

Observation Criteria		Rating							Comments			
Beginning of the Shift		☹☹	☹			☺	☺☺	n.o.				
II-1	The incoming ATCO arrives 5 minutes before official shift-change, so the relieved ATCO can leave on time.	</+ 0 min	1 min	2 min	3 min	4 min	>/= 5 min					
	ATCO coming from different sector											
	ATCO coming from break/ start of shift											
A-1	The relieving ATCO is given a quality handover.	Not at all					REST					
	ATCO is checking the back-up system											
	The relieved ATCO takes some time to make sure the relieving ATCO is familiarised with the traffic.											
A-2	The ATCO signs the briefing sheet before they start their shift.	No signature	Sign at the end	Sign later	Sign when supervisor comes round	Sign at the beginning	Sign before start					
IA-3	The incoming ATCO takes some time to familiarise himself with the traffic								IRRELEVANT			
IA-5	The coordinating controller/ EC checks the OSDR pages on the CCTV for information								IRRELEVANT			
Adequate Environment for good performance		1	2	3	4	5	6	n.o.	Please Specify:			
										E1	E2	E3
E-1	Noise within sector								Noise from colleague Announcements Technical Drilling Other			
E-2	Noise within the ops-room											
E-3	Noise from outside the ops-room											
E-4	Cleanliness of position											
During the Shift		1	2	3	4	5	6	n.o.				
II-2	The supervisor confirms with both the EC and the CC about the timing of collapsing or de-collapsing sectors.	Not at all	No response from, EC/CC or CC	Info only EC	Info both EC and CC	EC or CC consulted	Both consulted					
II-3	ATCO is not left alone on position.	> 10 min	8-10 min	6-8 min	4-6 min	< 4 min	0 min					
	EC and CC are working as a team	1	2	3	4	5	6	n.o.				
TI-4	A controller is receptive to suggestions and ideas											
TI-5	When the CC passes information, the EC acknowledges it.								TI-5 und P-5 haben wir gesagt, lassen wir nur drin, wenn wir nicht genug Punkte hätten. Ich glaube die können wir rausnehmen !			
P-5	The CC requests A/C conflict free, when the traffic gets busier.											
P-1	The CC warns the EC verbally about pending conflicts in and entering the sector	Not at all	< 5 NM		6-10 NM	11-15 NM	16-20 NM					
	Teamwork of sectors within MUAC	1	2	3	4	5	6	n.o.				
P-2	The CC warns the next sector about an ODL											
	Skip me / bypass / delegate is used appropriately	No input	Input, no info			Info without input	First coordination then input					
P-9a	The CC coordinates climb or descent with external sector / unit	not coordinated + not communicated to EC	Not coordinated but communicates to EC			Coordinates but not communicated to EC	Coordinates and communicated to EC					

P-9b	<i>The CC coordinates climb or descent with internal sector</i>	not coordinated + not communicated to EC	Not coordinated but communicated to EC			Coordinates but not communicates to EC	Coordinates and communicates to EC		
Most frequent issues during the shift		1	2	3	4	5	6	n.o.	
P-7	Controllers use standard phraseology in radio and telephone communications								
P-4	<i>The controller passes traffic information with careful intonation to avoid repetition and clarifications</i>	no					yes		
P-8	Controllers use English in radio and telephone communications.	Never English	Start in other language, change when approached English. Fall back	Start in other language, change when approached English	Reacting to other language	Reacting to other language, falling back English	Always English, even if approached in other language		
Deleted: Still to be discussed									
P-6	Before clearing an aircraft to another flight level the next level intention (CFL) is displayed	Not at all	After clearing			At same time	before		
IA-6	Any changes to the OSDR pages are communicated by the supervisor to the EC/CC								
P-3	The CC warns the EC about climbing or descending A/C entering the sector								Statt P-3 haben wir uns P-10 ausgedacht
P-10	CC ends all operational telephone messages with initials	no					yes		
P-9	The CC informs the EC of any coordinated climbs or descents and makes the appropriate input, leaving the sector								Haben wir in P-9a und P-9b aufgeteilt, siehe oben

Deleted: Still to be discussed

Comment: Dazu bräuchte ich eine Erklärung (-: Wenn es um alle telephone calls geht, gibt es zwar ein yes oder no für jeden einzelnen call, insgesamt wird das aber wieder ein Rating in der Mitte sein müssen. Wenn P3 gestrichen ist, wieso behalten wir dann nicht die Nummer P3 bei?