

ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
GREAT LAKES REGION

GL 3100.14

11/21/84

SUBJ: TRAINING FOR SECTOR STAFF POSITIONS

1. PURPOSE. This order identifies training courses/subjects for sector staff and sector field staff employees relating to their assigned functions. With the changes brought about by the sector reconfiguration, such as enlarged sector staffs and changes in sector staff position responsibility, it is necessary to identify "Management and General" training requirements for these positions.

2. DISTRIBUTION. This order is distributed to branch level and above in Airway Facilities, AF Sector Managers and staff employees, and the Regional Training Program Management Officer.

3. BACKGROUND. Prior to the sector reconfiguration, sectors had smaller staffs and these staffs were more technically oriented maintenance groups. Most administrative reports, records, etc., were developed and controlled by one or two sector office people. Staff studies and technical reports were normally developed with considerable participation of the managers. Due to the now expanded sector size, expanded responsibilities in training, engineering, reports development, etc., the manager will not be able to participate directly in the completion of these functions as in the past. Therefore, these knowledges and skills will have to be obtained by the staff employees. (See related Order 3000.6B, Training).

4. POLICY. Management and general training, for sector staff and sector field office positions, will be provided a majority of the time through: 1) FAA, 2) OPM/GSA. All out-of-agency training will have prior approval through AGL-460. All training requests will be justified using the categories defined in the current Call for Training Requirements Notice, and will be subject to funding by the centralized training program.

5. RESPONSIBILITIES.

a. First level supervisors shall annually review staff training requirements, and present those requirements in the annual call for training. The appendix to this order lists sector staff positions, outlining major functions, and those training courses that support those functions. The training is identified as Minimum Performance Level, Optimum Performance Level, and Performance Improvement Level Training. These requirements are not all inclusive, but do cover the minimum training needed for the sector staff positions. Progression of training should begin with those identified as Minimum Performance Level, continuing on to Optimum Performance Level and Performance Improvement as necessary.

Distribution: A-X(AF)-3, A-FAF-2/3 (5 cys ea),
A-X(PM)(1 cy)

Initiated By AGL-460

b. Employees may have acquired expertise through experience in the field, or from other educational endeavors in their specific specialties. These employees can demonstrate knowledges through successful completion of bypass examination or end of course final as applicable. Equivalencies of previous training will be approved by AGL-460 and the Training Branch, AGL-17.

c. Employees shall be alert to their own training needs and participate thoroughly and objectively in relating those needs to current job requirements. Additionally, career development can be pursued through the utilization of correspondence study and career development training, as outlined in 3000.6B, GL Supplement 6.



E. J. Phillips
Manager, Airway Facilities Division

APPENDIX 1. SUGGESTED TRAINING COURSES

SECRETARY

1. FUNCTIONS.

- a. Office Management
- b. T&A
- c. Letter/Report Writing
- d. Computer Literacy
- e. Related Training

2. SOURCES OF TRAINING.

- a. Management Consultant Firms
- b. Colleges, Universities, Adult Education in Local School Districts, etc.
- c. Office of Personnel Management; General Services Administration
- d. FAA - MTS (Lawton) Correspondence and Seminars
- e. Private Business Firms
- f. Public Library - Audio/Visual Section
- g. FAA - CBI (Computer Based Instructor), Correspondence (CS), and Resident (OKC)
- h. Out-of-Agency (OTA) Training

3. MINIMUM PERFORMANCE LEVEL TRAINING.

- a. Office Management
 - (1) Basic Secretarial/Clerical Techniques 14015 (FAA CS)*
 - (2) Excel 16104 (FAA CBI)*
- b. Time and Attendance
 - Time and Attendance Reports and Records 14035 (FAA CS)*
- c. Computer Literacy
 - (1) Microcomputing OTA (Heathkit)*
 - (2) Tutorial Disks/Software familiarization (Sector Office/SFOII)*
 - (3) NBI Wordprocessor Training OTA*

4. OPTIMUM PERFORMANCE LEVEL TRAINING.

- a. Office Management
 - Advanced Secretarial Techniques 14016 (FAA CS)
- b. Letter/Report Writing
 - (1) Writing Improvement 14014 (FAA CS)
 - (2) Seminars-Regional AF Division conducted
- c. Related Training
 - Equal employment Opportunity 14023 (FAA CS)

5. PERFORMANCE IMPROVEMENT TRAINING.

- Letter/Report Writing
 - Report Analysis and Consolidation 14027 (FAA CS)

*ESSENTIAL

APPENDIX 1. SUGGESTED TRAINING COURSES

ASSISTANT MANAGER FOR PROGRAM SUPPORT

1. FUNCTIONS.

- a. Personnel and Training Management
- b. Resource Management
- c. Logistics Programs Management
- d. Safety Program
- e. Defense Readiness Program Management

2. SOURCES OF TRAINING.

- a. Private Management Consultant Firms
 - (1) Seminars
 - (2) Video Programs
 - (3) Audio Programs
- b. Colleges, Universities, Adult Education in Local School Districts, etc.
- c. Office of Personnel Management
- d. FAA - MTS (Lawton), Correspondence Study and Seminars
- e. FAA - CBI (Computer Based Instruction)

3. MINIMUM PERFORMANCE LEVEL TRAINING.

- a. Human Resource and Training Management
 - (1) Developing Human Relations Skills 01501 (FAA MTS) or Human Relations in Supervision 14003 (FAA CS)*
 - (2) Position Management and Classification 14030 (FAA CS)*
 - (3) Managerial Planning, Organizing, and Controlling Curriculum 16106 (FAA CBI)*
 - (4) Staff Work 01524 (FAA MTS)*
 - (5) Labor Agreement Administration 01205 (FAA MTS)*
- b. Resource Management
 - (1) Resource Management 01303 (FAA MTS) or Budgeting and Resource Management 14024 (FAA CS)*
 - (2) Program Analysis and Review 14026 (FAA CS)*
- c. Safety
 - Occupational Safety for Management Inspectors 01304 (FAA MTS)*
- d. Defense Readiness Program Management
 - Seminars - Regional, Local City/State*

4. OPTIMUM PERFORMANCE LEVEL TRAINING.

- a. Human Resource and Training Management
 - (1) Interpersonal Behavior and Problem Solving 01204 (FAA MTS)
 - (2) Program Evaluation 01511 (FAA MTS)

11/21/84

GL 3100.14

Appendix 1

- b. Logistics Program Management
 - (1) Field Logistics Management 07009 (FAA OKC)
 - (2) Fundamentals of Procurement and Contracting 07001 (FAA OKC)
 - (3) Regional Logistics Seminars

5. PERFORMANCE IMPROVEMENT TRAINING.

Human Resource and Training Management
--Report Analysis and Consolidation 14027 (FAA CS)

*ESSENTIAL

APPENDIX 1. SUGGESTED TRAINING COURSES

PROFICIENCY DEVELOPMENT SPECIALIST

1. FUNCTIONS.

- a. Program Management
 - (1) Training
 - (2) Certification
- b. Course Development and Presentation
- c. Examination Development and Administration
- d. Staff Studies

2. SOURCES OF TRAINING.

- a. FAA - MTS Correspondence (CS) Study and Resident Correspondence (CS), CBI (Computer Based Instruct), and Resident (OKC)
- b. FAA Academy - Correspondence (CS), CBI (Computer Based Instruction), and Resident (OKC)
- c. Office of Personnel Management (OPM) Seminars
- d. Local College/University, Adult Education

3. MINIMUM PERFORMANCE LEVEL TRAINING.

- a. Program Management
 - (1) The Supervisor's Course 01200 (FAA MTS)*
 - (2) Human Relations in Supervision 14003 (FAA CS)*
- b. Course Development
 - (1) Academy Instructor Training 10520 or Facility Instructor Training 10501 (FAA OKC)*
 - (2) Curriculum Development 10512 (FAA OKC)*
 - (3) OJT Techniques 10504 (FAA OKC)*
 - (4) Briefing and Presentation Techniques 14010 (FAA CS)*
- c. Staff Studies
 - Staff Work 01524 (FAA MTS) or Staff Specialist 14019 (FAA CS)*

4. OPTIMUM PERFORMANCE LEVEL TRAINING.

- a. Program Management
 - (1) The Supervisor's Course, Phase II 01226 (FAA MTS)
 - (2) Equal Employment Opportunity 14023 (FAACS)
- b. Course Development
 - Regional Courses/Workshops
- c. Staff Studies
 - Problem Analysis and Decision Making 16105 (FAA CBI)

5. PERFORMANCE IMPROVEMENT TRAINING.

- Staff Studies
 - Writing Improvement 14014 (FAA CS)

*ESSENTIAL

APPENDIX 1. SUGGESTED TRAINING COURSES

ADMINISTRATIVE OFFICER

1. FUNCTIONS.

- a. Administrative Program Analysis
- b. Budget Coordinating and Preparation
- c. Cost Accounting
- d. Travel Administration
- e. Training and Certification Records Management
- f. Employee Services
- g. Suggestion and Awards Program Coordinator
- h. Computer Literacy
- i. Related Training

2. SOURCES OF TRAINING.

- (CS) a. FAA Academy (OKC), CBI (Computer Based Instruction), and Correspondence
- b. Colleges, Universities, Adult Education in Local School Districts, etc.
- c. Office of Personnel Management; General Services Administration
- d. FAA - MTS (Lawton) - Correspondence Study and Seminars

3. MINIMUM PERFORMANCE LEVEL TRAINING.

- a. Administrative Program Analysis
 - (1) Excel 16104 (FAA CBI)*
 - (2) Problem Analysis and Decision Making 16105 (FAA CBI)*
 - (3) Staff Work 01524 (FAA MTS) or Staff Specialist 14019 (FAA CS)*
 - (4) Position Management and Classification 14030 (FAA CS)*
 - (5) OWCP (OPM)*
- b. Budget Coordinating and Preparation
 - Budgeting and Resource Management 14024 (FAA CS)*

4. OPTIMUM PERFORMANCE LEVEL TRAINING.

- a. Cost Accounting
 - Regional Conducted Workshop/Seminars
- b. Travel Administration
 - Regional Conducted Workshop/Seminars
- c. Training and Certification Records Management
 - Regional Conducted Workshop/Seminars
- d. Employee Services
 - Regional Conducted Workshop/Seminars
- e. Suggestion and Awards Coordinator
 - Regional Conducted Workshop/Seminars

- f. Computer Literacy
 - (1) Microcomputing OTA (Heathkit)
 - (2) Tutorial Disk/Software familiarization (Sector Office/SFOII)
- g. Related Training
 - (1) Equal Employment Opportunity 14023 (FAA CS)
 - (2) Program Analysis and Review 14026 (FAA CS)

5. PERFORMANCE IMPROVEMENT TRAINING.

Administrative Program Analysis
--Report Analysis Consolidation 14027 (FAA CS)

*ESSENTIAL

APPENDIX 1. SUGGESTED TRAINING COURSES

FIELD LOGISTICS SPECIALIST

1. FUNCTIONS.

- a. Logistics Program Management
- b. Contracting Officers Representative
- c. Motor Vehicle Management
- d. Staff Studies
- e. Budgeting and Accounting
- f. Computer Literacy
- g. Related Training

2. SOURCES OF TRAINING.

- a. FAA Academy (OKC), Correspondence (CS), and CBI (Computer Based Instruction)
- b. FAA - Lawton (MTS)
- c. Local College/University, Adult Education
- d. Office of Personnel Management (OPM) Seminars
- e. General Services Administration (GSA)

3. MINIMUM PERFORMANCE LEVEL TRAINING.

- a. Logistics Program Management
 - (1) Field Logistics Management 07009 (FAA OKC)*
 - (2) Operations and Supply Support 07014 (FAA OKC)*
- b. Contracting Officers Representative
 - Procurement for Technical Personnel 07004 (FAA OKC)*
- c. Staff Studies
 - Staff Specialist 14019 (FAA CS) or Staff Work 01524 (FAA MTS)*
- d. Budgeting and Accounting
 - Budgeting and Resource Management 14024 (FAA CS)*

4. OPTIMUM PERFORMANCE LEVEL TRAINING.

- a. Computer Literacy
 - (1) Microcomputing OTA (Heathkit)
 - (2) Tutorial Disks/Software familiarization (Sector Office/SFOII)
- b. Related Training
 - (1) Developing Human Relation Skills 01501 (FAA MTS)
 - (2) Equal Employment Opportunity 14023 (FAA CS)
- c. Contract Administration
 - GSA Contracting, Basic 17146 (GSA)

5. PERFORMANCE IMPROVEMENT TRAINING.

- Logistics Program Management
 - Writing Improvement 14014 (FAA CS)

*ESSENTIAL

APPENDIX 1. SUGGESTED TRAINING COURSES

ASSISTANT MANAGER FOR TECHNICAL SUPPORT

1. FUNCTIONS.

- a. Technical/Engineering Support
- b. Technical Evaluation
- c. SMP/RMP Program Management
- d. Test Equipment Calibration Program Management
- e. Non-Federal Facilities Program Management
- f. Leased Communications and Frequency Management Support
- g. Energy Conservation Management

2. SOURCES OF TRAINING.

- a. Management Consultant Firms
- b. Colleges, Universities, Adult Education in Local School Districts, etc.
- c. Office of Personnel Management; General Services Administration
- d. FAA - MTS (Lawton), Correspondence Study, Regionally Conducted
- e. Public Library - Audio/Visual Section
- f. FAA Academy/CBI (Computer Based Instruction)

3. MINIMUM PERFORMANCE LEVEL TRAINING.

- a. Technical/Engineering Support and Technical Evaluation
 - (1) NAS Introduction for Engineers and Technicians 44403 (FAA CS)*
 - (2) Staff Work 01524 (FAA MTS)*
 - (3) Program Evaluation Course 01511 (FAA)*
 - (4) Effective Writing 05508 (TPMO) or Report Analysis and Consolidation 14027 (FAA CS)*
- b. SMP/RMP Program Management
 - (1) Regional Conducted Workshop/Seminars*
 - (2) Procurement for Technical Personnel 07004 (FAA OKC)*

4. OPTIMUM PERFORMANCE LEVEL TRAINING.

- a. Technical/Engineering Support and Technical Evaluation
--Problem Analysis and Decision Making 16105 (FAA CBI)
- b. SMP/RMP Program Management
 - (1) Budgeting and Resource Management 14024 (FAA CS)
 - (2) Technical Writing Workshop 17557 (OPM)
- c. Related Training
--Human Relations in Supervision 14003 (FAA CS)

5. PERFORMANCE IMPROVEMENT TRAINING.

Technical/Engineering Support and Technical Evaluation
--Report Analysis and Consolidation 14027 (FAA CS)

*ESSENTIAL

APPENDIX 1. SUGGESTED TRAINING COURSES

TECHNICAL SUPPORT STAFF ENGINEER

1. FUNCTIONS.

- a. Technical/Engineering Support
- b. Technical Evaluation
- c. Engineering Review/Coordination
- d. Assigned Programs Management (Non-Fed, Leased Comm., Frequency Mgmt., RMP, SMP, Energy Conservation and Test Equipment)

2. SOURCES OF TRAINING.

- a. Management Consultant Firms
- b. Colleges, Universities, Adult Education in Local School Districts, etc.
- c. Office of Personnel Management; General Services Administration
- d. FAA - MTS (Lawton), Correspondence Study and Workshops
- e. Public Library - Audio/Visual Section
- f. FAA Academy (OKC), Correspondence (CS), CBI (Computer Based Instruction), and Regionally Conducted Training.

3. MINIMUM PERFORMANCE LEVEL TRAINING.

- a. Technical/Engineering Support and Technical Evaluation
 - (1) NAS Introduction for Engineers and Technicians 44403 (FAA CS)*
 - (2) Staff Work 01524 (FAA MTS) or Staff Specialist 14019 (FAA CS)*
 - (3) Effective Organization Work 14006 (FAA CS)*
 - (4) Report Analysis and Consolidation 14027 (FAA CS)
- b. SMP/RM Program (Support RE)
 - (1) Contract Administration - Regional Conducted Workshop/Seminars*
 - (2) IFB Preparation - Regional Conducted Workshop/Seminars*

4. OPTIMUM PERFORMANCE LEVEL TRAINING.

- a. Technical/Engineering Support and Technical Evaluation
 - (1) Problem Analysis and Decision Making 16105 (FAA CBI)
 - (2) Briefing and Presentation Techniques 14010 (FAA CS)
 - (3) Technical Writing Workshop 17557 (OPM)
- b. Engineering Review/Coordination
 - (1) Program Analysis and Review 14026 (FAA CS)
 - (2) Budgeting and Resource Management 14024 (FAA CS)

*ESSENTIAL

APPENDIX 1. SUGGESTED TRAINING COURSES

TECHNICAL SUPPORT STAFF TECHNICIAN

1. FUNCTIONS.

- a. Technical/Engineering Support
- b. Technical Evaluation
- c. Engineering Review/Coordination
- d. Assigned Programs Management (Non-Fed, Leased Comm., Frequency Mgmt., RMP, SMP, Energy Conservation and Test Equipment)

2. SOURCES OF TRAINING.

- a. Management Consultant Firms
- b. Colleges, Universities, Adult Education in Local School Districts, etc.
- c. Office of Personnel Management; General Services Administration
- d. FAA - MTS (Lawton), Correspondence Study and Workshops
- e. Public Library - Audio/Visual Section
- f. FAA Academy (OKC), Correspondence (CS), CBI (Computer Based Instruction), and Regionally Conducted Training.

3. MINIMUM PERFORMANCE LEVEL TRAINING.

- a. Technical/Engineering Support and Technical Evaluation
 - (1) NAS Introduction for Engineers and Technicians 44403 (FAA CS)*
 - (2) Staff Work 01524 (FAA MTS) or Staff Specialist 14019 (FAA CS)*
 - (3) Effective Organization Work 14006 (FAA CS)*
- b. SMP/RM Program (Support RE)
 - (1) Contract Administration - Regional Conducted Workshop/Seminars*
 - (2) IFB Preparation - Regional Conducted Workshop/Seminars*

4. OPTIMUM PERFORMANCE LEVEL TRAINING.

- a. Technical/Engineering Support and Technical Evaluation
 - (1) Problem Analysis and Decision Making 16105 (FAA CBI)
 - (2) Briefing and Presentation Techniques 14010 (FAA CS)
 - (3) Technical Writing Workshop 17557 (OPM)
 - (4) Technical Writing Workshop 17557 (OPM)
- b. Engineering Review/Coordination
 - (1) Program Analysis and Review 14026 (FAA CS)
 - (2) Budgeting and Resource Management 14024 (FAA CS)

5. PERFORMANCE IMPROVEMENT TRAINING.

Technical/Engineering Support and Technical Evaluation
 --Facility Instructor Training 10501 (FAA OKC)

*ESSENTIAL

11/21/84

GL 3100.14
Appendix 1

APPENDIX 1. SUGGESTED TRAINING COURSES

SECTOR HEADQUARTERS CLERK/STENO

1. FUNCTIONS.

- a. Office Organization
- b. Time and Attendance
- c. Computer Literacy
- d. Related Training

2. SOURCES OF TRAINING.

- a. Colleges, Universities, Adult Education in Local School Districts, etc.
- b. Private Business Firms
- c. FAA - Correspondence (CS) and CBI (Computer Based Instruction)
- d. Office of Personnel Management (OPM); General Services Administration (GSA)

3. MINIMUM PERFORMANCE LEVEL TRAINING.

- a. Office Organization
 - (1) Basic Clerical/Secretarial Techniques 14015 (FAA CS)*
 - (2) Excel 16104 (FAA CBI)*
- b. Time and Attendance
 - Time and Attendance Reports and Records 14035 (FAA CS)*
- c. Computer Literacy
 - (1) Microcomputing OTA (Heathkit)*
 - (2) Tutorial Disks/Software familiarization (Sector Office/SFOII)*
 - (3) NBI Wordprocessor Training*

4. OPTIMUM PERFORMANCE LEVEL TRAINING.

- Office Organization
 - Advanced Secretarial Techniques 14016 (FAA CS)

5. PERFORMANCE IMPROVEMENT TRAINING

- Office Organization
 - Writing Improvement 14014 (FAA CS)

*ESSENTIAL

GL 3100. 14
Appendix 1

11/21/84

APPENDIX 1. SUGGESTED TRAINING COURSES

AF CLERK and/or SECRETARY/STENO - SECTOR FIELD OFFICE

1. FUNCTIONS.

- a. Office Organization
- b. T&A
- c. Logistics Support
- d. Computer Literacy
- e. Related Training

2. SOURCES OF TRAINING.

- a. Management Consultant Firms
- b. College, Universities, Adult Education in Local School Districts, etc.
- c. Office of Personnel Management; General Services Administration
- d. FAA - MTS (Lawton), Correspondence Study, Workshops
- e. Private Business Firms
- f. Public Library - Audio/Visual Section
- g. FAA Academy (OKC) and CBI (Computer Based Instruction)

3. MINIMUM PERFORMANCE LEVEL TRAINING.

- a. Office Organization
 - (1) Basic Clerical/Secretarial Techniques 14015 (FAA CS)*
 - (2) Excel 16104 (FAA CBI)*
- b. Time and Attendance
 - Time and Attendance Reports and Records 14035 (FAA CS)*
- c. Logistics Support
 - (1) Materiel Management 07015 (FAA OKC)*
 - (2) Operations and Supply Support 07014 (FAA OKC)*
- d. Computer Literacy
 - (1) Microcomputing OTA (Heathkit)*
 - (2) Tutorial Disks/Software Familiarization (Sector Office/SFOII)*

4. OPTIMUM PERFORMANCE LEVEL TRAINING.

- Office Organization
 - Advanced Secretarial Techniques 14016 (FAA CS)

11/21/84

GL 3100.14
Appendix 1

5. PERFORMANCE IMPROVEMENT TRAINING.

Office Management
--Writing Improvement 14014 (FAA CS)

*ESSENTIAL

Par. 5

Page 13