

NOTICE

U.S. DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION

N JO 3120.153

Air Traffic Organization Policy

Effective Date:
May 1, 2021

Cancellation Date:
April 30, 2022

SUBJ: OS/STMC Instructional Program Guide

1. Purpose of this Notice. This notice temporarily revises Appendix K of Federal Aviation Administration (FAA) Order JO 3120.4R, *Air Traffic Technical Training*. It also makes a minor change to Chapter 2 paragraph 5.a.(13) and renames FAA Form 3120-45, now titled “Operations Supervisor/Supervisory Traffic Management Coordinator On-the-Job Training.”

2. Audience. This notice applies to all personnel who use FAA Order 3120.4R.

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 the FAA public website at: https://www.faa.gov/regulations_policies/orders_notices/

4. Explanation of Policy Changes. This notice revises the Instructional Program Guide (IPG) supporting Operations Supervisor (OS)/Supervisory Traffic Management Coordinator (STMC) certification requirements published in FAA Order JO 7210.3, *Facility Operation and Administration*. It also revises FAA Form 3120-45 which is prescribed by JO 3120.4R and addressed in Appendix K. These revisions will be formally incorporated into FAA Order JO 3120.4R in a future Change. They are provided in this Notice to meet interim facility training needs.


5. Procedures/Action. Until this Notice is superseded or expires, amend FAA Order JO 3120.4R by changing Chapter 2, paragraph 5a(13), as follows: “(13) Operations Supervisors (OSs)/Supervisory Traffic Management Coordinators (STMCs) are certified on the OS/STMC position prior to assuming watch supervision duties in accordance with Appendix K.”

05/01/2021

JO 3120.4R
Appendix K

In addition, use the revised Appendix K, which is included in this Notice beginning on the following page. Also use the revised FAA Form 3120-45, which is addressed in Appendix K and available on MyFAA at https://employees.faa.gov/tools_resources/forms/ and the FAA public Forms site at <https://www.faa.gov/forms/>.

**GLEN A
MARTIN**

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Appendix K. Operations Supervisor/Supervisory Traffic Management Coordinator Instructional Program Guide

1. Introduction. This IPG will be used to conduct training and certification on the OS/STMC positions beginning on the effective date of this requirement.

Facility OS/STMC Certification.

a. General. The purpose of this stage is to provide the OS/STMC with local facility orientation and site-specific training. It establishes national minimum certification requirements for OS/STMC in ATS facilities. National minimum certification requirements must be met by all new and transferring OS/STMC employees.

(1) A new OS/STMC is defined as an employee whose effective date in the position of record, as determined by the documenting SF-50, occurs on or after the effective date of this requirement.

(2) An exempt OS/STMC is defined as an employee whose effective date in the position of record, as determined by the documenting SF-50, precedes the effective date of this requirement.

(a) Exempt OS/STMC employees shall continue to operate under the previous set of minimum certification requirements as established by the ATM.

(3) A transferring OS/STMC is defined as an OS/STMC employee moved to a new facility or intra-facility area.

(a) Upon reassignment to a new facility or intra-facility area, previously exempted employees are subject to new minimum requirements.

(b) An OS/STMC who has transferred intra-facility and is unsuccessful in achieving certification may be retained within his/her existing facility.

(c) New OSs/STMCs reassigned/returned to their previous facility/area must follow the new minimum certification requirements.

(4) ATMs may establish standards above the national minimum certification requirements.

(5) Currency requirements for OS/STMC shall be contained in the FAA Order JO 7210.3, *Facility Operation and Administration*.

b. Prerequisite. The trainee must be a CPC at an Air Traffic Facility. Transferring inter-facility personnel must certify on at least two control positions at the new facility. The ATM must ensure these positions are identified in the facility training directive. Qualifying control positions are as follows:

(1) ARTCC OS

(a) Sector: One Radar position, and either one RA position or one ATOP position.

(2) ATC 9–12 TRACON-only OS/STMC:

(a) One AR and one DR position, unless the area is specialized (has only an arrival area, only a departure area, only a satellite area, etc.), in which case two operational control positions are required.

(b) In the TRACON environment, an operational control position is defined as a satellite radar, departure radar, arrival radar and or final radar position (as defined in FAA Order JO 7210.3).

(3) ATC 9–12 Combined Tower/TRACON OS:

(a) Tower Certification Requirement: one GC and one LC position.

i. Note: for facility with a Tower radar position, certification on that radar position is also required.

(b) Radar Certification Requirement: one AR and one DR position, unless the area is specialized (e.g. has only an arrival area, only a satellite area), in which two operational control positions are required.

(c) In the TRACON environment, an operational control position is defined as a satellite radar, departure radar, arrival radar and or final radar position (as defined in FAA Order JO 7210.3).

(4) ATC 9–12 Tower-only OS:

(a) One GC and 1 LC NOTE: for facility with a Tower radar position, certification is required.

(5) ATC 8 and below Terminal Facility OS:

(a) Full facility certification is required unless the facility has multiple areas of certification, in which case two operational control positions are required in each area of supervision.

(6) STMC Certification Requirements:

(a) Two operational positions within the TMU.

(b) Dual Certification Minimums: two operational positions within the TMU and two operational control positions outside of the TMU, as defined in FAA Order JO 7210.3.

c. Location. Field Facility.

d. Training Length. Site-specific. Requirements are outlined in the facility training directive.

e. Administration. Training will be administered via classroom, familiarization, and OJT.

(1) Classroom. Classroom training requirements must be outlined in the facility training directive. Classroom training must include the following items, when applicable, to the facility/area of specialization.

- (a) ATC Operational Contingency Plans
- (b) FAA Order JO 7610.4, *Special Operations*
- (c) FAA Order JO 7210.632, *Air Traffic Organization Occurrence Reporting*
- (d) FAA Order JO 7200.20, *Voluntary Safety Reporting Programs*
- (e) FAA Order JO 7110.65, *Air Traffic Control*
 - i. Overdue aircraft
 - ii. Guard frequency
 - iii. Alert Notice (ALNOT) procedures
 - iv. SAR procedures
 - v. Emergency Locator Transmitter (ELT) procedures
 - vi. TFR procedures
 - vii. Laser events
 - viii. UAS
 - ix. VIP movement
- (f) FAA Order JO 7210.633, *Air Traffic Organization Quality Assurance*
- (g) FAA Order JO 7210.634, *Air Traffic Organization (ATO) Quality Control*
- (h) FAA Order JO 1030.3, *Initial Event Response*
 - i. Significant events
 - ii. Incidents
 - iii. Statements

Program

- iv. Investigations
- v. Accidents
- vi. DEN requirements/procedures
- vii. Services Rendered Telcon (SRT) Checklist
 - (i) FAA Order JO 3400.20
 - (j) FALCON
 - (k) Weather and impacts on airspace
 - (l) Opening and closing areas/sectors, combining/de-combining positions
 - (m) LOAs
 - (n) Local Special Emphasis Items
 - (o) Technical Operations Interaction/Operational Risk Management
 - (p) Equipment Operations
 - (q) Scheduling, staffing, and position rotation
 - (r) Overtime and leave
 - (s) Professional Standards Program
 - (t) Labor Management Relations, current CBA
 - (u) Performance Management System
 - (v) Air Traffic Supervisors' Committee (SUPCOM)
 - (w) TMIs
 - (x) CEDAR
 - (y) FAA Order JO 1600.2, *Classified National Security Information (CNSI)*
 - (z) FAA Order JO 1600.69, *Facility Security Management Program*
 - (aa) FAA Order JO 1600.75, *Protecting Sensitive Unclassified Information (SUI)*
 - (bb) FAA Order JO 7210.3, *Facility Operation and Administration*
 - i. Family Medical Leave Act (FMLA)

ii. Voluntary Leave Transfer Program

iii. Currency requirements

iv. PIREP handling

(cc) FAA Order JO 3120.4, *Air Traffic Technical Training*

(dd) FAA Order JO 3120.29, *Flight Deck Training Program (FDT)*

(ee) FAA Order JO 1110.125, *Federal Aviation Administration (FAA) Accountability Board*

(ff) FAA Order JO 8000.90, *Air Traffic Safety Oversight Credentialing and Control Tower Operator Certification Programs*

(gg) Aviation Medical

(hh) Office of Workers' Compensation Programs (OWCP)

(ii) FAA Form 8020-3, Facility Accident/Incident Notification Record

(jj) Local Orders (SOP and Facility Training Directive)

(kk) Employee Assistance Program (EAP)

(ll) Drug and Alcohol Testing

(mm) Traffic Management

(nn) TEAM

(2) Familiarization. Provides the OS with an overview of the entire operation of the facility. Familiarization is required to ensure that an OS has a sufficient level of local area knowledge and is required for the following departments as applicable: Technical Operations, Traffic Management, Training, and Quality Control. Familiarization time requirements must be specified in the facility training directive.

(3) OJT. OJT and certification regarding OS supervisory duties is conducted by a certified OS/STMC. In the absence of a certified OS/STMC, the next level supervisor must conduct OJT and certification. Target Time must be specified in the facility training directive. The OS in training must be able to perform all of the required duties and responsibilities specified on FAA Form 3120-45. Additional items that should be covered during OJT include:

(a) Unusual traffic densities

(b) Knowledge of emergency procedures

(c) Knowledge of equipment capabilities/redundancies

- (d) Notifications and reporting requirements
- (e) Credit hours/overtime
- (f) Employee recognition
- (g) Labor management relations
- (h) Effective resource management
- (i) Adherence to directives and policies
- (j) Handling TMIs
- (k) Understanding and addressing standards of conduct
- (l) Demonstrating and addressing professionalism
- (m) Understanding and conducting substance testing
- (n) Maximizing productivity
- (o) On-the-spot corrections
- (p) Conducting IPM
- (q) Managing leave and schedules
- (r) Using and understanding software tools
- (s) Conducting briefings
- (t) Providing operational guidance
- (u) Monitoring traffic demand
- (v) Conducting training
- (w) Addressing operational distractions
- (x) Understanding military/SAA procedures
- (y) Appropriately staffing positions for traffic
- (z) Prioritizing administrative/operational duties

2. En Route Out-of-Area Training. Prior to first assumption of watch supervision duties for an out-of-area assignment as described in FAA Order JO 7210.3, paragraph 2-6-2(i), OSs/STMCs must have the required training and knowledge to effectively manage the operation. Facility training directives must include, as a minimum, the following:

a. Training on:

- (1) Airspace
- (2) Maps
- (3) Equipment
- (4) LOAs
- (5) SOPs

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

b. Familiarity time requirements regarding:

- (1) Area OMs, peer OSs/STMCs, and area workforce
- (2) Operations (Traffic Flows/System Operations, SWAP, Playbooks)
- (3) Contingency Plans
- (4) Reference Guides on:
 - (a) Best Practices
 - (b) Airspace configurations
 - (c) Automation adaptations to include communications and airspace
 - (d) Satellite facility hours of operation
 - (e) SAA
 - (f) Military operations

3. Instructions for Completing FAA Form 3120-45, Operations Supervisor/Supervisory Traffic Management Coordinator On-the-Job Training Report. This appendix contains instructions for completing FAA Form 3120-45. This form must be used by an OS/STMC to record their observations of the performance and progress of the OS/STMC during OJT instruction, SET, PAs, and CSCs. See Figure K-1 for a copy of this form. Complete FAA Form 3120-45 by entering the following information.

a. Block 1. NAME: Enter OS's/STMC's last name, first name.

b. Block 2. DATE: Enter month, day, year.

c. Block 3. OPERATIONAL AREA: Enter area/position of operation on which OJT, SET, PA, or CSC is being performed. Also enter what action is being performed (i.e., OJT, SET, PA, or CSC).

d. Block 4. WEATHER: Record description of weather as VFR, MVFR, or IFR. Check the one box most representative of the session.

e. Block 5. OVERALL WORKLOAD: Record description of workload. Check the one box most representative of the session.

f. Block 6. OVERALL COMPLEXITY: Record description of complexity of operations. Check the one box most representative of the session.

g. Block 7. TOTAL TIME: Enter actual hours for this session or sessions covered by this report and total time spent in training on this area/position.

h. Block 8. ROUTING: Record routing information according to facility requirements as specified in the facility training directive.

i. Block 9. PERFORMANCE: Review the definitions of all job subtasks and their respective performance indicators contained in Figure K-1. This section contains job tasks and job subtasks used as the basis for instructing and evaluating the OS/STMC. These descriptions are guidelines to be used by all participants involved in OJT to ensure that expectations are mutually understood. This checklist is not all-inclusive and is not meant to limit the duties to be reviewed.

(1) The OS/STMC must mark ✓ or N/O in the columns OBSERVED or COMMENT during OJT as follows:

(a) OBSERVED: A ✓ in this column indicates that the job subtask was observed during the period, but that no significant comments are made. If a job subtask is not observed, it must be marked as N/O. If a job subtask is not applicable to a position being observed, it must be marked as N/A.

(b) COMMENT: A ✓ in this column indicates that the operation or procedure was observed during the period and is accompanied by a referenced comment in Block 10.

(2) The OS/STMC who conducts the PA or CSC must mark ✓ or write N/O in the appropriate column: SATISFACTORY, NEEDS IMPROVEMENT, and UNSATISFACTORY. OS/STMCs providing OJT do not make marks in these columns since these terms are evaluative. The terms are defined as follows:

(a) SATISFACTORY: A ✓ in this column indicates that the trainee's observed performance this session meets expected performance requirements and indicates that the trainee demonstrates the ability to work independently for this job subtask. Examples of exemplary performance and specific comments, along with suggestions for improvement, must be stated in

Block 10 of the form for each job subtask indicated.

(b) **NEEDS IMPROVEMENT:** A ✓ in this column indicates that the trainee's observed performance is acceptable at this stage of training but must improve in order to meet certification requirements. Specific comments, along with suggestions for improvement, must be stated in Block 10 of the form for each job subtask indicated.

(c) **UNSATISFACTORY:** A ✓ in this column indicates that the trainee's observed performance is unsatisfactory at this stage of training. Suggestions and recommendations for correcting each unsatisfactory job subtask must be stated in Block 10, except at the 100-percent level.

(3) To certify, all applicable items must be marked SATISFACTORY, N/O, or N/A. If an item is marked N/O, Block 10 must indicate that the OS/STMC has demonstrated satisfactory performance/knowledge for that job subtask. If necessary, verbal questioning, simulation, or other methods may be used to demonstrate knowledge of a job subtask when not observed. A ✓ in the UNSATISFACTORY column constitutes failure to certify.

j. Block 10. COMMENTS: Document the OS's/STMC's performance. Note unusual situations or conditions that affect training.

(1) This block is used by the OS/STMC to document an observation when a ✓ is made in the COMMENT column. The comments:

(a) Must be specific.

(b) May include exemplary, noteworthy, or unusual events.

(c) Must describe observed performance deficiencies. When comments are entered, or when improvement is needed in a specific area, references must be made to applicable procedures, LOAs, orders, etc.

(2) The OS/STMC must sign and date this block.

k. Block 11. RECOMMENDATION: The OS/STMC who conducted the PA or CSC must recommend one of the following:

(1) Continuation of OJT

(2) Certification

(a) A ✓ in this block indicates that the OS in training has attained certification

l. Block 12. EMPLOYEE'S COMMENTS: Used by the trainee for making comments pertinent to training documented on this form. Sign and date. A signature does not necessarily indicate concurrence with the report, only that the report has been discussed with the supervisor in training.

m. Block 13. CERTIFICATION: Used by the OS to document position certification. Sign and date. Electronic signatures may be used where secure automation systems exist.

Figure K-1: FAA Form 3120-45

Operations Supervisor/Supervisory Traffic Management Coordinator On-the-Job Training Report										
1. Name		2. Date		3. Operational Area						
4. Weather <input type="checkbox"/> VFR <input type="checkbox"/> MVFR <input type="checkbox"/> IFR <input type="checkbox"/> LIFR		5. Overall Workload <input type="checkbox"/> Light <input type="checkbox"/> Moderate <input type="checkbox"/> Heavy		6. Overall Complexity <input type="checkbox"/> Not Difficult <input type="checkbox"/> Occasionally Difficult <input type="checkbox"/> Mostly Difficult			7. Hours Observed/ Total Hours This Position			
8. Routing										
9. Performance	Job Task	Job Subtask			Observed	Comment	Satisfactory	Needs Improvement	Unsatisfactory	Simulation Training
	A. Safety	1. Positions are appropriately staffed for traffic.								
		2. Operational distractions are addressed.								
		3. Emergency procedures/event responses are understood/used.								
		4. Equipment capabilities/redundancies are understood.								
		5. Effective resource management is demonstrated.								
		6. On-the-spot corrections are made.								
	B. Efficiency	7. Traffic Management Initiatives.								
		8. Traffic Demand Monitoring.								
		9. Training is conducted efficiently/effectively.								
		10. Priority of administrative/operational duties is demonstrated.								
		11. Military/SAA procedures are understood.								
	C. Leadership	12. Briefings are conducted.								
		13. Professionalism is modeled and addressed.								
		14. Individual Performance Management is conducted.								
		15. Labor Management Relations are demonstrated.								
		16. Operational guidance is provided.								
	D. Acumen	17. Employee recognition and awards demonstrated.								
		18. Productivity is maximized.								
		19. Unusual traffic low/high density are projected and appropriately managed.								
		20. Overtime/credit hours are properly managed.								
		21. Leave and schedules are projected and appropriately managed.								
	E. Administration	22. Reporting requirements are understood/demonstrated.								
		23. Standards of conduct are understood and addressed appropriately.								
		24. Substance testing is understood and conducted appropriately.								
		25. Software and business tools are used/understood.								
26. Directives and policies are adhered to.										

FAA Form 3120-45 (3/21)

Figure K-1: FAA Form 3120-45, continued

10. Comments (use separate sheet)	
Signature: _____ Date: _____	
13. Recommendation	<input type="checkbox"/> Continue OJT <input type="checkbox"/> Certification
14. Employee's Comments:	
This report has been discussed with me.	
Signature: _____ Date: _____	
15. Certification/Recertification	
I certify that this employee meets qualification requirements.	
Signature of Certifier: _____ Date: _____	

FAA Form 3120-45 (3/21)

4. Operations Supervisor On-The-Job Training Report**Table K-1: Job Task: Safety**

Job Subtask	Indicator
<i>1. Positions are appropriately staffed for traffic.</i>	<ul style="list-style-type: none"> • Staffs positions according to traffic • Requests assistance when situations dictate • Appropriately opens/closes or combines/de-combines positions
<i>2. Operational distractions are addressed.</i>	<ul style="list-style-type: none"> • Monitors operational area and ensures that distractions are addressed • Addresses visitors and tours to eliminate distractions
<i>3. Emergency procedures/event responses are understood/used.</i>	<ul style="list-style-type: none"> • Reacts appropriately to adverse situations • Handles Special Operations in accordance with FAA Order JO 7610.4 • Ensures that decisions are based on known facts and data • Initiates ALNOTs in a timely manner • Investigates and analyzes situations to determine an effective course of action
<i>4. Equipment capabilities/redundancies understood.</i>	<ul style="list-style-type: none"> • Maintains familiarity with redundant/backup systems • Maintains awareness of equipment status
<i>5. Effective resource management is demonstrated.</i>	<ul style="list-style-type: none"> • Properly manages staffing for position rotation (time on positions) • Uses overtime only when needed • Ensures that credit hours are approved/disapproved in accordance with local procedures
<i>6. On-the-spot corrections are being made.</i>	<ul style="list-style-type: none"> • Makes on-the-spot corrections when needed • Makes on-the-spot corrections in an appropriate manner • Follows FAA Order JO 3400.20

Table K-2: Job Task: Efficiency

Job Subtask	Indicator
<i>7. Traffic management initiatives.</i>	<ul style="list-style-type: none"> • Follows traffic management initiatives • Properly uses TBFM • Listens and responds to user requests

Job Subtask	Indicator
<i>8. Traffic demand monitoring.</i>	<ul style="list-style-type: none"> • Monitors the Traffic Situation Display and other systems for traffic demand • Manages saturation and/or traffic flow problems • Considers traffic mix and aircraft characteristics to ensure that an orderly traffic flow is maintained
<i>9. Training is conducted efficiently/effectively.</i>	<ul style="list-style-type: none"> • Monitors training to ensure that traffic levels are appropriate for the trainee's experience level • Conducts On-the-Job Training Instructor evaluations • Conducts certifications and recertifications • Demonstrates understanding of Flight Deck Training requirements • Ensures that Refresher, Supplemental, Skill Enhancement, and Remedial training is properly assigned • Regularly conducts training team meetings • Reviews FAA Forms 3120-25, -26, -27, -32, -36, and -45 for accuracy
<i>10. Priority of administrative/operational duties demonstrated.</i>	<ul style="list-style-type: none"> • Adheres to priority of duties • Assigns duties in an effective and proactive manner
<i>11. Military/SAA procedures understood.</i>	<ul style="list-style-type: none"> • Communicates effectively with system users • Effectively coordinates the use of airspace

Table K-3: Job Task: Leadership

Job Subtask	Indicator
<i>12. Briefings are conducted.</i>	<ul style="list-style-type: none"> • Participates in stand-up briefings • Ensures that controllers receive required briefings • Ensures that relief briefings are conducted
<i>13. Professionalism being modeled and addressed.</i>	<ul style="list-style-type: none"> • Models Equal Employment Opportunity policies • Properly reports Accountability Board issues • Encourages the use of Professional Standards • Is courteous and tactful
<i>14. Individual performance management is conducted.</i>	<ul style="list-style-type: none"> • Correctly uses records of conversation and performance records of conversation • Encourages employees to complete an Individual Development

Job Subtask	Indicator
	Plan
<i>15. Labor management relations are demonstrated.</i>	<ul style="list-style-type: none"> • Maintains familiarity with the CBA • Communicates effectively with bargaining unit representatives
<i>16. Operational guidance is provided.</i>	<ul style="list-style-type: none"> • Effectively communicates shift guidelines and goals • Maintains situational awareness • Plans actions in a complete, correct, and timely manner
<i>17. Employee recognition and awards demonstrated.</i>	<ul style="list-style-type: none"> • Recognizes and rewards performance as appropriate • Appropriately documents exemplary performance

Table K-4: Job Task: Acumen

Job Subtask	Indicator
<i>18. Productivity is maximized.</i>	<ul style="list-style-type: none"> • Assigns duties in an effective and proactive manner • Ensures that breaks are appropriate
<i>19. Unusual traffic low/high density are projected and appropriately managed.</i>	<ul style="list-style-type: none"> • Maintains situational awareness of projected traffic flows • Remains alert for possible situations that may affect traffic, such as weather or special events
<i>20. Overtime/credit hours are properly managed.</i>	<ul style="list-style-type: none"> • Follows agency and facility policies for the approval and use of overtime and credit hours • Ensures that overtime is distributed properly
<i>21. Leave and schedules are properly managed.</i>	<ul style="list-style-type: none"> • Ensures that leave is approved/disapproved according to current CBA, Memoranda of Understanding (MOUs), and guidelines • Ensures that the schedule is consistent with current basic watch schedule (BWS) MOU

Table K-5: Job Task: Administrative

Job Subtask	Indicator
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Job Subtask	Indicator
<i>22. Reporting requirements understood/demonstrated.</i>	<ul style="list-style-type: none"> • Handles, uses, and disposes of sensitive/classified documents correctly • Documents operational information in a correct and timely manner • Ensures that Mandatory Occurrence Reports (MORs) and Significant Events are properly reported and submitted • Ensures that DEN notifications are made
<i>23. Standards of conduct are understood and addressed appropriately.</i>	<ul style="list-style-type: none"> • Maintains familiarity with the Standards of Conduct • Takes action to address conduct issues
<i>24. Substance testing is understood and conducted appropriately.</i>	<ul style="list-style-type: none"> • Ensures that drug and alcohol testing policy and procedures are understood • Makes necessary notifications concerning facility drug and alcohol testing
<i>25. Software and business tools are used/understood.</i>	<ul style="list-style-type: none"> • Uses correct computer entries • Uses CEDAR functions • Uses replays/voice recordings for performance discussions
<i>26. Directives and policies are adhered to.</i>	<ul style="list-style-type: none"> • Follows national directives and policies • Adheres to local directives and policies