

Post-Occurrence Actions for ATS Supervisors and Managers

Step 1

Decide how serious the occurrence is?
Was it an accident, fatalities, minor incident?
Your decision will affect the next steps.



Step 2

Whenever possible, withdraw the
ATCO from the operational position.



Step 3

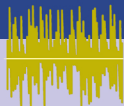


Find a quiet place to have an informal
discussion on the ATCO's view of the
occurrence and take brief notes.

Correct emergency or occurrence follow up actions
are important to ensure ongoing safety and
regulatory compliance. If done incorrectly this
can impact on the Controller(s) involved.

Step 4

Impound R/T recordings, ATS Logs and Flight
Progress Strips.



Controllers should be encouraged to
seek help straight away without
fear of criticism.

Step 5

If a reportable occurrence, file a Mandatory Occurrence Report (MOR)
and inform the regulator and/or AAIB if appropriate.

REPORT

This aide-memoire aims
to ensure the correct
actions are taken.

Step 6

Conduct formal unit investigation, submit report to senior
management and regulator.



Step 7

Confirm with the regulator whether any remedial training and/or licensing action is needed.



Step 8

Any licensing action will involve a further proficiency check – agree this with the regulator plus training
method and timescale.
Inform ATCO and any other staff affected (OJTI, Assessor).



Step 9

On successful completion of proficiency check, ATCO returns to duty.



The impact on a Controller can last way beyond an investigation finishing. ATS Units should
have support processes such as counselling or Critical Incident Stress Management (CISM)
available.

