

Function Diagram

<b>Title</b>	<b>Abbreviation</b>
AIS Functions	<u>AIS</u>
Operational	<u>OPE</u>
Data Management	<u>DAM</u>
Static Data Management	<u>STA</u>
Dynamic Data Management	<u>DYN</u>
Charting	<u>CHA</u>
Publications	<u>PUB</u>
Operational Control	<u>OCE</u>
Coordination	<u>COR</u>
Support	<u>SUP</u>
Customer Services	<u>SER</u>
Financial Resources Management	<u>FIN</u>
Human Resources Management	<u>HUM</u>
Quality Management	<u>QUM</u>
Change Management	<u>CAM</u>
Safety Management	<u>SAM</u>
Technical Support	<u>TEC</u>
ARO Functions	<u>ARO</u>
Additional Service Provision	<u>ASE</u>

Task	Competency	ID	Description	Justification	Reference Document	Reference Id
<a href="#">Tasks</a>	<a href="#">Competencies</a>	AIS	AIS Functions			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	OPE	Operational			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	DAM	Data Management	Tasks can be associated to a function group directly		
<a href="#">Tasks</a>	<a href="#">Competencies</a>	DAM-a	code/decode aeronautical information		AIS Staff Profile Requirements, Ed1.2, 01/97	DST3.12
<a href="#">Tasks</a>	<a href="#">Competencies</a>	DAM-b	translate aeronautical information		AIS Staff Profile Requirements, Ed1.2, 01/97	DST2.16
<a href="#">Tasks</a>	<a href="#">Competencies</a>	DAM-c	perform quality checks on aeronautical data/information		AIS Staff Profile Requirements, Ed1.2, 01/97	DST6.2
<a href="#">Tasks</a>	<a href="#">Competencies</a>	DAM-d	process post flight information	e.g., ARO sends post flight information, perhaps AIS should process, prepare a NOTAM out of it.	AIS Staff Profile Requirements, Ed1.2, 01/97	CT2.13
<a href="#">Tasks</a>	<a href="#">Competencies</a>	DAM-e	provide data for compiling statistical data			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	DAM-f	ensure traceability of aeronautical data/information			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	DAM-g	process raw data			
		STA	Static Data	Tasks can be associated to a function group directly. Eurocontrol distinguishes dynamic and static data management (e.g., AIS Data Process (ADP), Static Data Procedures (SDP), Operating Procedures for AIS Dynamic Data (OPADD) )		
<a href="#">Tasks</a>	<a href="#">Competencies</a>	STA-a	compile static data		AIS Staff Profile Requirements, Ed1.2, 01/97	DST2
<a href="#">Tasks</a>	<a href="#">Competencies</a>	STA-b	compile positional data		AIS Staff Profile Requirements, Ed1.2, 01/97	DST2.2
<a href="#">Tasks</a>	<a href="#">Competencies</a>	STA-c	process static data	e.g., AIXM. The meaning of static data will be explicitly described in another document.	AIS Staff Profile Requirements, Ed1.2, 01/97	DST3.10
<a href="#">Tasks</a>	<a href="#">Competencies</a>	STA-d	maintain database of static data		AIS Staff Profile Requirements, Ed1.2, 01/97	DST2.3
<a href="#">Tasks</a>	<a href="#">Competencies</a>	STA-e	maintain foreign static AIS publications		AIS Staff Profile Requirements, Ed1.2, 01/97	DST2.17
<a href="#">Tasks</a>	<a href="#">Competencies</a>	STA-f	prepare static data for national and international database		AIS Staff Profile Requirements, Ed1.2, 01/97	DST2.1
		DYN	Dynamic Data	Tasks can be associated to a function group directly. Eurocontrol distinguishes dynamic and static data management (e.g., AIS Data Process (ADP), Static Data Procedures (SDP), Operating Procedures for AIS Dynamic Data (OPADD) )		
<a href="#">Tasks</a>	<a href="#">Competencies</a>	DYN-a	process foreign dynamic data		AIS Staff Profile Requirements, Ed1.2, 01/97	DST3.11
<a href="#">Tasks</a>	<a href="#">Competencies</a>	DYN-b	publish NOTAM		AIS Staff Profile Requirements, Ed1.2, 01/97	CT1.8
<a href="#">Tasks</a>	<a href="#">Competencies</a>	DYN-c	publish NOTAM Checklist			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	DYN-d	publish Trigger NOTAM		AIS Staff Profile Requirements, Ed1.2, 01/97	CT1.6
<a href="#">Tasks</a>	<a href="#">Competencies</a>	DYN-e	publish SNOWTAM		AIS Staff Profile Requirements, Ed1.2, 01/97	CT1.7
<a href="#">Tasks</a>	<a href="#">Competencies</a>	DYN-f	publish ASHTAM			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	DYN-g	produce PIB		AIS Staff Profile Requirements, Ed1.2, 01/97	CT2.2
<a href="#">Tasks</a>	<a href="#">Competencies</a>	DYN-h	prepare tailored dynamic data		AIS Staff Profile Requirements, Ed1.2, 01/97	CT2.10
<a href="#">Tasks</a>	<a href="#">Competencies</a>	DYN-i	maintain dynamic database		AIT31-WP6-INFO6-FG Final Report	Annex F
<a href="#">Tasks</a>	<a href="#">Competencies</a>	CHA	Charting	Tasks can be associated to a function group directly		
<a href="#">Tasks</a>	<a href="#">Competencies</a>	CHA-a	maintain aeronautical chart library		AIS Staff Profile Requirements, Ed1.2, 01/97	DST3.15
<a href="#">Tasks</a>	<a href="#">Competencies</a>	CHA-b	publish aeronautical charts		AIS Staff Profile Requirements, Ed1.2, 01/97	CT1.5
<a href="#">Tasks</a>	<a href="#">Competencies</a>	PUB	Publications	Tasks can be associated to a function group directly		

Task	Competency	ID	Description	Justification	Reference Document	Reference Id
<a href="#">Tasks</a>	<a href="#">Competencies</a>	PUB-a	publish AIC		AIS Staff Profile Requirements, Ed1.2, 01/97	CT1.4
<a href="#">Tasks</a>	<a href="#">Competencies</a>	PUB-b	publish AIP		AIS Staff Profile Requirements, Ed1.2, 01/97	CT1.1
<a href="#">Tasks</a>	<a href="#">Competencies</a>	PUB-c	publish AIP AMDT		AIS Staff Profile Requirements, Ed1.2, 01/97	CT1.2
<a href="#">Tasks</a>	<a href="#">Competencies</a>	PUB-d	publish AIP SUP		AIS Staff Profile Requirements, Ed1.2, 01/97	CT1.3
<a href="#">Tasks</a>	<a href="#">Competencies</a>	PUB-e	publish NOTAM summaries		AIS Staff Profile Requirements, Ed1.2, 01/97	CT1.9
<a href="#">Tasks</a>	<a href="#">Competencies</a>	PUB-f	publish additional information for specific purposes		AIS Staff Profile Requirements, Ed1.2, 01/97	DST7
<a href="#">Tasks</a>	<a href="#">Competencies</a>	OCF	Operational Control Functions	Tasks can be associated to a function group directly		
<a href="#">Tasks</a>	<a href="#">Competencies</a>	OCF-a	supervise data management		AIS Staff Profile Requirements, Ed1.2, 01/97	DST1.1
<a href="#">Tasks</a>	<a href="#">Competencies</a>	OCF-b	supervise customer services			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	OCF-c	manage staff resources		AIS Staff Profile Requirements, Ed1.2, 01/97	DST5
<a href="#">Tasks</a>	<a href="#">Competencies</a>	OCF-d	develop operating standards and procedures		AIS Staff Profile Requirements, Ed1.2, 01/97	IST5.5
<a href="#">Tasks</a>	<a href="#">Competencies</a>	COR	Co-ordination	Tasks can be associated to a function group directly		
<a href="#">Tasks</a>	<a href="#">Competencies</a>	COR-a	coordinate with data sources			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	COR-b	coordinate between AIS functions			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	COR-c	coordinate with customers			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	SUP	Support Function	Tasks can be associated to a function group directly		
<a href="#">Tasks</a>	<a href="#">Competencies</a>	SUP-a	identify customer requirements		AIS Staff Profile Requirements, Ed1.2, 01/97	IST5.3
<a href="#">Tasks</a>	<a href="#">Competencies</a>	SUP-b	develop strategic business plans		AIS Staff Profile Requirements, Ed1.2, 01/97	IST1
<a href="#">Tasks</a>	<a href="#">Competencies</a>	SUP-c	provide legal management			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	SUP-d	revise national operational manuals		AIS Staff Profile Requirements, Ed1.2, 01/97	DST1.5
<a href="#">Tasks</a>	<a href="#">Competencies</a>	SUP-e	update ICAO and Eurocontrol documents		AIS Staff Profile Requirements, Ed1.2, 01/97	DST1.7
<a href="#">Tasks</a>	<a href="#">Competencies</a>	SUP-f	compile statistical information		AIS Staff Profile Requirements, Ed1.2, 01/97	DST1.8
<a href="#">Tasks</a>	<a href="#">Competencies</a>	SUP-g	print aeronautical publications		AIS Staff Profile Requirements, Ed1.2, 01/97	CT1.10
<a href="#">Tasks</a>	<a href="#">Competencies</a>	SUP-h	manage stock			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	SUP-i	maintain aeronautical national publications library	CASP#6: There should be a mechanism to maintain national publications library. It is first proposed as archive/file them.		
<a href="#">Tasks</a>	<a href="#">Competencies</a>	SUP-j	develop business plan			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	SER	Customer Services	Tasks can be associated to a function group directly		
<a href="#">Tasks</a>	<a href="#">Competencies</a>	SER-a	manage customers' accounts for AIS services and products			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	SER-b	administer AIS customer services			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	SER-c	distribute aeronautical publications		AIS Staff Profile Requirements, Ed1.2, 01/97	CT1.12
<a href="#">Tasks</a>	<a href="#">Competencies</a>	SER-d	provide help-desk for AIS services and products		AIS Staff Profile Requirements, Ed1.2, 01/97	CT2.15
<a href="#">Tasks</a>	<a href="#">Competencies</a>	FIN	Financial Resource Management	Tasks can be associated to a function group directly		
<a href="#">Tasks</a>	<a href="#">Competencies</a>	FIN-a	plan finance		AIS Staff Profile Requirements, Ed1.2, 01/97	IST6
<a href="#">Tasks</a>	<a href="#">Competencies</a>	FIN-b	control finance			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	FIN-c	execute financial transactions			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	HUM	Human Resource Management	Tasks can be associated to a function group directly		

Task	Competency	ID	Description	Justification	Reference Document	Reference Id
<a href="#">Tasks</a>	<a href="#">Competencies</a>	HUM-a	ensure availability of sufficient AIS Staff		AIS Staff Profile Requirements, Ed1.2, 01/97	IST3.4
<a href="#">Tasks</a>	<a href="#">Competencies</a>	HUM-b	determine training requirements			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	HUM-c	arrange and follow-up training	the term training is used in a wider sense. It includes ab initio, on-the-job-training, refresher training, etc.	AIT31-WP6-INFO6-FG Final Report	Annex F
<a href="#">Tasks</a>	<a href="#">Competencies</a>	HUM-d	define job descriptions		AIS Staff Profile Requirements, Ed1.2, 01/97	IST3.1
<a href="#">Tasks</a>	<a href="#">Competencies</a>	HUM-e	conduct the process of staff selection and recruitment		AIS Staff Profile Requirements, Ed1.2, 01/97	IST3.6
<a href="#">Tasks</a>	<a href="#">Competencies</a>	HUM-f	ensure compliance of AIS staff with competency requirements		AIS Staff Profile Requirements, Ed1.2, 01/97	IST3.5
<a href="#">Tasks</a>	<a href="#">Competencies</a>	HUM-g	prepare staff resource planning		AIS Staff Profile Requirements, Ed1.2, 01/97	IST3
<a href="#">Tasks</a>	<a href="#">Competencies</a>	QUM	Quality Management	Tasks can be associated to a function group directly		
<a href="#">Tasks</a>	<a href="#">Competencies</a>	QUM-a	establish quality management system		AIS Staff Profile Requirements, Ed1.2, 01/97	DST6.1
<a href="#">Tasks</a>	<a href="#">Competencies</a>	QUM-b	maintain quality management system			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	QUM-c	monitor customer satisfaction			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	CAM	Change Management	Tasks can be associated to a function group directly		
<a href="#">Tasks</a>	<a href="#">Competencies</a>	CAM-a	identify opportunities and trends for change			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	CAM-b	plan change			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	CAM-c	implement change			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	CAM-d	review results of change			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	SAM	Safety Management	Tasks can be associated to a function group directly		
<a href="#">Tasks</a>	<a href="#">Competencies</a>	SAM-a	analyse safety improvement reports			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	SAM-b	implement safety improvement procedures			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	SAM-c	undertake risk assessments			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	SAM-d	implement procedures to delete risks			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	SAM-e	establish safety management system	CASP#6: In quality management this function exists		
<a href="#">Tasks</a>	<a href="#">Competencies</a>	TEC	Technical Support	Tasks can be associated to a function group directly		
<a href="#">Tasks</a>	<a href="#">Competencies</a>	TEC-a	design technical systems			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	TEC-b	implement technical systems			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	TEC-c	maintain technical systems			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	ARO	ARO Functions	Tasks can be associated to a function group directly		
<a href="#">Tasks</a>	<a href="#">Competencies</a>	ARO-a	accept post flight information and transmit it to ATS/AIS			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	ARO-b	compile statistical data			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	ARO-c	process FPL and FPL associated messages		AIS Staff Profile Requirements, Ed1.2, 01/97	CT3.5
<a href="#">Tasks</a>	<a href="#">Competencies</a>	ARO-d	provide information for flight preparation		AIS Staff Profile Requirements, Ed1.2, 01/97	CT2.11
<a href="#">Tasks</a>	<a href="#">Competencies</a>	ARO-e	support incident investigation (ARO Side)		AIS Staff Profile Requirements, Ed1.2, 01/97	CT3.13
<a href="#">Tasks</a>	<a href="#">Competencies</a>	ARO-f	process flight data for aerodrome control		AIS Staff Profile Requirements, Ed1.2, 01/97	CT3.2
<a href="#">Tasks</a>	<a href="#">Competencies</a>	ARO-g	process ATFM messages		AIT31-WP6-INFO6-FG Final Report	Annex F
<a href="#">Tasks</a>	<a href="#">Competencies</a>	ARO-h	publish SNOTAM			
<a href="#">Tasks</a>	<a href="#">Competencies</a>	ARO-i	maintain supporting material	e.g., material like wall charts	AIT31-WP6-INFO6-FG Final Report	Annex F
<a href="#">Tasks</a>	<a href="#">Competencies</a>	ARO-j	perform other tasks according to national/local specifications		AIT31-WP6-INFO6-FG Final Report	Annex F
<a href="#">Tasks</a>	<a href="#">Competencies</a>	ASE	Additional Service Provision	Tasks can be associated to a function group directly		
<a href="#">Tasks</a>	<a href="#">Competencies</a>	ASE-a	provide additional commercial services	(e.g. AIS training of airlines dispatchers)		
<a href="#">Tasks</a>	<a href="#">Competencies</a>	ASE-b	provide additional national services		AIS Staff Profile Requirements, Ed1.2, 01/97	CT4
<a href="#">Tasks</a>	<a href="#">Competencies</a>	ASE-c	provide national specific information		AIS Staff Profile Requirements, Ed1.2, 01/97	CT4.5
<a href="#">Tasks</a>	<a href="#">Competencies</a>	ASE-d	provide other national aviation related publications			

<b>ID</b>	<b>Description</b>	<b>Reference Document</b>	<b>Reference Id</b>	<b>Comments</b>
033	prepare duty plans for AIS staff	AIS Staff Profile Requirements, Ed1.2, 01/97	DST5.2	CASP#4: child of OCF-c (104) - Task
034	assign responsibilities and duties on daily basis	AIS Staff Profile Requirements, Ed1.2, 01/97	DST5.3	CASP#4: child of OCF-c (104) - Task
176	carry out resource planning	SDP Task Analysis	SDP-TSK-3.1.5	
205	ensure adequate resources are available to prepare summary	SDP Task Analysis	SDP-TSK-4.3.5	SDP14
393	brief AIS staff on new operational and technical procedures	CASP#3	CASP	CASP#4: child of OCF-c (104) - Task
395	estimate work load	CASP#3	CASP	CASP#4: child of OCF-c (104) - Task

ID	Category	Textual ID	Competency	Description
1	<b>Business Leading</b>	B01	External Awareness	Maintain knowledge of competitor activity. Understands relevant external factors impacting on the organisation. Constantly updates knowledge of market environment and takes account of global trends.
2	Business Leading	B02	Strategic Thinking	Develops strategic plan to realise the objectives/vision. Revises strategy in light of changing circumstances. Takes a long-term view on organisational success.
3	Business Leading	B03	Systems Thinking	Recognises the interactions between related information. Takes account of the broader impact of actions initiated.
4	Business Leading	B04	Initiating Change	Recognises when change is necessary, develops an effective action plan to implement change and monitors the results of change initiatives.
5	Business Leading	B05	Championing Causes	Actively promotes the ideas and schemes of others. Shows commitment to others' ideas by own actions and continues to support others' ideas even when under pressure.
6	Business Leading	B06	Governance	Understands and applies the legal obligations of the position held. Meets personal obligations for the position held. Encourages others to comply with legal and personal obligations.
7	Business Leading	B07	Stakeholder Relations	Builds and maintains relations with key stakeholders. Forges links with other departments and establishes useful and supportive networks. Attuned to internal politics and alert to changing dynamics within and facing the organisation.
8	<b>Aligning Organisation</b>	A01	Organisational Awareness	Takes account of organisation's structure in actions and decisions. Demonstrates an awareness of links between organisation structure and goals. Well informed and understands the impact of the Directorate on the organisation and industry. Attuned in to internal politics and alert to changing dynamics within the organisation.
9	Aligning Organisation	A02	Creating Awareness	Advises and influences others by creating awareness of a problem or issue. Identifies important aspects and wider implications of issues/problems for the Directorate and advises management on possible actions.
10	Aligning Organisation	A03	Managing Organisation Performance	Acts on the organisation's financial information. Ensures effectiveness of human resource utilisation. Monitors organisational performance against benchmarks.
11	Aligning Organisation	A04	Integrity	Maintains high ethical standards professionally. Deals fairly with others. Holds to agreements made with others.
12	Aligning Organisation	A05	Role Clarification	Redefines roles to reflect changes in priority and business direction. Clarifies the purpose and function of roles with job holders. Establishes the relationship between related roles and how each role contributes to organisational goals.
13	<b>Organising People and Tasks</b>	O01	Objective Setting	Produces action plans in which objectives are clearly defined and steps for achieving them are clearly specified.
14	Organising People and Tasks	O02	Motivating Others	Encourages others through enthusiasm and by recognising their contribution. Promotes a clear sense of purpose and inspires a positive attitude to work by focusing on successful accomplishment of objectives.
15	Organising People and Tasks	O03	Proactive Communication	Identifies those who need to be told about problems, changes or new developments, and ensures they are informed. Promotes two-way communication with others.
16	Organising People and Tasks	O04	Developing Others	Actively seeks to improve others' skills and talents by providing constructive feedback, coaching, training opportunities, and assignments which challenge their abilities and encourages development.
17	Organising People and Tasks	O05	Management Control	Plans and co-ordinates activities/projects. Establishes clear priorities. Plans the necessary and available resources to achieve an objective. Monitors performance against objectives. Proposes actions to revise and adapt plans in light of changing circumstances.

ID	Category	Textual ID	Competency	Description
18	Organising People and Tasks	O06	Maintaining Discipline	Establishes and communicates clear boundaries for acceptable behaviour. Takes action to address inappropriate behaviour.
19	Organising People and Tasks	O07	Caring for Others	Monitors others' well being and shows empathy for their problems. Gives support and assistance to others to overcome difficulties.
20	Organising People and Tasks	O08	Providing Direction	Provides team with a clear sense of direction. Uses the leadership style most appropriate to the situation. Takes charge when appropriate, instructs others on what to do and steers them towards successful task completion.
21	<b>Technical and Professional</b>	T01	Critical Examining (I)	Screens data/documents and identifies the significant elements to detect any anomalies or inconsistencies. Takes all relevant details and information into account. Checks that information is in compliance with procedures and instructions. Verifies the reliability and correctness of the information before releasing it.
22	Technical and Professional	T02	Critical Examining (II)	Critically examines information to check if it is correct and up-to-date. Relates data from various sources and verifies coherence. Evaluates possible alternatives when responding to specific queries or correspondences. Verifies the reliability and correctness of information before releasing it
23	Technical and Professional	T03	Information Analysis	Assesses and evaluates information using logical and appropriate analysis techniques. Seeks additional detail or clarification, if necessary. Seeks to identify and understand the real needs or issues.
24	Technical and Professional	T04	Problem Analysis	Breaks problem into constituent parts. Isolates problem areas by differentiating key elements from the irrelevant or trivial. Makes accurate use of logic and appropriate analysis techniques. Draws sound inferences from information available.
25	Technical and Professional	T05	Problem Solving	Uses rational, realistic and sound criteria to analyse and solve problems. Integrates data from various sources to develop effective solutions/ options. Considers all facts and alternatives available and makes realistic and coherent proposals or recommendations. Creatively develops solutions to problems.
26	Technical and Professional	T06	Operational Knowledge	Demonstrates detailed and thorough knowledge and expertise in relation to the systems and procedures. Understands how the AIS processes are interrelated and linked. Maintains and keeps up to date with changes to systems and procedures.
27	Technical and Professional	T07	Professional Expertise	Demonstrates technical or professional knowledge and skills related to the job. Maintains technical and professional knowledge and skills and keeps up to date in specialist areas. Actively keeps up to date with best practice across industry/profession.
28	Technical and Professional	T08	Adherence to procedure	Acts in line with company policy and procedures. Follows verbal and written operating instructions consistently.
29	Technical and Professional	T09	Physical Safety Awareness	Understands potential physical risk factors and takes action to minimise these. Uses materials and equipment in a safe and efficient way. Doesn't put self or others at risk of injury.
30	Technical and Professional	T10	Aviation Safety Conscious	Is aware of the risks associated with aviation. Knows the Safety Management System and applies it. Promotes safety and ensure that his/her action will never endanger safety in the Air.
31	Technical and Professional	T11	Administrative Skills	Systematically sorts and files information in order to have complete and up-to-date data. Registers information in a systematic and logical manner in order to facilitate easy retrieval of information.
33	Technical and Professional	T12	Flexibility of Closure	The ability to identify or detect a known pattern (a figure, object, word or sound) that is hidden in other distracting material.

ID	Category	Textual ID	Competency	Description
34	Technical and Professional	T13	Judgement and Decision Making	Makes rational, realistic and sound decisions based on consideration of all the facts and alternatives available.
35	<b>Individual Specific</b>	I01	Self Confidence	Independent and self-reliant. Has confidence in own ability to select appropriate courses of action. Able to stand ground in face of opposition.
36	Individual Specific	I02	Interpersonal Sensitivity	Shows consideration, concern and respect for other people's feelings. Listens to others and demonstrates interest in their opinions. Is tolerant of differing needs and viewpoints.
37	Individual Specific	I03	Building Relationships	Quickly builds rapport and puts others at ease. Easily establishes relationships with others. Able to maintain relationships with different types of people at all levels.
38	Individual Specific	I04	Networking	Builds a network of effective relationships with others. Encourages others to develop networks. Uses own network to the organisation's advantage.
39	Individual Specific	I05	Reliability	Consistent and dependable. Can be relied upon to deliver what has been agreed. Punctual and conscientious.
40	Individual Specific	I06	Oral Communication	Communicates orally in a manner, which is clear, fluent, and to the point. Is able to give and receive information using appropriate language and communication style. Clarifies understanding of information.
41	Individual Specific	I07	Persuasive Communication	Communicates in a way that is credible and has a positive impact on others. Is clear and articulate in explaining a course of action or problem/issue with a range of different audiences. Is able to give and receive information using appropriate language and communication style/approach to illustrate points. Listens to others and understands their points of view, even if different and antagonistic. Presents the key points of an argument persuasively and manages to convince.
42	Individual Specific	I08	Written Communication	Writes in a clear, concise and grammatically correct manner. Adapts style and language to the needs of the reader.
43	Individual Specific	I09	Stress Tolerance	Remains calm, objective and self-controlled under pressure. Maintains a stable performance in demanding situations. Accepts criticism without becoming hostile or over-defensive.
44	Individual Specific	I10	Adaptability	Is able to work in a changing environment and to learn quickly new methods and new systems. Adapts readily to new situations and ways of working. Receptive to new ideas. Willing and able to adjust to changing demands and objectives.
45	Individual Specific	I11	Accuracy	Is detail conscious and accurate. Is attentive to points of detail and systematically controls data.
46	Individual Specific	I12	Methodical	Is methodical and rigorous. Shows perseverance and commitment in performing routine tasks.
47	Individual Specific	I13	Selective Attention	The ability to concentrate on a task over a period of time without being distracted.
48	Individual Specific	I14	Decisiveness	Willing to make firm and speedy decisions, and commit to definite courses of action on the basis of limited information if necessary.
49	<b>Culture Specific</b>	C01	Cross Cultural Awareness	Able to communicate with, relate to and see issues from the perspective of people of other cultures.
51	Culture Specific	C02	Empowering	Delegates responsibilities to appropriate subordinates. Gives others latitude to exercise their own initiative and invests them with the power and authority to accomplish tasks effectively.
52	Culture Specific	C03	Creativity	Generates new and imaginative ideas. Identifies fresh approaches and questions traditional assumptions. Develops new products, services or ways of working.

ID	Category	Textual ID	Competency	Description
53	Culture Specific	C04	Energy	Enthusiastic and committed. Works hard towards goals and willingly tackles demanding tasks. Drives work activities along. Demonstrates capacity for sustained effort and hard work over long time periods.
54	Culture Specific	C05	Self Development	Takes responsibility for own development. Actively pursues learning and career development opportunities. Seeks out and acts upon feedback on own performances.
55	Culture Specific	C06	Quality Focused (I)	Is committed to achieve high quality work standards even when working to deadlines. Participates in identifying improvements to processes to enhance the quality of the service/work provided.
56	Culture Specific	C07	Quality Focused (II)	Sets high standards of performance for self and others. Develops, monitors and reviews unit's performance and quality standards to enhance the quality of the service/work provided.
57	Culture Specific	C08	Organisational Learning Focused	Ensures the organisation learns from its successes and failures. Seeks feedback from staff and customers about organisational performance. Encourages a culture of continuous improvement through own actions.
58	Culture Specific	C09	Customer Focused (I)	Is concerned to provide a prompt, efficient service to both internal and external customers. Shows interest in customer issues and seeks to identify individual customer needs accurately.
59	Culture Specific	C10	Customer Focused (II)	Monitors and acts on measures of customer satisfaction. Reviews and monitors section's/unit's service level and initiates corrective action if necessary. Encourages others to value customers.

WF ID	Work Function Description	C. ID	Competency	Scale
ARO-f	process flight data for aerodrome control	B05	Critical Examining (-)	Unassigned
ARO-f	process flight data for aerodrome control	B05	Operational Knowledge	Unassigned
ARO-f	process flight data for aerodrome control	B05	Adherence to procedure	Unassigned
ARO-f	process flight data for aerodrome control	B04	Physical Safety Awareness	Not Applicable
ARO-f	process flight data for aerodrome control	B05	Aviation Safety Conscious	Unassigned
ARO-f	process flight data for aerodrome control	B04	Judgement and Decision Making	Not Applicable
ARO-f	process flight data for aerodrome control	B05	Reliability	Unassigned
ARO-f	process flight data for aerodrome control	B05	Accuracy	Unassigned
ARO-f	process flight data for aerodrome control	B05	Methodical	Unassigned
ARO-f	process flight data for aerodrome control	B05	Quality Focused (-)	Unassigned

<b>Inte ID</b>	<b>Group</b>	<b>Description</b>
1 ED1	Education - Formal School	No formal education required
2 ED2	Education - Formal School	Secondary school diploma
3 ED3	Education - Formal School	High school diploma (or equivalent)
4 ED4	Education - Higher Education	2-year college degree (or equivalent)
5 ED5	Education - Higher Education	4-year college degree (or equivalent)
6 ED6	Education - Higher Education	Graduate work or advanced degree (specify)
7 ED7	Education - Vocational Education	Professional license (specify)
8 EX1	Experience	None
9 EX2	Experience	Less than one month
10 EX3	Experience	One to six months
11 EX4	Experience	Six months to one year
12 EX5	Experience	One to three years
13 EX6	Experience	Three to five years
14 EX7	Experience	Five to ten years
15 EX8	Experience	More than ten years
16 PHY	Misc	Physical
18 TIM	Misc	Teamwork
19 LAN	Misc	Language Skills
20 MED	Misc	Medical/Health Check
21 AGE	Misc	Age/range
22 AVI	Misc	Aviation background
23 HRS	Misc	Working hours (office, extended, shift hours)
24 CMP	Misc	Computer literate
25 KYB	Misc	Keyboard proficient
26 NAT	Misc	Nationality
27 REC	Misc	Criminal record