



**U.S. DEPARTMENT OF TRANSPORTATION  
FEDERAL AVIATION ADMINISTRATION**

Air Traffic Organization Policy

**ORDER  
JO 3100.15**

Effective Date:  
11/24/2021

**SUBJ:** Joint Air Traffic Operations Command ATO Watch Officer Training

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This order specifies training requirements and procedures for the administration of the Joint Air Traffic Operations Command (JATOC) and Air Traffic Organization (ATO) Watch Officer (AWO) Training Program. The order contains information for use by JATOC personnel during the planning, conducting, and administration of AWO training. All JATOC personnel must familiarize themselves with all the provisions of this order that pertain to their responsibilities.

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Distribution:

Initiated By: AJR-1

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## CHAPTER 1. GENERAL

**1. Purpose.** This order establishes training requirements and procedures for the administration of the Joint Air Traffic Operations Command (JATOC) Air Traffic Organization (ATO) Watch Officer (AWO) training program.

**2. Audience.** This order applies to all personnel staffing the JATOC-AWO position of the JATOC.

**3. Where To Find This Order.** This order is available on the MyFAA employee website at: [https://employees.faa.gov/tools\\_resources/orders\\_notices/](https://employees.faa.gov/tools_resources/orders_notices/) and on the air traffic publications website at: [http://www.faa.gov/air\\_traffic/publications/](http://www.faa.gov/air_traffic/publications/). JATOC personnel can also find this training order in the JATOC management office, and can be issued at the approval of the JATOC General Manager (GM).

**4. Distribution.** This order is distributed to all applicable ATO Service Unit personnel.

**5. Effective Date. November 24, 2021**

**6. Background.** JATOC is the ATO's command and control element. JATOC was established to integrate Service Units at all levels to create a unified ATO response to significant incidents and other major events or natural disasters that adversely impact the National Airspace System (NAS) or National Security.

This order outlines the procedural and technical requirements for the JATOC AWO training program.

## **CHAPTER 2. ROLES AND RESPONSIBILITIES**

### **1. JATOC General Manager (GM)**

The JATOC GM is responsible for developing an integrated training strategy to lead, direct, and guide the overall design, management, and delivery of JATOC training. The JATOC GM is responsible for the effectiveness, accuracy, evaluation and oversight of the JATOC training program.

- a. The JATOC GM must ensure:
  - (1) All AWOs meet the qualification criteria in this order.
  - (2) The JATOC training program is planned, conducted, assessed, and revised on a continuous basis.
  - (3) Established target hours, minimum qualification hours, and On the Job Familiarization (OJF) hours for the AWO position are accomplished.
  - (4) All information including national and local training orders and directives is made available to all facility personnel.

### **2. JATOC Operational Support Team (JOST)**

The JOST is responsible for the development, implementation, administration, and evaluation of the JATOC training program.

- a. The JOST must ensure:
  - (1) Training is accomplished in accordance with this order.
  - (2) Training is productive and appropriate for the experience level of each AWO trainee.
  - (3) Training materials are developed, properly labeled and accessible, and continually updated to ensure accuracy.
  - (4) Training reports are properly completed and maintained.
  - (5) The training review process is conducted in accordance with this order.
  - (6) A review of the JATOC training order is conducted on a semi-annual basis.

### **3. JATOC Functional Elements**

Each JATOC functional element is responsible for the development and maintenance of Service Unit familiarization training materials for their respective areas to be included in the JATOC introductory training provided to all JATOC personnel.

JATOC functional elements include the following ATO Service Units: Flight Program Operations (AJF), Safety and Technical Training (AJI), System Operations Services (AJR), Air Traffic Services (AJT), Mission Support Services (AJV), and Technical Operations Services (AJW).

#### **4. AWO Trainee**

- a. The AWO trainee must:
  - (1) Complete all classroom training modules prior to beginning AWO training.
  - (2) Meet the qualification criteria in accordance with this order.
  - (3) Review, discuss, and make suggestions to enhance the training program with the JOST.
  - (4) Review, discuss, and sign AWO Training Requirement Form 4001.1. This is a JATOC internal document.
  - (5) Be receptive to training performance feedback.

#### **5. JATOC Personnel**

JATOC personnel involved in JATOC training must maintain a comprehensive working knowledge of the procedures and guidelines outlined in this order and the applicable national and local training directives.

## **CHAPTER 3. CLASSROOM TRAINING**

### **1. Purpose**

The goal of classroom training is to equip applicable JATOC AWO personnel with a basic knowledge of all JATOC organizational functions, processes, procedures, and equipment.

### **2. Procedures**

Applicable JATOC AWO personnel must successfully complete the required training program as outlined in Appendix B for their assigned job function.

### **3. Classroom Training Hours**

Applicable JATOC AWO personnel will receive up to 40 hours of training. If needed, additional hours will be given at the discretion of the JATOC GM.

## **CHAPTER 4. AWO TRAINING**

### **1. General**

This chapter establishes requirements and procedures for standardization of instruction and evaluation of the AWO training process. Training and performance evaluation is provided at the direction of the JATOC GM.

### **2. Training Hours**

The AWO will receive familiarization training of each JATOC functional element prior to beginning training on the AWO position.

Personnel staffing the AWO position will receive a minimum of 40 and a maximum of 80 hours of training.

### **3. AWO Qualification Process**

AWOs do not undergo certification; however, personnel staffing the AWO position will receive up to 40 hours of classroom training, and a minimum of 40 hours and a maximum of 80 hours of AWO training.

### **4. Performance Skill Check**

Performance skill checks must be used to assess the AWO progress upon completion of assigned hours. The JOST will compare current knowledge and skill level against the level required to successfully master job functions, and identify areas that require improvement.

### **5. Skill Enhancement**

Skill Enhancement Training (SET) may be assigned to enhance specific skills, techniques, or knowledge. If SET is assigned, the individual will be notified in writing of the specific skill that is targeted for training. The training may include but is not limited to classroom instruction, and On the Job Training (OJT).

### **6. Proficiency Training**

Proficiency training will be conducted on a semi-annual basis to ensure proficiency in routine and seldom used procedures and to increase awareness of revised or new, processes and protocols. The JATOC GM will review quality control data to identify training topics in order to address knowledge gaps and areas for development. Proficiency training is for improvement, not performance evaluation.



## **CHAPTER 5. TRAINING REPORTS AND RECORDS**

### **1. Policy**

An AWO Training Requirement Form 4001.1 will be prepared for each individual receiving AWO training. The form will be used to record the results and the completion of training requirements for JATOC AWO personnel. Form 4001.1 will be prepared and maintained at the direction of the JATOC GM.

### **2. Responsibilities**

The JOST, or assigned designee, is responsible for the completion and maintenance of AWO Training Requirement Form 4001.1 for all appropriate JATOC personnel.

### **3. Reports**

An AWO Training Requirement Form 4001.1 must be completed on all appropriate JATOC personnel. Examples of the AWO Training Requirement Form 4001.1 are contained in Appendix B of this order.

### **4. Records of Completion**

Completed AWO Training Requirement Form 4001.1 will be maintained on: S:\Train Track.

**APPENDIX A. JATOC Training Modules****Module 1. Introduction to the Joint Air Traffic Operations Command (JATOC)**

- a. Purpose and Mission of the JATOC
- b. JATOC Functional Elements
- c. JATOC Operating Levels

**Module 2. ATO Watch Officer (AWO) Position Overview**

- a. AWO Role and Responsibilities
- b. AWO Incident Management
- c. AWO Security Terms and Acronyms
- d. AWO Automation Tools

**Module 3. AWO Messaging**

- a. Required Messages
- b. Focus /Non-Focus Facilities
- c. 5/30/2 Rule
- d. Prohibited Messages
- e. Ad Hoc Incident Types
- f. Information Sources
- g. Templates
- h. Email Format/Content
- i. Departure/ Arrival Delays
- j. Emergency Notification System (ENS) Checklists

**Module 4. Required LMS Training**

- a. FAA65000973 – JATOC Introduction Briefing
- b. FAA70400011 – ENS Alert Publishers

**Module 5. JATOC Crisis Action Team (J-CAT) Transition**

- a. J-CAT Activation
- b. J-CAT Deactivation and After Action

**Module 6. Communication and Facilitation Workshop Level 1**

- a. Components of Communication
- b. Barriers to Communication
- c. Basic Facilitation
- d. Practical Application

**Module 7. Building Leadership Capacity**

- a. Leveraging ATO Synergy
- b. Systems Level Thinking
- c. Key Leadership Concepts

**APPENDIX B. AWO Training Form #4001.1**

<b>JATOC AWO OJT INSTRUCTION/EVALUATION REPORT</b>											
<b>DCC FORM XXXX-XX</b>											
<b>JATOC AWO OJT INSTRUCTION/EVALUATION REPORT</b>											
1. Name:			2. Date:			3. Area: <b>AWO</b>					
4. JATOC Ops Level:		5. Workload:		6. Complexity:		7. Hours:					
1		Light		Not Difficult		8. Total Hours This Position:					
2		Moderate		Occasionally Difficult							
3		Heavy		Mostly Difficult							
4				Very Difficult							
9. Purpose:			Training		OJF		10. Routing Initials:				
			Skill Enhancement		Other		JOST	GM	TM	Train Track	
11.	CJE	JOB FUNCTION CATEGORY	JOB FUNCTION				Observed	Comment	Satisfactory	Needs Improvement	Unsatisfactory
<b>Performance</b>	<b>Operating Methods, Communication and Procedures</b>		1. Manages, coordinates and monitors incident activities								
		2. Maintains open lines of communications with functional elements									
		3. Communicates effectively – clear, specific, concise and timely									
		4. Takes proactive measures to identify areas of risks to reduce impact									
		5. Maintains sound situational awareness									
		6. Delegates tasks to appropriate personnel as necessary									
		7. Gives attention to detail to produces high quality products									
		8. Prioritizes activities and adjusts accordingly									
		9. Adheres to established messaging guidelines									
		10. Shows composure & confidence in pressure & emergency situation									
		11. Properly initiates AWO position set up including ENS procedures									
		12. Other									

### APPENDIX C. Roles and Definitions

1. **Joint Air Traffic Operations Command (JATOC):** The JATOC was established to integrate Service Units at all levels to create a unified ATO response to significant incidents and other major events or natural disasters that adversely impact the National Airspace System (NAS) or National Security.
2. **JATOC Crisis Action Team (J-CAT):** The J-CAT is a surged component of the JATOC responsible for serving as ATO's primary national level communications and coordination hub for the significant incident.
3. **ATO Incident Director (AID):** The AID is the ATO senior leader designated by the COO and DCOO, who is responsible for managing ATO's initial unified response to a significant incident or participation in a major event that could require some form of significant incident response.
4. **JATOC General Manager (JATOC GM):** The JATOC GM directs and manages efforts to develop and implement procedures and policies necessary to respond to local or national aviation events and incidents and reports directly to the Vice President of System Operations Services (AJR). The JATOC GM coordinates and collaborates with ATO service units as needed to make critical decisions in support of JATOCs mission.
5. **ATO Watch Officer (AWO):** The AWO will consolidate and communicate the initial unified ATO response to significant NAS events, including characterizing the event, providing notifications to ATO leadership, and taking steps to stabilize the situation.
6. **JATOC Air Traffic Services (AJT) Representative (JATOC-AT):** The JATOC-AT serves as the advocate to the FAA Air Traffic Control System Command Center facility management and staff on real-time operational issues.
7. **JATOC Operational Support Team (JOST):** The JOST is responsible for the documentation & reference materials utilized by the JATOC functional elements. The JOST provides initial training & mentoring to all JATOC personnel.