included in the CAAV's qualification file for the employee; and

(2) Completes the exercises, tests and evaluations included in the course in a satisfactory manner.

8. Failing to Meet Qualification Standards

(1) Technical personnel failing to satisfactorily meet qualification standards will be considered for the necessary training. This will be coordinated between the AMD and Human Resources Department and requires the DG's approval; and

(2) The Technical personnel employment with AMD will be subjected to a review if the candidate fails to meet the qualification standard after the remedial training or the second attempt.

IV. Development of training plan

With the TRMs developed for each key job functions, the AMD will then use the relevant TRM to develop personnel training plan by detailing the course names, course dates, training organisations, etc, for the entire training year(s).

However, the new technical personnel's training plan may be subjected to unforeseen changes i.e. course cancellation/postponement, therefore, it has to be regularly updated and tracked to ensure that the plan is successfully carried out in a timely manner. Depending on the availability of the required courses, AMD Director must prioritise the trainings according to the level of importance to each key job function.

In addition, the selection of courses should not be based on whatever courses are available but rather based on courses that meet the specific training needs of the technical personnel. For example, a similar topic offered by various training organisations could come with different / varied syllabus i.e. basic or advance, or course name/title, as such, technical personnel should find out more about the course before registration.

In most instances, the training plan for new technical personnel normally stretch

over a period of 2 years. After the technical personnel has fully completed his/her required trainings, his/her subsequent training plan could be just a yearly plan covering new trainings due to new work scope or recurrent trainings, as required.

AMD is required to develop and maintain a training management system where the training of each technical personnel can be traced and training related records can be kept on completion of each training. This system will be made available to both internal and external auditors, as and when necessary, during audit.

CHAPTER 4. FORMAL TRAINING GUIDELINES

This chapter provides further guidance in the implementation of Training Road Maps and the Recurrent / Refresher / Continuation and Specialised Training.

I. General policies

A. It is the policy of the CAAV that all inspectors should be qualified by training or experience to conduct the inspections, evaluations and investigations assigned to this office

B. The inspectors of the CAAV or its designees will be technically qualified on a parallel basis to the persons in the aviation industry that they are assigned to regulate.

C. No inspector will be obligated to conduct an inspection, evaluation or approval unless that person believes they are technically or otherwise qualified to undertake.

D. No person will be assigned to conduct a task unsupervised unless management believes that person to be qualified by experience, training or applying positive transfer of knowledge or experience.

E. All formal training applicable to the qualifications of an inspector, whether previous to or after employment shall be recorded in the Qualification database.

II. Types of training

In conjunction with the TRM, Inspectors will be given a variety of training that will include:

- Induction (Initial) Training including formal In-house;
- Core (Regulatory) training;
- Structured “on-the-job-training” (OJT);

III. Formal in –house initial training

This formal training is a requirement for all full-time CAAV Personnel.

A. CAAV will conduct in-house training courses through senior CAAV employees and contracted sources.

B. These courses will consist of a formal review of the Civil Aviation Law 2006, amended in 2014, Civil Aviation Rules and CAAV technical guidance materials.

C. A formal completion certificate will be issued to participants after satisfactory completion.

IV. Structured initial on-the-job training

All technical inspectors will be included in a formal OJT programme that is

tracked and signed off by specific job task.

(1) The specifics of that OJT programme are included in the Chapter 5.

(2) Where possible, OJT for specific tasks will occur following the formal training that is relevant to the particular job task.

(3) The implementation of the OJT programme and the sign-off for an individual task is considered a "baseline" requirement before the unsupervised performance of that task by a senior inspector.

As an inspector has completed OJT on a specific task and is signed-off by the senior inspector, he/she is considered to be qualified to perform the task.

CHAPTER 5. ON-THE-JOB TRAINING & QUALIFICATION

This chapter describes the OJT programme methodology that will be applied by the CAAV for the continuing qualification of its inspectors.

I. General policies

A. The baseline OJT programmes contained in the respective AMD Training Manual appendices shall be the focus of future new-hire inspector qualification.

B. Revisions to the baseline programmes will be permitted with the approval of the AMD Director.

C. All OJT training will be carried out by senior inspectors with around five (5) years of experience in auditing in the technical area;

D. All OJT training will be recorded in the CAAV Training database by the inspectors and their instructors.

E. All OJT completion shall be recorded in the Qualification Record database.

F. Baseline OJT programmes shall be established for all other technical specialties.

II. OJT configuration

1. Task structure and assignment

A. The OJT process will introduce tasks that are categorized first by:

1) Job specialty (e.g., Movement Area Inspector, RFF Inspector);

2) Duty (e.g. Administration, Inspection, Safety Issue Resolution, Investigation, Surveillance, Evaluation, etc.);

3) Function (e.g., Inspect Aircraft on the Ramp, Inspect Flight Deck In-Flight, etc.).

B. If any of the tasks listed, in any category, are not performed in a trainee's specific environment, they should not be included in the individual's training plan.

2. Restrictions

A. Assigning a new employee an inspector's credential does not require completing all tasks in OJT. The required tasks will depend on the employee's work assignment.

B. Completing OJT is not tied to promotions. There may be some tasks that an employee never has to complete because his/her work assignments do not include those tasks.

3. Training structure

A. The Training Structure of CAAV OJT Programme follows a logical progression of adult learning by using 2 Levels.

1) Level I – Knowledge and Understanding
2) Level II – Performance

B. Any task assigned to a trainee will be trained to all levels unless otherwise deemed unnecessary. Both formal training and OJT are integral parts of a well-developed training programme and should be scheduled to complement each other.

III. Definitions

The following are definitions of terms related to the CAAV OJT Programme:

OJT: OJT is a planned, structured training event conducted at a work site by an On-the- Job-Training (OJT) authorized OJT instructor. This type of training provides direct experience in the work environment in which the employee is performing or will be performing on the job.

Task: A unit of work that contains logical and necessary steps in the performance of a Task in a job duty, typically with a defined beginning and ending. The task must produce a meaningful result.

Level I Training: Level I training usually involves observation of the performance of specific job tasks to achieve a level of understanding. This training typically involves the trainee observing and/or assisting the OJT instructor in the performance of those specific job tasks for which the trainee will be held accountable.

Level II Training: Level II training involves the application of knowledge and skills to the performance of specific job tasks. Typically, the trainee performs the job task under the observation of a qualified OJT instructor. The instructor assesses the performance of the task and indicates on the trainee's OJT record when Level II performance is achieved.

Inspections: One of the most significant duties of CAAV is to conduct inspections in all areas of air transportation. The primary objective of inspection activities is to provide the CAAV with accurate, real-time, comprehensive information for the evaluation of the safety status of the air transportation system.

Investigations: The means in which CAAV determines causal factors of potential or actual problem areas, and are the vehicle to effect appropriate corrective action. These work activities are generated on an "as required" or "as discovered" basis.

Certification: The certification work activities validate the competency of an aerodrome operator and their compliance with appropriate statutory and regulatory requirements prior to active performance in the aviation industry.

Administration: Those functions performed by trainees that do not fit in Inspections, Evaluations, Investigations, Certification or Resolution. For example: aviation education and promoting aviation safety to all segments of the aviation community.

OJT Record: An electronic tool that is used to record the trainee's OJT plan, progress, and completion.

OJT Instructor: A trained employee and a senior inspector with around five (5) years of experience in auditing in the technical area and designated to provide OJT instruction to trainees on specific tasks at Levels I, II, and III, in accordance with established procedures. OJT instructors must have been signed off as competent for the task.

Trainee: Any CAAV employee receiving on-the-job training. The word "employee" may be used synonymously with "trainee" depending upon the context because all employees may receive OJT regardless of any "new-hire" or "trainee" status.

IV. Roles and responsibilities

This section describes the roles and responsibilities of those involved in the CAAV OJT programme.

1. HR director

The HR Director is responsible for:

- Implementing the provisions of the OJT Programme training requirements for all trainees for whom direct supervisory oversight is provided.
- Meeting their obligations as outlined in this chapter.
- Ensuring that trainees begin their OJT Programme as soon as possible after their date of employment.
- Forecasting and informing the Director General OJT needs on a periodic basis so that management may determine the necessary resources for the programme.
- Update the standardized, baseline tasks for each position in which each trainee will be held accountable and for which tasks will require OJT depending on his/her work assignments.
- Authorizing OJT levels of credit granted to an employee.
- Assuming the role of mediator and decision-maker when there are OJT problems and/or disagreements involving OJT instructors and inspector trainees.

2. AMD director

AMD Director shall be responsible for:

- Meeting with each employee to develop an OJT Plan.
- Deciding when OJT is conducted, including start and end time, as well as the amount of time required for completing OJT training on specific tasks.
- Reviewing with each OJT instructor, on a regular basis, the progress of assigned trainees and initiating any corrective action necessary to improve performance and/or training deficiencies.
- Attending the review meeting and if satisfied with trainee's performance, signing off that the trainee has successfully completed the tasks discussed.
- Recommending to the Director General those experienced employees who may be qualified to serve as OJT instructors and providing feedback on OJT instructor performance evaluations, including recommending removal of authorization as an OJT instructor
- Evaluating OJT instructor performance annually based on feedback from trainees and trainees "performance".
- Acting upon feedback from trainees concerning the OJT Programme. Either resolve the situation at their level or ensure that the information is forwarded to whoever can act on the feedback.

3. OJT instructor

The OJT instructor shall be responsible for:

- Completing their OJT training with satisfactory performance.
- Obtaining authorisation from the Director.
- Ensuring that OJT instruction is consistent with applicable national regulations and practices.
- Following CAAV standardized procedures and methodology.
- Exhibiting objective, constructive, empathetic, and other behaviours conducive to supporting all OJT trainees.
- Conducting OJT according to the trainee's individual training plan as developed by the trainee and his/her Director.
- Assessing the trainee level of knowledge and skill on specific tasks.
- Providing structured, well-planned, and documented OJT training with stated objectives and expected levels of performance.
- Communicating with Technical Managers about trainee's progress.
- Informing appropriate Technical Managers of the trainee's progress via e-mail or other written means, indicating date of completion of OJT in specific tasks and appropriate levels.

- Ensuring that the trainee has accomplished all elements of OJT instruction associated with a particular task in an acceptable manner before notifying the appropriate Technical Manager that the trainee is able to perform the task as required.
- Notifying the appropriate Technical Manager when tasks have been completed.
- Recording time spent on OJT in file and file forms

4. Trainee

The trainee shall be responsible for:

- Participating with the Technical Manager to identify developmental needs and to plan training activities.
- Requesting OJT credit from their Technical Manager for prior training and/or experience.
- Fulfilling their OJT requirements as established.
- Participating in the feedback process to help ensure continual improvement, including feedback on the performance of the instructor.
- Participating, in a constructive manner, in its own training progress reviews under this chapter and checking the accuracy of completed tasks during the review meetings.
- Recording tasks and activities spent on OJT in file

V. OJT Method - Level I

Level I training usually includes a demonstration, by the instructor or designee, of the specific job task steps and procedures with the trainee observations and/or assistance to achieve a level of understanding.

Level I performance objectives

Following this training, the trainee will be able to:

- Describe the sequences of steps to accomplish the task;
- Describe how appropriate materials are used to accomplish the task;
- Describe interactions among other CAAV personnel required to accomplish the task;
- Describe coordination with operator required to accomplish the task.

Conducting Level I OJT

A. Begin by:

(1) Gathering any materials need to perform the task;

(2) Reviewing the performance objects for the task and the purpose for

Level I training;

B. The accomplishment of Level I should include a demonstration of the task itself. Do the following as you conduct this training:

(1) Explain what you will be doing by briefly reviewing the task steps;

(2) Solicit any questions about the task before you begin;

(3) Based upon the task and the comfort level of the trainee, determine whether or not it is appropriate for the trainee to assist in the task or simply observe you doing the task;

(4) You may also simply ask the trainee their preference – assist or observe;

(5) Be sure that the environment is conducive to learning. For example, if you are performing the task in the field, can the trainee (s) sufficiently see and hear you?

(6) Ask the trainee for the next step(s) as you demonstrate the task; and

(7) Ask questions about how the step is performed.

C. For tasks that are largely document-based, actual demonstration may not be applicable. Therefore, Level I may be based on the review and discussion of sample or completed documentation. For example, Level I for reviewing a manual could include the trainee reviewing a manual for which a qualified technical person's has already completed a review. Then comparing the trainee's review to the qualified person's review.

Validating Level I Completion

To validate Level I OJT, trainee must have an acceptable response to the following measurements.

Objective	n/a	Unacceptable		Acceptable	
Trainee can describe the sequence of steps to accomplish the task (as applicable)		Cannot describe the Sequence of Steps	Describes some step sequence	Describes most step sequence	Describes all step sequences accurately
Trainee can describe how appropriate materials are used to accomplish the task		Cannot describe use of materials	Describes some use of materials	Describes most use of materials	Describes all material use accurately
Trainee can describe interactions among		Cannot describe the	Describes some	Describes most	Describes all possible

Objective	n/a	Unacceptable		Acceptable	
other AUTHORITY personnel required to accomplish the task		Interactions	interactions	interactions accurately	interactions accurately
Trainee can describe coordination with operator required to accomplish task		Cannot Describe Operator Coordination	Describes some operator coordination	Describes Most operator coordination	Describes all operator coordination accurately

VI. OJT Methods – Level II

Level II training includes the trainee performing the task independently and accurately under the observation of the OJT instructor.

Level II performance objectives

Following this training, the trainee will be able to:

- Demonstrate sufficient knowledge to complete the task proficiently;
- Complete all steps necessary to accurately complete the task;
- Complete steps in the proper order (as applicable);
- Perform the task without assistance;
- Perform the task in a timely manner without undue hesitation.

Conducting Level II OJT

A. Start in on by:

(1) Reviewing what was covered in Level I training;

(2) Reviewing the performance objectives for the task and the purpose for Level II training;

(3) Ask the trainee(s) if he/she has all of the materials necessary to perform the task;

(4) Explain expectations – that the trainee will complete the task accurately and without assistance.

B. Use the following observation guidelines as the trainee performs the task:

(1) Check the steps as you observe using your checklist;

(2) Assist only if it required as a part of the task to have a second person. Do not offer assistance;

(3) Circle omitted or incorrect steps to address with the trainee once the task

is complete;

(4) STOP for unsafe or illegal actions; discuss them with the trainee immediately before completing the task.

C. Some task may infrequently, or even never, present an opportunity for an instructor to observe a trainee perform (for example, safety measure inspections or accident investigations).

Validating Level II completion

To validate Level II OJT, the instructor must be able to answer "Yes" to all of the following:

Objective	n/a	Yes	No
Did the trainee demonstrate sufficient knowledge to complete the task proficiently?			
Did the trainee complete all steps necessary to accurately complete the task?			
Were the steps completed in the proper order (if applicable)?			
Did the trainee perform the task without assistance?			
Did the trainee perform the task in a timely manner without undue hesitation?			
Did the trainee properly record the completion of the task in the database?			

CHAPTER 6. TECHNICALLY QUALIFIED INSPECTORS

The organisation of AMD's safety oversight responsibilities relies heavily on the employment and qualification of aerodrome inspectors (ADI).

These ADI conduct the necessary evaluations and inspections of aerodrome operators, individuals, and organisations to ensure conformance with international safety standards and relevant safety practises.

This chapter outlines the basis concept that are applied for the utilisation of these ADI

I. Technical inspectors

Qualified technical inspectors

A. The AMD is staffed with qualified technical personnel to carry out the aviation safety oversight functions

(1) These personnel are employed based on specified minimum knowledge and experience qualification prerequisites necessary to function as an entry-level technical personnel.

(2) They receive specified baseline and OJT training after employment to qualify them to function as aerodrome inspectors (ADI)

(3) They also receive recurrent and specialised trainings that are pertinent to their job assignment

B. The qualified ADI is the key link to ensure that the State's international safety oversight obligations are met. The technical decisions of these qualified ADI will, when properly recorded in a permanent medium, form the basis for the credibility of Vietnam's aviation safety oversight programme.

II. ADI positions

These technical ADI positions include:

- Movement Area Inspector (ADI – 1)

- Visual Aids and Electrical Systems Inspector (ADI – 2)

- Operating Procedures and Safety Measures Inspector (ADI – 3)

- Rescue and Fire Fighting Inspector (ADI – 4)

1. Movement Area Inspector

1.1. Function:

The Movement Areas Inspector (ADI - 1) is employed to perform aerodrome safety oversight tasks on behalf of AMD to determine the operator's conformance with the regulations and relevant safety practices

1.2. Primary task:

A. The primary safety oversight tasks performed by ADI-1 will include:

(1) Technical administration of the performance and completion of movement area operation-related safety oversight tasks

(2) Technical evaluation and inspection of the operators and other supporting organisations

(3) Technical evaluation, inspection and observation of the personnel employed by operator. Recommendations for approval or acceptance of operator's documentation and authorisation; and

(4) Initial and on-going certification of operator

B. The completion of these task will specifically address the acceptability and usability of programes and practices of the operators and supporting organisation with respect to:

(1) Aerodrome dimension and related information

(2) Physical characteristics

(3) Pavement strength evaluation

(4) Maintenance of movement area

1.3. Minimum Qualification Requirement

To function as an ADI-1, the individual is required to have completed the minimum qualifications requirements for original employment as an technical inspector, preferably with construction engineering University degree.

During the period of qualification for inspector assignment, ADI-1 will receive on-going formal and OJT as specified in the training manual, including the specialised training for Airfield Pavement design and evaluation.

Within 01 year old employment, the AD1-1 must complete the baseline formal training requirements.

Failure to archive the training objectives as stated above may result in termination of employment

2. Visual Aids and Electrical System Inspector

2.1. Function:

The Visual aids and Electrical system Inspector (ADI - 2) is employed to perform aerodrome safety oversight tasks on behalf of AMD to determine the operator's conformance with the regulations and relevant safety practices

2.2. Primary task:

A. The primary safety oversight tasks performed by ADI-2 will include:

(1) Technical administration of the performance and completion of Visual aids and Electrical system operation-related safety oversight tasks

(2) Technical evaluation and inspection of the operators and other supporting organisations

(3) Technical evaluation, inspection and observation of the personnel employed by operator

(4) Recommendations for approval or acceptance of operator's documentation and authorisation; and

(5) Initial and on-going certification of operator

B. The completion of these task will specifically address the acceptability and usability of programes and practices of the operators and supporting organisation with respect to:

(1) Visual aids including markings, signs, light, VDGS, SMGCS

(2) Electrical systems, power supplies

(3) Routine and emergency maintenance

(4) Low visibility Operation

(5) Obstacle control, protection sides for radar and navigation aids

2.3. Minimum Qualification Requirement

To function as an ADI-2, the individual is required to have completed the minimum qualifications requirements for original employment as a technical inspector, preferably with electrical/electronic engineering, air navigation University degree.

During the period of qualification for inspector assignment, ADI-1 will receive on-going formal and OJT as specified in the training manual, including the specialised training for Airfield Lighting operation and maintenance.

Within 01 year of employment, the AD1-1 must complete the baseline formal training requirements.

Failure to archive the training objectives as stated above may result in termination of employment

3. Operating Procedure and Safety Measure Inspector

3.1. Function:

The Operating procedure and safety measure Inspector (ADI - 3) is employed to performe aerodrome safety oversight tasks on behalf of AMD to determine the operator's conformance with the regulations and relevant safety practices

3.2. Primary task:

A. The primary safety oversight tasks performed by ADI-3 will include:

(1) Technical administration of the performance and completion of Operating Procedure and Safety Measure -related safety oversight tasks

(2) Technical evaluation and inspection of the operators and other supporting organisations

(3) Technical evaluation, inspection and observation of the personnel employed by operator

(4) Recommendations for approval or acceptance of operator's documentation and authorisation; and

(5) Initial and on-going certification of operator

B. The completion of these task will specifically address the acceptability and usability of programes and practices of the operators and supporting organisation with respect to:

(1) Aerodrome reporting

(2) Movement area safety measure

(3) Wildlife hazard management

(4) Removal of disabled aircraft

(5) Aerodrome emergency plan (AEP)

(6) Handling of hazardous materials

(7) Safety Management System (SMS)

3.3. Minimum Qualification Requirement

To function as an ADI-3, the individual is required to have completed the minimum qualifications requirements for original employment as a technical inspector.

During the period of qualification for inspector assignment, ADI-1 will receive on-going formal and OJT as specified in the training manual, including the specialised training for AEP, Wildlife Management...

Within 01 year of employment, the ADI-3 must complete the baseline formal training requirements.

Failure to archive the training objectives as stated above may result in termination of employment

4. Rescue and Fire Fighting Inspector

4.1. Function:

The Rescue and Fire Fighting Inspector (ADI - 4) is employed to perform aerodrome safety oversight tasks on behalf of AMD to determine the operator's conformance with the regulations and relevant safety practices

4.2. Primary task:

A. The primary safety oversight tasks performed by ADI-4 will include:

(1) Technical administration of the performance and completion of Rescue and Fire Fighting -related safety oversight tasks

(2) Technical evaluation and inspection of the operators and other supporting organisations

(3) Technical evaluation, inspection and observation of the personnel employed by operator

(4) Recommendations for approval or acceptance of operator's documentation and authorisation; and

(5) Initial and on-going certification of operator

B. The completion of these task will specifically address the acceptability and usability of programes and practices of the operators and supporting organisation with respect to:

(1) Particulars of the facilities, equipment; and

(2) Procedures; and

(3) Personnel to meet the RFF requirement

4.3. Minimum Qualification Requirement

To function as an ADI-4, the individual is required to have completed the minimum qualifications requirements for original employment as a technical inspector.

During the period of qualification for inspector assignment, ADI-4 will receive on-going formal and OJT as specified in the training manual, including the specialised training for RFF.

Within 01 year of employment, the AD1-4 must complete the baseline formal training requirements.

Failure to archive the training objectives as stated above may result in termination of employment.

APPENDIX 1. SUMMARY OF ADI EXPERIENCE

PERSONAL DETAILS

Name: Designation:

Employment No. Date Employment Commencement:

QUALIFICATION /EXPERIENCE

Minimum Qualification Requirement for recruitment as an Aerodrome Inspector are as follows:

- Hold a current University degrees;
- English capability with minimum TOEIC 450 or equivalent.
- Minimum of 05 years work experience in aerodrome management and operation for those with Engineering University decrees or 07 years work experience in aerodrome management and operation for those with other University degrees.
- Sound knowledge of Annex 14, Volume I and all relevant ICAO manuals.
- Sound knowledge of the aerodrome related regulations (Civil Aviation Law and Regulations) and associated guidance materials.

(1a) Qualification			
Training	University/Institution	Achievement	Verified by HR

(1b) Industry/Regulatory Experience			
AD Operator / State	Position Held	No. of Years	Verified by HR

APPENDIX 2. ADI TRAINING PROGRAME

PHASE 1- INITIAL/BASIC TRAINING

INTRODUCTION TO CAAV & SAFETY REGULATION

Responsibility	Activity	Duration	Remark
Courses conducted in Vietnam	Vietnam Civil Aviation system and legislative framework.	07-10 days	
	Overview of CAAV: Functions and Duties.		
	Overview of Regional Airport Authority: Functions and Duties.		
	Vietnam Civil Aviation Law: Airport Provision		
	Government Decrees, Ministry Circulars pertaining airport Operation and Management		
	CAAV Advisory Circulars		
	Overview ICAO Annex 1-19		
	ICAO Universal Safety Oversight Audit Programme(USOAP)		
	ICAO Continuous Monitoring Approach (CMA) Protocol Questions (PQs)		
	State Safety Programme of Vietnam		
	ADI Duties and Code of Conduct		
	ADI Authorisation/Credential		
	ADI Training requirements		

PHASE 2- CORE (REGULATORY) TRAINING

BASIC SAFETY OVERSIGHT COURSE

To be completed within the first 18 months of employment.

Responsibility	Activity	Duration	Remark
Courses conducted either in Vietnam or abroad	ICAO Annex 14 and it's application	05 days	
	Aviation Audit Technique	05 days	
	Aerodrome Certification: - ICAO Doc 9774, Doc 9981 - CAAV Aerodrome Certification Manual	05 days	
	Aerodrome Inspection: - CAAV Aerodrome Inspector Manual	05 days	
	Aerodrome Safety Management System incorporating PANS – Aerodrome	05 days	
	Human Factor Principle	05 days	

PHASE 3- ON THE JOB TRAINING

LEVEL 1- OBSERVE AND PARTICIPATE

Responsibility	Activity	Duration	Remark
	Observe and Participate in Aerodrome Certification process	07 days	
	Observe and Participate in Aerodrome safety inspection/surveillance process	07 days	
	Observe and participate in Aeronautical Study	03 days	

LEVEL 2- CONDUCT ACTIVITIES UNDER SUPERVISION

Responsibility	Activity	Duration	Remark
	Conduct Aerodrome Certification process	10 days	
	Conduct Aerodrome safety inspection/surveillance process	05 days	
	Conduct Aeronautical Study	05 days	

PHASE 4- RECURRENT/REFRESHER/CONTINUATION TRAINING

To be conducted every 2 years intervals for those inspectors having completed the initial/core training course.

Responsibility	Activity	Duration	Remark
	Refresher ADI Safety Oversight Course		
	Refresher on Auditing techniques and CAAV auditing procedures		
	Refresher on Safety management system and quality management system training		
	Refresher on Human factors principles		

PHASE 5- SPECIALISED TRAINING

Responsibility	Activity	Duration	Remark
	Airfield Pavement Design and Evaluation	10 days	ADI-1
	Global Reporting Format (Runway)	On-line	ADI-1
	Airfield Lighting Operation and Maitainance	05 days	ADI-2
	Rescue and Fire-Fighting	On request	ADI-4
	Wildlife Hazard Management	05 days	ADI-3
	Airport Ramp Safety/Runway Safety	05 days	ADI-3
	Operational Hazard Identification and Risk Management	05 days	ADI
	Accident/Incident Investigation	05 days	ADI

APPENDIX 3. TRAINING ROAD MAP FOR AERODROME INSPECTOR

6 months	1.5 years	2 years
Induction Training	**Core Training Areas**	
Introduction to International Civil Aviation System Introduction to Vietnam Aviation Regulatory Framework and Delegation of Powers Overview of ICAO Annexes 14, 19 and guidance materials relevant to aerodrome operations Overview of job functions, procedures and processes within the CAAV Roles and Responsibilities of Aerodrome Inspector Departmental Procedure Briefing Overview of enforcement framework Safety Management State Safety Programme Safety Management System Human Factors and Human Performance Limitations	Basic Safety Oversight & Surveillance Auditing Techniques and skills Inspection & Maintenance of Movement Areas Inspection & Maintenance of Visual Aids & Electrical Systems Operating procedures and Safety measures **On-Job-Training** Aerodromes audit (in various Core Training Area) Visual Aids for Denoting Obstacles and Restricted Use Areas Movement Area & Airside Vehicle Control/Operations Apron Management Disabled Aircraft Removal	Regulatory Auditing Techniques and skills Accidents &Incident Investigation Low Visibility Operations Security Fencing &Lighting Aerodrome Data Aerodrome Physical Characteristics Electrical Systems Aerodrome Emergency Planning Rescue and Fire Fighting Wildlife Hazard Management Obstacles Restriction & Control Visual Aids for Navigation Evaluation & Approval/Acceptance of key documents

APPENDIX 4. TRAINING NEEDS ANALYSIS

Name: Position: Aerodrome Inspector Date Compiled:

		Type of Training Recommended				
Minimum Qualifications Requirements (MQR) for the Position	**MQR Already Possessed?**	**Introduction / initial**	**Core Training**	**On Job Training**	**Re-currency Training**	**Specialized / Advance / Professional Development Training**

Employee:..... Date:.....
AMD Director:..... Date:.....
HRDirector:..... Date:.....

APPENDIX 5: SAMPLE OF AERODROME INSPECTOR CARD