



SAFE SKIES.
SUSTAINABLE FUTURE.

Air Navigation Services (ANS) Safety Oversight Inspector Workshop

Module 5

Air Navigation Services Inspectors ANSIs

Chapter 6

Module Objective

The participants will be able to identify subjects related to the responsibilities and personal attributes of the air navigation services inspectors (ANSIs), the management of inspections, their general and specific functions.

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Introduction and Objective

It is important that each State, considering its specific environment, properly establish the responsibilities of the ANSIs, as well as the necessary attributes to fulfil them effectively.

The general and specific functions of the ANSIs included in the manual are presented as a guide on which the ANS oversight areas of the CAAs of each State can base their own. They could be expanded, limited, or modified, depending on the operational environment of each State.

the CAA should have competent ANSIs in each of the inspection areas.

Doc 9734 Safety Oversight Manual Part A – The Establishment and Management of a State Safety Oversight System, in Chapter 3, 3.4.1.5 indicates that: “The organization with safety oversight responsibility should be organizationally competent; this may require a team of inspectors with a mix of disciplines. As a team, they should be as knowledgeable, qualified and experienced in the appropriate areas of qualification and experience as the organization being inspected....”.

Responsibilities of ANS Inspectors

- ANSIs have the responsibility to continuously assess compliance with ANS regulations
- the purpose of said activities is to verify compliance with the requirements established in the national ANS regulation.
- Another of its responsibilities is the declaration of a service, installation or facility of the ANS in a suspended, non-available or non-operable state, and, likewise, to arrange and/or coordinate the requirement of immediate actions by the ANSP, when they find a situation in which it is considered that there is an imminent danger to operational safety.
- To comply with that, the ANSIs must have the authority, established in the legal framework of the CAA of each State, to effectively carry out these actions.

ANSI Personal attributes

General attributes ANSIs must possess:

- a) an open attitude,
- b) good judgment,
- c) analytical skills, and
- d) assertiveness.

In addition, they must have the ability to always maintain objectivity, be able to understand complex operations within their field of competence and maintain clear awareness of the situation and the responsibilities they exercise in the performance of their duties.

The importance of the personal and ethical integrity that an inspector must possess should be highlighted, in order to avoid scenarios related to undue offers by a person or organization.

ANSI Personal attributes

The adequate application of these attributes by the ANSIs will allow:

- a) obtain and evaluate evidence objectively and correctly;
- b) focus on the objective of the task;
- c) be aware of the environment while performing safety oversight tasks;
- d) show courtesy to the personnel involved and help to fulfil the purpose of the activities;
- e) avoid distractions that may hamper the effectiveness of the work performed;

ANSI Personal attributes

- f) execute the tasks in the planned order;
- g) show empathy and a good attitude towards the personnel involved in the activities;
- h) react with serenity and prudence in stressful situations;
- i) formulate acceptable conclusions based on observations made during inspections;
- j) maintain firm criteria on certain conclusions, supported by the evidence collected, so that they are perceived objectively and constructively.

Confrontations/arguments during inspections

During an inspection of ANS units, disagreements could arise between the ANSI and the personnel responsible for the ANS.

This could be due to a misunderstanding of ANSIs roles and authority. In this sense, the ANSIs will take into account the following:

- a) before initiating an inspection, the ANS Inspectors must identify to the person in charge, presenting their credentials and clearly explaining the scope of their functions and the objective of the inspection;
- b) if after what is indicated in a), the ANS Inspectors is prevented from accessing the facilities and documents, the inspector will proceed to explain to the person who denies access the authority and powers that empower them to carry out the inspection, supported by the legal framework of the CAA of each State;

Confrontations/arguments during inspections

- c) if the situation persists, ANS Inspectors must request the presence of the head or immediate superior of the unit in question, and resolve the problem with this person;
- d) in the event of a confrontation or discussion, the inspector must remain firm, but at the same time, discreet, calm and patient;

At all times ANSIs must show an impartial, calm attitude, and open to conflict resolution, without this implying a detriment in firmness and objectivity.

ANS Inspector Categories

The seven inspection areas related to ANS are:

- a) ATS Inspector (Air Traffic Services).
- b) AIS Inspector (Aeronautical Information Services)
- c) CNS Inspector (Communication, Navigation and Surveillance Services).
- d) FPDS Inspector (Flight procedures design services).
- e) MAP Inspector (Charts Services).
- f) MET Inspector (Aeronautical Meteorology Services).
- g) SAR Inspector (Search and Rescue Services).

the functions of two or more areas may be assigned to one ANSI. For this, the ANSI must comply with the requirements that correspond to each area.

General Duties of the ANS Surveillance Area Manager and ANSIs

The main functions of the ANS oversight unit listed below are the basic ones, and States should not be limited in including additional functions that they may consider necessary.

- a) Prepare and update an annual plan of activities, including the list of service providers to be inspected, the dates of the inspections and the composition of the inspection teams.
- b) Notify service providers about inspection dates and the composition of the inspection team.
- c) Approve the appointments of the members of the inspection teams and of the lead inspector of each team, if necessary.
- d) Prepare and supervise the training programme for the inspectors under their supervision.

General Duties of the ANS Surveillance Area Manager and ANSIs

- e) Coordinate between service providers and safety oversight inspectors in all matters related to the inspection programme.
- f) Facilitate the exchange of information and documents between the inspection team leader and the service provider and ensure that all arrangements for conducting inspections have been processed.
- g) Coordinate the preparation of inspection reports.
- h) Follow up on non-conformities, corrective actions, and closure of non-conformities

The ANSIs general functions

Although there are seven specialty areas in the ANS, all ANSIs share general functions that apply to all areas.

These ANSIs general functions are:

- a) The primary function of ANSIs is the permanent safety oversight, carried out through inspections to ensure compliance with the standards established by the CAA.
- b) Prepare and make amendments to national regulations, the inspector's manual, advisory circulars, technical standards and other documents within the scope of their competence.
- c) Propose standards and procedures to optimize safety oversight.

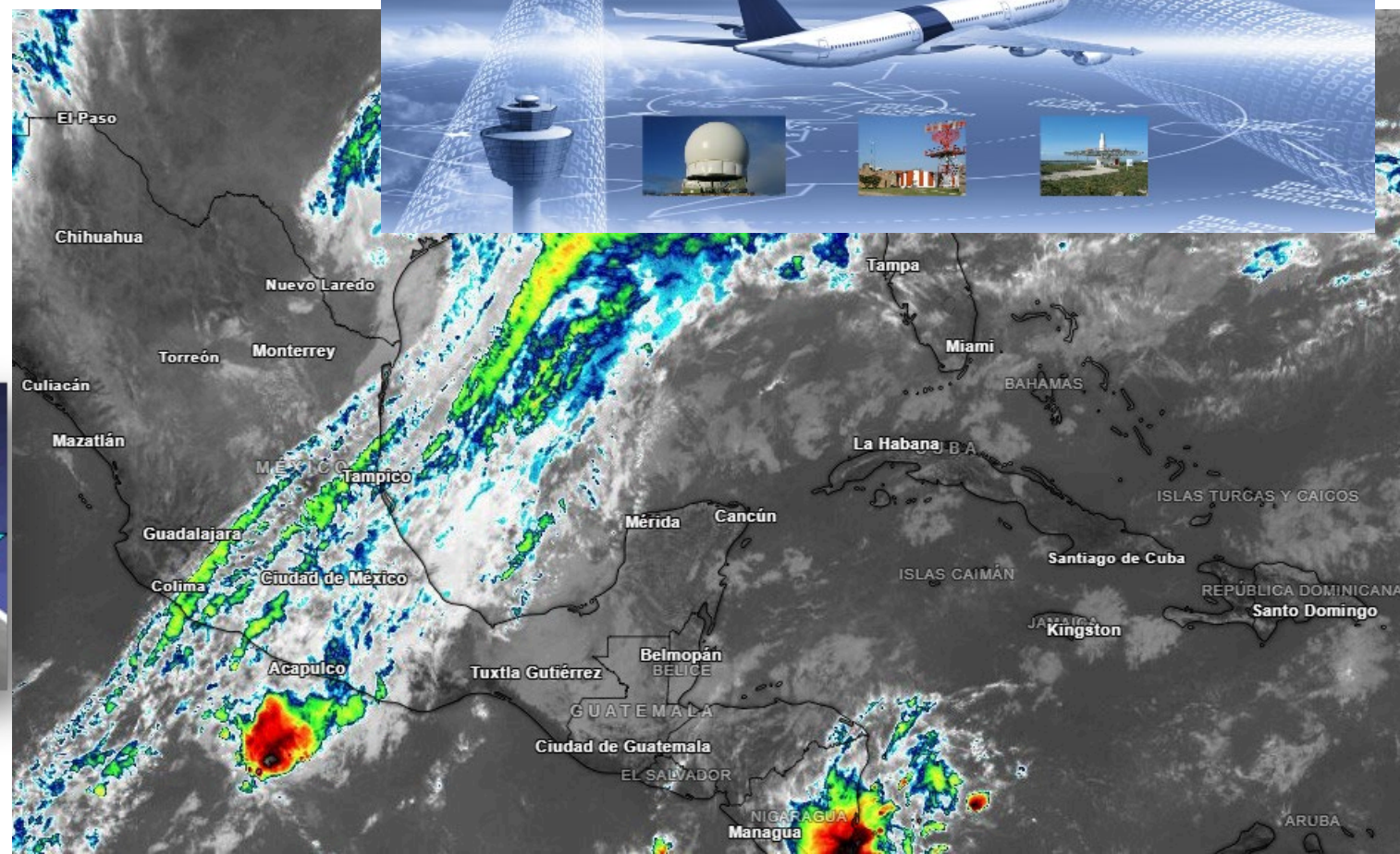
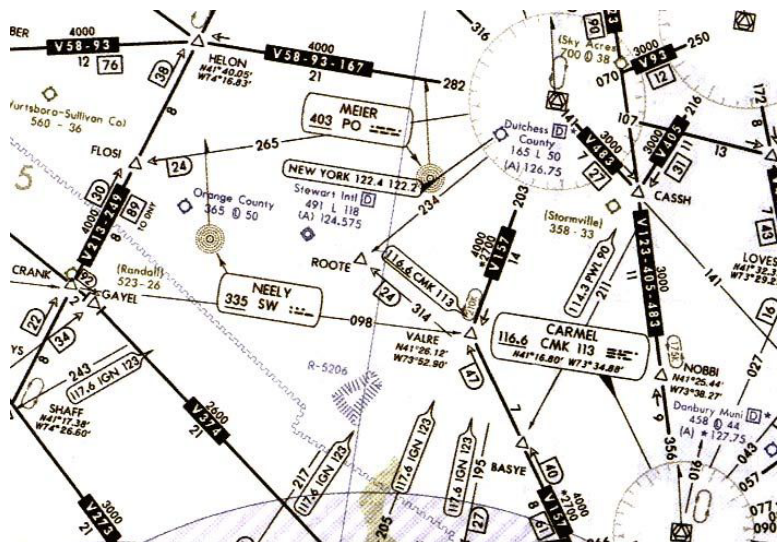
The ANSIs general functions

- d) Participate in the investigation processes of accidents and incidents and regulations violations in their area of specialty, and issue recommendations to prevent these situations from happening again.
- e) Evaluate, and subsequently accept or reject, the ANSP documents that must be approved by the CAA.
- f) Develop the annual surveillance plan corresponding to their area of specialty.
- g) Coordinate the annual surveillance plan for their specialty area with the person in charge of the area or with the service provider, as appropriate.
- h) Comply with the annual surveillance plan and update it according to the changes generated during the applicable period.

The ANSIs general functions

- i) Coordinate within the CAA, in accordance with the organizational structure and hierarchical agency, the findings of the safety inspections and the necessary actions to guarantee a safe provision of the ANS.
- j) Follow up on the discrepancies or non-conformities detected during the safety surveillance of the ANSPs, within the term established in the corresponding corrective action plan.
- k) Supervise that the ANS providers have the operational agreements updated and needed for the correct rendering of services.

Specific functions of ANSIs by specialty



ANSIs ID

ANSIs will be granted and ID that will accredit the functions conferred by the CAA to perform inspection functions, including their entry and permanence in the facilities of any CAA office, as well as in facilities and dependencies of ANS and aerodromes.

The CAA must establish a procedure for the issuance, renewal and validity control of the ANSI ID, including procedures to communicate the cancellation of IDs.

The ID should include:

- a) Recent color picture of the holder.
- b) Full name and surname, and national identification document number.
- c) Signature and stamp of the CAA competent authority.
- d) Expiration date.

The ANSI ID must detail the legislation/regulation that stipulates the powers and attributions of the ANSI to perform its functions and that which stipulates the obligation of ANS providers and aerodrome operators to give access to the ANSI to the ANS agencies and facilities.

Questions?



THANK YOU