



INTERNATIONAL CIVIL AVIATION ORGANIZATION

***AFI PLANNING AND IMPLEMENTATION REGIONAL GROUP  
FOURTEENTH MEETING (APIRG/14)***

(Yaounde, Cameroon, 23-27 June 2003)

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**Agenda Item 4: Air Navigation Issues**

**4.3: Standards Maintenance**

(Presented by South Africa)

**SUMMARY**

The implementation and maintenance of an effective Standards Maintenance program, is a pre-requisite to providing a safe, efficient and orderly flow of traffic.

**1. Introduction**

1.1 Up until the year 1994, the provision of an Air Traffic Service within South African Airspace was the responsibility of the South African Government, through the offices of the Department of Transport, Division Civil Aviation. At that stage, the Civil Aviation Authority was severally service provider, regulator and guardian of the Standards Maintenance Program.

**2. General**

2.1. After 1994, Air Traffic Service provision, in South African area of responsibility, became the responsibility of the Air Traffic and Navigation Services Company (ATNS), a commercialized company responsible to the South African Government for the safe, orderly and expeditious flow of air traffic.

2.2. A result of commercialization, was the fact that the Air Traffic Service provider, was no longer the Regulator and guardian of the Standards Maintenance Program, but rather was answerable to the regulator regarding matters effected by the maintenance and application of such a program.

2.3. To this end this Standards Maintenance Program presently implemented by ATNS was developed from the basic program, which was in existence during the time period in which ATS was provided by the State in order to meet the State requirement for the maintenance of safety.

2.4. The program is designed to ensure that all ATS personnel not only have the skills knowledge and attitude to deliver the service, but also have adequate tools and appropriate infrastructure (ICAO Doc 9426, Part III Section 2).

2.5. The Standards Maintenance program is supported by documentation, in the form of internal directives, which stipulate selection criteria and process, intense training requirements and the requirements for proficiency assessment of ATS personal and assessment of the standards of instruction taking place at the Training Academy etc.

2.6. The scope of the Standard Maintenance Program encompasses personnel being assessed in key areas of the performance elements detailed on an assessment form (See Appendix G to the APIRG 12 Report), on a regular and ad hoc basis together with assessing the total system performance.

2.7. This assessment process is not directed at fault finding but an objective and constructive means through which individual controller are encouraged and lead towards higher personal achievement.

2.8. Reinforcing the process is a Quality Management System, which monitors the currency, relevancy and availability of relevant documentation ranging from ICAO documents and Annexes, to Station Standing Instructions as well as the application thereof.

2.9. Audits of Air Traffic Service Units are conducted on a regular basis by internal auditors from the Standards and Quality Assurance office. These offices outputs are in turn audited by the Civil Aviation Authority, which conduct, its own audits into the Air Traffic Services Units. Being an ISO registered company, ATNS is subjected to audits by the ISO registering body to ensure compliance with International Quality Standards (ISO 9001/2000). The complete auditing process ensures transparency of the process.

### **3. Action by the meeting**

3.1. The meeting is invited to take note of a Standards Maintenance program which supports the provision of a safe orderly and expeditious flow of air traffic, by providing the Air Traffic Controller with a support basis, which ensures the validity not only of relevant documentation, but personnel performance.

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