

NOTICE

U.S. DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION

N JO 3120.152

Air Traffic Organization Policy

Effective Date:
September 28, 2017

Cancellation Date:
September 27, 2018

SUBJ: En Route Front Line Manager Training Requirements

1. Purpose of this Notice. This notice adds requirements to Federal Aviation Administration (FAA) Order JO 3120.4, *Air Traffic Technical Training*, for En Route Front Line Managers (FLMs) who are assigned watch supervision duties for a second area of specialization.

2. Audience. This notice applies to all Air Traffic Organization personnel involved in the training, certification, and assignment of En Route FLMs.

3. Where Can I Find This Notice? This notice is available on the MyFAA employee website at https://employees.faa.gov/tools_resources/orders_notices/ and on the air traffic publications website at http://www.faa.gov/air_traffic/publications/.

4. Explanation of Policy Changes. This notice adds minimum standard technical training requirements for those En Route FLMs who will be assigned watch supervision duties outside of their primary area of specialization, as outlined in FAA Order JO 7210.3Z, *Facility Operation and Administration*, paragraph 2-6-2(i). These training requirements may be augmented by facility directives to satisfy particular operational needs.

5. Distribution. This notice is distributed to Air Traffic Services, System Operations, Safety and Technical Training, Mission Support, the Air Traffic Safety Oversight Service, the Mike Monroney Aeronautical Center, and the William J. Hughes Technical Center.

6. Background. Out-of-area assignments are assignments requiring an FLM to provide watch supervision for an area other than their area of specialization. A review of staffing practices at En Route facilities indicated that the practice of out-of-area assignments for En Route FLMs is inconsistently applied throughout the National Airspace System (NAS). Additionally, a review of air traffic orders indicated a lack of policy direction with regard to out-of-area assignments. Workgroups used surveys, subject matter experts, and data to ensure consistent use of out-of-area assignments. A cross-sectional workgroup of subject matter experts is crafting national policy for FLMs, which, along with the contents of this notice, will be incorporated into a revision to FAA Order JO 3120.4.

7. Actions. Add to Chapter 4, paragraph 5c:

a. EN ROUTE. Prior to first assumption of watch supervision duties for an out-of-area assignment, as described in FAA Order JO 7210.3, *Facility Operation and Administration*, paragraph 2-6-2(i), FLMs must have the required training and knowledge to effectively manage the operation. Facility training directives must include, as a minimum, the following:

(1) Training on:

- (a) Airspace
- (b) Maps
- (c) Equipment
- (d) Letters of Agreement
- (e) Standard Operating Procedures

(f) General topics as assigned by the facility, such as resource management, overtime assignments, occupational safety, and flight data responsibilities

(2) Familiarity time requirements regarding:

- (a) Area OMs, Peer FLMs, and area workforce
- (b) Operations (Traffic Flows/Sys Ops, SWAPs, Playbooks)
- (c) Contingency Plans
- (d) Reference Guides:
 - i. Best Practices
 - ii. Airspace configurations
 - iii. Automation adaptations to include communications and airspace
 - iv. Satellite facility hours of operation
 - v. Special Use Airspace
 - vi. Military operations

09/28/17

N JO 3120.152

8. Safety Management System. Safety Risk Management was conducted on the changes in the NAS addressed in this notice. The changes provide a new national minimum standard for FLM technical training and do not introduce any new safety risk into the NAS.

A handwritten signature in black ink, appearing to read 'Terry Biggio', with a long horizontal flourish extending to the right.

Terry Biggio
Vice President, Safety and Technical Training