



REPUBLIC OF ALBANIA



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'hema



Executive Director of Albanian Civil Aviation Authority



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0. Administration

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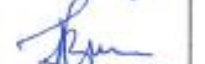
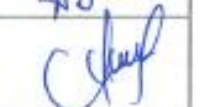
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0.2. Records of Amendments

The table below describes the dates and reason for the different amendments of the current Guidance Material. 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
01	00	12.07.2024		Initial issue
01	01	26.06.2026	DTL	Revision to harmonise the GM with the amendments introduced by Minister Order No. 171, dated 11.11.2025, and the ACAA-DTL-ATCTOP Procedure (Issue 01).

0.3. Approval List

Action	Name and position	Date	Signature
Prepared by:	Mrs. Fioralba Kasaj, ATO-ADM Inspector	19.06.2026	
	Mr. Ilirian Ciko, ATO-ATC Inspector	19.06.2026	
	Mrs. Iva Buli, Head of STRN	19.06.2026	
Accepted by:	Mrs. Aida Pipiko, Director of DTL	22.06.2026	
Reviewed by:	Mr. Elton Kacagjeli, Specialist in SQSC	24.06.2026	
	Mrs. Krista Garo, Head of SQSC	24.06.2026	
	Mrs. Edlira Kraja, Director of DLS		
Approved by:	Mr. Maksim Et'hemaj, Executive Director	26.06.2026	



0.4. Revision table

Page #	Issue No.	Revision No.	Date	Edited by
	01	01	26.06.2026	DTL

0.5. Distribution List

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

0.6. Definitions

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

ATC Training Organisation (ATC TO): Means an organisation certified by the competent authority to provide one or more types of air traffic controller training.

Acceptable Means of Compliance (AMC): Means non-binding standards adopted by EASA and accepted by the ACAA to illustrate means by which compliance with the applicable requirements can be achieved.

Alternative Means of Compliance (AltMoC): Means an alternative to an existing AMC or a new means of compliance proposed by an organisation and accepted by the ACAA as achieving compliance with the applicable requirements.

Approval: Means the formal recognition granted by the ACAA confirming that an organisation, training course, training plan or training scheme complies with the applicable requirements.

Acceptance Letter: Means a letter issued by the ACAA confirming the acceptance of a foreign ATC Training Organisation.

Audit: Means a systematic, independent and documented process for obtaining evidence and evaluating it objectively to determine the extent to which applicable requirements are fulfilled.

Compliance: Means the fulfilment of applicable regulatory requirements.

Corrective Action Plan (CAP): Means a plan submitted by an organisation describing the actions, responsibilities and implementation timeline for the correction of identified findings.

Finding: Means any non-compliance with the applicable requirements identified during certification or oversight activities.

Inspection: Means an independent documented conformity evaluation by observation and judgement, accompanied as appropriate by measurement, testing or verification, in order to determine compliance with applicable requirements.

Observation: Means an issue identified during certification or oversight activities that does not constitute a finding but may require attention or improvement.

Occurrence: Means any safety-related event which endangers or, if not corrected, could endanger aviation safety.

Principal Place of Business (PPB): Means the head office or registered office of an organisation where the principal financial functions and operational control of the activities are exercised.

Training Course: Means theoretical and/or practical instruction developed within a structured framework and delivered within a defined duration.

0.7. Abbreviations and Acronyms

ACAA	Albanian Civil Aviation Authority
AMC	Acceptable Means of Compliance
AltMoC	Alternative Means of Compliance
ANSP	Air Navigation Service Provider
ATCO	Air Traffic Controller
ATC TO	Air Traffic Controller Training Organisation
ATCTOP	Air Traffic Controller Training Organisation Procedure
CAP	Corrective Action Plan
DCM	Decision of Council of Ministers
DTL	Directorate of Training and Licensing
EASA	European Union Aviation Safety Agency
ED	Executive Director
EU	European Union
GM	Guidance Material
MO	Minister Order
OJT	On-the-Job Training
PPB	Principal Place of Business
SQSC	Safety, Quality and Standardisation Coordination Sector
STD	Synthetic Training Device
ATO-ADM Inspector	Approved Training Organisation Administrative Inspector
ATO-ATC Inspector	Approved Training Organisation Technical Inspector
UCS	Unit Competence Scheme
UTP	Unit Training Plan

0.8. 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 Training Organization 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.

0.9. 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, dated 24.12.2020 "On the approval of essential requirements in the field of civil aviation", amended by DCM No.699, dated 13.11.2024 transposing 2018/1139 (Basic Regulation);
- Minister Order no. 171, date 11.11.2025 that transposes Regulation (EU) no. 2015/340 "Laying down technical requirements and administrative procedures relating to air traffic controllers' licences and certificates".
- Decision No. 62, dated 23.12.2025, on the acceptance and publication of the Acceptable Means of Compliance (AMC) and Guidance Material (GM) of EASA for use in the implementation of the Minister Order No. 171, dated 11.11.2025.

1. INITIAL APPROVAL AND CERTIFICATION

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-ATCTOP-100.

1.1. Application submission and processing

1.1.1. Means of Compliance and Alternative Means of Compliance (AltMoC)

ATC Training Organisations should demonstrate compliance with the applicable requirements using the Acceptable Means of Compliance (AMC) adopted by the ACAA.

Where an organisation intends to apply an Alternative Means of Compliance (AltMoC), it should submit to the ACAA sufficient supporting documentation demonstrating that the proposed alternative complies with the applicable regulatory requirements and ensures an equivalent level of safety.

The supporting documentation should include:

- a description of the proposed AltMoC;
- the justification for its use;
- the affected regulatory or AMC reference(s); and
- any supporting safety assessment or risk mitigation measures, where applicable.

The ACAA may:

- accept the proposed AltMoC;
- request additional information or clarification; or
- reject the proposed AltMoC where compliance or equivalent safety is not adequately demonstrated.

Accepted AltMoCs remain subject to continued oversight activities by the ACAA.

1.1.2. 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.

1.1.3. Documents Required for Initial Application (ACAA-DTL-ATCTOP-100 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) Where the application includes unit training and/or continuation training, the applicant should provide evidence of compliance with ATCO.OR.B.010(b), including a valid certificate for the provision of air traffic control services or a specific agreement concluded with the relevant ATC provider.
- k) 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.

1.1.4. 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. 171, dated 11.11.2025.
4. The ATC TO should ensure that personnel involved in the delivery and assessment of training comply with the applicable requirements of Part ATCO. This includes, where applicable, theoretical instructors in accordance with ATCO.C.001, on-the-job training instructors in accordance with ATCO.C.010, synthetic training device instructors in accordance with ATCO.C.030 and assessors in accordance with ATCO.C.045.
5. Clear Accountability for Safety: The organization must have clearly defined lines of accountability, including direct accountability for safety from senior management.
6. The management system should include a documented safety policy signed by the accountable manager. The safety policy should reflect the organisation's commitment to safety, promote the principles of Just Culture and be communicated throughout the organization, AMC1 ATCO.OR.C.001(b).

7. Where applicable, the organisation should establish and maintain an Information Security Management System in accordance with the applicable regulatory requirements.
8. The ATC TO should establish and maintain records in accordance with ATCO.OR.C.020. Records should be retained for the applicable period, stored in a secure manner, and the archiving process and record formats should be defined within the management system documentation.
9. Contracted activities should be covered by written agreements and remain subject to the organisation's management system and compliance monitoring processes.
10. 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. 171, dated 11.11.2025.
11. Necessary Facilities and Equipment: The organization must have the appropriate facilities, equipment, and accommodation necessary for the type of training provided.
12. Reliable Record-Keeping System: The organization must maintain a system for storing and tracking records, ensuring traceability of relevant activities.
13. Sufficient Funding and Insurance: The organization must demonstrate that it has sufficient funding to carry out the training in accordance with Minister Order no. 171, dated 11.11.2025 and that adequate insurance coverage is in place, appropriate to the nature of the training provided.
14. In accordance with ATCO.OR.B.010(b), the privilege to provide unit training and/or continuation training may only be granted to ATC TOs that, hold a certificate for the provision of air traffic control services; or have concluded a specific agreement with the relevant ATC provider. Evidence demonstrating compliance with this requirement should be provided as part of the application process.
15. 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.

1.1.5. Fees

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 Ministers Instruction No. 11, dated 24.11.2024 "On the fees applied by the Civil Aviation Authority".

1.1.6. Compliance Monitoring System

Minister Order no. 171, dated 11.11.2025 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.

1.1.7. Timescale for Application

When applying for an initial approval or for a variation of an existing approval, the Training Organization shall ensure that all submitted documents complies with the requirements of Minister Order no. 171, dated 11.11.2025 and the applicable ACAA procedures. Applications are processed in the order of receipt within 30 days, if all the required documentation is submitted.

Applications shall be processed in the order of receipt and within 30 calendar days, provided that all required documentation has been duly submitted.

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. Documentation review

Review of Manual, Examinations, and Supporting Documentation

- The ACAA will assess the training courses, examinations, assessment methods and supporting documentation included in the application to verify compliance with the applicable requirements of Part ATCO.
- 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. 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 and Synthetic Training Devices (STDs)

Prior to approval, the ACAA will conduct an inspection of the facilities, equipment and any Synthetic Training Devices (STDs) included within the scope of the application to verify compliance with the applicable requirements. Where the application covers more than one facility, each facility may be subject to inspection.

STDs should comply with the requirements of ATCO.OR.C.015 of Minister Order No. 171, dated 11.11.2025, and be appropriate for the training activities for which they are used. Where STDs are used for practical training, including situational awareness, human factors or skill maintenance, they should provide a level of fidelity sufficient to support the training objectives and realistically represent the operational environment.

2. Inspection of Training

Following the approval of the ATC TO, the organisation should notify the ACAA of its first scheduled training session. The ACAA may attend and observe the training activity as part of its continued oversight and compliance monitoring activities.

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

1.2.3. Findings, Observations and Corrective Actions

Based on ACAA-DLS-SVPP, audit reports, findings and observations identified during certification or oversight activities shall be communicated to the ATC TO in writing, including, where applicable, through electronic means. Additional observations or recommendations may also be communicated during the closing meeting.

During certification and oversight activities, the ACAA may identify findings or observations related to the organisation's compliance with the applicable requirements.

Level 1 Findings

A Level 1 finding may be raised where a significant non-compliance is identified that poses a serious risk to safety or seriously affects the capability of the organisation to provide training in accordance with the applicable requirements.

Such findings may result in immediate enforcement action, including limitation, suspension or revocation of the approval, as appropriate

Level 2 Findings

A Level 2 finding may be raised where a non-compliance is identified that does not constitute a Level 1 finding but requires corrective action to restore compliance.

The organisation should submit corrective actions within the timeframe defined by the ACAA.

Observations

Observations may be issued where no formal non-compliance is identified, but where weaknesses, minor deviations or opportunities for improvement are identified during oversight activities.

Observations do not constitute findings and do not require formal corrective action.

Corrective Action Plan (CAP)

Where findings are identified, the ATC TO should submit a Corrective Action Plan (CAP) within the timeframe established by the ACAA in the audit report

The CAP should include, as applicable:

- root cause analysis;
- proposed corrective actions; and
- implementation timelines.

The ACAA may verify the implementation and effectiveness of the corrective actions before closure of the findings. All findings identified during the certification process should be satisfactorily resolved before the ACAA may recommend the issuance of the approval or certificate.

Termination of the Certification Process

The ACAA may suspend or terminate a certification process where the applicant fails to demonstrate compliance with the applicable requirements or fails to provide the required documentation or corrective actions within the agreed timeframe.

1.3. Certification Phase

The certification process includes the assessment of the organisation, training personnel, facilities and equipment, training courses, Unit Training Programmes (UTPs) and Unit Competence Schemes (UCSs) included within the scope of the application.

- Following the successful completion of the certification process, including the closure of all findings and the demonstration of compliance with Minister Order No. 171, dated 11.11.2025, the ACAA shall issue the following approvals and certification documents, as applicable:
- Approval Certificate ACAADTL-ATCTOP-101;
- Approval of the Training Manual and associated management system documentation;
- Approval of the Unit Competence Scheme (UCS);
- Approval of the Unit Training Programme (UTP);
- Approval of the training courses included within the scope of the certificate.

The approval granted by the ACAA confirms both the organisational compliance of the ATC TO and the approval of the training activities covered by the certificate.

Certificate remains valid provided the organisation remains compliant and the certificate has not been surrendered or revoked.

2. GUIDANCE ON THE 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-ATCTOP-102. Unless otherwise specified, requests for the approval of training courses, training plans or associated training programmes should be submitted to the ACAA at least 30 days prior to the intended start date of the training activity, together with all supporting documentation required for the evaluation of the application.

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.

The ATC TO should establish procedures for the management of examination and assessment results, as well as the issuance of certificates, in accordance with ATCO.OR.D.005.

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 should be submitted in writing. Together with the application, the TO shall submit the initial training plan, which should contain, as a minimum, the following:

- 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;

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 are contained in Appendix 2 of Annex I – Part ATCO, while the training objectives are included in AMC1 ATCO.D.010(a)(1) – Composition of Initial Training – Basic Training;
- Aerodrome Control Rating (ADC) training is contained in Appendix 3 of Annex I – Part ATCO, while the training objectives are included in AMC1 ATCO.D.010(a)(2)(i) – Composition of Initial Training – Aerodrome Control Rating (ADC) Training;

- Approach Control Procedural Rating (APP) training is contained in Appendix 4 of Annex I – Part ATCO, while the training objectives are included in AMC1 ATCO.D.010(a)(2)(ii) – Composition of Initial Training – Approach Control Procedural Rating (APP) Training;
- Area Control Procedural Rating (ACP) training is contained in Appendix 5 of Annex I – Part ATCO, while the training objectives are included in AMC1 ATCO.D.010(a)(2)(iii) – Composition of Initial Training – Area Control Procedural Rating (ACP) Training;
- Approach Control Surveillance Rating (APS) training is contained in Appendix 6 of Annex I – Part ATCO, while the training objectives are included in AMC1 ATCO.D.010(a)(2)(iv) – Composition of Initial Training – Approach Control Surveillance Rating (APS) Training;
- Area Control Surveillance Rating (ACS) training is contained in Appendix 7 of Annex I – Part ATCO, while the training objectives are included in AMC1 ATCO.D.010(a)(2)(v) – Composition of Initial Training – Area Control Surveillance Rating (ACS) Training.

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 should be submitted in writing. 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 should be submitted in writing. 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;
- methods used to assess the competence of practical instructors.

2.4.1. Request for Approval

The request for approval should be submitted in writing. 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;
- methods used to assess 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

The request for approval should be submitted in writing. 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. CHANGES TO AN APPROVED ATC TO

3.1. Changes Requiring Prior Approval

In accordance with ATCO.AR. E.010, ATC TOs shall obtain prior approval from the ACAA before implementing any change affecting the scope of the certificate or the conditions under which the approval was granted.

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

- (a) The name of the TO;

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

Changes requiring prior approval shall not be implemented until approval has been granted by the ACAA.

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

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 ACAA at least 30 days before the planned effective date of the change(s). The application form ACAA-DTL-ATCTOP-100.

b) Verification by ACAA

The ACAA will evaluate:

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

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

As part of the evaluation, the ACAA may decide to conduct an audit to further verify the TO's compliance with applicable requirements. The audit will be conducted within 10 working days after completing the evaluation. The ACAA 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 ACAA 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 TO;
- Conditions for TO operations, as determined by the ACAA, 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 TO, the ACAA will modify the Certificate and its related conditions and send it to the TO.

d) Refusal of Approval

The ACAA may also decide to refuse the application during the Application or Verification phases (see points 1 and 2). In such cases, the ACAA must inform the TO 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

In accordance with ATCO.AR. E.010, changes not requiring prior approval shall be notified to the ACAA in accordance with the organisation's approved management system and applicable procedures.

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

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

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

The ACAA may assess notified changes through document review, audits, inspections or other oversight activities. Where a change results in non-compliance with the applicable requirements, the ACAA may raise findings and take appropriate actions in accordance with ATCO.AR.E.015 and the applicable ACAA procedures.

4. CONTINUED OVERSIGHT AND OCCURRENCE REPORTING

4.1. Continued Oversight activities

The ACAA conducts continued oversight activities to verify the continuous compliance of ATC Training Organisations (ATC TOs) with the applicable requirements and the conditions of their approval.

Oversight activities may include:

- document reviews;
- audits and inspections;
- interviews with personnel;
- verification of training records;
- observation of training activities, examinations and assessments.

ATC TOs should ensure that examinations and assessments are conducted in a fair, transparent and impartial manner and that appropriate measures are established to prevent conflicts of interest.

Records related to training activities, examinations, assessments and qualifications should be maintained in accordance with the applicable requirements.

Where appropriate, oversight activities may be coordinated with other applicable ACAA oversight processes and procedures.

ATC TOs should comply with any safety measures or safety directives issued by the ACAA where necessary to address an identified safety concern.

4.2. Findings During Oversight

Findings identified during continued oversight activities shall be managed in accordance with the principles described in Section 1.2.3 of this Guidance Material. Depending on the nature and severity of the non-compliance, the ACAA may raise Level 1 Findings, Level 2 Findings or Observations and require corrective actions within a defined timeframe.

4.3. Occurrence Reporting

ATC TOs should establish and maintain procedures for the reporting, assessment and follow-up of occurrences related to training activities.

Occurrence reporting systems should support:

- mandatory reporting;
- voluntary reporting; and
- the principles of Just Culture

Occurrences that may affect safety, training delivery, examinations, assessments or operational competence should be appropriately reported and addressed.

Personnel involved in training activities should be aware of their occurrence reporting responsibilities and reports should be handled in a confidential and non-punitive manner, except in cases of gross negligence or willful misconduct.

5. ACCEPTANCE OF FOREIGN AIR TRAFFIC CONTROLLER TRAINING ORGANISATION

5.1. Application for acceptance of a Foreign Training Organization

This section outlines the administrative procedures that the Albanian Civil Aviation Authority follows to issue the acceptance letter for foreign Training Organizations. 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

5.2. Documents to submit

The following documents must be submitted for the acceptance process:

- Application form ACAA-DTL-ATCTOP-100
- 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
- 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 or the Directorate DTL (ATO-ADM Inspector).

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

5.3. Verification by the TO Competent Authority

Once the application is received, the ATO-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.

5.4. Assessment 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 and send it to the Executive Director for final approval.
6. Upon completion of the process, the applicant will be notified, and the 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 letter 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.

5.5. Maintenance of Validity of Acceptance Letter

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

5.6. 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 letter by the ACAA to ensure compliance with current regulations.

5.7. Continuing Oversight of Accepted Training Organizations

The ACAA may conduct continued oversight of accepted Training Organisations in accordance with its risk-based oversight principles to ensure that the conditions under which the acceptance was granted continue to be met.

Oversight activities may include the review of safety-related information, findings, corrective actions, occurrence reports, regulatory actions, desk-based assessments, technical inspections, or bilateral cooperation with the Competent Authority responsible for the oversight of the accepted Training Organisation.

The objective of such oversight is to support the exchange of safety-related information and to ensure that the ACAA remains informed of any certification, compliance or safety issues that may affect the validity of the acceptance.

5.8. Suspension and Revocation of Acceptance

The ACAA may suspend or revoke an acceptance letter 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).

6. APPEAL PROCESS

6.1. The right to appeal

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

6.2. Submission of the appeal

The appellant must submit a written appeal within 30 days of receiving the ACAA'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 ACAA'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 ACAA 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.

6.3. Procedures of appeal

When an appeal is submitted to the ACAA, 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.

6.4. 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."