

**ORDER**

U.S. DEPARTMENT OF TRANSPORTATION  
FEDERAL AVIATION ADMINISTRATION

SW AT 3120.23A

10/15/98

SOUTHWEST REGION

SUBJ: NEW EMPLOYEE TRAINING GUIDE - REQUIREMENTS BRANCH, ASW-510

1. **PURPOSE.** This order provides a standard Training Guide to be used for orientation of personnel assigned to the Requirements Branch.

2. **DISTRIBUTION.** This order is distributed to all personnel in ASW-510.

3. **CANCELLATION.** Order SW AT 3120.23, New Employee Training Guide - Requirements Branch, ASW-510, dated 6/9/95, is canceled.

4. **BACKGROUND.** Personnel assigned to the Requirements Branch come from a wide variety of backgrounds. This training guide was developed to ensure all new employees receive the training required to assist them in becoming functional at their new jobs.

5. **EXPLANATION OF CHANGES.**

a. **Defines** specific responsibilities/requirements of management regarding the orientation of new employees.

b. **Includes** Branch Checklist to ensure orientation and training are accomplished and that all requirements are met (Appendix 1).

6. **PROCEDURES.** The supervisor shall accomplish the following for each new employee:

a. Introduce new employee to all branch personnel.

b. Provide a brief overview of branch organization and explain its function.

c. Explain our Model Work Environment, EEO philosophy, outreach programs (Student Temporary Employment Program, Upward Mobility, etc.), and special emphasis groups, (Federal Women's Program, Professional Women Controllers, National Black Coalition of Federal Aviation Employees, National Hispanic Coalition of Federal Aviation Employees, etc.).

d. Explain meal and break policy.

e. Explain leave procedures.

f. Explain flextime options and branch policy.

Distribution: All ASW-510 Personnel;  
ASW-500 (Info Copy)

Initiated By: ASW-510

- h. Explain responsibility for laptop computer.
- i. Assign a branch employee to accomplish the following:
  - (1) Assist new employee in obtaining an automobile sticker.
  - (2) Provide a tour of the regional office and introduce the new employees to everyone in the division and those persons in other divisions with whom they would likely interface.
  - (3) Explain the function of each person in the branch.
  - (4) Explain branch relationship with the other branches in the division.
  - (5) Explain the telephone system and voice mail procedures.
  - (6) Explain correspondence procedures, including style, routing, coordination, and signature level.
  - (7) Explain mail procedures including when and how to use interoffice mail, regular mail, USPS, and overnight express.
  - (8) Explain desk and laptop computer operation including Air traffic and Airway Facilities Local Area Network (LAN) procedures.
  - (9) Explain FAX machine operation.
  - (10) Explain how we handle Congressional and media inquiries and how we interface with public affairs.
  - (11) Explain travel procedures including Carlson Travel, use of Government credit card, travel orders, travel vouchers, and rental cars.
  - (12) As necessary, explain the existence and operation of the following:
    - (a) FA Club
    - (b) Credit Union
    - (c) Coffee Fund
    - (d) Flower Fund
    - (e) Birthday celebrations
  - (13) Explain the headquarters organization and how we interface with them.
  - (14) Explain our filing system and give new employee a copy of official files list.

- (15) Explain how to obtain supplies.
- (16) Explain facility maintenance procedures.
- (17) Explain procedures for the use of a government vehicle.

7. **GENERAL.** The checklist at Appendix 1 will be used by management to ensure orientation and training are accomplished and that all requirements are met.

*David P. Medina*

David P. Medina

Manager, Requirements Branch

BRANCH CHECKLIST

NAME \_\_\_\_\_ ARRIVAL DATE \_\_\_/\_\_\_/\_\_\_

Check when complete

- 1. Introduce new employee to all branch personnel. ( )
- 2. Provide brief overview of branch organization. ( )
- 3. Explain Model Work Environment, EEO philosophy, outreach programs, and special emphasis groups. ( )
- 4. Explain meal and break policy. ( )
- 5. Provide Alternate Work Schedule Request (FAA Form 3600-17), Explain Flextime options and branch policy. ( )
- 6. Explain procedures for entering premises during nonduty hours. ( )
- 7. Explain responsibility for and operation of desk and laptop computers including Air Traffic and Airway Facilities Local Area Network (LAN) procedures. ( )
- 8. Assign a branch employee to accomplish the following: ( )
  - a. Assist new employee in obtaining identification. ( )
  - b. Assist new employee in obtaining an automobile sticker. ( )
  - c. Introduce new employee to everyone in the division, explain branch relationships, and those persons in other divisions with whom they would likely interface. ( )
  - d. Provide tour of Regional Office, including the Operations Center. ( )
- 9. Branch Functions:
  - a. Explain telephone system and voice mail procedures. ( )
  - b. Explain correspondence procedures including style, routing, coordination, and signature level. ( )
  - c. Explain mail procedures including when and how to use interoffice mail, regular mail, etc. ( )

- d. Explain FAX machine operation. ( )
  - e. Explain how we handle Congressional and media inquiries and how we interface with Public Affairs. ( )
  - f. Explain travel procedures including current Government travel bureau, use of Government credit card, travel orders, travel vouchers, and rental cars. ( )
  - g. Explain "FAM" Trip Program. ( )
10. As necessary, explain the existence and operation of the following:
- a. FA Club ( )
  - b. Credit Union ( )
  - c. Wellness Center ( )
  - d. Coffee Fund ( )
  - e. Flower Fund ( )
  - f. Birthday celebrations ( )
  - g. Social activities (luncheons, etc.) ( )
11. Explain the headquarters organization and how we interface with them. ( )
12. Explain branch filing system; give new employee a copy of official files list. ( )
13. Explain how to obtain supplies. ( )
14. Explain facility maintenance procedures. ( )
15. Explain procedures for the use of a government vehicle. ( )
16. Health insurance (30 days to transfer if current health policy not available in this region). ( )