ATSS Specific FAQs

Designations

1. What is the role of District managers in the Credentialing Program?	If requested, Tech Ops District Managers may be designated as Group PMs or Group CoPMs. This allows them to provide back-up to the PMs below them for rating approvals and processing transfers and withdrawals of employees.
2. What is the role of TOM/TSOG in the Credentialing Program	TOMs/TSOG Managers, are typically designated as Proficiency Managers or Co-Proficiency Managers in the Credentialing system.
3. What is the roll of SSC/SOC Managers in the Credentialing Program?	In the Credentialing program, SSC and SOC managers typically serve as Designated Examiners or Group Designated Examiners. They must hold the same ratings as every technician in their respective SSC or SOC, even though they themselves may not certify systems and equipment. In that respect, the issuance of AOV ratings for ATSS Designated Examiners is an administrative functionality, and does not confer authority to do the work of ATSS technicians.
4. What is the role of Operations Support Specialists in the Credentialing Program?	Operations support Specialists provide administrative support and oversight for ATSS training and certification. In this role, they often request Credentialing System Viewer access, which must be applied by the appropriate point of contact in the AOV Credentialing program.
5. I'm requesting to become a Proficiency Manager for Credentialing. Where should I submit FAA Form 8000-45?	Submit your completed FAA Form 8000-45 to the QCG Credentialing point of contact for your respective service area. Contact information for the QCG Credentialing point of contact for your service area is available on the Home Page of the AOV Credentialing site.
6. How do I get the DE designation (Who can assign a DE?)	Designated Examiners are designated as such by the appropriate PM. The DE designation is typically held by the manager of an SSC or SOC, and they must hold the same ratings as each technician in their unit.
7. How is the Group DE role used? (why might it be needed?)	A Group DE has the ability to request new ratings and rating renewals for technicians at any SSC or SOC within their Tech Ops Group.
8. How do I get the Group DE designation (Who	Any ATSS manager who holds the AOV designation of PM or Co PM has the option to designate Group DEs, as needed.

can assign a Group DE?)	
9. How many Group DEs can be assigned to a Group?	The AOV Credentialing System allows for two. The District or Group PM will decide if there will be one or two.
10. How do we add a Group DE designation to a DE?	This is done by a PM or Co PM. They access the Credential profile of a Designated Examiner, and follow the link marked "Change to Group DE."
Ratings	
1. How do I request removal of individual ratings for an ATSS employee who no longer certifies equipment/systems for that discipline? (i.e., we just need to remove the "Communications" rating and keep the other ratings)	Only an AOV Credentialing System Administrator can remove individual ratings. Please contact the appropriate AOV POC for ATSS as listed on the AOV Credentialing site home page.
2. I am the DE for my SSC. When a rating is due for renewal, I see an option to select "Do Not Renew." When it is appropriate to use this?	This option is available to DEs if the employee no longer needs the rating. By selecting "Do Not Renew," the DE is offered a drop-down list of options to select from. One of these options is "Rating no longer needed." Once this recommendation is submitted, the PM will see the request and may either approve or reject the submission.