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PËR

**PËR MIRATIMIN E "GUIDANCE MATERIAL FOR APPROVAL/ACCEPTANCE
OF AIR TRAFFIC CONTROLLER TRAINING ORGANISATION"**

Në mbështetje të pikës ë, të nenit 14, të Ligjit Nr.53/2022 "Për organizimin dhe funksionimin e Autoritetit të Aviacionit Civil", si dhe në kuadër të përmirësimit të vazhdueshëm të cilësisë dhe sigurisë në operim në AAC:

V E N D O S A

1. Miratimin e procedurës ACAA-DTL-GM4-TO "Guidance Material for Approval/Acceptance of Air Traffic Controller Training Organisation", Lëshimi 01, Rishikimi 00.
2. Ngarkohet Drejtoria e Trajnimit dhe Licencimit të sigurojë shpërndarjen dhe përdorimin e këtij manuali tek operatorët.
3. Ky vendim hyn në fuqi menjëherë.

DREJTOR EKZEKUTIV

Maksim Et'hemaj





REPUBLIC OF ALBANIA



CIVIL AVIATION AUTHORITY

GUIDANCE MATERIAL FOR APPROVAL/ACCEPTANCE
OF
AIR TRAFFIC CONTROLLER TRAINING ORGANISATION

ACAA-DTL-GM4-TO

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Approved by:

Maksim Et'hemaj

Executive Director of Albanian Civil Aviation Authority



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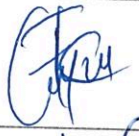

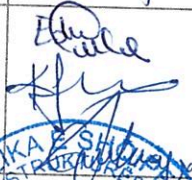

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0.1. Records of Amendments

The table below describes the dates and reason for the different amendments of the current manual.
A vertical black line on the left-hand side of the page identifies the changes with the previous version.

Issue No.	Revision No.	Date	Amended by	Reason
1	0	12.07.2024		Initial issue

0.2. Approval List

Action	Name and position	Date	Signature
Prepared by:	Mrs. Fioralba Kasaj, Specialist of STRN	04.07.2024	
Accepted by:	Mrs. Aida Pipiko, Director of DTL	08.07.2024	
Reviewed by:	Mr. Edmira Çuko, Specialist in SQSC Mrs. Krista Garo, Head of SQSC Mrs. Edlira Kraja, Director of DLS	10.07.2024	
Approved by:	Mr. Maksim Et'hemaj, Executive Director	12.07.2024	



0.3. Revision table

Page #	Issue No.	Revision No.	Date	Edited by

0.4. Distribution List

Control #	Responsible Person	Type of Document
Original	DTL/SSS	Hard Copy
Original (Electronic)	DTL	Electronic copy at DRMS

0.5. Definitions

In the scope of this manual the subsequent terms are defined as follows:

“STRN Sector”: the office within the Civil Aviation Authority responsible for the certification, approval and surveillance of the training organizations and implementation of the ACAA's training and development policy;

“Training organisation”: means an organisation which has been certified by the competent authority to provide one or more types of training;

“Acceptable means of compliance (AMC)”: means non-binding standards adopted by the Agency to illustrate means by which to establish compliance with the Regulation;

“Renewal”: means the administrative act taken after a rating, endorsement or certificate has expired that renew the privileges of the rating, endorsement or certificate for a further specified period subject to the fulfilment of specified requirements;

“Training course”: means theoretical and/or practical instruction developed within a structured framework and delivered within a defined duration;

“Aircraft”: means any machine that can derive support in the atmosphere from the reactions of the air other than reactions of the air against the earth's surface;

“On-the-job training (OJT)”, also known as workplace training, is a method of instruction where employees learn and acquire skills directly within their work environment;

“Enforcement action”: The steps, including deterrent action that must be taken from the moment a possible non-conformity of the Air Code or Civil Aviation Regulations/procedures has been detected until the case is concluded;

“Acceptance Letter”: a letter issued by the ACAA which verifies the acceptance of foreign organizations by the ACAA;

“Audit”: Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled;

“Compliance”: Fulfilment of regulatory requirement;

“Inspection”: means an independent documented conformity evaluation by observation and judgement accompanied as appropriate by measurement, testing or gauging, in order to verify compliance with applicable requirements;

0.6. Abbreviations and Acronyms

ACAA	Albanian Civil Aviation Authority
ATOM	Approved Training Organization Manual
AMC	Acceptable Means of Compliance
DTL	Directorate of Training and Licensing
ED	Executive Director
TO	Training Organization
OJT	On the Job Training
STRN	Sector of Training
SQSC	Sector of Quality, Safety and Compliance
GM	Guidance Material
MO	Minister Order
CMD	Council Minister Decision
EU	European Union
TO-ADM	TO Administrative Inspector
TO-Technical	TO Technical Inspector
PPB	Principal Place of Business
EASA	European Aviation Safety Agency

0.7. Purpose

The purpose of this Guidance Material is to describe the processes to be applied:

- For the initial approval of an ATCO Training Organization.
- For changes applied to an existing and valid approval of an ATCO Training Organization.
- For the continued oversight of ATCO approvals in accordance with the applicable Minister Order.
- For the acceptance of foreign ATCO Training Organizations with a place of business outside the Republic of Albania, which will provide training for licensing applicants or personnel working or operating within the Republic of Albania.

For each part of the process, this document details the required documents to be submitted, the investigations conducted by the Authority, and provides information on the general timeframes and costs involved.

0.8. Legal basis

This instruction is developed in accordance with the following regulatory framework:

- Law No. 96, date 23.07.2020, “Albanian Air Code”;
- ICAO Annex I “Personnel Licensing”;
- Council of Ministers Decision No. 1095 date 24.12.2020 that transposes EU Regulation 1139 “On common rules in the field of civil aviation”;
- Minister Order no. 91, date 21.02.2019 that transposes Regulation (EU) no. 2015/340 “Laying down technical requirements and administrative procedures relating to air traffic controllers' licenses and certificates”.

1. INITIAL APPROVAL

This GM is applicable for the certification and continuous oversight of training providers in accordance with the ATCO Regulation, Annex I - Part ATCO, Subpart D, Annex II- Part ATCO.AR, Subpart C and E, and Annex III- Part ATCO.OR, Subpart A, B, C and D.

This GM shall apply to:

- ANSPs providing ATCO training, i.e., initial training, unit training (unit endorsement courses) and continuation training;
- Training organizations other than an ANSP.
- Approval of courses.

Application for Certification as an Air Traffic Controller Training Organization is made to the ACAA on form ACAA-DTL-ATOM-400.

1.1. APPLICATION SUBMISSION AND PROCESSING

1.1.1. Prepare application

An application should only be submitted when the organization is fully prepared for the approval audit. This means that all documents must be ready, training or examination systems in place, and staff hired and operational.

Before submitting the application, make sure to verify the following points:

- **Location of the applicant**

The ACAA is the Competent Authority for all organizations with their Principal Place of Business (PPB) located within the territory of the Republic of Albania.

“Principal place of business” refers to the head office or registered office of the organization, where the main financial functions and operational control of the activities covered by this regulation are carried out.

- **Nature of the applicant**

The applicant must be a registered legal entity.

1.1.2. Documents Required for Initial Application (ACAA-DTL-ATOM-400 Form):

- a) The applicant's name and address.

- b) The address(es) of the place(s) of operation (including, where applicable, the list of ATC units) if different from the applicant's address in point (a).
- c) The name and contact details of:
 - the accountable manager,
 - the head of the training organization, if different from the accountable manager,
 - the person(s) nominated by the TO as the primary points of contact for communication with ACAA.
- d) The intended start date of the activity or change.
- e) A list of the types of training to be provided and at least one training course for each type of training intended to be offered.
- f) A declaration of compliance with the applicable requirements, signed by the accountable manager, confirming adherence to the relevant standards.
- g) Management system processes.
- h) The date of the application.
- i) Registry Documentation: Submit documentation showing the application for registry in the Republic of Albania, along with a plan for meeting the requirements related to the organization's principal place of operation or registered office in Albania.
- j) Required Manuals: Submit the necessary manuals, including:
 - Training Manual
 - Management System Manual
 - Safety Manual
 - UCS (Unit Competence Scheme)
 - UTP (Unit Training Program)
 - A detailed syllabus of courses (including any CBT access)
 - Declaration of compliance
 - Management system processes

These documents and items must be submitted to ensure a complete initial application for training organization approval with ACAA.

Any document in a foreign language other than English must be submitted translated and notarized.

1.1.3. Requirements for Certification of a Training Organization (TO)

A training organization may be issued a certificate by ACAA if it meets the following requirements for the training it provides:

1. **Adequate Staffing and Equipment:** The organization must demonstrate that it is properly staffed, equipped, and operates in an environment suitable for providing the necessary training to obtain or maintain Air Traffic Controller (ATC) licenses.
2. **Access for ACAA Examination:** The organization must grant access to any person authorized by ACAA to its premises. This allows ACAA to examine relevant records, data, procedures, and other materials needed to carry out its duties as the competent authority.
3. **Efficient Management and Qualified Staff:** The organization must have an efficient management structure and sufficient staff with the required qualifications and experience to provide training in accordance with the standards set out by the Air Code and Minister Order no. 91, dated 21.02.2019.
4. **Clear Accountability for Safety:** The organization must have clearly defined lines of accountability, including direct accountability for safety from senior management.
5. **Compliance Monitoring System:** The organization must have a compliance monitoring system as part of its management framework, which ensures that training services meet the standards outlined in Minister Order no. 91, dated 21.02.2019.
6. **Necessary Facilities and Equipment:** The organization must have the appropriate facilities, equipment, and accommodation necessary for the type of training provided.
7. **Reliable Record-Keeping System:** The organization must maintain a system for storing and tracking records, ensuring traceability of relevant activities.
8. **Sufficient Funding and Insurance:** The organization must demonstrate that it has sufficient funding to carry out the training in accordance with Minister Order no. 91, dated 21.02.2019 and that adequate insurance coverage is in place, appropriate to the nature of the training provided.
9. **Training Course Details:** The organization must provide ACAA with a methodology for establishing the content, organization, and duration of training courses, unit training plans, and unit competence schemes. This should include how examinations or assessments will be organized. For initial training exams, including simulation training, the qualifications of the assessors must be detailed.

These requirements ensure that the training organization is fully capable of providing high-quality, compliant training for Air Traffic Controllers.

1.1.4. Fee

A copy of the payment mandate must be submitted to the Civil Aviation Authority at the time of initial application. Full details are available in the current tariff scheme, (INSTRUCTION No. 2225, dated 13.5.2013 ON THE SETTING OF CIVIL AVIATION SERVICE CHARGES).

1.1.5. Compliance Monitoring System

Minister Order no. 91, dated 21.02.2019 requires training organizations to establish, implement, and maintain a management system that includes a function for monitoring compliance with the relevant requirements.

The compliance monitoring system should include:

1. Monitoring Function: A dedicated function to track and ensure that the organization is meeting all applicable regulatory requirements.
2. Feedback System: A system that provides findings and feedback to the accountable manager. This ensures that any non-compliance or areas of improvement are identified.
3. Corrective Actions: The feedback system should facilitate the implementation of corrective actions as necessary, ensuring continuous compliance and the effectiveness of the training organization's processes.

This system is crucial for maintaining high standards of training and ensuring that all regulatory obligations are consistently met.

1.1.6. Timescale for Application

When applying for initial approval or to vary an existing approval, a Training Organization must ensure that all submitted documents comply with Minister Order no. 91, dated 21.02.2019 and ACAA procedures. Applications are processed in the order of receipt.

Important Note: If any documentation is found to be non-compliant, this will delay the approval process. It is essential that all required documents meet the necessary standards to avoid unnecessary delays in obtaining approval.

1.2. DOCUMENTS EVALUATION PHASE

Upon receiving an application for a TO approval, ACAA shall evaluate the documents. Manuals put forward for initial approval shall be in electronic format and sent to DTL via the designated official email address.

1.2.1. Desktop Audit

Review of Manual, Examinations, and Supporting Documentation

- Manuals submitted for initial approval must be provided in electronic format.

- For training course requirements.
- All submitted documentation, including examinations and supporting materials, must comply with the relevant regulations and standards to ensure a smooth approval process.

1.2.2. Scheduling the On-Site Audit

Once the draft manuals, associated documents, and proposed nominated personnel are deemed acceptable by the ACAA team, the next step is to coordinate a tentative period for the on-site audit. This process involves:

1. On-site Inspection of Facilities, Including Synthetic Training Devices (STDs)
 - Prior to approval, an inspection of the facilities and any Synthetic Training Devices (STDs) will be conducted to confirm compliance with applicable requirements.
 - If multiple facilities are involved in the application, inspections of each facility will also be carried out.
2. Synthetic Training Devices (STDs)
 - Synthetic training devices must comply with the requirements set out in ATCO.OR.C.015 of Minister Order no. 91, dated 21.02.2019, as amended, and meet the appropriate specifications for the tasks they are used for.
 - For STDs used in practical training on situational awareness, human factors, or skill maintenance, they must provide a performance level that sufficiently simulates the working environment and operational situations relevant to the training objectives.
3. Inspection of Training
 - After receiving Training Organization (TO) approval, the organization must inform ACAA of the first scheduled training session.
 - ACAA retains the authority to attend and observe this training session as part of its ongoing oversight and compliance monitoring process.

This ensures that the training organization meets all required standards and maintains compliance throughout the approval and training process.

1.2.3. Audit Report Process

Audit reports, findings, and observations will be sent to the TO through email or by post. Additional observations or recommendations are shared verbally during the out-briefing and left to the applicant's discretion. These are included in the written report.

1.2.3.1. Corrective Action Plan (CAP) and Closure of Findings

The training organization must submit a Corrective Action Plan (CAP) within 14 days of receiving the findings.

The CAP must include:

- Root cause analysis (why the non-conformity occurred).
- Corrective actions (steps to fix the issue).
- Deadline for the closure of CAP

Once the CAP is accepted, the applicant's Quality Assurance team verifies its implementation and effectiveness.

1.2.3.2. Timeline for Closure

During the initial investigation, findings are classified as Level 1 or 2. All findings must be resolved before the Certification Team can recommend approval to ACAA.

A corrective action implementation period is granted according to an action plan appropriate to the nature of the finding.

1.3. CERTIFICATION PHASE

After all findings are closed, and compliance with Minister Order no. 91, dated 21.02.2019 is established, ACAA generates the following:

- Approval Certificate ACAA-DTL-ATOM-401
- Approval of the Manuals
- Approval of UCS (Unit Competence Scheme)
- Approval of UTP (Unit Training Program)

2. APPROVAL OF TRAINING COURSES

TOs shall comply with the scope and privileges defined in the terms of the approval attached to the organization's certificate.

The ACAA/DTL shall approve training courses and training plans developed in accordance with the requirements laid down in ATCO.OR.D.001. The application form that TOs have to accomplish is ACAA-DTL-ATOM-402.

In order to ensure that the applicable requirements in Annex I- Part ATCO, Subpart D are fulfilled, the privilege to provide unit and continuation training shall only be granted to TOs who:

- hold a certificate for the provision of the air traffic control service; or
- have concluded a specific agreement with the ATC provider.

The approval process consists of the following steps:

- Request for approval;
- Verification;
- Issuance/Rejection of the approval.

2.1. Initial Training

The initial training plan shall be established by the training organization and approved by the competent authority.

2.1.1. Request for Approval

The request for approval is a plain text letter provided by the TO at least 30 days prior to the start of the course. Together with the letter, the TO shall submit the initial training plan, which shall contain, as a minimum, the:

- a. composition of the initial training course provided according to ATCO.D.010;
- b. structure of the initial training provided according to ATCO.D.020(b);
- c. process for conducting the initial training course(s);
- d. training methods;
- e. minimum and maximum duration of the initial training course(s);
- f. with regard to ATCO.D.010(b), the process for adapting the initial training course(s) to take due account of a successfully completed basic training course;
- g. processes for examinations and assessments according to ATCO.D.025 and ATCO.D.035, as well as performance objectives according to ATCO.D.030 and ATCO.D.040;
- h. training personnel qualifications, roles and responsibilities;
- i. process for the early termination of training;
- j. appeal process;
- k. identification of initial training records to be kept;
- l. process and reasons for reviewing and amending the initial training plan and its submission to the ACAA/DTL. The review of the initial training plan shall take place at least once every three years.

2.1.2. Verification

The subjects, topics and subtopics for:

- **Basic training** is contained in Appendix 2 of Annex I- Part ATCO, while the subject and training objectives are included in Annex I to the Acceptable Means of Compliance to Part ATCO reference AMC1 ATCO.D.010(a)(1);
- **Aerodrome Control Visual - ADV Rating training** is contained in Appendix 3 of Annex I- Part ATCO, while the subject and training objectives are included in Annex I to the Acceptable Means of Compliance to Part ATCO reference AMC1 ATCO.D.010(a)(2)(i);
- **Aerodrome Control Instrument – ADI Rating for Tower (ADI/TWR) training** are contained in Appendix 4 of Annex I - Part ATCO, while the subject and training objectives are included in Annex I to the Acceptable Means of Compliance to Part ATCO reference AMC1 ATCO.D.010(a)(2)(ii);

- **Approach Control Surveillance - APS Rating training** is contained in Appendix 7 of Annex I - Part ATCO, while the subject and training objectives are included in Annex I to the Acceptable Means of Compliance to Part ATCO reference AMC1 ATCO.D.010(a)(2)(v);
- **Area Control Surveillance - ACS Rating training** is contained in Appendix 8 of Annex I - Part ATCO while the subject and training objectives are included in Annex I to the Acceptable Means of Compliance to Part ATCO reference AMC1 ATCO.D.010(a)(2)(vi).

2.1.3. Issuance/Rejection of the Approval

Once the verification is satisfactorily completed, the ACAA/DTL shall issue, in writing, the approval within 5 working days of the closure of the verification process. The approval shall include in plain text:

- The list of ratings for which the initial training has been approved;
- Any conditions imposed during the implementation of the initial training;
- The right of appeal within the 5 working days following the date of the approval.

The ACAA/DTL may decide to reject the application for the approval of initial training. In such cases, they should communicate this in writing to the TO together with the reasoning and the right for appeal within 5 working days from the date of the signature of the rejection.

2.2. Unit Training

Unit training consists of courses for each unit endorsement, as outlined in the unit training plan. If a unit has "n" endorsements, there will be "n" corresponding courses, and together they make up the complete unit training for that unit. Each unit must have its own Unit Training Plan (UTP).

A unit endorsement course includes the necessary training phases to issue or renew a unit endorsement on an ATC license. These courses include:

1. Transitional Training Phase
2. On-the-job Training (OJT) Phase

If the unit endorsement involves handling complex or dense traffic situations, a pre-on-the-job training phase may also be required.

Each unit endorsement course must define its syllabus and performance objectives, covering areas such as:

- Operational procedures
- Task-specific aspects
- Abnormal and emergency situations
- Human factors

The courses must be conducted according to the Unit Training Plan (UTP).

The term "complex and dense traffic situations" must be defined by the Air Navigation Service Provider (ANSP) and agreed upon with ACAA/DTL.

2.2.1. Request for Approval

The request for approval is a plain text letter provided by the TO at least 30 days prior to the start of the course.

The TO shall submit the UTP with the letter, which shall contain, as a minimum, the:

- ratings and endorsements for which the training is conducted;
- structure of the unit training;
- list of unit endorsement course(s) according to ATCO.D.060;
- process for conducting a unit endorsement course;
- training methods;
- minimum duration of the unit endorsement course(s);
- process for adapting the unit endorsement course(s) to take due account of the acquired ratings and/or rating endorsements and experience of applicants, when relevant;
- processes for demonstrating theoretical knowledge and understanding according to ATCO.D.065, including the number, frequency and type of, as well as pass marks for examinations, which shall be a minimum of 75% of the marks allocated to these examinations;
- processes for the assessment according to ATCO.D.070, including the number and frequency of assessments;
- training personnel qualifications, roles and responsibilities;
- process for the early termination of training;
- appeal process;
- identification of unit training records to be kept;
- list of identified abnormal and emergency situations specific to each unit endorsement;
- process and reasons for reviewing and amending the UTP and its submission to the ACAA/DTL. The review of the UTP shall take place at least once every three years.

2.2.2. Verification

The verification process is focused on the elements of the UTP and associated documentation. Verification includes the completeness of the associated documentation and its feasibility for implementation (e.g. personnel dealing with it, training methods vs. equipment used, etc.).

2.2.3. Issuance/Rejection of the Approval

Once the verification is completed, the ACAA/DTL shall issue, in writing, the approval within 5 working days of the closure of the verification. The approval shall include in plain text:

- The list of unit endorsement courses for which the unit training has been approved;
- Any conditions imposed during the implementation of the unit training (e.g. could be related to the pre-OJT requirements);
- The right of appeal within the 5 working days following the date of the approval

The ACAA/DTL may decide to reject the application for the approval of the unit training. In such cases, they should communicate this in writing to the TO, together with the reasoning and the right for appeal within 5 working days after the date of the signature of the rejection.

Following an exchange of a license, the ACAA/DTL shall approve or reject the unit endorsement course established in accordance with ATCO.B.020(b) and (c) not later than six weeks after presentation of the application for the approval of the course, and ensure that the principles of non-discrimination and proportionality are respected.

2.3. Continuation Training

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.

a. Refresher Training

Refresher training course(s) shall be developed and provided by the TO. Refresher training shall be designed to review, reinforce or enhance the existing knowledge and skills of air traffic controllers to provide a safe, orderly and expeditious flow of air traffic and shall contain at least:

- standard practices and procedures training, using approved phraseology and effective communication;
- abnormal and emergency situations training, using approved phraseology and effective communication;
- human factors training.

A syllabus for the refresher training course shall be defined, and where a subject refreshes skills of air traffic controllers, performance objectives shall also be developed.

b. Conversion Training

Conversion training course(s) shall be developed and provided by the TO. Conversion training shall be designed to provide knowledge and skills appropriate to a change in the operational environment and shall be provided by TOs when the safety assessment of the change concludes the need for such training.

Conversion training courses shall include the determination of the:

- appropriate training method for and duration of the course, considering the nature and extent of the change; and
- examination and/or assessment methods for the conversion training.

Conversion training shall be provided before air traffic controllers exercise the privileges of their license in the changed operational environment.

2.3.1. Request for Approval

The request for approval is a plain text letter provided by the TO at least 30 days prior to the start of the course. Together with the letter, the TO shall submit, as a minimum (as per ATCO.B.025 Unit Competence Scheme) the:

- processes for assessing of the refresher training subjects according to ATCO.D.080(b);
- processes for the examination of theoretical knowledge and the understanding necessary to exercise privileges of the ratings and endorsements;
- the minimum duration and frequency of the refresher training;
- processes to identify the topics and subtopics, objectives and training methods for continuation training;
- processes for the examination of theoretical knowledge and/or the assessment of practical skills acquired during conversion training, including pass marks for examinations;
- processes in case of failure of an examination or assessment, including the appeal process;
- training personnel qualifications, roles and responsibilities;
- identification of continuation training and assessments records to be kept, in accordance with ATCO.AR.B.015;

2.3.2. Verification

The verification process is focused on the elements of the continuation training and the associated documentation. Verification includes the completeness of the associated documentation and its feasibility for implementation (e.g. personnel dealing with it - qualifications, training methods vs. equipment used, etc.).

2.3.3. Issuance/Rejection of the Approval

Once the verification is closed the ACAA/DTL shall issue in writing the approval within 5 working days after the completion of the verification process. The approval shall include in plain text:

- The list of courses included in the unit competence scheme;
- Any conditions imposed during the implementation of the training (e.g. related to the changes of certain equipment or situations to be refreshed);
- The right of appeal within the 5 working days following the date of the approval.

The ACAA/DTL may decide to reject the application for the approval of the continuation training. In this case, they should communicate this in writing to the TO together with the reasoning and the right for appeal within 5 working days from the date of the signature of the rejection.

2.4. Training of Practical Instructors

Training of practical instructors shall be developed and provided by TO and shall consist of a:

- practical instructional techniques course for OJTI and/or STDI, including an assessment;
- refresher training course on practical instructional skills;
- method(s) for assessing the competence of practical instructors.

2.4.1. Request for Approval

The request for approval is a plain text letter which shall be provided by the TO at least 30 days prior to the start of the course. Together with the letter, the TO shall submit, as a minimum, the:

- structure of the practical instructional technique's courses for OJTI and/or STDI;
- structure of the refresher on practical instructional techniques course for OJTI and/or STDI
- training methods;
- duration of the practical instructional techniques and refresher courses for OJTI and/or STDI;
- processes for the assessment and methods for assessing the competence of practical instructors;
- training personnel qualifications, roles and responsibilities;
- appeal process;
- identification of records to be kept;

A successful assessment of instructional techniques for practical instructors should establish competence at least in the following areas:

- regulatory impact on air traffic controller training;
- human factors impact on air traffic controller training;
- determination of the background and experience of the person undertaking training;
- determination of the current level of ability of the person undertaking training;
- conduct of a pre-session briefing;
- planning and conduct of the training session;
- demonstration and explanation of the tasks;
- monitoring of the training session;
- management of interventions correctly, including error correction;
- evaluation of the performance of the person undertaking training;
- debrief of the person undertaking training;
- furnishing of written reports on the performance of the person undertaking training;
- taking appropriate follow-up action towards resolving training problems;
- techniques of pausing clocks; and knowledge of technical facilities/environment

For the training of OJTIs, a part-task trainer or a simulator should be used. The practical instructor competence assessment for an OJTI may be undertaken either in live operations or on a synthetic training device. The practical instructor competence assessment for an STDI should be undertaken on a synthetic training device.

2.4.2. Verification

The verification process is focused on the elements of the training and associated documentation. Verification includes the completeness of the associated documentation and its feasibility for implementation (e.g. personnel dealing with it, training methods vs. equipment used, etc.)

2.4.3. Issuance/Rejection of the Approval

Once the verification is closed the ACAA/DTL shall issue in writing the approval within 5 working days after the closure of the verification. The approval shall include in plain text:

- The name of courses included in the approval;
- Any conditions imposed during the implementation of the training (e.g. could be related to the location or the use of a specific equipment);
- The right of appeal within the 5 working days following the date of the approval.

The ACAA/DTL may decide to reject the application for the approval of the training. In such cases, they should communicate this in writing to the TO together with the reasoning and the right for appeal within 5 working days from the date of the signature of the rejection.

2.5. Training of Assessors

The training of assessors shall be developed and provided by the TO and shall consist of:

- an assessor training course, including an assessment;
- a refresher training course on assessment skills;
- method(s) for assessing the competence of assessors.

2.5.1. Request for Approval

The request for approval is a plain text letter provided by the TO at least 30 days prior to the start of the course. Together with the letter, the TO shall submit, as a minimum, the:

- a) structure of the assessor course;
- b) structure of the refresher courses for assessors;
- c) training methods;
- d) duration of the assessor and refresher courses;
- e) processes for the assessment and methods for assessing the competence of assessors;
- f) training personnel qualifications, roles and responsibilities;
- g) appeal process;
- h) identification of the records to be kept;

A successful assessment should establish the competence in at least the following areas of assessment knowledge and techniques:

- a) regulatory environment and legal obligations;
- b) types of assessment and their application;
- c) performance objectives constituting air traffic controller competence;
- d) conditions of assessments to create reliable results;
- e) processing of assessments and administrative procedures;
- f) giving verbal feedback and writing assessment reports;
- g) vested interests and code of conduct;
- h) accurately assessing competence against the performance objectives;
- i) developing a good questioning technique and designing questions appropriate to the assessment.

The assessment of assessor competence should focus on the application of the skills of an assessor. The skills should represent at least a subset of the competences taught during the assessor training course. Any assessment of assessor competence should be realistic and it could take place during live traffic situations or during training.

2.5.2. Verification

The verification process is focused on the elements of the training and associated documentation. Verification includes the completeness of the associated documentation and its feasibility for implementation (e.g. personnel dealing with it, training methods vs. equipment used, etc.).

2.5.3. Issuance/Rejection of the Approval

Once the verification is closed, the ACAA/DTL shall issue in writing the approval within 5 working days from the closure of the verification process. The approval shall include in plain text:

- The name of courses included in the approval;
- Any conditions imposed during the implementation of the training (e.g. the type of assessor);
- The right of appeal within 5 working days following the date of the approval.

The ACAA/DTL may decide to reject the application for the approval of the training. In such cases, they should communicate this in writing to the TO together with the reasoning and the right for appeal within 5 working days from the date of the signature of the rejection.

2.6. Language Training

Air navigation service providers shall make available language training to maintain the required level of language proficiency to:

- holders of language proficiency endorsement at operational level (level four);
- license holders without the opportunity to apply their skills on a regular basis in order to maintain their language skills.

2.6.1. Request for Approval

A Training Organization (TO) must submit the application for course approval at least 30 days before the course start date. The application must include the following minimum information:

- a) Course structure.

- b) Training methods.
- c) Course duration.
- d) Assessment processes and methods.
- e) Qualifications, roles, and responsibilities of training personnel.
- f) Appeal process.
- g) Identification of records to be maintained.

2.6.2. Verification

The verification process focuses on the training elements and associated documentation. It includes reviewing the completeness of the supporting documentation and assessing its feasibility for implementation (e.g., responsible personnel, training methods, equipment used, etc.).

2.6.3. Issuance/Rejection of the Approval

Upon completing the verification, ACAA will issue written approval within **5 working days**. The approval will include:

- a) The name of the approved courses.
- b) Any conditions applied during the training implementation, if applicable.

If ACAA decides to reject the training approval application, it will notify the Training Organization (TO) in writing. The notification will include:

- The reasons for the rejection.
- The right to appeal.

This notification will be sent within 5 working days from the date the rejection decision is signed.

3. NOTIFICATION OF CHANGES TO ACAA

3.1. Changes Requiring Prior Approval

Changes that affect the Certificate or the OT's approval conditions, or any element related to the OT's management systems, will require prior approval from the AAC. Below is a list of changes that may impact the Certificate, approval conditions, or the management system of the OT:

- (a) The name of the OT;
- (b) Change in legal entity;

- (c) Main operating location of the OT;
- (d) Type(s) of training provided by the OT;
- (e) Additional locations of the training organization;
- (f) General Manager;
- (g) Any person referenced in Part KTA.OR (theoretical and practical instructors, examiners, and any other person requiring qualifications involved in the training process);
- (h) OT documentation on safety policies and procedures;
- (i) Facilities;
- (j) Management system. *

For changes related to the management system, except those listed above, the OT must submit the required documentation to the AAC. When such amendments require AAC approval, it will be provided in writing to the OT.

3.1.1. Approval Process

The process consists of the following steps:

a) Application for Change and Related Documentation

The application must be submitted before the change is implemented. The related documentation must accompany the application and be submitted to the AAC at least 30 days before the planned effective date of the change(s). The application form ACAA-DTL-ATOM-400.

b) Verification by AAC

The AAC will evaluate:

- The proposed change concerning the OT Certificate or associated training approval or its management system, and the applicable requirements of Part KTA.OR, as well as any other applicable requirements;
- The actions proposed by the OT to demonstrate compliance.

The evaluation will be completed within 10 working days of receiving the application.

As part of the evaluation, the AAC may decide to conduct an audit to further verify the OT's compliance with applicable requirements. The audit will be conducted within 10 working days after completing the evaluation. The AAC will use a checklist to verify any non-compliances.

c) Approval and Modification of the Certificate and Other Approvals

Once the verification is completed, the AAC will issue the approval in writing within 5 working days of the verification process's conclusion. The approval will include:

- A list of changes proposed by the OT;
- Conditions for OT operations, as determined by the AAC, during the implementation of the changes;
- The right to appeal within 5 working days from the approval date.

Within 5 working days of issuing the approval, provided there is no appeal from the OT, the AAC will modify the Certificate and its related conditions and send it to the OT.

d) Refusal of Approval

The AAC may also decide to refuse the application during the Application or Verification phases (see points 1 and 2). In such cases, the AAC must inform the OT in writing, along with the reason and the right to appeal within 5 working days from the date the refusal is signed.

3.2. Changes Without Prior Approval

Changes that do not require prior approval will be managed and reported to the AAC in accordance with the procedure developed by the TO and approved by the AAC. For the approval of the TO's procedure, the AAC will verify that it defines:

- the purpose of the change;
- change management;
- the notification mechanism.

During continuous oversight, the AAC will evaluate the information received in the notification to verify whether the actions taken comply with the approved TO procedure and applicable requirements.

4. ACCEPTANCE OF FOREIGN AIR TRAFFIC CONTROLLER TRAINING ORGANISATION

4.1. Application for Acceptance of a Foreign Training Organization

This section outlines the administrative procedures that the Albanian Civil Aviation Authority (ACAA) follows to issue the certificate of acceptance for foreign Training Organizations (TO). The ACAA will accept applications from foreign TOs that conduct training for licensing applicants, personnel working, or operating in the Republic of Albania.

There are two types of foreign TOs:

1. EASA Member State TOs: The acceptance procedure follows the standard steps outlined below.
2. Non-EASA Member State TOs: The process follows the steps for Initial Approval

4.2. Documents to submit

The following documents must be submitted for the acceptance process:

- Application form ACAA-DTL-ATOM- 400
- A copy of the TO's approval certificate from the Competent Authority.
- Manuals;
- Application Fee: As per applicable law
- Proof of Agreements: With contracted entities
- Synthetic Training Device Documentation
- Detailed Training Syllabi.
- Information on Instructors and Examiners' qualifications.
- On-site audit (if needed).
- Report of compliance with the regulations, including the results of internal inspections and audits from the Competent Authority (including the last two audit findings or recommendations).
- Contract with operators registered in the Republic of Albania (if applicable).
- In the case of organizations intending to operate in the Republic of Albania, the legal registration document for conducting the activity must be submitted.
- These documents should be sent to the ACAA either:
 - By post to the Civil Aviation Authority.
 - By email to info@acaa.gov.al .

Any document in a foreign language other than English must be submitted translated and notarized

4.3. Verification by the TO Competent Authority

Once the application is received, the TO-ADM Inspector will email a verification request to the certifying Competent Authority, asking for confirmation of:

- The TO's valid approval in accordance with EU regulations.
- Any significant findings or issues reported by the Competent Authority.
- A scanned copy of the approval certificate.

4.4. Development of the Admission Process

After receiving the application, ACAA/DTL verifies:

1. The eligibility of the application and documentation.
2. The eligibility of the technical documentation for compliance with ACAA requirements.

3. If necessary, the inspectors will propose a date for verification of the facilities at the foreign TO. This date will be coordinated with the organization.
4. The inspectors will evaluate compliance with the relevant ministerial orders.
5. After a positive assessment, the Inspectors will draft the acceptance letter or certificate and send it to the Executive Director for final approval.
6. Upon completion of the process, the applicant will be notified, and the acceptance certificate/acceptance letter will be issued. If there is evidence of non-compliance, the applicant will be asked to provide additional documents or take corrective actions before final approval.

Important Note:

The ACAA will not issue an acceptance certificate for any foreign TO with Finding Level 1. In such cases, the application will be re-evaluated once the TO addresses the findings through a corrective action plan approved by the Competent Authority of the country that issued the certificate.

4.5. Maintenance of Validity of Acceptance Certificate

The Acceptance Certificate remains valid indefinitely, as long as the original approval certificate issued by the Competent Authority is valid.

4.6. Changes in the Organization

Any changes that affect the conditions of acceptance must be formally communicated to the ACAA. Changes that require notification include:

- Change of the organization's name.
- Addition of new facilities.
- Change of the organization's main address.
- Amendments to the Training Organization Manual, which must be submitted to the ACAA whenever revised.

These changes will prompt a review of the acceptance certificate by the ACAA to ensure compliance with current regulations.

4.7. Continuing Oversight of Accepted Training Organizations

The ACAA will conduct ongoing oversight of accepted Training Organizations to ensure they continue to meet the required standards. This oversight may include technical inspections or bilateral cooperation between the ACAA and the Competent Authority of the Training Organizations to share safety data on their certified TOs.

The primary goal is to share safety data and ensure that both parties are aware of any certification or oversight issues affecting operators in either country.

4.8. Suspension and Revocation of Acceptance

The ACAA may suspend or revoke an acceptance certificate if the TO is found to be non-compliant with the regulatory requirements. Suspension or revocation may occur under the following circumstances:

- (a) If the Competent Authority of the country that issued the original certificate suspends or revokes the approval.
- (b) If the TO fails to address first-level findings that pose a risk to safety or compliance.

In case of revocation, the TO will be informed of their right to appeal in accordance with national laws (refer to Article 5 of this GM).

5. APPEAL PROCESS

5.1. The right to appeal

An appeal may be applied when ACAA has refused to issue an approval / acceptance certificate for a Training Organization or has suspend or revoke any of the following approval / acceptance certificate.

5.2. Submission of the appeal

The appellant must submit a written appeal within 30 days of receiving the CAA's notice. The notice will clearly state the right to appeal decisions that affect licenses, certificates, approvals, or applications.

The appeal can be sent by mail, fax, or delivered in person to the Minister. It may be in the form of a letter and should include:

- 1. The appellant's name, address, phone number, and fax number (if applicable).
- 2. The organization's name and phone number (if applicable).
- 3. A copy of the CAA's notice or enforcement letter.

Filing an appeal does not automatically delay the suspension or revocation. A request for a stay can be made to the CAA and may be granted if it does not compromise aviation safety.

The appeal request can be submitted to the ACAA via email (using the email address provided on the ACAA website), by mail, or delivered in person to the Protocol Office at the ACAA.

5.3. Procedures of appeal

When an appeal is submitted to the CAA, the following procedures apply:

(a) Scheduling the Review Hearing:

The Director of the relevant Directorate will promptly set a date, time, and location for the Review Hearing after receiving the written appeal request.

(b) Attendance:

The appellant must attend the hearing in person or may be represented by an association, relative, or friend. Witnesses may also be requested to appear.

(c) Presentation of Evidence:

All relevant evidence should be presented during the Review Hearing. In any subsequent Appeal Hearing, only new evidence unavailable at the time of the Review Hearing will be considered, and only if deemed necessary by the Appeal Panel (Executive Director, Directors, Aviation Inspector, and Legal Director).

(d) Types of Evidence:

Evidence may include testimonies, documents, or other relevant materials. All proceedings will be recorded to create an official transcript for any future hearings.

(e) Right to Appeal:

The appellant will be informed of their right to appeal and the applicable time limits, as outlined in the Air Code of Albania.

5.4. Appeal Determination

The Executive Director will issue a written decision based on the record of the Review Hearing, including any oral or written statements, as applicable. The written determination, along with the reasons for the decision, will be provided after the hearing.

If the appellant is dissatisfied with the decision of the Appeal Committee, they may file a complaint with the Administrative Court. The complaint must be submitted to the Administrative Court within 45 days from receiving the decision, either in person or by registered mail, in accordance with Article 18 of Law No. 49/2012, "On the Administrative Court and Judgment of Administrative Disputes."