

2. AMENDMENT/MODIFICATION NO Ten (10)	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ NO.	5. PROJECT NO (If applicable)
6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE

FAA, MIKE MONRONEY AERONAUTICAL CENTER
 CONTRACT MANAGEMENT TEAM AMQ-340
 P O BOX 25082
 OKLAHOMA CITY OK 73125-4929

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) <p style="text-align: center;">WASHINGTON CONSULTING GROUP 4915 AUBURN AVENUE, SUITE 301 BETHESDA, MD 20814-2636</p>	(X)	9A. AMENDMENT OF SOLICITATION NO
		9B. DATED (SEE ITEM 11)
	X	10A. MODIFICATION OF CONTRACT/ORDER DTFA-02-01-D-12553
		10B. DATED (SEE ITEM 13) January 30, 2001
CODE	FACILITY CODE	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

() The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [] is extended, [] is not extended.
 Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning [1] copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

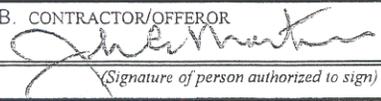
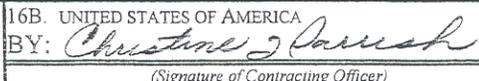
**13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS,
 IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

(X)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF AMS.
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)
X	Bilateral - Mutual Agreement of the Parties
E.	IMPORTANT: Contractor [] is not, [XX] is required to sign this document and return [3] copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

Contract DTFA-02-01-D-12553 is modified as follows:

See Pages 2 through 4 for Details of Changes

Except as provided herein, all terms and conditions of the document referenced in item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect			
15A. NAME AND TITLE OF SIGNER (Type or print) John A. Martin <i>Chief Financial Officer</i>	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) CHRISTINE T. PARRISH Contracting Officer		
15B. CONTRACTOR/OFFEROR  <small>(Signature of person authorized to sign)</small>	15C. DATE SIGNED 6/2/03	16B. UNITED STATES OF AMERICA BY:  <small>(Signature of Contracting Officer)</small>	16C. DATE SIGNED 6-25-03

I. This contract modification sets forth changes to the following:

A. Section B, Supplies/Services & Price/Cost

Pages 6-Modification Eight through 8 and Page 13 of Section B, Supplies/Services & Price/Cost, are deleted in their entirety and replaced with the attached Section B, Pages 6 through 8 and Page 13 – Modification Ten. As a result of the changing Air Traffic training environment, the maximum number of labor hours for the labor categories listed below and the maximum price for CLIN 2008, Other Direct Costs, are increased:

<u>CLIN</u>	<u>Labor Category</u>
2002	Contractor Site Supervisor
2003	Administrative Assistant
2006	Remote Pilot Operator
2007	Computer-Based Instruction Administrator

The increase of maximum hours in the labor categories shown above is accomplished by an offset in a reduction of the maximum number of labor hours in CLIN 2005, Instructor labor category.

As a result of the changes in the maximum number of hours for the labor categories identified above, the total maximum hours for the second option period have changed from 797,800 to 832,930.

As a result of the changes in the maximum prices for the labor categories identified above and CLIN 1008, Other Direct Costs, there is no change in neither the second option period maximum price nor the overall contract value.

A vertical bar in the right hand column of the attached Section B, Pages 6 through 8 and page 13 - Modification Ten indicates the revisions.

B. Section C, Scope of Work, Paragraph 4.9.5

Page 15 – Modification Four of Section C, Scope of Work, is deleted in its entirety and replaced with the attached Section C, Page 15 – Modification Ten. The second sentence of Paragraph 4.9.5, Contractor Performance Deficiencies, is modified to change the word “desired” to “required”. A vertical bar in the right hand column of the attached Section C, Page 15 – Modification Ten indicates the revisions.

C. Section C, Scope of Work, Paragraphs 4.10 through 4.10.2

Page 16 – Modification Four of Section C, Scope of Work, is deleted in its entirety and replaced with the attached Section C, Page 16 – Modification Ten. Paragraphs 4.10, 4.10.1 and 4.10.2 are revised to (a) address the disqualification of an unsuccessful trainee, (b) clarify and redefine the certification requirements, (c) identify the tests which must be successfully completed, and (d) identify the record on which performance is documented. A vertical bar in the right hand column of the attached Section C, Page 16 – Modification Ten indicates the revisions.

D. Section C, Scope of Work, Paragraph 4.10.3

Page 17 of Section C, Scope of Work, is deleted in its entirety and replaced with the attached Section C, Page 17- Modification Ten. Paragraph 4.10.3, Remote Pilot Operator (RPO) Certification Process, is deleted in its entirety and replaced with modified language that (a) clarifies the RPO as a trainee during the certification process, (b) identifies the tests which must be successfully completed for certification, and (c) identifies the record on which performance is documented. A vertical bar in the right hand column of the attached Section C, Page 17 – Modification Ten indicates the revisions.

E. Section C, Scope of Work, Paragraph 8.2.3.1.1

Page 30 of Section C, Scope of Work, is deleted in its entirety and replaced with the attached Section C, Page 30 – Modification Ten. The location of the instructor qualifications cited in Paragraph 8.2.3.1.1 is changed from SOW Section 8.2.1 to SOW Section 8.3.1. A vertical bar in the right hand column of the attached Section C, Page 30 – Modification Ten indicates the revision.

F. Section C, Scope of Work, Paragraph 8.3

Page 31 of Section C, Scope of Work, is deleted in its entirety and replaced with the attached Section C, Page 31 – Modification Ten. The first sentence of Paragraph 8.3, TASK B – Classroom and/or Simulation Qualification Training, is modified to add the qualification training requirement for traffic management training programs. The third sentence is modified to add the reference to the Traffic Management Instructional Program Guides. A vertical bar in the right hand column of the attached Section C, Page 31 – Modification Ten indicates the revision.

G. Appendix 1 to Section C, Scope of Work

Pages 1 through 3 – Modification Eight of Appendix 1 to Section C, Scope of Work, are deleted in their entirety and replaced with attached Section C, Appendix 1, Pages 1 through 3 – Modification Ten.

Pursuant to Section C.8.1.2 and Clause F.4, entitled “Place of Performance”, the Government elects to add the following facilities to the list of established facilities under this contract. The Contractor shall commence services within thirty (30) days of receipt of the approved Transitional Implementation Plan (TIP) for the facilities. Therefore, Appendix 1 of Section C is revised to include:

ATC System Command Center Facility (F)
Boston Consolidated TRACON Facility (F)

Appendix 1 is further revised to (a) delete Bay TRACON O90 Facility, (b) update/correct all address listings, and (c) change the status of the following three facilities from satellite facilities to stand-alone facilities.

Portland ATCT Facility (F)
Salt Lake City ATCT Facility (F)
Seattle/Tacoma ATCT Facility (F)

H. Clause H.21, Key Personnel and Facilities

Page 12 – Modification Eight of Section H, Special Contract Requirements, is deleted in its entirety and replaced with attached Section H, Page 12 – Modification Ten. Clause H.21, Key Personnel and Facilities, is updated to include additions and changes in key personnel under the contract. A vertical bar in the right hand column of the attached Section H, Page 12 – Modification Ten indicates the revisions.

I. Clause H.35 Subcontractors/Consultants

Page 26 of Section H, Special Contract Requirements, is deleted in its entirety and replaced with attached Section H, Page 26 – Modification Ten. Clause H.35 is revised to identify the categories of subcontractors in accordance with the negotiated Subcontracting Plan. A vertical bar in the right hand column of the attached Section H, Page 26 – Modification Ten indicates the revision.

J. Section J, List of Attachments

Delete Pages 1– Modification Four and 2 – Modification Eight of Section J, List of Attachments, and replace with the attached Section J, Pages 1 and 2 – Modification Ten.

Pursuant to Section C, Paragraph 6.2, the Quality Control Plan located in Attachment 02 is deleted in its entirety and replaced with the updated Quality Control Plan dated March 31, 2003, located in Attachment 02.

Pursuant to Clause H.37, Subcontracting Plans, the Subcontracting Plan located in Attachment 03 is deleted in its entirety and replaced with the revised Subcontracting Plan dated November 15, 2002, located in Attachment 03.

Attachment 12, Air Traffic Instructional Services (ATIS) Contract Instructor Review/Laboratory Instruction, and Attachment 13, Air Traffic Instructional Services (ATIS) Contract Instructor Review/Classroom Instruction, are superseded and replaced with attached Attachments 12 and 13, dated May 2003, same titles. The signature indicators on each form are changed.

Pursuant to Section C.4.19.2, the Transitional Implementation Plans for the Air Traffic Control System Command Center (ATCSCC) and the Boston Consolidated TRACON (BCT) are incorporated by reference in Section J as Attachments 19 and 20 to the contract.

The remote pilot operator performance evaluation document referenced in Section C, Clause 4.10.3, Remote Pilot Operator (RPO) Certification Process, is hereby added to Section J as Attachment 21.

II. The total estimated value of the contract remains unchanged.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A (on page 1 of 4), as heretofore changed, remains unchanged and in full force and effect.

PART I – THE SCHEDULE
SECTION B – SUPPLIES/SERVICES & PRICE/COST

CLIN 1009 – Technical/Management Data

Technical/Management Data, in accordance with Section 6.0 of the Statement of Work.

-NSP-

Total Minimum Hours	Total Maximum Hours	Total Minimum Price	Total Maximum Price
220,830	838,597	\$6,642,044.00	\$25,290,158.00

OPTION II (Effective October 1, 2002 through September 30, 2003)

CLIN 2001 – Contract Director

The Contractor shall provide a full-time Contract Director, in accordance with Sections 8.2.1, 8.2.2.1 and 8.8 of the Statement of Work.

<u>Minimum Hours</u>	<u>Maximum Hours</u>	<u>Hourly Rate</u>	<u>Minimum Price</u>	<u>Maximum Price</u>
1,880	2,000	\$68.252	\$128,314.00	\$136,504.00

CLIN 2002 – Contract Administrative Assistant

The Contractor shall provide a Contract Administrative Assistant, in accordance with Sections 8.2.1, 8.2.2.2 and 8.8 of the Statement of Work.

<u>Minimum Hours</u>	<u>Maximum Hours</u>	<u>Hourly Rate</u>	<u>Minimum Price</u>	<u>Maximum Price</u>
1,880	2,000	\$28.923	\$54,375.00	\$57,846.00

CLIN 2003 – Contract Site Supervisor

The Contractor shall provide Contract Site Supervisors, in accordance with Sections 8.2.3, 8.2.3.1 and 8.8 of the Statement of Work.

<u>Minimum Hours</u>	<u>Maximum Hours</u>	<u>Hourly Rate</u>	<u>Minimum Price</u>	<u>Maximum Price</u>
54,520	75,000	\$41.993	\$2,289,458.00	\$3,149,475.00

PART I – THE SCHEDULE
SECTION B – SUPPLIES/SERVICES & PRICE/COST

CLIN 2004 – Administrative Assistant

The Contractor shall provide Administrative Assistants, in accordance with Sections 8.2.4, 8.2.4.1 and 8.8 of the Statement of Work.

<u>Minimum Hours</u>	<u>Maximum Hours</u>	<u>Hourly Rate</u>	<u>Minimum Price</u>	<u>Maximum Price</u>
54,520	125,000	\$19.976	\$1,089,092.00	\$2,497,000.00

CLIN 2005 - Instructor

The Contractor shall provide Instructors, in accordance with Sections 8.3 through 8.8 of the Statement of Work.

<u>Minimum Hours</u>	<u>Maximum Hours</u>	<u>Hourly Rate</u>	<u>Minimum Price</u>	<u>Maximum Price</u>
54,520	448,930	\$34.782	\$1,896,315.00	\$15,614.683.00

CLIN 2006 – Remote Pilot Operator

The Contractor shall provide Remote Pilot Operators, in accordance with Sections 8.8 and 8.9 of the Statement of Work.

<u>Minimum Hours</u>	<u>Maximum Hours</u>	<u>Hourly Rate</u>	<u>Minimum Price</u>	<u>Maximum Price</u>
3,000	100,000	\$21.055	\$63,165.00	\$2,105,500.00

CLIN 2007 – Computer-Based Instruction Administrator (CBIA)

The Contractor shall provide Computer Based Instruction Administrators, in accordance with Sections 8.8 and 8.10 of the Statement of Work.

<u>Minimum Hours</u>	<u>Maximum Hours</u>	<u>Hourly Rate</u>	<u>Minimum Price</u>	<u>Maximum Price</u>
54,520	80,000	\$26.368	\$1,437,583.00	\$2,109,440.00

PART I – THE SCHEDULE
SECTION B – SUPPLIES/SERVICES & PRICE/COST

CLIN 2008 – Other Direct Costs (ODCs)

As individual NTR's are prepared, each request will identify the estimated equipment, supplies and/or travel costs associated with that particular NTR. Since the actual amount of these costs will not be known by either party at the time of issuance of the NTR, both parties will agree on Not-To-Exceed (NTE) costs for equipment, supplies and/or travel required to support the efforts required. Estimates may be adjusted during performance of the NTR.

<u>Minimum</u>	<u>Maximum</u>
<u>Price</u>	<u>Price</u>
-0-	\$311,981.00

CLIN 2009 – Technical/Management Data

Technical/Management Data, in accordance with Section 6.0 of the Statement of Work.

-NSP-

Total Minimum Hours	Total Maximum Hours	Total Minimum Price	Total Maximum Price
224,840	832,930	\$6,958,302.00	\$25,982,429.00

OPTION III (Effective October 1, 2003 through September 30, 2004)

CLIN 3001 – Contract Director

The Contractor shall provide a full-time Contract Director, in accordance with Sections 8.2.1, 8.2.2.1 and 8.8 of the Statement of Work.

<u>Minimum Hours</u>	<u>Maximum Hours</u>	<u>Hourly Rate</u>	<u>Minimum Price</u>	<u>Maximum Price</u>
1,880	2,000	\$70.279	\$132,125.00	\$140,558.00

PART I – THE SCHEDULE
SECTION B – SUPPLIES/SERVICES & PRICE/COST

CLIN 4008 – Other Direct Costs (ODCs)

As individual NTR’s are prepared, each request will identify the estimated equipment, supplies and/or travel costs associated with that particular NTR. Since the actual amount of these costs will not be known by either party at the time of issuance of the NTR, both parties will agree on Not-To-Exceed (NTE) costs for equipment, supplies and/or travel required to support the efforts required. Estimates may be adjusted during performance of the NTR.

<u>Minimum Price</u>	<u>Maximum Price</u>
-0-	\$200,000.00

CLIN 4009 – Technical/Management Data

Technical/Management Data, in accordance with Section 6.0 of the Statement of Work.

-NSP-

Total Minimum Hours	Total Maximum Hours	Total Minimum Price	Total Maximum Price
225,340	833,800	\$7,385,007.00	\$28,839,070.00

SUMMARY

<u>Period</u>	<u>Minimum Hours</u>	<u>Maximum Hours</u>	<u>Minimum Price</u>	<u>Maximum Price</u>
Base	58,750	473,219	\$1,717,360.00	\$14,425,526.00
Option I	220,830	838,556	\$6,642,044.00	\$25,290,158.00
Option II	224,840	832,930	\$6,958,302.00	\$25,982,429.00
Option III	224,840	819,800	\$7,167,893.00	\$27,561,487.00
Option IV	<u>225,340</u>	<u>833,800</u>	<u>\$7,385,007.00</u>	<u>\$28,839,070.00</u>
Total	954,600	3,798,305	\$29,870,606.00	\$122,098,670.00

PART I – THE SCHEDULE
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Performance definitions for completion of the performance reviews contained in Attachment 12, Contract Instructor Review/Laboratory Instruction, and Attachment 13, Contract Instructor Review/Classroom Instruction, are found in Appendix 2 of FAA Order 3120.4.

~~FAA Forms 3120-27 and 3120-28 are found in FAA Order 3120.25, Air Traffic Contract Training Administration.~~ **DELETE**

The FAA will make these periodic evaluations available to the CSS within ten (10) calendar days after FAA review.

4.9.2.1 Corrective Action Plan

The Contractor shall, within ten (10) calendar days of receipt of the periodic performance evaluations, submit to the FTLO a plan outlining the method the Contractor will use to correct any outstanding concerns expressed in the evaluations. If the Contractor's Corrective Action Plan is considered unacceptable by the FAA, the CSS will receive a written notification from the FAA within thirty (30) calendar days. If no written response is issued by the FAA within that period, the Corrective Action Plan is considered acceptable.

4.9.3 FAA Periodic Full Facility Evaluations

In addition, the FAA will periodically conduct full-facility evaluations at FAA facilities. Normally, full facility evaluations are scheduled every two years, with annual follow-up evaluations. All aspects of the facility will be evaluated, including training. The Contractor shall provide any student and instructor information, such as instructor certification forms, to FAA evaluators when requested, unless otherwise prohibited by law.

4.9.4 Contractor Initiated Instructor Performance Evaluations

All Contractor initiated instructor evaluations shall also be made available to the FAA upon request.

4.9.5 Contractor Performance Deficiencies

The FTLO shall notify the Contractor, in writing, of any Contractor employee whose performance does not meet FAA standards. The notification shall state the specific performance deficiency and the required performance level. A reasonable amount of time, as determined by the FAA, shall be given to the Contractor to correct the deficiency. The Contractor shall, at its own expense, attempt to correct these deficiencies. A determination by the FTLO that the Contractor has been unable to correct the unsatisfactory performance of the contract employee in the time specified may result in the determination by the Contracting Officer, or authorized Contracting Officer's Technical Representative, that the employee is unsuitable for continuation in the job classification and unable to discharge the duties of employment. Performance standards for instructors shall include obtaining and retaining instructor certification whenever required, compliance with all

PART I – THE SCHEDULE
SECTION C – SCOPE OF WORK

security and personnel suitability requirements and full adherence to those performance standards established in Section C.4.9.2, Periodic Performance Evaluations.

4.10 Instructor and Remote Pilot Operator (RPO) Certification Requirements

All instructors shall be classroom certified within the first 60 calendar days of reporting for duty at the facility. All instructors and RPOs shall be laboratory certified within the first 120 calendar days of reporting for duty at the facility. If initial certification is anticipated to extend beyond these requirements, a written waiver must be requested from the COTR. If the FTLO or FAA designee finds the trainee to be deficient and unable to be certified, the Contracting Officer or authorized Contracting Officer's Technical Representative will issue a determination that the unsuccessful instructor trainee is unqualified for continuation in the trainee's present job classification and shall be precluded from working in that job classification under this contract.

4.10.1 Instructor - Classroom Certification Process

Instructor trainees shall be required to observe certified instructors in one full class in order to be eligible for classroom certification, unless a written waiver is granted by the FTLO. Instructor trainees shall teach a minimum of three (3) lesson plans under the observation of a certified instructor. The CSS shall notify the FTLO when an instructor trainee is ready for certification. The FTLO or FAA designee shall observe the instructor trainee for at least one (1) hour to formally certify the instructor. The FAA shall document the trainee's performance on Attachment 13, Air Traffic Instructional Services (ATIS) Contract Instructor Review/Classroom Instruction, by indicating "Initial Classroom Certification" in the Operating Position Box. If certified, the instructor may teach any classroom phase without the presence of another previously certified instructor.

4.10.2 Instructor - Laboratory Certification Process

Instructor trainees shall have the knowledge and skills for each laboratory (radar, non-radar, etc.) they will teach. Instructor trainees shall complete a written knowledge test developed by the FAA for each position/sector to be taught. Each sector knowledge test will be graded by the FTLO or FAA designee and must be passed with a score of at least 70%. Instructor trainees shall complete a minimum of five (5) but no more than twenty (20) simulation scenarios for each position/sector to be taught. Instructor trainees shall observe at least ten (10) hours of developmental air traffic control laboratory instruction conducted by certified instructors. Instructor trainees shall conduct a minimum of three (3) hours of non-radar instruction, and a minimum of three (3) hours of radar/radar associate laboratory instruction, under the observation of a certified instructor. The purpose of this training is to acquaint the instructor trainee with good instruction techniques and proper documentation procedures. After successful completion of these requirements, the CSS shall notify the FTLO that the instructor trainee is ready for certification. The FAA shall evaluate the instructor trainee conducting one (1) hour of a non-graded simulation scenario of 80% complexity. The FAA shall document the instructor trainee's performance on Attachment 12, Air Traffic Instructional Services Contract Instructor Review/Laboratory Instruction, by indicating "Initial Laboratory Certification" in the Operation Position Box. If certified, the instructor may now teach in that position/sector without the presence of another previously certified instructor.

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SECTION C – SCOPE OF WORK

4.10.3 Remote Pilot Operator (RPO) – Laboratory Certification Process

Unless certified as an RPO at time of contract award, each new RPO trainee shall complete knowledge and skills tests for each area/sector to be supported. Each knowledge test will be developed and graded by the FTLO or FAA designee and must be passed with a score of at least 70%. The intent is to test the RPO trainee on information pertinent to sectors to be supported. Upon successful completion of the knowledge tests, the RPO trainee will begin training for the skills tests. The RPO trainee shall observe a certified RPO, an FAA employee, or contractor instructor performing RPO duties on a minimum of five (5) simulation scenarios. The intent of this is to acquaint the RPO trainee with good operating techniques and proper strip marking/remote script procedures. The RPO trainee will receive on-the-job training on at least five (5) but no more than twenty (20) simulation scenarios on each control position to be supported. The CSS shall notify the FTLO when the RPO trainee is ready for certification. The FTLO or FAA designee shall observe the RPO trainee's performance on one (1) simulation scenario of 80% complexity. The FAA shall document the trainee's performance on Attachment 21, Air Traffic Instructional Services (ATIS) Remote Pilot Operator Instructor/Evaluation, indicating "Initial Certification" in the Operating Position Box. If certified, the RPO may support any laboratory phase, in those positions, without the presence of another certified RPO.

4.11 Instructional Approach

The Contractor shall use adult learning techniques for analysis, design, development, and implementation of training programs. This concept of training consists of the development and presentation of knowledge and skills in modes which emphasize that participants will be able to use the knowledge, skills, and abilities gained at the FAA on the job. The specific training outcomes and instructional objectives must closely reflect tasks and skills important to job performance.

4.11.1 Instructional Systems Design (ISD)

The Contractor shall use the Instructional Systems Design (ISD) approach for the presentation, development, and revision of all training materials as outlined in applicable FAA Orders, such as 3000.22, Training. This requirement applies to all training delivery systems (e.g. written text, computer-based instruction, and video). The FTLO shall be the final approving authority for all local instructional materials developed or revised and such materials must be approved prior to use or incorporation into training or other programs.

4.12 Transition To New Training Materials And Delivery Systems

Due to the dynamic nature of the FAA training environment, the Contractor shall be required to transition to new training materials and delivery systems as they are implemented. Depending upon the nature of any new delivery system (such as laboratory equipment and ATC procedures), Contractor employees may be trained by FAA or non-FAA sources in full, or a cadre of Contractor employees may be trained to then train other Contractor or FAA employees as appropriate. The FAA shall notify the Contractor of any new training materials, delivery systems,

PART I – THE SCHEDULE
SECTION C – SCOPE OF WORK

not limited to: scheduling instruction, report preparation, payroll records, leave records, etc. CSS personnel will also be considered key personnel and fall under the provisions of the Key Personnel Clause in Section H.

8.2.3.1.1 Personnel Qualifications, Contractor Site Supervisor (CSS)

As a working supervisor, CSS personnel shall meet all instructor qualifications as listed in SOW Section 8.3.1, and have a minimum of five (5) years CPC air traffic control experience in the type(s) of air traffic control facility which they will supervise.

8.2.3.1.2 Training

All CSS's shall successfully complete the Facility Training Administration Course (Course 50310) as soon as quotas become available. CSS's assigned to ATC instructional requirements shall be required to complete successfully Facility Instructor Training (Course 10501). In addition, CSS's involved in qualification phases of training shall complete the certification process for instructors outlined in SOW Section 4.10. The requirements for courses 10501 and 50310 may be waived in writing by the FAA, if the supervisor has previously completed the courses. These courses will be furnished by the FAA at no tuition cost to the Contractor.

8.2.4 Provide On-Site Administrative Support

The Contractor shall provide administrative personnel at each facility to support all work generated by Contractor personnel in the accomplishment of the requirements delineated in this SOW.

8.2.4.1 Personnel Qualifications, Administrative Assistant

Special Qualifications: Personnel shall have the following skills and experience:

- a. Minimum of three years operating Windows and associated Microsoft Office applications, including, but not limited to: MS Word, Excel, PowerPoint, Access, etc.
- b. Capability to enter and extract information from designated Government database programs as required by the FTLO or authorized Contracting Officer's Technical Representative.
- c. Ability to format and produce high-quality and error free documents in response to program requirements.
- d. Strong interpersonal skills and the ability to work independently.

PART I – THE SCHEDULE
SECTION C – SCOPE OF WORK

8.2.5 Contractor Performance

Contractor personnel performance shall be evaluated as per SOW Section 4.9.

8.3 TASK B - Classroom and/or Simulation Qualification Training

The Contractor shall furnish all supervisory, instructional, and administrative staff required to administer classroom and/or simulation phases of qualification training for the en route, terminal, and traffic management training programs. Additionally, this requirement shall include maintaining the automated tracking system and submission of all required Civil Aeromedical Institute (CAMI) tracking forms. Course objectives, training outcomes, and subjects to be taught under this requirement are contained in the EnRoute, Terminal, and Traffic Management Instructional Program Guides. The Contractor shall adhere to all established course outlines, lesson plans, and procedures contained in the appropriate IPGs. The length of each phase of classroom and simulation training is also contained in each appropriate IPG. Classroom instruction, briefing presentations, and/or testing may also involve other subjects related to air traffic control, and shall be assigned at the discretion of the FTLO. Contractor instructional and supervisory staff shall assist and augment an FAA cadre of instructors, supervisors, and managers, if any, in the conduct and administration of all courses as directed by the FTLO.

8.3.1 Personnel Qualifications, Instructors - Air Traffic Control (ATC)

ATC instructors shall primarily conduct classroom and laboratory simulation training for developmental students, as well as proficiency training for current ATCS personnel. Instructors shall have a minimum of three (3) years combined CPC experience in an air traffic control facility [e.g., Air Route Traffic Control Center (ARTCC), Airport Traffic Control Tower (ATCT), or Terminal Radar Approach Control (TRACON)]. Instructors shall have a minimum of one (1) year of CPC experience with the ATC option for which application is made. Terminal experience must have been at a like-type facility. For example, limited radar cab experience does not qualify as radar experience for a TRACON.

8.3.1.1 Training

All Contractor ATC instructors shall be required to complete successfully Facility Instructor Training (Course 10501). This course will be furnished by the FAA at no tuition cost to the Contractor. The requirement may be waived in writing by the FAA if an individual has previously completed the course. Failure to complete successfully Course 10501 may result in a request from the FAA for removal of the employee from the labor category. Since Contractor ATC instructors are directly involved in various phases of qualification training for developmental air traffic control specialists, they must be certified to teach these phases of training. The certification process outlined in SOW Section 4.10 shall be utilized. Individuals previously certified, whose certification remains current as of the date of contract award, shall be considered certified. In addition, instructors who were employed by the FAA within the 3 month period immediately prior to being hired by the Contractor, and who worked as an operational air traffic controller/supervisor in the area of operation in which the individual will instruct, shall also be considered certified as laboratory instructions. Any other exceptions to the certification process

APPENDIX 1
LIST AIR TRAFFIC FACILITIES AND SATELLITE FACILITIES

Facility (F) or Satellite (S): F Location Identifier: C90 Chicago TRACON 1100 Bowes Road Elgin, IL 60123-5537 County: Kane	Facility (F) or Satellite (S): F Location Identifier: DFW Dallas/FortWorth TRACON P.O. Box 610368 Dallas Airport, TX 75261-0153 County: Dallas	Facility (F) or Satellite (S): S Location Identifier: DFW-ABI Abilene ATCT 2909 West Access Drive Abilene, TN 79602-4264 County: Taylor
Facility (F) or Satellite (S): S Location Identifier: DFW-ACT Waco ATCT Regional Airport, Terminal Building 2909 Airport Road Waco, TX 76708-9602 County: McLennan	Facility (F) or Satellite (S): S Location Identifier: DFW-DAL Dallas Love ATCT Love Field 8100 Aviation Place Dallas, TX 75235-2840 County: Dallas	Facility (F) or Satellite (S): F Location Identifier: N90 New York TRACON 1515 Stewart Avenue Westbury, NY 11590-6612 County: Nassau
Facility (F) or Satellite (S): F Location Identifier: NCT Northern California TRACON 11375 Douglas Road Mather, CA 95655-4008 County: Sacramento	Facility (F) or Satellite (S): F Location Identifier: O90 Bay TRACON 1029 Grumman Street Oakland, CA 94621	Facility (F) or Satellite (S): F Location Identifier: ZAB Albuquerque ARTCC 8000 Louisiana Blvd., N.E. Albuquerque, NM 87109-5645 County: Bernalillo
Facility (F) or Satellite (S): S Location Identifier: ZAB-ABQ Albuquerque ATCT 2800 Kirtland Avenue Albuquerque, NM 87117-5706 County: Bernalillo	Facility (F) or Satellite (S): F Location Identifier: SCT Southern California TRACON 9175 Kearney Villa Rd. San Diego, CA. 92145-7055 County: San Diego	Facility (F) or Satellite (S): F Location Identifier: ZAU Chicago ARTCC 619 Indian Trail Road Aurora, IL 60506-2189 County: Kane
Facility (F) or Satellite (S): F Location Identifier: ZBW Boston ARTCC 35 Northeastern Blvd. Nashua, NH 03060-3126 County: Hillsborough	Facility (F) or Satellite (S): F Location Identifier: ZAN Anchorage ARTCC 700 North Boniface Parkway Anchorage, AK 99506-1612 County: Anchorage	Facility (F) or Satellite (S): F Location Identifier: ZDV Denver ARTCC 2211 17th Avenue Longmont, CO 80501-9763 County: Boulder
Facility (F) or Satellite (S): S Location Identifier: ZDV-D01 Denver TRACON 26705 East 68th Avenue Room 119 Denver, CO 80249-6360 County: Denver	Facility (F) or Satellite (S): F Location Identifier: ZDC Washington ARTCC 825 East Market Street Leesburg, VA 20176-4404 County: Loudoun	Facility (F) or Satellite (S): F Location Identifier: HCF Honolulu Control Facility 760 Worchester Avenue Honolulu, HI 96818-5125 County: Honolulu
Facility (F) or Satellite (S): S Location Identifier: HCF-HNL Honolulu ATCT 760 Worchester Avenue Honolulu, HI 96818-5125 County: Honolulu	Facility (F) or Satellite (S): F Location Identifier: ZFW Fort Worth ARTCC 13800 F.A.A. Blvd. Fort Worth, TX 76155-2104 County: Tarrant	Facility (F) or Satellite (S): S Location Identifier: I90-DWH Houston ATCT David Wayne Hooks Airport 9125 Boudreaux Road Houston, TX 77375-7402 County: Harris

APPENDIX 1
LIST AIR TRAFFIC FACILITIES AND SATELLITE FACILITIES

Facility (F) or Satellite (S): **S**
Location Identifier: **I90-HOB**
Houston ATCT
William P. Hobby Airport
8902 Paul B. Koonce Drive
Houston, TX 77061-5112

County: Harris

Facility (F) or Satellite (S): **F**
Location Identifier: **ZID**
Indianapolis ARTCC
1850 South Sigsbee
Indianapolis, IN 46241-3640

County: Marion

Facility (F) or Satellite (S): **F**
Location Identifier: **ZKC**
Kansas City ARTCC
250 South Rogers Road
Olathe, KS 66062-1708

County: Johnson

Facility (F) or Satellite (S): **F**
Location Identifier: **ZLC-SLC**
Salt Lake City ATCT
Salt Lake City Int'l. Airport
P.O. Box 22085
AMF Salt Lake City, UT 84122-0085

County: Salt Lake

Facility (F) or Satellite (S): **S**
Location Identifier: **ZME-MEM**
Memphis ATCT
Memphis Int'l. Airport
New ATCT Building
2515 Winchester Road
Memphis, TN 38116-3813

County: Shelby

Facility (F) or Satellite (S): **F**
Location Identifier: **ZOA**
Oakland ARTCC
5125 Central Avenue
Fremont, CA 94536-6531

County: Alameda

Facility (F) or Satellite (S): **F**
Location Identifier: **ZHU**
Houston ARTCC
Intercontinental Airport
16600 J.F. Kennedy Blvd.
Houston, TX 77032-6514

County: Harris

Facility (F) or Satellite (S): **F**
Location Identifier: **I90**
Houston TRACON
Intercontinental Airport
2700 West Terminal road
Houston, TX 77032-5520

County: Harris

Facility (F) or Satellite (S): **F**
Location Identifier: **ZJX**
Jacksonville ARTCC
37075 Aviation Lane
Hilliard, FL 32046-6484

County: Nassau

Facility (F) or Satellite (S): **F**
Location Identifier: **ZLA**
Los Angeles ARTCC
2555 East Avenue "P"
Palmdale, CA 93550-2112

County: Los Angeles

Facility (F) or Satellite (S): **F**
Location Identifier: **ZMA**
Miami ARTCC
7500 N.W. 58th Street
Miami, FL 33166-3724

County: Miami-Dade

Facility (F) or Satellite (S): **F**
Location Identifier: **ZMP**
Minneapolis ARTCC
512 Division Street
Farmington, MN 55024-1258

County: Dakota

Facility (F) or Satellite (S): **S**
Location Identifier: **I90-IAH**
Houston ATCT
2700 West Terminal Road
Suite 200
Houston, TX 77032-5520

County: Harris

Facility (F) or Satellite (S): **S**
Location Identifier: **ZJX-JAX**
Jacksonville ATCT
Jacksonville Int'l. Airport
14451 Whirlwind Avenue
Jacksonville, FL 32229-0350

County: Duval

Facility (F) or Satellite (S): **F**
Location Identifier: **ZLC**
Salt Lake City ARTCC
2150 West 700 North
Salt Lake City, UT 84116-3186

County: Salt Lake

Facility (F) or Satellite (S): **F**
Location Identifier: **ZME**
Memphis ARTCC
3229 Democrat Road
Memphis, TN 38118-1513

County: Shelby

Facility (F) or Satellite (S): **F**
Location Identifier: **ZNY**
New York ARTCC
MacArthur Airport
Ronkonkoma, NY 11779-7339

County: Suffolk

Facility (F) or Satellite (S): **F**
Location Identifier: **ZSE**
Seattle ARTCC
3101 Auburn Way South
Auburn, WA 98002-7950

County: King

APPENDIX 1
LIST AIR TRAFFIC FACILITIES AND SATELLITE FACILITIES

Facility (F) or Satellite (S): **F**
Location Identifier: **ZSE-PDX**
Portland ATCT
7108 NE Airport Way
Portland, OR 97218-1014

County: Multnomah

Facility (F) or Satellite (S): **F**
Location Identifier: **ZTL**
Atlanta ARTCC
299 Woolsey Road
Hampton, GA 30228-2106

County: Henry

Facility (F) or Satellite (S): **S**
Location Identifier: **ZJX-SAV**
Savannah ATCT/TRACON
Savannah International Airport
300 Aggett Drive
Savannah, Georgia 31408-8045

County: Chatham

Facility (F) or Satellite (S): **S**
Location Identifier: **ZLA-LAX**
Los Angeles ATCT
Los Angeles Int'l. Airport
245 World Way North
Los Angeles, CA 90045-5807

County: Los Angeles

Facility (F) or Satellite (S): **S**
Location Identifier: **ZSE-EUG**
Eugene ATCT
Mahlon-Sweet Airport
28833 Douglas Drive
Eugene, OR 97402-9526

County: Lane

Facility (F) or Satellite (S): **F**
Location Identifier: **ZOB**
Cleveland ARTCC
326 East Lorain Street
Oberlin, OH 44074-1216

County: Lorain

Facility (F) or Satellite (S): **F**
Location Identifier: **ZSE-SEA**
Seattle/Tacoma ATCT
Administration Building, Room 417
Sea-Tac Int'l. Airport
Seattle, WA 98158-1266

County: King

Facility (F) or Satellite (S): **S**
Location Identifier: **ZTL-A80**
Atlanta TRACON
784 South Highway 74
Peachtree City, GA 30269-3024

County: Fayette

Facility (F) or Satellite (S): **S**
Location Identifier: **ZSU-SJU**
San Juan ATCT
LMM Int'l Airport
14th Floor
Puerto Rico, Carolina, 00979-7423

County: San Juan

Facility (F) or Satellite (S): **S**
Location Identifier: **DFW-ADS**
Addison ATCT
16000 Dooley Road
Addison, TX 75244-4245

County: Dallas

Facility (F) or Satellite (S): **F**
Location Identifier: **ZSU**
San Juan CERAP
DOT/FAA
5000 Carr. 190
Carolina, PR 00979-7430

County: San Juan

Facility (F) or Satellite (S): **S**
Location Identifier: **ZDV-DIA**
Denver ATCT
Denver International Airport
PO Box 492056
Denver, CO 80249-6361

County: Denver

Facility (F) or Satellite (S): **F**
Location Identifier: **PCT**
Potomac TRACON
3699 Macintosh Drive
Warrenton, VA 20187-3958

County: Fauquier

Facility (F) or Satellite (S): **S**
Location Identifier: **ZSE-HIO**
Hillsboro ATCT
1800 N.E. 25th Avenue
Hillsboro, OR 97124-5982

County: Washington

Facility (F) or Satellite (S): **F**
AT Control System Command Ctr
Traffic Mgt. Training, ATT-240
13600 EDS Drive, Suite 100
Herndon, VA 20171-3225

County: Fairfax

PART I – THE SCHEDULE
SECTION H – SPECIAL CONTRACT REQUIREMENTS

H.21 KEY PERSONNEL AND FACILITIES – AMS 3.8.2-17 (July 1996)

(a) The personnel and/or facilities as specified below are considered essential to the work being performed hereunder and may, with the consent of the contracting parties, be changed from time to time during the course of the contract.

(b) Prior to removing, replacing, or diverting any of the specified personnel and/or facilities, the Contractor shall notify in writing, and receive consent from, the Contracting Officer reasonably in advance of the action and shall submit justification (including proposed substitutions) in sufficient detail to permit evaluation of the impact on this contract.

(c) No diversion shall be made by the Contractor without the written consent of the Contracting Officer.

(d) The key personnel and/or facilities under this contract are:

CSS – Bob Ulmer, ZAB	CSS – Thomas Cetlinski, ZAN
CSS – Robert Sturdevant, ZTL	CSS – Jim Stokes, ZBW
CSS – Bill Niemeyer, ZAU	CSS – Jim Harrison, C90
CSS – James Ervin, ZOB	CSS – Don Long, ZDV
CSS – Bob Hubbert, DFW	CSS – Jim Kelsoe, ZFW
CSS – Bob Talley, ZFW (shared)	CSS – Able Degagne, HCF
CSS – Bob Kelly, ZHU	CSS – Joe Hayes, ZID
CSS – John Knisley, ZJX	CSS – Mike Brown, ZKC
CSS – Jake Garland, ZLA	CSS – John Alexander, ZME
CSS – Jonathan Smith, ZMA	CSS – Clyde Hansen, ZMP
CSS – Louis DeLuca, ZNY	CSS – Roger Stebbins, N90
CSS – Glenn Coon, ZOA	CSS – Greg Snyder, NCT
CSS – Richard Smith, ZSU	CSS – Bill Higgs, ZLC
CSS – Roger Rowe, ZSE	CSS – Tony Rivas, SCT
CSS – John Murphy, ZDC	CSS – Peter Molony, PCT
CSS – Donald Endsley, I90	CSS – John Gibbs, SCC
CSS – John May, PDX	CSS – Art Vail, SEA
CD – Russell Mears	CSS – Don Moffit, SLC
Alternate CD – George Harvey	CAA – Ronda Jolls
Alternate CD – Charles Sears	Alternate CAA – De Ann Stoner

[List key personnel and/or facilities]

PART I – THE SCHEDULE
SECTION H – SPECIAL CONTRACT REQUIREMENTS

H.34 SMALL BUSINESS/SMALL DISADVANTAGED BUSINESS/WOMEN-OWNED SMALL BUSINESS SUBCONTRACTING GOALS

The Contractor, if not a Small Business, must establish the following below listed subcontracting goals in their subcontracting plan, submitted in accordance with AMS 3.6.1-4, “Small, Small Disadvantaged and Women-Owned Small Business Subcontracting Plan”. The Contractor must attain the following goals:

Small Business	45%
Small Disadvantaged Business	10%
Women-Owned Small Business	5%

These goals apply in terms of percentages of total subcontracted dollars.

H.35 SUBCONTRACTORS/CONSULTANTS

Before employment of any subcontractor/consultant under this contract, the Contractor shall obtain the consent of the Contracting Officer. The Contracting Officer has sole responsibility for approving subcontracts and consulting agreements. In requesting such consent, the Contractor shall furnish all pertinent information required by the Contracting Officer, which may include, but not be limited to, the name or names of individuals under consideration, extent of the proposed employment, the unexecuted subcontract document, any potential conflict of interest and the rate of reimbursement.

The Contractor is authorized to use the following categories of subcontractors or consultants accordance with the negotiated Subcontracting Plan:

- Small Business
- Women-Owned Small Business
- Small Economically Disadvantaged Business Subcontractor

H.36 SUBCONTRACTORS AND OUTSIDE ASSOCIATES AND CONSULTANTS

Any subcontractors and outside associates or consultants required by the Contractor in connection with the services covered by the contract will be limited to individuals or firms that were specifically identified and agreed to during Screening Information Request (SIR) communications. The Contractor shall obtain the Contracting Officer’s written consent before making any substitution for these subcontracts, associates or consultants.

PART III – ATTACHMENTS
SECTION J – LIST OF ATTACHMENTS

Attachment 01	Initial Transition Plan
Attachment 02	Quality Control Plan, dated March 31, 2003
Attachment 03	Subcontracting Plan, dated November 15, 2002
Attachment 04	Student Critique of Air Traffic Instructional Services Contract Instruction, dated August 2001
Attachment 05	Contractor's Proposal dated August 14, 2000 (Incorporated by Reference)
Attachment 06	Mentor-Protégé Agreement effective July 12, 2000 between WCG, Inc. and Quadratek (Incorporated by Reference)
Attachment 07	Transitional Implementation Plan – Savannah ATCT/TRACON (Incorporated by Reference)
Attachment 08	Contract Change Pages – Revision 1
Attachment 09	Transitional Implementation Plan – Atlanta TRACON (Incorporated by Reference)
Attachment 10	Contract Change Pages – Revision 2
Attachment 11	Transitional Implementation Plan – Potomac TRACON (Incorporated by Reference)
Attachment 12	Air Traffic Instructional Services (ATIS) Contract Instructor Review/Laboratory Instruction, dated May 2003
Attachment 13	Air Traffic Instructional Services (ATIS) Contract Instructor Review/Classroom Instruction, dated May 2003
Attachment 14	Transitional Implementation Plan – Los Angeles ATCT (LAX) (Incorporated by Reference)
Attachment 15	Transitional Implementation Plan – San Juan ATCT (SJU) (Incorporated by Reference)

PART III – ATTACHMENTS
SECTION J – LIST OF ATTACHMENTS

- | | |
|---------------|---|
| Attachment 16 | Transitional Implementation Plan – Eugene ATCT (SEA)
(Incorporated by Reference) |
| Attachment 17 | Transitional Implementation Plan – Hillsboro ATCT (SEA)
(Incorporated by Reference) |
| Attachment 18 | Transitional Implementation Plan – Addison ATCT (DFW-ADS)
(Incorporated by Reference) |
| Attachment 19 | Transitional Implementation Plan – Air Traffic Control System
Command Center (SCC) (Incorporated by Reference) |
| Attachment 20 | Transitional Implementation Plan – Boston Consolidated
TRACON (BCT) (Incorporated by Reference) |
| Attachment 21 | Air Traffic Instructional Services (ATIS) Remote Pilot Operator
Instruction/Evaluation Report |

ATIS

QUALITY CONTROL PLAN

MARCH 31, 2003

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1.0 Introduction and Background

We, the Washington Consulting Group (WCG) ATIS contract staff, are fully aware that quality control (QC) is not an activity that we do semi-annually or even monthly. Quality Control is and must remain a part of our daily tasks. The written standards we use to measure our individual and program results are found in FAA training documents, the contract for ATIS support services, accepted NTRs, our own self-evaluation requirements, position descriptions and company policies. Finally, each student's success, in the OJT Stages, is the ultimate measure and validation of our quality control efforts. Effective QC at each ATIS Program level will help ensure positive contributions to the FAA training mission.

Any program of this magnitude needs employee understanding, support and an organized process to gauge and improve upon the health of services being provided. The process requires that every ATIS employee, both in the field and Program Office, participate fully in the "QC" process and its objectives. The WCG Mission Statement relates closely to our ATIS commitment:

Company Mission Statement

America has entered the 21st century, and every enterprise, including our Federal Government, faces challenges and opportunities unprecedented in scope and complexity. Increasing numbers of technological enhancements, a need for more cost-effective solutions and productivity and competition for talent make it necessary that businesses and the Government look outside their own limited resources for talent to support their activities.

The WCG was founded to provide cost-effective support and solutions in the areas of technology, training and program specific ATC and Airspace Analysis and design requirements. We do this by acquiring and maintaining staffs of talented and motivated experts and a responsive organization. We believe our colleague's high standards in Quality, Integrity and customer Response have been and continue to be of great value to our clients and the source of our company's success.

2.0 Quality Assurance Responsibilities

2.1 Purpose

This plan informs Air Traffic Instructional Services (ATIS) contract staff of the processes we will employ for ensuring that quality control is applied to each day's work routine.

2.2 General

All employees that support, directly or indirectly, the ATIS contract are responsible and accountable for compliance with the provisions of that contract as well as company policies. Each of us will provide the quality services contracted for by our customer, the FAA. If new or additional tasks are to be performed, the tasking and acceptance shall comply with contract requirements and documented in an approved Notice of Training Requirements (NTR). If it is a service not clearly identified within the scope of the contract, or there is a need for interpretation, the Contract Director shall be consulted.

Information pertaining to the ATIS contract, training assignments, procedures or contract management may not be divulged to anyone except authorized FAA personnel. Requests for such shall be referred to the FTLO or Contract Director, as appropriate.

2.3 Contract Director (CD)

The CD is responsible for overall management of Quality Control and for implementing this Plan. The CD is accountable to the Aviation Division Vice President for the successful management of the ATIS contract training program. Accordingly, the CD will:

- Provide informal status reports for the Aviation Division Vice President on a weekly basis;
- Conduct detailed formal program reviews monthly. These reviews will include:
 - status reports on training effectiveness at each facility;
 - resource management;
 - financial audit; and
 - the results of any facility assessments conducted internally, or by the FAA;
- Identify outstanding accomplishments as well as potential deficiencies and the plan of corrective action;
- Assure that the QC policies and mechanisms defined in this plan are in place and practiced in the ATIS Contract office and at each contract site by:
 - Collecting and reviewing the results of the CSS annual Internal Self Evaluation;
 - Conducting second level analysis of the FAA semi-annual instructor assessment;
 - Reviewing available FAA Quality Assurance (facility and national) findings regarding training performance and following up, when warranted;
 - Periodically reviewing student critiques;

- Consulting with the CSS on training results and performance;
- Monitoring CSS and the Contractor Director's office records and reporting systems for contract conformance;
- Conducting on-site program reviews with the COTR to assess performance, hear concerns and exchange training data;
- Conducting personal follow-up on any problem reported in FAA or company conducted evaluations, Annual Performance and Quarterly Reports or from any other source;
- Reviewing invoices for accuracy and completeness;
- Initiating a review of this QC plan for possible revisions, to be effective within 30 days after the completion of each contract year.

2.4 Contract Administrative Assistant (CAA)

The incumbent provides direct support to the program by conducting accuracy reviews of data from the field facilities and internally from *company* support offices. These reviews include labor hour's reports, cost data, invoices and the adherence to filing of contract required communications and data inputs. The CAA will ensure that all company files and contract and employee records are maintained in a secure, current and readily available state. The CAA will maintain a "call-up" file for each facility's required submission of reports, such as: self-evaluations, Monthly Activity Reports, and Annual Performance Evaluations. ATIS files will be maintained for each site, including satellites, which contain, by subject matter all reports received from the appropriate CSS or FAA.

2.5 Contractor Site Supervisor (CSS)

The WCG incumbent is responsible for the facility level management of ATIS contracted services and resources. Each CSS is accountable for instructional performance, adherence to FAA and *company* policies, effective communications and relationships at their assigned facility and satellites. As part of their QC efforts, the CSS shall:

- During each November, conduct and report results of an annual self-evaluation, using company guides included in this Plan as appendices;
- Review position descriptions and expectations with each employee during the annual Performance Review;
- Coordinate and obtain FTLO approval for all training schedules;
- Periodically monitor classroom and lab instructor's performance and record results on the appropriate FAA forms;

- Review FAA classroom or lab monitor reports with requested copies forwarded to the CD. As necessary, conduct needed corrective measures and inform the CD of results;

- Assess student critiques to be aware of trends or deficiencies and implement corrective measures, when needed and forward randomly selected samples of (unsigned or sanitized) critiques to the CD;
- Take prompt action in response to unacceptable or exceptional performance. Consult with the CD regarding a deficient condition in any part of the ATIS program;
- Solicit feedback from the FTLO or other FAA approved knowledgeable source on OJT performance as it relates to contractor preparation of students;
- Request QC assistance from the CD when needed;
- Coordinate with the FTLO to gain insight on instructional effectiveness;
- Validate precise accuracy in labor hours reporting for all employees;
- Conduct periodic random sampling of training records and courseware for currency and conformance;
- Welcome and be responsive to FAA Evaluator's efforts and input on the training and fully comply with any assigned follow-on action; and
- At Hub locations, conduct sufficient visits to satellites to ensure WCG performance is in accord with the ATIS contract, to hear comments from local FAA staff as well as WCG employees.

CSS' shall make a continuing effort to improve local training service and enhance its contribution to the ATC system. CSSs are instructed, if approved by the FTLO, to implement the following QC measures to generate feedback and suggestions on our support services to assist in identifying needed training improvements:

- Conduct "No Holds Barred" end of Stage LISTENING sessions with graduating students and invite the FTLO to attend;
- Inform the FTLO that you are available to meet with Managers, Supervisors, OJT Instructors (OJTI) or others to hear their comments on training;
- Coordinate with the FTLO, if it feasible, for the student's OJTI(s) to observe a lab exercise; and *(Note: Random visits during graded exercises shall be avoided.)*
- Coordinate with the FTLO to permit follow-up meetings between the student's OJTI and WCG Stage Instructor, approximately 30 days after phase completion.

2.6 ATIS Contract Instructional Staff

Instructors and CBI Administrators are accountable for the quality of their instruction as well as the currency and accuracy of courseware used in self-study, classroom and lab. The content of these materials shall conform to the IPG and FAA training orders and reflect the current ATC operation for the position, sector or area. The instructor is responsible for ensuring training objectives are being attained.

Specifically, Instructors scheduled and assigned to teach will:

- Begin training after assuring they are knowledgeable on the subject, prepared to teach and that all training materials are current and arranged in the order of training delivery; and
- Assure students are actively involved in the instructional process by:
 - Encouraging questions;
 - Asking questions and frequently reviewing earlier lesson subjects;
 - Initiating discussion, rather than relying upon spontaneous student reaction;
 - Using informal group rules, which inspire more discussion than a formal structure for responding;
 - Recognizing individual differences in students while applying a common standard for all;
 - Helping students to be at ease and encouraging participation without fear of being criticized. These suggestions will help:
 - Don't use clichés in answering;
 - Ask for student ideas on how best to resolve an ATC situation;
 - Learn some non-offensive personal background experiences of students;
 - Don't ask inappropriate questions that put the student on the defense;
 - Don't be judgmental, remember, you are trying to understand how to help the student learn;
 - Don't act defensive;
 - Stay on the subject; and
 - Don't give unneeded advice.
- Seek and assess feedback from students and OJTIs regarding how well they were prepared for OJT; and
- Ensure training records are current and acknowledged; and, at satellite locations, ensure the CSS is briefed on task completion and progress.

3.0 EMPLOYEE RELATIONS WITHIN COMPANY AND FAA

The WCG provides employees with an Employee Handbook. The Employee Handbook provides benefits, personnel policies, procedures and practices of the company. The Handbook also contains Appendices that address special or unique Procedures and Policy that apply to a specific Contract. Appendix A of the Handbook contains a summary of the requirements and responsibilities required of our company and employees by the ATIS Contract.

3.1 Employee Demeanor

We all must maintain standards of honesty, integrity and quality service in all of our business dealings. When providing training services to FAA employees we will demonstrate exemplary standards of conduct and behavior.

Students work under pressure and stress to progress within the FAA training program. Our instruction and individual conduct must be of an order that enhances the student's learning and ability to qualify in OJT. Regardless of the source, we will not accept the appearance of unequal treatment, harassment of any type or discrimination in the training environment. If suspected, these events shall be reported to the responsible party, the CSS, CD or FTLO, as appropriate. Our conduct, integrity, honesty, work habits, instructional abilities and professional standards are positive influences for students.

3.2 Meetings

Meetings are an essential element in providing services to the FAA and to our own personnel. All meetings addressing contract matters, performance or the company shall be documented for contract files. And, meetings that may incur cost shall be forwarded to the CD for review or processing.

3.2.1 Satellite Training Sites

At satellite locations, if a discussion is held that may alter an approved NTR ensure that the CSS is advised in order for the matter to be referred to the FTLO.

3.3 Communications

Communication, particularly in a teaching situation, is a key element in how well the student learns and how well the instructional team performs. Communication break-downs within the instructor team, with the client or students are destructive to successful relationships and to the training objective. WCG employees spend a great amount of time communicating technical information, offering alternative control solutions and modifying student actions; these instructor-to-student communications are a vital part of successful learning, accordingly the manner in which they are conducted is important to both the student and instructor. The following examples support effective communications:

- Present written and verbal subject matter simply and concisely, do not wander from the lesson objective;
- Listen to verbal and look for visual feedback from students;
- Never talk down to students or anyone, for that matter;
- Encourage open exchanges of ideas in classroom, but do not stray from the subject;
- Be open and fair;
- Know your subject better than anyone, be accurate;
- Critique the performance, not the performer;
- Encourage candid feedback;
- Put others at ease; and
- Accept that there are differences in the rate of learning, but not in the standards that apply.

These are common instructional techniques that we need to practice; otherwise instruction and communications may be ineffective.

4.0 Personnel Placement

We are responsible for providing the appropriate number of qualified managerial, supervisory, instructor and administrative support staffs necessary to ensure satisfactory accomplishment of contract requirements. We have demonstrated our ability to meet this goal through effective program management and quality field leadership, administration and, most important, effective Instructors. The acquisition and effective utilization of quality resources is a key to Quality Control.

4.1 Personnel Hiring

The ATIS level of effort and resource needs fluctuate, accordingly each CSS and the CD must be able to forecast program changes and respond to these dynamics. The following practices support our ability to be responsive:

- Each CSS shall maintain a listing and resumes for replacement or additional need, if none are available the CD shall be notified to initiate an expanded search;
- Each CSS shall advise the CD, if it is determined an employee plans to resign;
- The CD shall maintain a file of applicants with skills appropriate for the ATIS;
- Prior to hiring, the CSS shall coordinate with the CD and then obtain comment on the applicant from the FTLO; and
- The CD will coordinate with appropriate FAA offices and obtain required approvals prior to hiring.

4.2 Affirmative Action

The company is committed to participate in and support EEO efforts to increase employment opportunities for qualified minorities, females, the handicapped and Vietnam veterans. In order to facilitate acquisition of a diversified workforce the CSS shall use the company provided contact's list of State, College and Minority offices for qualified candidates, particularly for the CBI Administrator and Administrative Assistant positions. Additionally, local FAA contacts will be used to identify qualified candidates for Instructor positions. The company ATIS Procedures and Policy guide provides further information on this subject.

4.3 Controlling Costs

All employees will employ cost-effective procedures and habits. In order to maximize the utilization of available contract budgets the following will apply:

- Only essential approved and directed travel will be conducted and any travel will comply with contracted requirements;
- The CSS shall ensure a completed and approved NTR is received from the FTLO before each work assignment. Progress will be monitored and reported through the WCG Air Traffic Instructional Services Management Information System (ATISMIS) in

order to track projected and actual labor and cost results; The CSS shall monitor all of their staff's labor hour reports daily and ensure entries accurately reflect the actual work hours in the work area and on the specific assigned contract Tasks;

- Overtime pay or compensatory time is not authorized. No work shall be performed by any employee in excess of 40 hours per week, unless authorized by the FAA Contracting Officer and remember, no "comp time" arrangements are permitted; and
- Employee's cost saving ideas are encouraged and should be directed to the CD.

4.4 Sensitive Position Security Requirements

All employees hired must meet the same suitability requirements as Federal employees working at the assigned facility. All employees hired who have evidence of a previously completed National Agency Check and Inquiries (NACI) Background Investigation, or held a higher level security clearance and their Federal employment ended less than 12 months prior to employment, need only complete Company Form "ATIS Employment Suitability." All other applicants shall complete the following forms before hiring:

- Questionnaire for Public Trust Positions (Standard Form-85P—Revised Sept 1995);
- Fingerprint Application (Form FD-258). Fingerprinting will be performed by the local FAA fingerprint specialist, if available, or the local law enforcement agency. Forward all originals to the Contract Director.

5.0 Performance

5.1 WCG Performance Standards and Compliance

Each employee receives a position description with clear performance standards. The standards shall be reviewed with each employee at the beginning of the observation period. The discussions shall be documented and retained.

Performance or conduct problems will be handled according to their seriousness. CSSs will address minor infractions by counseling and documentation. More serious problems require either a written reprimand or immediate removal from employment. Uncorrected deficient performance or determination of unsuitability will result in termination.

CSSs will inform the CD and FTLO of performance deficiencies and the measures planned to correct them. The CSS shall document all performance related discussions, performance improvement plans and results, including items initiated by the FTLO.

5.2 Performance Appraisal

5.2.1 Performance Discussion

The employee's position performance standards shall be used as a guide for discussing the performance appraisal.

5.2.2 Performance Documentation

Performance appraisal discussions shall be documented using the Employee Performance Rating Form and retained for at least two years. The form shall contain at least the following information: the employee's performance rating; date of the discussion; employee and supervisor's signature; record of discussion; and comments, or notes, as necessary. A copy of the appraisal shall be forwarded to the CD.

5.2.3 Retention of Other Documentation

In addition to the appraisal requirements, any discussion regarding employee conduct or performance shall be documented and retained.

5.2.4 Performance Awareness

Performance appraisal is an on-going requirement for the CSS. The CSS shall be aware of the performance of all contract employees on a continuing basis. Performance issues, positive or negative, shall be acted upon as soon as they become known. Accordingly, this means that the CSS must employ an effective action plan each day to remain aware of performance, required training activities and required actions. Organizing the daily priorities in terms of importance is essential to the CSS' effectiveness. As a working supervisor, certification and currency shall be maintained for instructional services

performed. The time spent directly on non-supervisory tasks shall not exceed 50% of the work hours.

5.2.5 Certification

In accordance with Section C, paragraph 4.9.2, each instructor must receive a semi-annual Periodic Performance Evaluation to evaluate his/her teaching abilities. Additionally, each instructor must receive an annual Performance Review in each of the labs they teach to evaluate their air traffic control abilities. The CSS is responsible to ensure certifications are completed prior to expiration. If a certification lapses, the person cannot instruct in that function until re-certification.

5.2.6 Employee Instructional Deficiency

When notified by the FAA or determined by the CSS during certification process, or monitors, that an employee is deficient, needs to improve or is unsatisfactory, in any category, the CSS shall notify the CD, immediately. If the CSS is satisfied that the deficiency is correctable, within five working days, the CSS and the employee together shall define, develop and implement a Plan to resolve each deficiency. This performance improvement plan will describe the performance or conduct to be improved and prescribe the remedial training or action needed to correct the condition. A schedule shall be established for completion, and after satisfactory completion the CSS shall periodically review the employees' performance to ensure the situation was permanently resolved. The CSS shall coordinate this effort with the CD and FTLO before any discussion with the employee. The CSS will forward a copy of the coordinated plan to the CD.

Any employee who fails to complete remedial training or to satisfactorily perform after the corrective action shall be removed. The CD site visits shall include monitoring employees who have received remedial training since the last site visit.

5.3 Performance Development

The CD or CSS, as appropriate, will identify any training that is necessary to ensure contract compliance. The CSS shall submit their requirements to the FTLO on a case-by-case basis. The CD must submit additional requests for training to the COTR by April 1 for each fiscal year. The requirements will include the anticipated number of attendees for particular course. As a routine part of the performance appraisal the CSS shall include employee development and solicit employee feedback on needed training. The CSS shall ensure that WCG employees receive proficiency training as appropriate.

5.4 WCG Internal Self-Evaluation

Annually, during November, an internal self-evaluation shall be accomplished at each site. The evaluation shall be completed by November 25th. If deficiencies are identified, a status report addressing corrective actions will be generated monthly until each deficiency is corrected. The report format and forms for the evaluation are contained in Appendices to

this Plan. If items indicated on the forms are not applicable at a site, enter not applicable (N/A). If additional items are required, add them where appropriate.

5.4.1 Objective

The objective of our internal self-evaluation is to ensure that we are meeting our contractual and company requirements and to provide the CSS with an opportunity to identify and take action on areas in need of improvement.

5.4.2 Interpersonal Relations

In addition to the programmed areas of evaluation outlined in the Guide, the CSS will want to measure interpersonal relationships with facility personnel. For example, are contract personnel fostering a helping attitude; aware of current operational ATC conditions and needs in their area of instruction, being factual; training effectively in favorable or sensitive conditions; resolving conflict; not allowing situations detrimental to learning to exist in class or lab; and supporting achievement of facility training objectives. These are realities that we must stress in our daily contacts.

5.5 WCG Quality Control Plan Review and Revision

This QC document will be reviewed and revised annually, and submitted to the FAA for comment and subsequent revision 30 days after the end of each contract year. Accordingly, a call for comments to each CSS will be circulated 60 days before the end of the contract year. However, as QC is an integral part of our daily activity, suggestions are encouraged as they are formulated.

6.0 Reports and Records

6.1 Monthly Activity Report

This report will be prepared and submitted to the CD within 5 days following the end of the month. The Report will summarize each Sites training activities, including accomplishments and problems. It will include summaries of Labor Hours; Developmental training activities, including, number and stage of training; CPC training activities; and CBI training activities. It will also contain labor hour projections and General information about the state of training at the reporting facility. Appendix D, of this Plan, contains the form to be used for this report. The data from this report will be used to generate the contractually required Monthly Status Information (MSI) Report.

6.2 Facility Records

6.2.1 Content and Retention

Each CSS shall ensure complete and accurate records are maintained for all contract supported activities. These reports may include: Notice of Training Requirements (NTRs), meeting minutes, NTR generated data, training schedules, student critiques, memos, letters and other company related material. Each CSS shall retain, in a secure file, personnel records, ratings, counseling minutes, meeting notes, recruiting efforts and applicant resumes, NTRs and FAA or Company correspondence.

6.3 Employee Records

6.3.1 Resumes

The CSSs employment files shall include current resumes for the entire staff.

6.3.2 Training Records

The CSS shall maintain training records on each employee. The training record shall include date(s) when training began, date(s) completed, required supplemental, including Cadre training, correspondence related to training, certification, re-certification date(s) and forms, source of training received, hours of training, broken out by function, sector, position and area. Satellite employees shall provide their CSS with documentation on any training received.

APPENDIX A

CSS

SELF-EVALUATION

FOR

EN ROUTE FACILITIES

CSS EN ROUTE INTERNAL SELF-EVALUATION

PART I. TECHNICAL OPERATIONS

STAGE II — ASSISTANT CONTROLLER TRAINING

STAGE III — NONRADAR/RADAR ASSOCIATED CONTROLLER
TRAINING

STAGE IV — RADAR CONTROLLER TRAINING

PART II. PERSONNEL

PART III. RECORDS MAINTENANCE/ADMINISTRATION

PART IV. LABORATORY

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
A. STAGE II — MATERIALS			
1. REVIEW OF ALL LESSON PLANS a. CURRENT b. FAA APPROVED			
2. MAPS a. CENTER MAP CURRENT b. AREA OF SPECIALIZATION MAP/CHARTS CURRENT c. ASSIGNED POINT VALUES CURRENT			
3. CBI a. FAA LESSONS/DATA CURRENT b. LOCAL MODULES-TIME OF MOST RECENT REVIEW			
4. STUDENT HANDOUTS (HOW MANY) a. CURRENT b. FAA APPROVED			
B. STAGE II, ADMINISTRATION			
1. ARE TEST/CBI SCORES RECORDED FOR ALL APPROPRIATE ITEMS			

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
2. PRACTICAL APPLICATION			
3. FLIGHT DATA POSITION, NON-AUTOMATED (SECTOR EQUIP. /STRIP PREPARATION /DISTRIBUTION): ARE LOCALLY DEVELOPED SCENARIOS USED FOR TEACHING: a. CURRENT & DATE OF LAST REVIEW b. FAA APPROVED			
4. FLIGHT DATA POSITION, AUTOMATED (COMPUTER ENTRY/DATA DISTRIBUTION): ARE LOCALLY DEVELOPED SCENARIOS USED FOR TEACHING: a. CURRENT & DATE OF LAST REVIEW b. FAA APPROVED			
5. ANY 3120.4 REQUIRED SUBJECTS THAT CANNOT BE TAUGHT IF "YES", LIST SUBJECT/S AND REASON FOR NON-COMPLIANCE			

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
C. STAGE II EVALUATION			
1. CENTER MAP - ARE DRAWING REQUIREMENTS IN COMPLIANCE WITH 3120.4			
2. AREA/SPECIALTY MAP - ARE DRAWING REQUIREMENTS IN COMPLIANCE WITH THE 3120.4			
3. NON-AUTOMATED FLIGHT DATA PROCESSING a. ARE TESTS (1) CURRENT (2) FAA APPROVED b. ARE LOCAL SCENARIOS (1) CURRENT (2) FAA APPROVED			
4. AUTOMATED FLIGHT DATA PROCESSING a. ARE TESTS: (1) CURRENT (2) FAA APPROVED b. ARE LOCAL SCENARIOS (1) CURRENT (2) FAA APPROVED			

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
5. COMMUNICATIONS SYSTEM OPERATIONS-FAILURES			
6. COMPUTER EQUIPMENT OPERATIONS a. ARE EXAMS: (1) CURRENT (2) FAA APPROVED b. ARE LOCAL SCENARIOS (1) CURRENT (2) FAA APPROVED			
D. STAGE II OTHER ITEMS (UNIQUE FOR THE FACILITY)			

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
A. STAGE III—MATERIALS			
1. LESSON PLANS (HOW MANY) a. CURRENT b. FAA APPROVED			
2. MAPS: a. AREA(S) OF SPECIALIZATION CURRENT b. ASSIGNED POINT VALUES CURRENT			
3. STUDENT HANDOUTS (IF USED) a. CURRENT b. FAA APPROVED			
B. STAGE III—ADMINISTRATION			
1. EN ROUTE DEVELOPMENTAL STUDY GUIDE a. CURRENT b. ARE CBI SCORES RECORDED			
2. MILITARY OPERATIONS, ARE DOCUMENTS CURRENT a. LETTER OF AGREEMENT (LOA) b. ORDERS (FACILITY/NATIONAL) c. OTHER d. ARE TEST/CBI SCORES RECORDED			

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
3. ATC OPERATIONS DOCUMENTATION CURRENT			
4. PHRASEOLOGY/STRIP MARKING EXERCISES a. CURRENT b. COMPLETED c. ARE TEST RESULTS RECORDED			
5. ANY 3120.4 REQUIRED SUBJECTS THAT CANNOT BE TAUGHT a. IF "YES", LIST SUBJECT/S AND REASON			
C. STAGE III—EVALUATION			
1. EN ROUTE DEV. STUDY GUIDE a. ARE TEST/CBI SCORES RECORDED			
2. SPECIAL OPERATIONS CURRENT (DEFINE) a. ARE TEST/CBI SCORES RECORDED			
3. PHRASEOLOGY/STRIP MARKING EXAM a. ARE TEST/CBI SCORES RECORDED			

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
4. AREA OF SPECIALIZATION MAPS - IN COMPLIANCE WITH 3120.4			
D. STAGE III—NONRADAR/RADAR ASSOCIATE FAMILIARIZATION PROBLEMS			
1. DO THE PROBLEMS MEET 3120.4 REQUIREMENTS			
2. PROBLEM CRITERIA a. IS THE HOURLY OPERATIONS RATE AND INSTANTANEOUS COUNT COMPUTED USING THE 3120.4 FORMULA b. DATE EACH PROBLEM WAS LAST REVIEWED FOR OPERATIONS RATE, INSTANT COUNT & OPERATIONAL ACCURACY			
3. COMPLEXITY FACTORS - ARE THE MINIMUM 3120.4 COMPLEXITY FACTORS INCLUDED IN PROBLEMS			
4. INSTRUCTIONAL AIDS - FOR EACH PROBLEM, a. IS THE PROBLEM FLIGHT PLAN LIST CURRENT AND ON FILE b. INSTRUCTOR KEY, REQUIRED ACTIVITIES TO OCCUR IN THE PROBLEM, CURRENT c. RPO KEY (SCRIPT), LIST OF REQUIRED INPUTS AND TIMES, CURRENT			
5. INSTRUCTOR GUIDE - DOES EVERY PROBLEM HAVE AN INSTRUCTOR GUIDE			

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
E. STAGE III—OTHER ITEMS (UNIQUE FOR THE FACILITY)			
1. IF APPLICABLE, CPDLC PROCEDURES AND OPERATING STANDARDS (FULLY DEFINE AIRSPACE ENVIRONMENT APPLICABLE) 2. _____ 3. _____ 4. _____ 5. _____ 6. _____ 7. _____			

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
A. STAGE IV—MATERIALS			
1. LESSON PLANS/CBI a. CURRENT b. FAA APPROVED			
2. STUDENT HANDOUTS (if used) a. CURRENT b. FAA APPROVED			
3. AREA OF SPECIALIZATION a. LOA'S CURRENT b. SPECIALTY PROCEDURES CURRENT c. SIDS/STARS CURRENT d. APPROACH PLATES CURRENT e. AREA RADAR SYSTEMS, COVERAGE & MVA IDENTIFIED AS WELL AS FAILURE/RECOVERY MODES f. COMMUNICATION SYSTEMS ACCESS & FAILURE MODES DESCRIBED g. _____ h. _____			
B. STAGE IV—ADMINISTRATION-RADAR CONTROL PROBLEMS			
1. VOLUME LEVEL CRITERIA a. ARE HOURLY OPERATIONS RATE & INSTANTANEOUS COUNT CURRENT & COMPUTED USING 3120.4 FORMULA			

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
b. DATE EACH PROBLEM WAS LAST REVIEWED FOR OPERATIONS & INSTANT COUNT AND ACCURACY			
2. COMPLEXITY FACTORS – ARE THE MINIMUM 3120.4 COMPLEXITY FACTORS INCLUDED IN EACH PROBLEM			
3. INSTRUCTIONAL AIDS – FOR EACH PROBLEM (PROVIDE LAST DATE OF REVIEW FOR EACH) a. IS THE PROBLEM FLIGHT PLAN LIST CURRENT AND ON FILE b. INSTRUCTOR KEY, REQUIRED ACTIVITIES TO OCCUR IN THE PROBLEM CURRENT c. RPO KEY (SCRIPT), LIST OF REQUIRED INPUTS AND TIME CURRENT			
4. INSTRUCTOR GUIDE - DOES EVERY PROBLEM HAVE AN INSTRUCTOR GUIDE			

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
C. STAGE IV—ADMINISTRATION-RADAR CONTROL PROBLEMS			
<p>CRITERION PROBLEMS</p> <ol style="list-style-type: none"> 1. ARE GRADE SYSTEM & OBJECTIVES EXPLAINED 2. ARE GRADE SHEET EXPLAINED 3. ARE LAB GUIDELINES EXPLAINED 4. HAS DEVELOPMENTAL BEEN EXPOSED TO SITUATIONS/ PROCEDURES THAT WILL BE EVALUATED <p>HAVE THE FOLLOWING BEEN BRIEFED (IF APPLICABLE)</p> <ol style="list-style-type: none"> 5. AREA MAPS, MEA's & MVA 6. FREQUENCY LIST 7. STATUS INFORMATION AREA (SIA) 8. SIGN ON/OFF PROCEDURES 9. RELIEF BRIEFING 10. TCAS PILOT/CONTROLLER ACTIONS 11. _____ 12. _____ 			
D. STAGE IV—OTHER ITEMS (UNIQUE FOR THE FACILITY)			
<ol style="list-style-type: none"> 1. CPDLC-DESCRIBE AIRSPACE ENVIRONMENT APPLICABLE 2. _____ 3. _____ 4. _____ 5. _____ 			

PART II: PERSONNEL

ITEM	CK'D Y/N	INI	COMMENTS
A. ARE THE FOLLOWING ITEMS CURRENT FOR EACH EMPLOYEE/INSTRUCTOR?			
1. PERIODIC PERFORMANCE EVALUATIONS a. CLASSROOM (Attachment 13) b. LABORATORY (Attachment 12) 2. PERFORMANCE REVIEWS (FAA FORM 3120-25) a. NON-RADAR b. RADAR ASSOCIATE c. RADAR 3. EMPLOYEE ANNUAL PERFORMANCE RATING (WCG FORM) 4. TRAINING RECORD ENTRIES			
B. VALIDATE EACH EMPLOYEE COMPANY RECORD FOR THE FOLLOWING, IF APPLICABLE:			
1. CURRENT RESUME ON FILE 2. ANNUAL BRIEFING CONCERNING: a. HARASSMENT AND DISCRIMINATION b. EEO AND ETHICS c. TIME AND ATTENDANCE REPORTING 3. BIT/FIT COMPLETION DATE 4. INITIAL INSTRUCTOR CERTIFICATION a. CLASSROOM b. LABORATORY 5. RPO CERTIFICATION 6. SECONDARY/BACKUP AREA/SECTOR CERTIFICATION 7. OTHER REQUIRED TRAINING NOT LISTED ABOVE _____			

PART III: RECORDS MAINTENANCE / ADMINISTRATION

ITEM	CK'D Y/N	INI	COMMENTS
A. FAA EMPLOYEE TRAINING & PROFICIENCY RECORD(S) (TRAX/3120-1)			
1. RANDOM REVIEW OF TRAX/3120-1 RECORDS TO ENSURE ACCURACY a. EXTRANEIOUS MATERIAL b. ENTRIES RECORDED CORRECTLY SIGNED FOR WITHIN 90 DAYS c. ARE CERTIFICATIONS @ CERTIFYING OFFICIAL SIGNATURES ENTERED d. ARE CERTIFICATION SIGNATURES ENTERED BY EITHER STAFF OR SUPERVISOR FOR TRAINING e. ARE CORRECTIONS ENTERED PROPERLY f. ARE SUPERVISOR NOTIFICATION PROCEDURES FOR TIMELY SIGNING ENTRIES IN PLACE & WORKING SATISFACTORILY (OTHER ITEMS AS APPROPRIATE) g. _____ h. _____ i. _____			
B. RECORDS SECURITY			
1. IS SECURITY PROVIDED FOR THE FOLLOWING a. TESTS b. CBI TESTS c. CONTROL PROBLEMS d. FAMILIARIZATION TRIP RECORDS e. WCG EMPLOYEE APPRAISALS, COUNSELING, AND OTHER COMPANY CONFIDENTIAL MATERIAL			

PART III: RECORDS MAINTENANCE / ADMINISTRATION

ITEM	CK'D Y/N	INI	COMMENTS
C. ARE COMPLETED FILES AND RECORDS MAINTAINED FOR THE FOLLOWING?			
1. NOTICE OF TRAINING REQUIREMENTS (NTR) 2. TASK ASSIGNMENTS 3. MINUTES OF MEETINGS 4. DATA GENERATED IN RESPONSE TO NTR & TASK ASSIGNMENTS 5. TRAINING SCHEDULES 6. STUDENT CRITIQUES 7. CORRESPONDENCE 8. INSTRUCTOR CERTIFICATIONS 9. EMPLOYEE COUSELING, AND PERFORMANCE APPRAISALS/REVIEWS 10. EMPLOYEE EEO & SEXUAL HARASSMENT AND ACCURACY IN LABOR HOURS REPORTING BREFINGS--ATTENDEES & DATES			

GENERAL COMMENTS:

INSTRUCTIONAL IMPROVEMENT & ASSESSMENT MEASURES			
1. ARE THESE ACCOMPLISHED, IF NOT, EXPLAIN: a. "NO HOLDS BARRED" MEETINGS WITH EACH GRADUATING CLASS b. REGULAR "HOW GOES IT" MEETINGS WITH THE INSTRUCTOR STAFF, FTLO, OPERATIONAL/SUPPORT MANAGERS, OPERATIONAL SUPS OR CONTROLLERS, TO DISCUSS FACILITY TRAINING			

PART III: RECORDS MAINTENANCE / ADMINISTRATION

ITEM	CK'D Y/N	INI	COMMENTS
c. DO YOU HAVE AN ESTABLISHED PROGRAM THAT ALLOWS A STUDENTS' OJT INSTRUCTOR TO PARTICIPATE IN FINAL DSR FAM PROBLEMS			
2. ARE FOLLOW-UP MEETINGS BETWEEN THE STUDENTS'OJT INSTRUCTOR AND THE STUDENTS' STAGE INSTRUCTOR CONDUCTED? IF NOT, DESCRIBE THE ALTERNATIVE ACTION			
3. ARE ALL MEETINGS, CONCERNING CONTRACT SUBJECTS DOCUMENTED?			

GENERAL COMMENTS:

PART IV: LABORATORY

ITEM	CK'D Y/N	INI	COMMENTS
DSR AND NON-RADAR LAB EVALUATION (PROVIDE DISCUSSIONI, WHERE APPROPRIATE)			
1. ARE INSTRUCTOR GUIDES AVAILABLE 2. IS INSTRUCTOR GUIDE USED IN DISCUSSION WITH THE STUDENT PRIOR TO PROBLEM 3. ARE DSR MAPS DATED & CURRENT 4. INSTRUCTORS EVALUATING STUDENTS RATHER THAN INSTRUCTING 5. RE STUDANTS CORRECTED IN A CONSTRUCTIVE MANNER 6. WERE POSITION RELIEF BRIEFINGS CONDUCTED 7. IS CONFLICT ALERT TURNED OFF FOR ALL EVEN NUMBERED & CRITERION PROBLEMS 8. DO YOU REGULARLY VISIT AND CONDUCT SELF-EVALUATION OF DSR LAB TRAINING-HOW OFTEN 9. DO YOU, THE CSS, PROVIDE THIS STAGE OF TRAINING; WHAT OTHER STAGES ARE YOU CERTIFIED TO INSTRUCT 10. DO YOU, TOGETHER WITH INSTRUC-TORS, ROUTINELY DISCUSS AND ADOPT METHODS OF IMPROVING LAB TRAINING 12. _____			

GENERAL COMMENTS:

APPENDIX B

CSS

SELF-EVALUATION

FOR

TERMINAL FACILITIES

CSS TERMINAL INTERNAL SELF-EVALUATION

PART I. APPROACH CONTROL—TECHNICAL OPERATIONS

(SOME APPROACH CONTROL MANAGERS MAY DECIDE TO TEACH STAGE VII WITH RADAR FAILURE TRAINING RATHER THAN STAGE VI)

STAGE VI — NONRADAR — COURSE 55065

STAGE VII — RADAR CONTROL — COURSE 55065

PART II. PERSONNEL

PART III. RECORDS MAINTENANCE/ADMINISTRATION

PART IV. LABORATORY

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
A. STAGE VI—MATERIALS			
1. LESSON PLANS (ALL) <ul style="list-style-type: none"> a. CURRENT b. FAA APPROVED 			
2. MAPS <ul style="list-style-type: none"> a. FACILITY MAP CURRENT b. SECTOR/POSITION MASTER MAPS CURRENT c. ASSIGNED POINT VALUES CURRENT d. INSTRUMENT FLIGHT PROCEDURES AND SEPARATION STANDARDS <ul style="list-style-type: none"> ■ DEPARTURE/ARRIVAL ROUTES ■ APPROACH PROCEDURES ■ HOLDING 			
3. CBI <ul style="list-style-type: none"> a. FAA LESSONS/DATA CURRENT b. LOCAL MODULES/CURRENT-FAA APPROVED 			
4. STUDENT HANDOUTS (IF USED) <ul style="list-style-type: none"> a. CURRENT b. FAA APPROVED 			
B. STAGE VI—ADMINISTRATION			
1. STUDY GUIDE <ul style="list-style-type: none"> a. CURRENT b. INCOMPLETE/STATUS c. FAA APPROVED d. SATELLITE AIRPORTS 			

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
2. ARE CBI SCORES RECORDED FOR ALL APPROPRIATE ITEMS			
3. PRACTICAL APPLICATION			
4. ATC OPERATIONS DOCUMENTATION CURRENT a. LETTERS OF AGREEMENT (LOA) b. ORDERS (FACILITY/NATIONAL) c. MILITARY OPS, IF APPLIED d. POSITION/FACILITY SOP e. INTERNAL/EXTERNAL FREQUENCIES			
5. PHRASEOLOGY/STRIP MARKING EXERCISES/DATA a. CURRENT b. ARE TEST RESULTS RECORDED			
6. COMMUNICATIONS SYSTEM EXERCISES/DATA a. CURRENT b. ARE TEST RESULTS RECORDED c. FAILURE MODES TAUGHT			
7. COMPUTER EQUIPMENT EXERCISES/DATA a. CURRENT b. ARE TEST RESULTS RECORDED			

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
8. SECTOR/POSITION EQUIPMENT EXERCISES/DATA			
9. ANY 3120.4 REQUIRED SUBJECTS THAT ARE NOT TAUGHT IF "YES", LIST SUBJECT/S AND REASON FOR NON-COMPLIANCE			
C. STAGE VI—EVALUATION			
1. FACILITY MAP - ARE DRAWING REQUIREMENTS IN COMPLIANCE WITH LOCAL REQUIREMENTS,IF ANY			
2. SECTOR/POSITION MAP - MAP DRAWING REQUIREMENTS IN COMPLIANCE WITH LOCAL REQUIREMENTS			
3. NON-AUTOMATED FLIGHT DATA PROCESSING a. ARE EXAMS CURRENT b. ARE LOCAL SCENARIOS: ■ CURRENT ■ FAA APPROVED			
4. AUTOMATED FLIGHT DATA PROCESSING a. ARE EXAMS CURRENT b. ARE LOCAL SCENARIOS CURRENT ■ FAA APPROVED			

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
5. COMMUNICATIONS SYSTEM OPERATIONS			
c. ARE FAILURE MODES INCLUDED ■ FAA APPROVED			
6. COMPUTER EQUIPMENT OPERATIONS a. ARE EXAMS CURRENT b. ARE LOCAL SCENARIOS: ■ CURRENT ■ FAA APPROVED			
D. STAGE VI—OTHER ITEMS (UNIQUE FOR THE FACILITY)			
1. _____ 2. _____ 3. _____ 4. _____ 5. _____ 6. _____			

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
A. STAGE VII—MATERIALS			
1. LESSON PLANS (ALL) a. CURRENT b. FAA APPROVED			
2. STUDENT HANDOUTS a. CURRENT b. FAA APPROVED			
3. AREA OF SPECIALIZATION a. LOA'S CURRENT b. ALL PROCEDURES CURRENT c. ARRIVAL/DEPARTURE ROUTES (CURRENT) d. APPROACH PLATES CURRENT e. NOISE ABATEMENT PROCEDURES f. MVA CURRENT g. FREQUENCIES LISTS INTERNAL/ EXTERNAL h. INTERNAL/EXTERNAL BOUNDARIES i. TCA/RADAR SERVICE AREA VFR FLIGHT PROCEDURES j. RADAR FAILURE PROCEDURES DOCUMENTED/PROVIDED			

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
B. STAGE VII—ADMINISTRATION, RADAR CONTROL PROBLEMS			
1. VOLUME LEVEL CRITERIA a. IS THE HOURLY OPERATIONS RATE COMPUTED USING THE 3120.4 FORMULA? b. DATE PROBLEMS WERE REVIEWED FOR ACCURACY AND CURRENCY			
2. COMPLEXITY FACTORS – ARE THE MINIMUM 3120.4 COMPLEXITY FACTORS APPLIED TO EACH PROBLEM			
3. INSTRUCTIONAL AIDS – FOR EACH PROBLEM, a. IS THE PROBLEM FLIGHT PLAN LIST CURRENT AND ON FILE b. INSTRUCTOR KEY, REQUIRED ACTIVITIES TO OCCUR IN THE PROBLEM, CURRENT AND ON FILE c. RPO KEY (SCRIPT), LIST OF REQUIRED INPUTS AND REQUIRED INPUT TIME, CURRENT AND ON FILE d. SECTOR/POSITION MAPS POSTED			
4. INSTRUCTOR GUIDE—DOES EVERY PROBLEM HAVE AN INSTRUCTOR GUIDE?			

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
C. STAGE VII—EVALUATION			
<p>CRITERION PROBLEMS</p> <ol style="list-style-type: none"> 1. IS GRADE SYSTEM EXPLAINED 2. IS GRADE SHEET EXPLAINED 3. ARE LAB GUIDELINES EXPLAINED 4. HAS STUDENT BEEN EXPOSED TO SITUATIONS/ PROCEDURES THAT WILL BE EVALUATED <p>HAS THE FOLLOWING BEEN EXPLAINED (IF APPLICABLE)</p> <ol style="list-style-type: none"> 5. AREA MAPS, MEA's and MVA 6. FREQUENCY LIST 7. STATUS INFORMATION AREA (SIA) 8. SIGN ON/OFF PROCEDURES 9. PUBLISHED/NONPUBLISHED HOLDING 10. ADJACENT FACILITY COORDINATION REQUIREMENTS 11. SPECIAL MILITARY PROCEDURES 12. RADAR FAILURE TRANSITIONS 			
D. STAGE VII—OTHER ITEMS (MAY BE UNIQUE FOR THE FACILITY)			
<ol style="list-style-type: none"> 1. PERMANENT (CONTRACTOR) RPO CERTIFIED 2. WCG INSTRUCTOR CERTIFICATIONS CURRENT 3. WCG INSTRUCTORS BRIEFED ON SEXUAL HARASSMENT/EEO/ACCURACY IN WORK HOURS REPORTING 4. FAA NEW HIRES BRIEFED ON SEXUAL HARASSMENT POLICY 			

PART II: PERSONNEL

ITEM	CK'D Y/N	INI	COMMENTS
A. ARE THE FOLLOWING ITEMS CURRENT FOR EACH EMPLOYEE/INSTRUCTOR?			
1. PERIODIC PERFORMANCE EVALUATIONS a. CLASSROOM (Attachment 13) b. LABORATORY (Attachment 12) 2. PERFORMANCE REVIEWS (FAA FORM 3120-25) a. NON-RADAR b. RADAR ASSOCIATE c. RADAR 3. EMPLOYEE ANNUAL PERFORMANCE RATING (WCG FORM) 4. TRAINING RECORD ENTRIES			
B. VALIDATE EACH EMPLOYEE COMPANY RECORD FOR THE FOLLOWING, IF APPLICABLE:			
1. CURRENT RESUME ON FILE 2. ANNUAL BRIEFING CONCERNING: a. HARASSMENT AND DISCRIMINATION b. EEO AND ETHICS c. TIME AND ATTENDANCE REPORTING 3. BIT/FIT COMPLETION DATE 4. INITIAL INSTRUCTOR CERTIFICATION a. CLASSROOM b. LABORATORY 5. RPO CERTIFICATION 6. SECONDARY/BACKUP AREA/SECTOR CERTIFICATION 7. OTHER REQUIRED TRAINING NOT LISTED ABOVE _____			

PART III: RECORDS MAINTENANCE / ADMINISTRATION

ITEM	CK'D Y/N	INI	COMMENTS
A. TRAINING & PROFICIENCY RECORD(S) (3120-1) MAINTENANCE			
<p>1. REVIEW A RANDOM SELECTION OF TRAX/3120-1'S TO ENSURE ACCURACY</p> <p>a. EXTRANEIOUS MATERIAL REMOVED</p> <p>b. ENTRIES RECORDED CORRECTLY</p> <p>c. EMPLOYEE SIGNATURE WITHIN 90 DAYS</p> <p>d. WERE OPERATING INITIALS USED</p> <p>e. ARE INITIAL CERTIFICATIONS AND CERTIFYING OFFICIAL SIGNATURES ENTERED</p> <p>f. ARE CERTIFICATION SIGNATURES ENTERED BY EITHER STAFF OR SUPERVISOR</p> <p>g. ARE CORRECTIONS ENTERED PROPERLY, OLD ENTRIES NOT OBLITERATED, AND NEW ENTRIES INITIALED</p> <p>h. IS AN EFFECTIVE EMPLOYEE/ SUPERVISOR NOTIFICATION PROCESS IN PLACE TO ENSURE TIMELY TRAINING ACKNOWLEDGEMENT</p> <p>i. (OTHERS)</p> <p>_____</p> <p>_____</p> <p>_____</p>			

PART III: RECORDS MAINTENANCE / ADMINISTRATION

ITEM	CK'D Y/N	INI	COMMENTS
B. RECORDS SECURITY			
1. IS SECURITY PROVIDED FOR THE FOLLOWING a. TEST MATERIAL b. CBI TEST MATERIALS c. CONTROL PROBLEMS d. FAMILIARIZATION TRIP RECORDS e. WCG EMPLOYEE RECORDS			
C. ARE COMPLETE RECORDS MAINTAINED FOR THE FOLLOWING?			
1. NOTICE OF TRAINING REQUIREMENTS (NTR) 2. TASK ASSIGNMENTS 3. MINUTES OF MEETINGS 4. DATA GENERATED IN RESPONSE TO NTR AND TASK ASSIGNMENTS 5. TRAINING SCHEDULES 6. STUDENT CRITIQUES 7. CORRESPONDENCE 8. INSTRUCTOR CERTIFICATIONS; ANNUAL PERFORMANCE REVIEW & SEMI-ANNUAL REVIEW 9. WCG EMPLOYEE BRIEFING ON EEO, SEXUAL HARASSMENT AND LABOR HOURS REPORTING INTEGRITY (DATE) 10. WCG EMPLOYEE COUNSELING			

GENERAL COMMENTS:

PART III: RECORDS MAINTENANCE / ADMINISTRATION

ITEM	CK'D Y/N	INI	COMMENTS
COMPANY POLICY & PROCEDURES COMPLIANCE			
<p>1. ARE THE FOLLOWING BEING DONE AT YOUR FACILITY IF NOT, EXPLAIN:</p> <p>a. "NO HOLDS BARRED" INTERVIEWS WITH EACH GRADUATING CLASS</p> <p>b. REGULAR "HOW GOES IT" MEETINGS WITH THE INSTRUCTOR STAFF, AMT, AREA MANAGERS AREA SUPS OR CONTROLLERS, TO DISCUSS FACILITY TRAINING</p> <p>c. DO YOU HAVE AN ESTABLISHED PROGRAM THAT ALLOWS A STUDENTS' OJT INSTRUCTOR TO PARTICIPATE IN FINAL SIMULATION FAM PROBLEMS</p> <p>d. ARE NEW ENTRY FAA STUDENTS BRIEFED ON DOT/FAA SEXUAL HARASSMENT POLICIES</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>			
<p>2. ARE FOLLOW-UP MEETINGS BETWEEN THE STUDENTS'OJT INSTRUCTOR AND THE STUDENTS' STAGE INSTRUCTOR CONDUCTED?</p> <p>IF NOT, DESCRIBE THE ALTERNATIVE ACTION</p>			
<p>3. ARE ALL MEETINGS, CONCERNING CONTRACT SUBJECTS DOCUMENTED?</p>			

GENERAL COMMENTS:

PART IV: LABORATORY

ITEM	CK'D Y/N	INI	COMMENTS
CSS SIMULATION LAB EVALUATION			
1. ARE INSTRUCTOR GUIDES AVAILABLE 2. IS INSTRUCTOR GUIDE USED IN DISCUSSION WITH THE STUDENT PRIOR TO THE PROBLEM 3. ARE MAPS CURRENT 4. ARE MAPS DATED 5. WERE STUDENTS INSTRUCTED RATHER THAN EVALUATED 6. WERE CORRECTIONS MADE IN A CONSTRUCTIVE MANNER 7. WERE POSITION RELIEF BRIEFINGS CONDUCTED 8. IF CAPABLE, IS CONFLICT ALERT TURNED OFF FOR ALL EVEN NUMBERED AND CRITERION PROBLEMS 9. DOES THE CSS REGULARLY VISIT AND CONDUCT SELF-EVALUATION OF SARTS LAB TRAINING 10. _____ 11. _____ 12. _____			

GENERAL COMMENTS:

APPENDIX C
CSS
SELF-EVALUATION
FOR
SATELLITE TERMINAL FACILITIES

CSS SATELLITE TERMINAL INTERNAL SELF-EVALUATION CONTENTS

PART I. NON-APPROACH CONTROL TECHNICAL OPERATIONS

STAGE II — FLIGHT DATA POSITION (COURSE 55060)

STAGE III — CLEARANCE DELIVERY POSITION (COURSE 55061)

STAGE IV — GROUND CONTROL POSITION (COURSE 55062)

STAGE V — LOCAL CONTROL-CAB COORDINATOR POSITION

PART II. PERSONNEL

PART III. RECORDS MAINTENANCE/ADMINISTRATION

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
A. STAGE II—MATERIALS			
1. LESSON PLANS (ALL) a. CURRENT b. FAA APPROVED c. LAWRS STUDY GUIDE (IF APPLICABLE)			
2. MAPS/FORMS a. VISIBILITY MAP CURRENT b. CLEARANCE FORMAT/IFR COORDINATION c. FLIGHT STRIP PREPARATION/ MARKING d.. VFR CHECK POINTS e. ACCIDENT/INCIDENT NOTIFICATIONS LISTING f. ATIS FORMAT/DELIVERY g. NFRINGING/OTHER AIRPORT COORDINATION			
3. CBI (IF AVAILABLE) a. FAA LESSONS/DATA CURRENT b. ANY LOCALLY DEVELOPED/SUBJECT MATTER c. SCORES ENTERED/ACKNOWLEDGED			
4. STUDENT HANDOUTS (IF USED) a. CURRENT b. FAA APPROVED			

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
B. STAGE II—ADMINISTRATION			
1. STUDY GUIDE a. CURRENT b. INCOMPLETE/STATUS c. FAA APPROVED			
2. ARE CBI SCORES RECORDED FOR ALL APPROPRIATE ITEMS a. TRAINING RECORD ENTRIES ACKNOWLEDGED BY SIGNATURE WITHIN 90 DAYS			
3. PRACTICAL APPLICATION a. IS A CAB POSITION USED FOR DEMO/ PRACTICE b. WEATHER RECEIPT/DELIVERY			
4. ATC OPERATIONS DOCUMENTATION CURRENT a. LETTERS OF AGREEMENT (LOA) b. ORDERS (FACILITY/NATIONAL) c. MILITARY OPS, IF APPLIED d. POSITION/FACILITY SOP e. TERRESTRIAL COMMUNICATIONS DESCRIPTION CURRENT f. TELEPHONE CALL UP LIST			
5. PHRASEOLOGY/STRIP MARKING EXERCISES/DATA a. CURRENT b. ARE TEST RESULTS RECORDED			

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
6. COMMUNICATIONS SYSTEM EXERCISES/ DATA			
7. COMPUTER EQUIPMENT EXERCISES/ DATA a. CURRENT b. ARE TEST RESULTS RECORDED			
8. WCG INSTRUCTOR a. CERTIFICATION CURRENT AND RECORDED b. WCG ANNUAL PERFORMANCE APPRAISAL CURRENT/SEMI ANNUAL PERFORMANCE REVIEW CURRENT c. DATE OF LAST BRIEFING ON SEXUAL HARASSMENT/EEO/ TIME AND ATTENDANCE ACCURACY IN REPORDING FOR WCG STAFF			
9. ANY 3120.4 REQUIRED SUBJECTS THAT CAN <u>NOT</u> BE TAUGHT IF "YES", LIST SUBJECT/S AND REASON FOR NON-COMPLIANCE			
C. STAGE II—EVALUATION			
1. LAWRS OR VISIBILITY TESTING a. RW/RVR TRANSLATION/APPLICATION			

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
2. FLIGHT DATA PROCESSING, COORDINATION/AMENDMENTS/CLEARANCE DELIVERY			
3. FINAL TESTING PROCESSING a. EXAMS b. LOCAL SCENARIOS: ■ CURRENT ■ FAA APPROVED			
4. AUTOMATED FLIGHT DATA PROCESSING a. ARE EXAMS CURRENT b. ARE LOCAL SCENARIOS CURRENT ■ FAA APPROVED			
5. COMMUNICATIONS SYSTEM OPERATIONS a. ARE EXAMS CURRENT b. ARE LOCAL SCENARIOS CURRENT c. ARE FAILURE MODES INCLUDED ■ FAA APPROVED			
D. STAGE VI—OTHER ITEMS (UNIQUE FOR THE FACILITY)			
1. _____ 2. _____ 3. _____ 4. _____ 5. _____ 6. _____			

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
A. STAGE III—MATERIALS			
1. LESSON PLANS a. CURRENT b. FAA APPROVED			
2. STUDENT HANDOUTS (IF USED) a. CURRENT b. FAA APPROVED			
3. APPLICATION OF PROCEDURES SPECIALIZATION a. LOA'S CURRENT b. ALL PROCEDURES CURRENT c. ARRIVAL/DEPARTURE ROUTES (CURRENT) d. APPROACH PLATES CURRENT e. NOISE ABATEMENT PROCEDURES f. MVA CURRENT g. FREQUENCIES LISTS INTERNAL/ EXTERNAL h. INTERNAL/EXTERNAL BOUNDARIES i. TCA/RADAR SERVICE AREA VFR FLIGHT PROCEDURES j. STORED/COMMON LOCAL ROUTES			

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
B. STAGE III—ADMINISTRATION AND APPLICATION			
1. DELIVERY RATE a. READBACK/CORRECTIONS b. PROCESSING CHANGE REQUESTS c. AIRCRAFT RECOGNITION			
2. COORDINATION			
3. INSTRUCTIONAL AIDS			
4. STORED FLIGHT PLAN LISTS			
5. LOCAL TRAINING			
6. SPECIAL VFR PROCESSING			
7. CLIMB-TO-ON-TOP REQUESTS			
8. LOCAL UNIQUE REQUIREMENTS			
C. STAGE III—EVALUATION			
1. WEATHER MINIMA REQUIREMENTS 2. COORDINATE SPECIAL OPERATIONS 3. DEMONSTRATES FULL POSITION REQUIREMENTS KNOWLEDGE AND SKILLS			

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
A. STAGE IV—GROUND CONTROL POSITION MATERIALS			
1. AIRPORT LAYOUT DIAGRAM 2. ILS CRITICAL AREA LOCATION 3. EMERGENCY ALERTING 4. NOTIFICATION LISTS 5. STUDY GUIDE-CURRENT			
B. STAGE IV—ADMINISTRATION AND EVALUATION			
1. AIRPORT MOVEMENT AREAS MAPPED AND IDENTIFIED 2. LOCAL OPERATOR AIRCRAFT LISTS AVAILABLE 3. AIRCRAFT RECOGNITION MATERIAL CURRENT 4. TRAINING RECORD ENTRIES 5. AIRCRAFT PARKING ARRANGEMENTS DEFINED 6. GATE MANAGEMENT POLICY DEFINED			

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
A. STAGE V—LOCAL CONTROL/CAB COORDINATOR POSITION-MATERIALS			
1. LOCAL GEOGRAPHY, MAP WITH VFR CHECK POINTS 2. BRITE/DBRITE GUIDE, ACADEMY TEST 3. RADAR SERVICE AREA GUIDE 4. APPROACH/RUNWAY/TAXIWAY LIGHTING SYSTEMS AND APPLICATION DESCRIPTION AVAILABLE 5. ACCIDENT/INCIDENT REPORTING GUIDES/LISTING DATE: _____ 6. GATE CONTROL PROCEDUES 7. ORDERS/NOTICES/LOCAL PROCEDURES/SOP GUIDE 8. LOA/MILITARY SPECIAL OPS/POLICE/ROTARY-WING OPS 9. OTHERS - IDENTIFY _____ _____ _____ _____			

PART II: PERSONNEL

ITEM	CK'D Y/N	INI	COMMENTS
A. ARE THE FOLLOWING ITEMS CURRENT FOR EACH EMPLOYEE/INSTRUCTOR?			
1. PERIODIC PERFORMANCE EVALUATIONS a. CLASSROOM (Attachment 13) b. LABORATORY (Attachment 12) 2. PERFORMANCE REVIEWS (FAA FORM 3120-25) a. NON-RADAR b. RADAR ASSOCIATE c. RADAR 3. EMPLOYEE ANNUAL PERFORMANCE RATING (WCG FORM) 4. TRAINING RECORD ENTRIES			
B. VALIDATE EACH EMPLOYEE COMPANY RECORD FOR THE FOLLOWING, IF APPLICABLE:			
1. CURRENT RESUME ON FILE 2. ANNUAL BRIEFING CONCERNING: a. HARASSMENT AND DISCRIMINATION b. EEO AND ETHICS c. TIME AND ATTENDANCE REPORTING 3. BIT/FIT COMPLETION DATE 4. INITIAL INSTRUCTOR CERTIFICATION a. CLASSROOM b. LABORATORY 5. RPO CERTIFICATION 6. SECONDARY/BACKUP AREA/SECTOR CERTIFICATION 7. OTHER REQUIRED TRAINING NOT LISTED ABOVE _____			

PART III: RECORDS MAINTENANCE / ADMINISTRATION

ITEM	CK'D Y/N	INI	COMMENTS
A. TRAINING & PROFICIENCY RECORD(S) (3120-1) MAINTENANCE IF A WCG TASK			
1. REVIEW A RANDOM SELECTION OF TRAX/3120-1'S TO ENSURE ACCURACY a. EXTRANEIOUS MATERIAL REMOVED b. ENTRIES RECORDED CORRECTLY c. EMPLOYEE SIGNATURE WITHIN 90 DAYS d. ARE INITIAL CERTIFICATIONS AND CERTIFYING OFFICIAL SIGNATURES ENTERED e. ARE CERTIFICATION SIGNATURES ENTERED BY EITHER STAFF OR SUPERVISOR f. ARE CORRECTIONS ENTERED PROPERLY, OLD ENTRIES NOT OBLITERATED, AND NEW ENTRIES INITIALED (OTHER ITEMS AS APPROPRIATE) g. _____ h. _____ i. _____			
B. RECORDS SECURITY			
1. IS SECURITY PROVIDED FOR THE FOLLOWING a. TEST MATERIAL b. CBI TEST MATERIALS c. CONTROL PROBLEMS d. FAMILIARIZATION TRIP RECORDS e. WCG EMPLOYEE RECORDS			

PART III: RECORDS MAINTENANCE / ADMINISTRATION

ITEM	CK'D Y/N	INI	COMMENTS
C. ARE COMPLETE RECORDS MAINTAINED FOR THE FOLLOWING			
1. NOTICE OF TRAINING REQUIREMENTS (NTR) 2. TASK ASSIGNMENTS 3. MINUTES OF MEETINGS 4. DATA GENERATED IN RESPONSE TO NTR AND TASK ASSIGNMENTS 5. TRAINING SCHEDULES 6. STUDENT CRITIQUES 7. CORRESPONDENCE 8. INSTRUCTOR CERTIFICATIONS 9. DATE OF MOST RECENT WCG EMPLOYEE BRIEFING ON EEO, SEXUAL HARASSMENT AND LABOR HOURS REPORTING INTEGRITY 10. _____			

GENERAL COMMENTS:

PART III: RECORDS MAINTENANCE / ADMINISTRATION

ITEM	CK'D Y/N	INI	COMMENTS
COMPANY POLICY & PROCEDURES COMPLIANCE			
1. ARE THE FOLLOWING BEING DONE AT YOUR FACILITY IF NOT, EXPLAIN: a. "NO HOLDS BARRED" INTERVIEWS WITH EACH GRADUATING CLASS b. REGULAR "HOW GOES IT" MEETINGS WITH THE INSTRUCTOR STAFF, AMT, AREA MANAGERS AREA SUPS OR CONTROLLERS, TO DISCUSS FACILITY TRAINING c. DO YOU HAVE AN ESTABLISHED PROGRAM THAT ALLOWS A STUDENTS' OJT INSTRUCTOR TO PARTICIPATE IN FINAL SIMULATION FAM PROBLEMS d. ARE NEW ENTRY FAA STUDENTS BRIEFED ON DOT/FAA SEXUAL HARASSMENT POLICIES _____ _____ _____ _____			
2. ARE FOLLOW-UP MEETINGS BETWEEN THE STUDENTS'OJT INSTRUCTOR AND THE STUDENTS' STAGE INSTRUCTOR CONDUCTED? IF NOT, DESCRIBE THE ALTERNATIVE ACTION			
3. ARE ALL MEETINGS, CONCERNING CONTRACT SUBJECTS DOCUMENTED?			

GENERAL COMMENTS:

PART III: RECORDS MAINTENANCE / ADMINISTRATION

ITEM	CK'D Y/N	INI	COMMENTS
CSS EVALUATION			
1. ARE INSTRUCTOR GUIDES AVAILABLE 2. IS INSTRUCTOR GUIDE USED IN DISCUSSION WITH THE STUDENT 3. ARE MAPS CURRENT 4. ARE MAPS DATED 5. DOES THE CSS REGULARLY VISIT AND CONDUCT SELF-EVALUATION OF TRAINING & RESULTS 6. ARE INSTRUCTOR(S) REGULARLY BRIEFED ON COMPANY LABOR HOURS REPORTING REQUIREMENTS AND RESPONSIBILITIES 7. DOES CSS PERIODICALLY VALIDATE HOURS REPORTED 8. _____			

GENERAL COMMENTS:

APPENDIX D

MONTHLY ACTIVITY REPORT

Monthly Activity Report										
Site Name and FAA Identifier		Report Month/Year			Allocation Period			CSS Name and Signature		FTLO Name and Signature
LABOR HOURS										
NTR Number for this Report Period	NTR	AA	AA	AA	AA	AA	AA	AA	AA	
Labor Hours Used During this Report Period	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Forecast Labor Hours Required for Next Report Period	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Labor Hours Allocated by NTR for Next Report Period	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Labor Hours Allocated for the Current Allocation Period	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Labor Hours Used plus plus Needed for the Current Allocation Period	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
Anticipated Labor Hour Shortfall or Surplus for Current Allocation Period	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
DEVELOPMENTAL TRAINING										
TOTAL Number of Developmentals in Training at the Start of FY	0	0	0	0	0	0	0	0	0	
Developmental Completions from Start of FY thru this Report Period	0	0	0	0	0	0	0	0	0	
Developmental Withdrawals from Start of FY thru this Report Period	0	0	0	0	0	0	0	0	0	
New Developmental Inputs from Start of FY thru this Report Period	0	0	0	0	0	0	0	0	0	
Developmental Training Failures from Start of FY thru this Report Period	0	0	0	0	0	0	0	0	0	
Training Stage I	0	0	0	0	0	0	0	0	0	
Training Stage II	0	0	0	0	0	0	0	0	0	
Training Stage III	0	0	0	0	0	0	0	0	0	
Training Stage IV	0	0	0	0	0	0	0	0	0	
Training Stage V	0	0	0	0	0	0	0	0	0	
Training Stage VI	0	0	0	0	0	0	0	0	0	
Training Stage VII	0	0	0	0	0	0	0	0	0	
TOTAL Developmentals in Training at the End of this Report Period	0	0	0	0	0	0	0	0	0	
Developmental Completions This Report Period	0	0	0	0	0	0	0	0	0	
Developmental Withdrawals This Report Period	0	0	0	0	0	0	0	0	0	
New Developmental Inputs This Report Period	0	0	0	0	0	0	0	0	0	
Developmental Training Failures This Report Period	0	0	0	0	0	0	0	0	0	
TOTAL Developmentals Onboard at End of Report Period	0	0	0	0	0	0	0	0	0	
TOTAL Developmentals Onboard at End of Report Period	0	0	0	0	0	0	0	0	0	
PROFICIENCY TRAINING										
Course or Event Completed This Report Period	Skill Enhancement Remedial	Operation Raincheck								
Number of Participants										
Course or Event Completed This Report Period										
Number of Participants										
CBI TRAINING										
Identify, by Name, any CBI Modules Delivered During this Report Period										
Number of CBI Lessons Delivered During this Report Period										
GENERAL										
Identify ANY Task or Assignment that Could Not be Accomplished and List Reasons for Non-Accomplishment										
Identify any Resource, Personnel or Other Problem Encountered and Current Status, Including those with FAA or Any WCC Office.										
Note Any Significant Local Accomplishments for this Report Period. Attach any Supporting Material.										
Comments and Recommendations for Contract Director										

APPENDIX E

CSS SELF-EVALUATION FOR ATCSCC

CSS ATCSCC INTERNAL SELF-EVALUATION CONTENTS

PART I. TECHNICAL OPERATIONS

COURSE 50113	NATIONAL TRAFFIC
MANAGEMENT	
COURSE 50114	CENTRAL ALTITUDE
RESERVATION	
FUNCTION	
COURSE 55116	FACILITY TRAFFIC
MANAGEMENT	

PART II. PERSONNEL

PART III. RECORDS MAINTENANCE/ADMINISTRATION

PART IV. LABORATORY

PART I: TECHNICAL OPERATIONS

ITEM	CK'D Y/N	INI	COMMENTS
A. COURSE XXXXX—MATERIALS			
1. LESSON PLANS a. CURRENT b. FAA APPROVED			
2. MAPS a. FACILITY MAP CURRENT b. SECTOR/POSITION MAPS CURRENT c. ASSIGNED POINT VALUES CURRENT			
3. CBI a. FAA LESSONS CURRENT b. LOCAL LESSONS CURRENT FAA APPROVED			
4. STUDENT HANDOUTS a. CURRENT b. FAA APPROVED			

B. COURSE XXXXX—ADMINISTRATION			
2. TRAFFIC MANAGEMENT WORKSTATION			
3. COMPUTER SYSTEM OPERATIONS			
4. COMMUNICATION SYSTEMS			

<p>C. COURSE XXXXX—EVALUATION</p>			
<p>1. FACILITY MAP a. ARE DRAWING REQUIREMENTS IN COMPLIANCE WITH LOCAL REQUIREMENTS. b. ARE TEST SCORES RECORDED</p>			
<p>2. SECTOR/POSITION MAP a. ARE DRAWING REQUIREMENTS IN COMPLIANCE WITH LOCAL REQUIREMENTS. b. ARE TEST SCORES RECORDED</p>			
<p>3. TRAFFIC MANAGEMENT WORKSTATION a. ARE EXAMS CURRENT</p>			

D. COURSE XXXXX—OTHER ITEMS UNIQUE TO THE FACILITY			
1. _____			
2. _____			
3. _____			
4. _____			
5. _____			
6. _____			

PART II: PERSONNEL

ITEM	CK'D Y/N	INI	COMMENTS
A. ARE THE FOLLOWING ITEMS CURRENT FOR EACH EMPLOYEE/INSTRUCTOR?			
1. PERIODIC PERFORMANCE EVALUATIONS a. CLASSROOM (Attachment 13) b. LABORATORY (Attachment 12) 2. PERFORMANCE REVIEWS (FAA FORM 3120-25) a. NON-RADAR b. RADAR ASSOCIATE c. RADAR 3. EMPLOYEE ANNUAL PERFORMANCE RATING (WCG FORM) 4. TRAINING RECORD ENTRIES			
B. VALIDATE EACH EMPLOYEE COMPANY RECORD FOR THE FOLLOWING, IF APPLICABLE:			
1. CURRENT RESUME ON FILE 2. ANNUAL BRIEFING CONCERNING: a. HARASSMENT AND DISCRIMINATION b. EEO AND ETHICS c. TIME AND ATTENDANCE REPORTING 3. BIT/FIT COMPLETION DATE 4. INITIAL INSTRUCTOR CERTIFICATION a. CLASSROOM b. LABORATORY 5. RPO CERTIFICATION 6. SECONDARY/BACKUP AREA/SECTOR CERTIFICATION 7. OTHER REQUIRED TRAINING NOT LISTED ABOVE _____			

PART III: RECORDS MAINTENANCE / ADMINISTRATION

ITEM	CK'D Y/N	INI	COMMENTS
A. FAA EMPLOYEE TRAINING & PROFICIENCY RECORD(S) (TRAX/3120-1)			
1. RANDOM REVIEW OF TRAX/3120-1 RECORDS TO ENSURE ACCURACY a. EXTRANEIOUS MATERIAL b. ENTRIES RECORDED CORRECTLY SIGNED FOR WITHIN 90 DAYS c. ARE CERTIFICATIONS @ CERTIFYING OFFICIAL SIGNATURES ENTERED d. ARE CERTIFICATION SIGNATURES ENTERED BY EITHER STAFF OR SUPERVISOR FOR TRAINING e. ARE CORRECTIONS ENTERED PROPERLY f. ARE SUPERVISOR NOTIFICATION PROCEDURES FOR TIMELY SIGNING ENTRIES IN PLACE & WORKING SATISFACTORILY g. (OTHER ITEMS AS APPROPRIATE) _____ _____ _____ _____			
B. RECORDS SECURITY			
1. IS SECURITY PROVIDED FOR THE FOLLOWING a. TESTS b. CBI TESTS c. CONTROL PROBLEMS d. FAMILIARIZATION TRIP RECORDS e. WCG EMPLOYEE RECORDS AND OTHER			

PART III: RECORDS MAINTENANCE / ADMINISTRATION

ITEM	CK'D Y/N	INI	COMMENTS
COMPANY CONFIDENTIAL MATERIAL			
C. ARE COMPLETED FILES AND RECORDS MAINTAINED FOR THE FOLLOWING?			
1. NOTICE OF TRAINING REQUIREMENTS (NTR) 2. TASK ASSIGNMENTS 3. MINUTES OF MEETINGS 4. DATA GENERATED IN RESPONSE TO NTR & TASK ASSIGNMENTS 5. TRAINING SCHEDULES 6. STUDENT CRITIQUES 7. CORRESPONDENCE 8. INSTRUCTOR CERTIFICATIONS 9. EMPLOYEE COUSELING, PERFORMANCE APPRAISALS/REVIEWS 10. EMPLOYEE EEO & SEXUAL HARASSMENT AND ACCURACY IN LABOR HOURS REPORTING BREFINGS--ATTENDEES & DATES			

D. INSTRUCTIONAL IMPROVEMENT & ASSESSMENT MEASURES			
1. ARE THESE ACCOMPLISHED, IF NOT, EXPLAIN: a. "NO HOLDS BARRED" MEETINGS WITH EACH GRADUATING CLASS b. REGULAR "HOW GOES IT" MEETINGS WITH THE INSTRUCTOR STAFF, FTLO, OPERATIONAL/SUPPORT MANAGERS, OPERATIONAL SUPS OR CONTROLLERS, TO DISCUSS FACILITY TRAINING			
c. DO YOU HAVE AN ESTABLISHED PROGRAM THAT ALLOWS A STUDENTS' OJT INSTRUCTOR TO PARTICIPATE IN FINAL FAM PROBLEMS			

PART III: RECORDS MAINTENANCE / ADMINISTRATION

ITEM	CK'D Y/N	INI	COMMENTS
d. SINCE THE PRIOR "SELF-EVAL" HAVE ALL EMPLOYEES RECEIVED A BRIEFING ON T & A INTEGRITY; EEO; AND SEXUAL HARASSMENT POLICY? IF NOT, EXPLAIN WHY AND WHEN THIS WILL OCCUR			
2. ARE FOLLOW-UP MEETINGS BETWEEN THE STUDENTS'OJT INSTRUCTOR AND THE STUDENTS' STAGE INSTRUCTOR CONDUCTED? IF NOT, DESCRIBE THE ALTERNATIVE ACTION			
3. ARE ALL MEETINGS, CONCERNING CONTRACT SUBJECTS DOCUMENTED?			

GENERAL COMMENTS:

PART IV: LABORATORY

ITEM	CK'D Y/N	INI	COMMENTS
SIMULATION LAB EVALUATION			
1. ARE INSTRUCTOR GUIDES AVAILABLE 2. IS THE INSTRUCTOR GUIDE USED IN DISCUSSION WITH THE STUDENT PRIOR TO PROBLEM 3. ARE MAPS DATED & CURRENT 4. ARE INSTRUCTORS EVALUATING STUDENTS RATHER THAN INSTRUCTING 5. ARE STUDENTS CORRECTED IN A CONSTRUCTIVE MANNER 6. WERE POSITION RELIEF BRIEFINGS CONDUCTED 7. DO YOU REGULARLY VISIT AND CONDUCT SELF-EVALUATION OF LAB TRAINING? HOW OFTEN 8. DO YOU PROVIDE THIS STAGE OF LAB TRAINING; WHAT OTHER STAGES ARE YOU CERTIFIED TO INSTRUCT			

PART IV: LABORATORY

ITEM	CK'D Y/N	INI	COMMENTS
9. DO YOU, TOGETHER WITH INSTRUCTORS, ROUTINELY DISCUSS AND ADOPT METHODS OF IMPROVING LAB TRAINING			

SUBCONTRACTING PLAN/TEAMING PLAN

Introduction

The proposed team is comprised of extremely well-qualified, competent companies who are committed to working together in an integrated, “seamless” environment to support the Federal Aviation Administration (FAA) in providing Air Traffic Instructional Services.

The point of contact for contract and subcontract matters is Kristen J. Shepherd, who will ensure that open communications are maintained between the FAA and The Washington Consulting Group, Incorporated (WCG/Company) and between the Company and the subcontractors at all time. This integrated, “seamless” environment is created to allow the FAA to communicate with the Prime Contractor only and not with each individual subcontractor.

D.1 Approach to Subcontract Management

Our Company has designed Ms. Shepherd, a respected staff colleague, with years of Federal and commercial contract work to become our subcontracting principal regarding business, not technical, matters between ourselves and all subcontractors. In this capacity, she will monitor our conformance to subcontracting business agreements as well as that of the subcontractors. She will inform our Contract Director regarding any matter requiring his intervention in managing the ATIS Program.

D.2 Subcontract Manager’s Duties and Responsibilities

Prior to contract award and immediately thereafter, there are a number of activities that must occur to ensure a smooth transition of responsibilities to the subcontractors. These activities include:

- Draft Subcontract Agreements; deliver to Subcontractors;
- Begin negotiations with Subcontractors;
- Participate in negotiations of Prime Contract with FAA; and
- Participate in Planning Meetings as scheduled.

After contract award, the Subcontract Manager will be responsible for completing negotiations with the teammates, issuing modifications to the Subcontract Agreements as necessary and submitting the Standard Forms 294 and 295 as required.

D.3 Selection of Subcontractors

The teammates proposed for the ATIS contract are all Small Businesses who are qualified under the SIC code 8299. In selecting its teammates, the Company went through an extensive screening process to identify companies who not only met the Small Business, Small Disadvantaged Business and Women-Owned Business criteria, but who

SUBCONTRACTING PLAN/TEAMING PLAN

also have the experience and qualifications to provide the same excellent service that the Company has been providing to the FAA for more than 16 years.

The Company reviewed the Small Business Administration "PRO-Net" database and talked with numerous companies before making a final selection of its teammates. The selection criteria included:

- Small Business status;
- FAA experience;
- Quality performance;
- Training Experience;
- Financial Stability;
- Experience as a subcontractor;
- Willingness to support any special program requirements; and
- Ability to equal or exceed employee benefits to ensure retention of employees.

During this screening process, the Company contacted the past performance references provided by each proposed teammate to obtain information about the quality of work being provided and verified the small business status for each company by obtaining completed Business Declaration Forms from each. These forms are included with each subcontractor's proposal.

Recognizing the importance of retaining highly-qualified Instructors, the Company placed heavy emphasis on the consistency of employee benefits within the team. The Company obtained signed commitments from each subcontractor selected that they will equal or exceed the employee benefits stipulated by the Company.

D.4 Identification of Subcontractors and Roles

Based on the results of its selection process, the Company negotiated and signed Teaming Agreements with the following companies:

Small Business Subcontractor (1)	Women-Owned Small Business Subcontractor (2)	Small Economically Disadvantaged Business Subcontractor (3)
Xyant Technology, Inc, 1108 Rambling Oaks Drive, Norman, OK 73072 President: Sreenivasan Rajappa	Quadratek, Inc. 8618 Westwood Center Drive, Suite 150 Vienna, VA 22182 President: Julie Thomas	Informatica of America, Inc. 707 White Horse Pike, Suite D3 Absecon, NJ 08201 President: Luis A. Camacho

Xyant Technology, Inc is proposed as the Small Business Subcontractor. was approved for participation in the SBA Section 8(a) Business Development Program in December 2001 and is currently operating under that program. Xyant Technology, Inc. is currently a subcontractor to Lockheed Martin Distribution Technologies working on programs within the FAA's Aeronautical Center in Oklahoma City where they have been recognized for their quality of work.

SUBCONTRACTING PLAN/TEAMING PLAN

Quadratek, Inc is proposed as the Small, Women-owned Business Subcontractor. The Company's application to the FAA to become a Mentor to Quadratek under the FAA Mentor-Protégé program has been approved. Quadratek, Inc. was approved for participation in the SBA Section 8(a) Business Development Program in October 1995 and is currently operating under that program. Quadratek, Inc. meets the qualifications of SIC code 8299

Quadratek, Inc. served as a subcontractor to Information and Systems Network (ISN) under the FAA "ANC Communications Technical Assistance Contract" (COMTAC) from 1993 through 1998, and was a subcontractor to Lockheed Martin from 1994 through 1999 on contracts for the FAA and the Department of the Army.

Informatica of America, Inc. is proposed as the Small, Economically Disadvantaged Business Subcontractor. Informatica of America, Inc. was approved for participation in the SBA Section 8(a) Business Development Program in January 1992 and is currently operating under that program. Informatica of America, Inc. meets the qualifications of SIC code 8299.

Informatica of America, Inc. is currently performing as the prime contractor for the FAA "Information Technology Support Services" (ITSS) project based at the William J. Hughes Technical Center. As a subcontractor to Federal Data Corporation, Informatica is the principal technical support for the Software Engineering Resource Center (SERC) for the FAA and is also providing engineering support services to the AOS and ACT organizations of the William J. Hughes Technical Center under the FAA's "Service Operations Support-4" (SOS-4) contract.

D.5 Management of Subcontractors and Distribution of Work

The management and direction of the subcontractors will be transparent to the FAA. All subcontractor positions will be Instructor positions. The Instructors will report to the Company CSS's who will schedule the Instructors' work effort and supervise their activities on site on a daily basis. However, the CSS's will work closely with, and coordinate any performance-related activities with, the representatives of each subcontractor company. The CSS's, using the required Instructor performance monitors, student critiques and inputs from the FTLO, will provide information for performance evaluations to the respective subcontracting company.

D.6 Response to AMS 3.6.1-4

In response to the specific goals and requirements identified in paragraphs H. 34 and L.16 of the SIR, the Company is including its formal response to AMS 3.6.1-4, Small, Small Disadvantaged and Women-Owned Small Business Concerns Subcontracting Plan on the following pages.

SUBCONTRACTING PLAN/TEAMING PLAN

THE COMPANY'S SMALL, SMALL DISADVANTAGED AND WOMEN OWNED SMALL BUSINESS SUBCONTRACTING PLAN

DATE: **November 15, 2002**

CONTRACTOR: **The Washington Consulting Group, Incorporated**

ADDRESS: **4915 Auburn Avenue, Suite 301, Bethesda, Maryland 20814**

RFP NUMBER: **DTFA01-00-R-00046**

CONTRACT NUMBER: **DTF02-01-D-12553**

TOTAL ESTIMATED CONTRACT VALUE (including priced options): **\$122,098,670.00**

PERIOD OF PERFORMANCE (including priced options): **January 30, 2001 to
September 30, 2005**

The following is hereby submitted as a Subcontracting Plan to satisfy the applicable requirements of FAAMS 3.6.1-3.

1. **PERCENTAGE GOALS:** The following are goals for the subcontracting to small, small disadvantaged and women-owned small business.

	Base Period	Option I	Option II	Option III	Option IV
Total Subcontracted	8.3	8.4	8.5	9.2	9.2
Total Small Business	2.9	2.8	2.8	3.2	3.2
Total Small Disadvantaged Business	2.9	2.9	3.1	3.1	3.2
Women-Owned Small Business	2.5	2.7	2.7	2.9	2.8

2. **DOLLAR GOALS:** The following are goals for the subcontracting to small, small disadvantaged and women-owned small business.

	Base Period	Option I	Option II	Option III	Option IV
Total Subcontracted	1,186,377	2,102,710	2,201,620	2,515,580	2,629,080
Total Small Business	412,488	708,220	729,300	884,200	910,600
Total Small Disadvantaged Business	413,824	733,530	791,560	852,380	916,080
Women-Owned Small Business	360,065	660,960	680,680	779,000	802,400

3. **DESCRIPTION / IDENTIFICATION:** The principal products and services that we anticipate to be subcontracted under this contract and the identification of the type of business concern we plan to utilize are as follows:

SUBCONTRACTING PLAN/TEAMING PLAN

Product and Services	SB	SEB	Women Owned SB	Large
XYANT TECHNOLOGIES, Inc. Instructors at Kansas City - ZKC	4			
INFORMATICA of America, Inc. Instructors at Jacksonville - ZJX		4		
QUADRATEK, Inc. Instructors at Seattle – ZSE			4	

4. **GOALS METHOD:** The following method was used in developing the subcontract goals (e.g., what source lists were used and what organizations were or will be contacted to obtain SB, SDB and Women-owned small business sources):

Minimum goals were specified in the SIR RFO. The Company reviewed the qualifications and experience of small, small disadvantaged and women-owned small businesses and their ability to meet the requirements of the Statement of Work in the geographically-dispersed locations throughout the country. Our distribution of the effort to the small businesses identified was based on the locations of their current business operations and their ability to manage the specific sites under this program.

5. **IDENTIFYING SOURCES:** The following method was used in identifying sources for subcontractors.

The Company is a participant in the FAA Mentor-Protégé program. We have applied for approval to be the Mentor for QUADRATEK. Our first priority in selecting qualified small businesses for this program was to consider our Protégé companies. Secondly, through many years of fostering the growth of small businesses on an informal basis, we have accumulated an extensive database of established, quality small businesses. In selecting Subcontractor (3), we reviewed our existing company source lists and relied on our knowledge of this company and its management. The Company also routinely utilizes the Small Business Administration PRO-Net database as well as the membership of area Minority Business Associations to identify potential teammates for specific requirements.

6. **INDIRECT COSTS:** The following is a statement of whether or not indirect costs have been included in establishing subcontracting goals.

No proportionate share of indirect costs are included in the subcontracting goals provided herein. All percentage and dollar goals in this Plan relate to direct costs only. However, in addition to the subcontracting efforts covered by this Plan, The Company routinely purchases items such as

SUBCONTRACTING PLAN/TEAMING PLAN

office supplies from small and small disadvantaged businesses and the costs related to these items are included when reporting the total amount of small business subcontracting on an annual basis.

7. **ADMINISTRATOR:** The following individual will administer the subcontracting program:

Name: **Kristen J. Shepherd**

Title: **Contract Administrator**

Address: **4915 Auburn Avenue, Suite 301**

City: **Bethesda, Maryland 20814** Telephone: **(301) 656-2330**

This individual's specific duties, as they relate to the firm's subcontracting program, are as follows: General overall responsibility for review, monitoring, and execution of the plan, including but not limited to:

- (a) Identifying small, small disadvantaged and women-owned small business sources from information provided by Government agencies (such as SBA) and other sources.
- (b) Assuring inclusion of Small Business, Small Disadvantaged Business and Women-Owned firms in all solicitations where applicable.
- (c) Attending or arranging for attendance of purchasing personnel at Business Opportunity Workshops, Minority Business Enterprise Seminars, Trade Fairs, etc.
- (d) Contracting or arranging for motivational training for purchasing personnel pursuant to the intent of FAAAMS 3.6.1-3.
- (e) Monitoring attainment of proposed goals.
- (f) Reviewing solicitations to delete statements, clauses, and other provisions which may tend to restrict Small Business, Small Disadvantaged Business and Women-Owned Small Business participation.
- (g) Maintaining a bidders' list of all potential subcontractors and suppliers doing business with The Company which identifies all Small Businesses, Small Disadvantaged Businesses and Women-Owned Small Businesses.
- (h) Ensuring periodic rotation of potential subcontractors on the bidders' list.
- (i) Ensuring the establishment and maintenance of records of solicitations and subcontract award activity.
- (j) Monitoring attainment of proposed goals.
- (k) Preparing and submitting periodic subcontracting reports.
- (l) Coordinating the conduct of ATIS subcontracting activities during the conduct of compliance reviews by the FAA and other Federal Agencies.

SUBCONTRACTING PLAN/TEAMING PLAN

(m) Coordinating the conduct of ATIS business activities involving Small Business, Small Disadvantaged Business and Women-Owned Small Business subcontracting program.

8. **EQUITABLE OPPORTUNITY:** The following actions to assure that Small, Small Disadvantaged and Women-Owned small business concerns will have an equitable opportunity to compete for subcontracts.

(a) Outreach efforts shall be established as follows:

- (i) Contacts will be made with at least (3) minority and small business trade associations.
- (ii) Contacts will be made with at least two (2) business development organizations.
- (iii) We will attend local small and minority business procurement conferences and trade fairs.

(b) The following internal efforts shall be conducted so as to guide and encourage buyers:

- (i) We will periodically conduct workshops, seminars, and training programs.
- (ii) Activities shall be monitored to evaluate compliance with this Subcontracting Plan.

(c) Small and disadvantaged business source lists, guides, and other relevant data identifying Small, Small Disadvantaged and Women-Owned business vendors shall be maintained and utilized by the buyers in soliciting subcontractors.

(d) We will assist Small, Small Disadvantaged and Women-Owned small business concerns by arranging solicitations, time for the preparation of bids, quantities, specifications, and delivery schedules so as to facilitate the participation by such concerns. Where the bidders' lists of potential Small, Small Disadvantaged and Women-owned Small business subcontractors are excessively long, reasonable effort shall be made to give all such concerns an opportunity to compete over a period of time.

(e) We will provide adequate and timely consideration of the capabilities of Small, Small Disadvantaged and Women-Owned small business concerns in all "make-or-buy" decisions.

(f) We will counsel and discuss subcontracting opportunities with representatives of Small, Small Disadvantaged and Women-Owned small business firms.

9. **CLAUSES:** The following is our statement of concurrence to include in the title contract.

SUBCONTRACTING PLAN/TEAMING PLAN

- (a) We agree that the clause entitled "Utilization of Small, Small Disadvantaged and Women-Owned Small Business Concerns" will be included in all subcontracts which offer further subcontracting opportunities, and all subcontractors, except small business concerns, which receive subcontracts in excess of \$5,000,000 or, in the case of a contract for the construction of any public facility, \$1,000,000, will be required to adopt and comply with a subcontracting plan similar to this one. Such plans will be reviewed by comparing them with the provisions of FAAAMS 3.5.1-3, and assuring that all minimum requirements of an acceptable subcontracting plan shall be determined on a case-by-case basis depending on the supplies/services involved, the availability of potential small, small disadvantaged and women-owned small business subcontractors, and prior experience. Once approved and implemented, plans will be monitored through the submission of period visits to the subcontractor facilities or reviews of applicable records and subcontracting program progress.
 - (b) We will also provide notice to subcontractors concerning penalties and remedies for misrepresentations of business status as small, small disadvantaged or women-owned small business for the purpose of obtaining a subcontract that is to be included as part or all of a goal contained in the Contractor's subcontracting plan.
10. **SURVEYS / REPORTS:** The following is our statement of assurance to comply
- (a) We agree to cooperate in any studies or surveys as may be required
 - (b) We agree to submit periodic reports in order to allow the Government to determine the extent of compliance with the subcontracting plan.
 - (c) We agree to submit Standard Forms 294 and 295, and any other periodic reports required by the Government relating to this program. We will also ensure that all subcontractors agree to submit SF294 and SF295 if applicable.
11. **RECITATION:** The following is our statement of compliance to maintain at least the following types of records to document compliance with this Subcontracting Plan.
- (a) Small, Small Disadvantaged and Women-Owned business source lists, guides, and other data identifying small business vendors.
 - (b) Organizations contacted for Small, Small Disadvantaged and Women-Owned small business sources.
 - (c) On a contract-by-contract basis, records on all subcontract solicitations over \$100,000, indicating on each solicitation (1) whether small businesses were solicited, and if not, why not; (2) whether small disadvantaged businesses were solicited, and if not, why not; (3) whether women owned small business were solicited, and if not, why not; (4) reasons for the failure of solicited small businesses or small disadvantaged businesses to receive the subcontract award.

SUBCONTRACTING PLAN/TEAMING PLAN

- (d) Records to support the other outreach efforts: Contacts with minority and small business: (1) trade associations; (2) business development organizations; and (3) attendance at small minority business procurement conferences and trade fairs.
- (e) Records to support internal activities to guide and encourage buyers: (1) Workshops, seminars, training programs, and (2) monitoring activities to evaluate compliance.
- (f) On a contract-by-contract basis, records to support award data submitted to the Government to include name, address and business size of each subcontractor.

Conclusion

This Subcontracting Plan reflects The Company's commitment and support of the FAA's policy that small business concerns shall have the maximum opportunity to participate in the performance of contracts awarded by the FAA.

The Company will accept a contract incorporating this Subcontracting Plan.

Signed: _____

Typed Name: John A. Martin

Title: Chief Financial Officer

Date: November 15, 2002

AIR TRAFFIC INSTRUCTIONAL SERVICES (ATIS) REMOTE PILOT OPERATOR INSTRUCTION / EVALUATION REPORT									
Name		Operating Position / Scenario		Date					
Purpose FAMILIARIZATION <input type="checkbox"/> EVALUATION <input type="checkbox"/> INSTRUCTIONAL <input type="checkbox"/> OTHER <input type="checkbox"/>		Hours This Session		Total Hours This Sector					
Performance Category	Performance Indicator				Not Observed	Commendable	Satisfactory	Needs Improvement	Unsatisfactory
	List specific errors and comments on reverse side. *Unsatisfactory Rating requires comments.								
A. Pseudo Pilot/controller Demeanor	1. Professional manner maintained. 2. Simulation scenario is enhanced (no prompts to aid student / no adverse impact).								
B. Coordination	3. Sector to Sector coordination timely and thorough. 4. Facility to Sector coordination timely and thorough. 5. Handoff / Pointout procedures are correct and timely. 6. Properly interacts with instructor when necessary.								
C. Methods & Procedures	7. Awareness is maintained (recognizes when data is passed to incorrect agency, etc.) 8. Follows Remote Script 9. Positive control of remote situation is maintained. 10. Prompt action taken to correct errors. 11. Flight Strips are marked properly. 12. LOAs and SOPs are understood and used. 13. Effective working speed is maintained. 14. Effective scanning methods are used. 15. Controller requested reports are provided timely and accurately.								
D. Communications	16. Standard phraseology is used. 17. Good voice quality and speech rate is used (not hesitant or unsure). 18. Communication is clear and concise. 19. Makes only necessary transmissions.								
E. Equipment & Other	20. Aircraft / NAVAID limitations are understood. 21. NAS computer entries are correct. 22. DYSIM/ETG computer entries are correct. 23. Control display is properly set up and adjusted. 24. Data block management is correct and timely. 25. Demonstrates a thorough understanding of airspace and map items.								
OVERALL REVIEW							<input type="checkbox"/> SATISFACTORY <input type="checkbox"/> UNSATISFACTORY*		
The review noted above was discussed with me by the Facility Technical Liaison Officer for the ATIS Contract on _____ (date)									
_____					_____				
Contractor Site Supervisor (CSS)					Facility Technical Liaison Officer (FTLO)				

The maximum number of errors allowed in each Performance Category to achieve certification are:

Pseudo Pilot/Controller Demeanor	0
Coordination	2
Methods & Procedures	4
Communications	4
Equipment & Other	4

Comments:

Recommendations for Improvement:

Evaluator/Instructor Signature: _____

Date ___ / ___ / ___

RPO Signature: _____

Date ___ / ___ / ___