

Program FAQs - applicable to both ATCS and ATSS

General Overview

<p>1. Why does the Credentialing program exist? What is it for?</p>	<p>As an International Civil Aviation (ICAO) Contracting State, the United States must conform to personnel licensing standards contained in Annex 1 to the Convention on ICAO Personnel Licensing.</p> <p>The FAA established the Air Traffic Safety Oversight Service (AOV) in 2005 to provide independent oversight of air traffic services. As part of its responsibilities, AOV manages the Control Tower Operator (CTO) program for tower controllers. In addition to managing the CTO program, AOV manages the Credentialing program for tower and other controllers, as well as for other air traffic personnel.</p> <p>The FAA first established the requirements for the Credentialing program in 2006. The Credentialing program encompasses the underlying requirements of the CTO program. The purpose of both the CTO and Credentialing programs is to establish that air traffic controllers possess the requisite qualifications and skills to do their jobs safely. Unlike the CTO program, which is only applicable to air traffic control tower operators, the Credentialing Program is broader and intends to apply to all air traffic controllers and other air traffic personnel.</p> <p>Because of the Credentialing program and the Air Traffic Organization's training and certification requirements, the FAA meets the international requirements outlined in Annex 1.</p>
<p>2. Where are the requirements for the AOV Credentialing program?</p>	<p>FAA Order 8000.90, AOV Credentialing and CTO Certification Programs.</p>
<p>3. What does a Credential represent?</p>	<p>An AOV Credential, with appropriate ratings, demonstrates the Credential holder has the required AOV authorization to work independently on safety-related tasks and systems.</p>
<p>4. What is the difference between a Credential and a Rating? When do they expire?</p>	<p>A Credential is an online record that represents a license to control air traffic or maintain Technical Operations equipment and services, issued on behalf of the Office of Air Traffic Safety Oversight (AOV). ICAO agreements dictate that all personnel who provide direct safety-related duties in the National Airspace System (NAS) hold a license with appropriate ratings.</p> <p>A Rating is an authorization on a Credential that indicates the type of direct safety-related air traffic control service and/or certification on</p>

	<p>certifiable systems, subsystems, or services a person is eligible to perform. ATCS ratings are divided into tower, radar approach control, and en route classifications. ATSS ratings include: communications, automation, environmental, navigational aids (NAVAIDS), surveillance, power and weather.</p> <p>Due to this distinction between Credentials and Ratings, it is useful to understand that a Credential does not “expire” or need to be renewed. A Credential record (and the unique Credential Number associated with that record) is similar to a Social Security record, as each person has their own unique SSN that stays with them throughout their lives. By contrast, ratings <u>do</u> expire, within 24 months of issuance, and on the last day of their birth month.</p> <p>Let’s say John Doe is issued a rating. His birth month is August. The rating occurs in December of 2018. When will the rating expire? The answer is August 31, 2020. It is valid through the end of his birth month of August, the second time his birth month comes around. Upon successful completion of a BSE during the month of August, in 2020, his rating will be renewed for a full 24 months, until August 31, 2022.</p> <p>On the other hand, if John’s birth month is March, and his rating is accomplished on February 15th, 2018, his new rating will expire on March 31, 2019. It appears his rating is only good for one year, rather than two. But again, the initial issuance of that rating is valid up to 24 months, expiring the second time he reaches his birth month. Thereafter, all BSEs will result in a new expiration date a full 24 months into the future.</p>
5. How can I reach a live person who can help me?	Please find the appropriate contact info on the AOV Credentialing site home page.
6. Can a temporary Credential be issued to an employee?	In very limited circumstances, AOV may elect to issue a temporary Credential with rating. Contact the AOV Credentialing POC for your Service Area for more information.
7. I lost my Credential card. How can I replace it?	Your PM (or Co-PM, if you have one) can submit a request online, using the menu link “Reissue New Card.” Your Service Area Credentialing POC can also arrange for a new card for you. See the AOV Credential web site home page for contact info.
Credentialing System access	
1. Who is permitted access to the Credentialing system, and are there different levels	There are two basic categories of access to the AOV Credentialing system: read-only viewer access, and access for those who are responsible for maintaining Credentialing data. The access types among delegated users of the system are: District/Group PM or Co-PM, facility

or types of access?	PM or Co-PM, District or Group DE, and DE. For read-only access, the Credential System Viewer designation may be assigned.
2. Can I access the AOV Credentialing site without being behind the FAA firewall (like, using my personal laptop or cellphone)?	No. You must be behind the FAA firewall to access the AOV Credentialing site.
3. Is there a preference for the browser used to access the AOV site (IE, Chrome, etc.)?	No, there is no preference on the browser used to access the site.
4. My manager made me a Designated Examiner, but the AOV site won't let me log in. What should I do?	The most common reason for this situation is that as a newly-designated DE, you still won't be able to access the AOV Credentialing site until our system registers that you have completed the online DE course. You only need to do this one time in your FAA career. If you are a DE at one facility, and you transfer to another where the ATM again assigns you to be a DE, you will <u>not</u> need to take the DE course again. In order to perform the functions of a Designated Examiner, you must have an "Active" Credential and a current rating for your facility. It is also necessary to hold the same type of rating as someone for whom you need to add or renew a rating. You must also hold a current medical clearance.
Issuing a New Credential	
1. Who can issue a Credential?	A Designated Examiner (DE) may Request a Credential for an Employee who has never before held an AOV Credential. This request must then be approved by an appropriate Proficiency Manager (PM). Typically, one or more ratings will also be requested via the similar Add Rating request/approve process.
2. When should a Credential be issued?	The best time to issue a Credential to an employee who has never held a Credential is as soon as possible after the employee takes the new assignment. A Credential may be issued prior to the issuance of ratings. So in the case of a new Air Traffic Control Specialist, a Credential record can be issued and the Credential status can be listed as "In-Training" until that person is ready to be issued their first rating.
3. How is a new Credential issued?	A PM, Co-PM, or DE may issue an employee their first Credential by accessing the PM or DE menu link "Request Credential for Employee." On the form that appears, all that is needed is the new employee's FAA email address. Once entered, the email is matched against Human

	<p>Resources (HR) records and the remaining required elements of the Credential record are filled in automatically.</p> <p>A rating may either be requested at this time via the “Add Rating” link, or delayed as appropriate. If issuance of the employee's first rating is delayed until they have completed any required training and certification, please ensure the Credential status is listed appropriately, such as "In-Training." The Credential status must be changed to "Active" prior to issuing a rating.</p>
<p>4. I’m a Designated Examiner, and I tried to create a Credential for a new employee at our facility (this employee once held an AOV Credential, left the agency, and then rehired). I keep getting an error message that says “Invalid email.” What do I do?</p>	<p>If the appropriate Federal Personnel and Payroll System (FPPS) actions have not been completed, please address that first. Then, if the same error message is encountered, contact the AOV Point of Contact (POC) for your service area (as listed on the Home Page of the AOV Credentialing site). If this involves an ATSS employee, contact the POC for ATSS.</p>
Designations	
<p>1. Who can be designated as a Proficiency Manager or Co-Proficiency Manager? What are the qualifications?</p>	<p>Proficiency Managers and Co-Proficiency Managers are designated by AOV. Each of these must be a manager at the MSS-3 grade or above. PMs and Co-PMs do not hold ratings in the AOV Credentialing system. If it is necessary for a PM or Co-PM to hold a rating, contact your Service Area's AOV POC for Credentialing.</p>
<p>2. How is a PM or Co-PM designated? Where do I submit form 8000-44 or 8000-45?</p>	<p>Proficiency Managers and Co-Proficiency Managers are designated by AOV. Each of these must be a manager at the MSS-3 grade or above.</p> <p>To be designated as a PM or a Co-PM in the Credentialing system, an eligible employee must submit a completed, signed and dated copy of FAA Form 8000-44 (for ATCS) or 8000-45 (for ATSS) to the appropriate Service Area ATO Quality Control Group (QCG) POC for validation.</p> <p>Contact information for the service area QCG POCs can be found on the Home Page of the AOV Credentialing site (no login is needed to access this information).</p>
<p>3. Can I be given PM (or Co-PM) designation authority over more than one facility, without being a District PM or Co-PM?</p>	<p>Yes - this is possible. There are circumstances where this is appropriate. Please contact your Service Area Credentialing POC for more information.</p>

4. Who can be a Designated Examiner?	Designated Examiners are supervisors (in ATCS) or managers (in ATSS) who request ratings and perform skills evaluations (as necessary) for employees for whom they are responsible.
5. How is a DE designated?	Any PM or Co-PM may designate an appropriate employee as a Designated Examiner, via the individual's Credential profile on the AOV Credentialing site.
6. How is the DDE designation used? Why might it be needed?	The District Designated Examiner (DDE) designation authorizes an existing DE at one Air Traffic facility to perform DE duties at another Air Traffic facility located within the same district. The DDE must possess the same rating type (e.g., Tower or RADAR) as the employee they are working with.
7. What are District or Group designations? (District PM/Co-PM, DDE, GDE)	A District DE (for ATCS) or a Group DE (for ATSS) is a Designated Examiner who has DE access and functionality for all facilities within their District or Group. This provides a back-up role where facilities have limited DE availability. A District or Group DE must possess the same rating(s) as the employee for which they are providing DE functions.
8. Who can be a CTO Examiner? (ATC Only – for specifics, see section on CTO under ATCS, below).	This applies to ATCS only. The requirements to be designated as a CTO Examiner (CTO-E) include: must be an FAA employee; must hold a current medical clearance, and; must hold or have held a CTO with facility rating. [Changes are in progress to ensure this also applies to those who have only held an AOV Credential with valid Tower rating]
9. When and how is a Designation removed?	It is the responsibility of a PM or Co-PM to remove the designation within 60 days of determining those duties are no longer applicable. The PM or Co-PM should use the "Request Withdrawal" link in the PM Menu.
Ratings	
1. What is required to maintain ratings?	To maintain ratings, organizational requirements must be followed in addition to the requirements in FAAO 8000.90 to include a current medical, Biennial Skills Evaluations, training, and currency.
2. Is there a way to change the expiration dates for multiple ratings to make them match up? (syncing up expiration dates, so they all expire in the same year)	Yes! Please contact the AOV Credentialing point-of-contact for your Service Area, as listed on the AOV Credentialing site home page.
3. Do Credentials and ratings have to be issued at the same time?	No.

<p>4. I'm a DE. What do I do if we can't renew an employee's rating before it expires?</p>	<p>If the reason for being unable to renew is available as a "status" for the employee (such as the employee is medically disqualified and should be given a "medical" status), then select the appropriate status so the system does not audit the expired rating. If the reasoning is unavailable as a status, contact the appropriate Credentialing POC via the home page of the Credentialing web site.</p>
<p>Change of Employee's Status</p>	
<p>1. Our employee retired. What do we do about their Credential?</p>	<p>Proficiency Managers (or Co-PMs, if applicable) are responsible for ensuring Credential and rating information is accurate and up-to-date for personnel for whom they are responsible. If an employee retires, the PM or Co-PM must submit a withdrawal request to AOV, via the "Request Withdrawal" link in their Credentialing system menu options.</p>
<p>2. Our employee transferred. What do we do about their Credential?</p>	<p>If a Credential holder has transferred from your facility to another FAA facility where they will continue to require a Credential with ratings, their Credential record must be transferred to the gaining facility. The PM (or Co-PM) will use the "Employee Transferred" link. Also, any Designated Examiner at the releasing facility may initiate the process by submitting an online transfer request, for the PM or Co-PM to approve.</p>
<p>3. Our employee transferred from our ATCT to the Command Center (ATCSCC). I don't see an option to select ATCSCC as the "transfer to" facility – what do I do?</p>	<p>FAA employees assigned to the Command Center (ATCSCC) do not hold active Credentials or ratings. This is similar to an Air Traffic Controller who loses their medical clearance and transfers into a support staff position, or an ATSS technician who transfers to an OCC and no longer services equipment or systems. The correct action is for a PM or Co-PM to submit a request for withdrawal of the employee's Credential by selecting non-credentialing position. Upon approval of this request by AOV, the Credential record will become "historical," but can be accessed and updated/activated at a later date if the employee happens to return to a position that requires a Credential with a designation or ratings.</p>
<p>4. I have an employee who is transferring to a new facility where a Credential is required. Can I process the transfer immediately, or do I need to wait until the new facility actually picks the employee up?</p>	<p>Please do not delay the Credential transfer. As soon as the employee no longer needs their rating(s) at your facility, go ahead and initiate the Credential transfer process. The gaining facility will want to process this employee's Credential records into their facility as soon as the record is available to them.</p>
<p>5. Our Designated Examiner is no longer in a position where they need to be a DE. What do we do?</p>	<p>If a Designated Examiner at your facility is no longer performing the duties of a DE, the appropriate PM or Co-PM must submit a withdrawal request, specifically indicating removal of the DE Designation (reverting to "Holder" status).</p>

<p>6. After we withdraw our employee's Credential, what should we do with their Credential card?</p>	<p>Credential cards may be destroyed locally if the employee turned it in. Do not return Credential cards to AOV. Employees can keep their cards if they choose to.</p>
<p>Credential System Viewer</p>	
<p>1. What is a Credential System Viewer (CSV)?</p>	<p>A Credential System Viewer (CSV) is typically an FAA employee who does not hold an active Credential but needs access to Credential records in an administrative or support role. A CSV has read-only access, and may generate a variety of useful reports from Credentialing records, such as a list of individuals who have ratings due to expire in the current month.</p>
<p>2. How can I request CSV designation?</p>	<p>There are three steps to request access as a Credential System Viewer:</p> <ol style="list-style-type: none"> 1. Manager (or their designee) of the intended viewer sends an email to: 9-AWA-AVS-AOV-Credentials@faa.gov. 2. With the request, include the viewer's first & last name and email address. For example, "I am requesting Archie League (email archibald.league@faa.gov) be granted access as a Credential System Viewer." 3. State the function the viewer will serve as a Credential System Viewer. For example, "Archie League will serve as a Tech Ops Credentialing point of contact for Eastern Service Center, Quality Control Group." Another example is "Archie League will serve as the backup Air Traffic Credentialing point of contact for Atlanta District.
<p>3. What can I see or do in the Credentialing system as a CSV?</p>	<p>A designation of CSV, provided by AOV, provides read-only access to the online Credentialing system. A CSV may generate selected reports (including the "Expiring Ratings" report), look up individual Credential holders' records, and view entries in the Credential Audit Trail.</p>
<p>4. Will my CSV designation ever expire?</p>	<p>If you do not utilize your CSV access to the Credentialing system during a six-month period, you will receive an automated email alerting you that your CSV privileges will soon expire.</p>