



Director General of Civil Aviation Authority of Kosovo,

Pursuant to Articles 21.2, 61.2 67, 72, and 74 of the Law No.03/L-051 on Civil Aviation (“Official Gazette of the Republic of Kosovo”, Year III, No. 28, 4 June 2008),

For the purpose of regulating the safety of aerodromes available for the use of civilian public, and determining the conditions on the training of employees of the aerodrome and other contracted workers, ground handling service providers and users of aerodrome performing self-handling services,

After completion of the public consultation process of interested parties, according to the Administrative Direction. 01/2012 on procedures for public consultation of interested parties,

Hereby issues the following:

**REGULATION No. 01/2014
ON PROFESSIONAL TRAINING OF EMPLOYEES AND OTHER
AERODROME CONTRACTED WORKERS, PROVIDERS OF GROUND
HANDLING SERVICES, AND USERS OF AERODROME SERVICES
PROVIDING SELF-HANDLING OF GROUND HANDLING SERVICES**

**CHAPTER I
GENERAL PROVISIONS**

**Article 1
Scope**

1.1 The present Regulation establishes as follows:

- a) Requirements which shall be met by employees and other contracted workers of aerodromes, providers of ground handling services and users of aerodrome services that provide self-handling of ground handling services, who are engaged on the duties relevant to aerodrome operations safety,
- b) Duties relevant to aerodrome safe operations performed by employees under item a) of the Article herein,
- c) Method of checking the competency of employees and other contracted workers under item a) of the Article herein,

- d) Procedure of competency certificate issuance, extension and re-validation for employees and other contracted workers under item a) of the Article herein.

1.2 The present Regulation also establishes as follows:

- a) Requirements which shall be complied with by legal entities conducting professional training of employees and other contracted workers under Article 1, Item a) of the Article herein (hereinafter: organization for professional training), and
- b) Procedure for the issuance of approval to the training organization.

Article 2

Terms and definitions

2.1 For the purpose of this Regulation, the definitions used in this Regulation have the following meaning:

Aerodrome: a defined area on land (including any buildings, installations and equipment) intended to be used either wholly or in part for the arrival, departure and surface movement of aircraft.

Airport: a landing area used regularly by aircraft for receiving or discharging passengers or cargo.

Instructor: a qualified person for theoretical and practical teaching and evaluation of the professional knowledge and skills of the trainees, who is authorized by the Civil Aviation Authority of the Republic of Kosovo (hereinafter: the CAA) to perform such activities on the basis of meeting all the requirements defined in this Regulation.

Supervisor: a person with a valid certificate of professional competency for the duties related to aerodrome operations safety, who carries out an on-the-job training supervision of the trainees during their professional training, pursuant to the decision of the organization in which he/she is employed.

Professional training organization: a legal entity that is authorized to conduct professional training of employees and other aerodrome contractual workers, providers of ground handling services, and users of aerodrome services that provide self-handling of ground handling services.

Authorization of the professional training organization: an approval issued to a professional training organization according to the present Regulation.

Professional training certificate: a document confirming that the candidate has attended a set of theoretical lectures and practical exercises, including on-the-job training under supervision by the supervisor, after which he/she has successfully passed the

theoretical and practical testing of relevant professional knowledge and skills in compliance with the professional training program.

Professional training program: a written document defining the sequence, contents, and duration of professional theoretical lectures and practical exercises, including on-the-job training under continuous supervision by the supervisor, conducted for the purpose of obtaining and maintaining the professional knowledge and skills required for a safe and efficient performance of duties relevant to aerodrome operations safety.

Professional qualification: completion of appropriate school and work experience gained by performing relevant professional activities.

Professional training: a set of theoretical lectures and practical exercises provided by the instructor, including on-the-job training under continuous supervision of the supervisor, conducted for the purpose of obtaining and maintaining the professional knowledge and skills required for a safe and efficient performance of duties relevant to aerodrome operations safety.

Quality system: a set of interrelated processes of monitoring and documenting the providing services with the aim to maintain the achieved level and continuous improvement of quality.

CHAPTER II GENERAL REQUIREMENTS FOR OBTAINING THE PROFESSIONAL TRAINING CERTIFICATE

Article 3 Attendance in the professional training program

- 3.1 The Professional training certificate is obtained after the attendance and successful completion of the professional training program.
- 3.2 In accordance with the provisions of the present Regulation the professional training program shall be attended by:
 - a) aerodrome employees, other contracted workers ,providers of ground handling services and users of aerodrome services that provide self-handling of ground handling services, who work in the positions related to aerodrome operations safety, and
 - b) candidates on job probation, providers of ground handling services, or users of aerodrome services that provide self-handling of ground handling services in the job positions relevant to aerodrome operations safety.

3.3 Mandatory professional qualifications of attendees in the professional training is defined by internal acts of the entities from Item 2 of this Article, in which the attendee of the professional training established employment relationship, or is planning to be employed.

Article 4 **Professional training program**

4.1 Professional training for the purpose of obtaining, extending or renewing the Certificate of training qualification, is performed on the basis of professional training program approved by CAA.

4.2 Professional training program is a basic document which defines:

- a) Contents and scope of the required knowledge and skills for efficient and safe performance of activities relevant to aerodrome safe operations,
- b) Method of professional training,
- c) Method of evaluation of the professional qualification, and
- d) Procedure of certifying the professional qualification.

4.3 The professional training program shall include applicable legislation, professional manuals and guidelines, international standards and recommendations, as well the practical application of technology and organization of work relevant to aerodrome safe operations, for which is designed the professional training program.

4.4 The professional training program shall contain:

4.4.1 Introduction; that defines all the tasks for which the professional training program is designed,

4.4.2 General section; where the contents of the programme is divided into several chapters related to certain activities that are important for aerodrome operations safety, and with regard to the purpose of the professional training for obtaining, extending or renewing the certificate of professional training.

The general section must include:

- a) Module name,
- b) Module holder and provider (instructor and/or supervisor),
- c) Module duration,
- d) Requirements for enrolment in the professional training program for the purpose of attending specific modules,
- e) Competencies and qualifications achieved upon successful completion of specified module,

4.4.3 Description, structure and contents of each separate module, module

implementation dynamics, obligations of participants of specific module,

4.4.4 Conditions of conducting lectures and exercises of specific modules in order to define:

- a) The venue of lectures,
- b) Information on the lecturing methods and tools,
- c) Names of instructors,
- d) Optimum number of attendees,
- e) Method of monitoring quality and efficiency in conducting the professional training,
- f) Methods of informing attendees of the professional training,

4.4.5 Description of thematic modules and the topics of professional training, in accordance with the related job tasks the training is prepared, and the purpose of the training: obtaining, extending or renewing the certificate on professional qualification.

4.5 The Professional training program shall be amended and supplemented:

- a) In compliance with amendments to the applicable legislation, professional manuals and guidelines, international standards and recommendations, as well as practical application of organization and technology of the tasks relevant to aerodrome safe operations , for which the professional training program is designed, or
- b) At least once during three years.

4.6 Any amendment of the professional training program shall be approved by CAA.

4.7 The CAA shall endorse a professional training program designed and applied by the professional training organization registered outside the Republic of Kosovo, in cases in which the quality and contents of curricula for certain professional activities are in compliance with the provisions of the present Regulation.

CHAPTER III IMPLEMENTATION OF THE PROFESSIONAL TRAINING PROGRAM

Article 5 Training for the purpose of obtaining a professional training certificate

5.1 The professional training program for the purpose of obtaining the training certificate shall be completed successfully by each participant prior engaging in independent work in a position for which according to the present Regulation a professional training certificate is required.

5.2 Initiation of the procedure for obtaining the professional training certificate shall commence no later than 30 days prior starting the attendance in the professional training program.

5.3 The sequence, contents and duration of professional training are defined separately for each specific task relevant to aerodromes safe operations, in accordance with the approved professional training program.

5.4 Obtaining the professional training certificate mean that the attendee of the professional training program has previously passed the theoretical and practical verification of appropriate professional knowledge and skills.

5.5 The holder of the professional training certificate which over a period of 6 months, did not perform continually the duties for which already has a professional training certificate, before official start of the assigned duties must attend on-the-job training in order to revalidate the professional training certificate.

5.6 The Professional training certificate is issued with a validity period of three years.

Article 6

Training for extension of the professional training certificate

6.1 For the purpose of extension of the professional training certificate each attendee shall successfully complete the professional training program not later than 36 months following the successful completion of the previous professional training, or earlier, as defined with other regulations in force.

6.2 For the purpose of extending the validity of the professional training certificate, and the need for continuous maintenance of the required level of expertise, each holder of valid professional training certificate is obliged at least once a year to undergo through a practical testing of his/her professional knowledge and skills under the supervision of an instructor or supervisor.

6.3 Initiation of the procedure for extension of the professional training certificate shall commence not later than 90 days before the expiry of validity of the professional training certificate.

6.4 The sequence, contents and duration of the professional training for the purpose of extending the validity of the professional training certificate are defined separately for each specific task relevant to aerodrome safe operations, according to the approved professional training program.

6.5 The extension of the professional training certificate means that the attendee of the professional training program has successfully passed theoretical and practical

verification of appropriate professional knowledge and skills.

6.5 The holder of the professional training certificate, who has not continuously performed the tasks covered by the relevant professional training certificate during a period up to 6 months, prior restarting independently the duty in the assigned tasks he/she shall re-attend the professional training program for the purpose of extending the professional training certificate.

Article 7

Training for renewal of the professional training certificate

7.1 The holder of the professional training certificate who has not perform continuously the tasks covered by the relevant professional training certificate over the period of at least 6 months, prior restarting independently the duty in the assigned tasks shall re-attend the professional training program for renewal of the professional training certificate.

7.2 Procedure for renewing the professional training certificate shall be initiated not later than 30 days prior starting of the professional training program.

7.3 The sequence, contents and duration of professional training for renewal of the professional training certificate are defined separately for each specific task related aerodrome operations safety, in accordance with the approved professional training program.

7.4 The renewal of the professional training certificate means that the attendee of the professional training program has successfully passed the theoretical and practical verification of appropriate professional knowledge and skills.

Article 8

Implementation of the professional training program

8.1 The complete implementation of the professional training program consists of three parts: theoretical lectures, practical exercises and on-the-job training.

8.2 Upon completion of the theoretical lectures and practical exercises, and prior starting on-the-job training, the professional training organization issues a decision on establishing the examination committee composed of instructors of relevant professional areas who are required to verify the professional theoretical knowledge and practical skills of the attendee in order to assess him/her with: "passed" or "failed".

8.3 The attendee of the professional training program has successfully completed the program upon successful completion of:

- a) Examination of theoretical knowledge and practical skills under Item 2 of

the Article herein, and

- b) Testing of on-the-job competence from Article 11, Item 5 of the present Regulation.

Article 9 Theoretical lectures

9.1 The purpose of theoretical lectures as part of the professional training program is focused on obtaining theoretical knowledge required to successfully master the required practical exercises and on-the-job training.

9.2 Completion of the theoretical lectures shall be combined with adequate practical exercises in order to ensure successful mastering of the required knowledge and skills for the appropriate qualification of attendees for the assigned job position.

Article 10 Practical exercises

The purpose of practical exercises as part of the professional training program should be focused at appropriate implementation of the gained theoretical knowledge and at mastering the adequate skills required for a successful preparation of the attendees for on-the-job training.

Article 11 On-the-job training

11.1 The purpose of on-the-job training is to enable the attendees to be introduced with the organization and implementation of the work processes, use of the work documentation, importance of hygiene in the workplace, handling of specific equipment and tools, maintenance of the working tools, master the skills of the profession, the need for the protection of the environment and working in a safe manner.

11.2 Prior starting the on-the-job training, the attendee shall successfully pass the tests of theoretical knowledge and practical skills under Article 8, Item 2 of this Regulation and provide the medical health certificates of relevant categories issued by an authorized occupational health institution.

11.3 On-the-job training is conducted in adequate premises, using adequate protective means and equipment, as well as other equipment, devices and tools of the:

- a) Professional training organization, or
- b) Organization with whom the attendee has, or will have, an employment

contract, or

- c) Organization that the attendee has not and will not have an employment contract, but it's of the same purpose, or of the same or very similar working organization and technology as the organization with which the attendee has, or will have, an employment contract.

11.4 On-the-job training means engagement of the attendee under supervision of the instructor or supervisor, and organization shall be separated in two parts:

- a) Initial part, in which the instructor or supervisor shall explain in theory and with a practical demonstration the basics of occupational safety, and the entire work process for which the attendee is being trained,
- b) Final part, in which the attendee under mandatory supervision of the instructor or supervisor independently performs the entire work processes for which he/she is being trained, by means of complete application of the required knowledge and skills.

11.5 Upon completion of the on-the-job training, attendees shall be able to apply in their working place the theoretical knowledge and practical skills required for the safe independent performance of respective tasks relevant to aerodrome safe operations. The Instructor decides whether this particular part of the professional training program has been successfully mastered or not, either independently or on the grounds of the expert opinion of the supervisor if the latter took part in supervising the work of the attendee, assessing it as: "satisfactory" or "unsatisfactory".

Article 12

Examination after completion of theoretical lectures and practical exercises

12.1 The exam contains the written part and, if necessary the oral part as well. Questions for the written part of the exam, and its scope, are determined by the training organization.

12.2 The examinations are conducted in a scheduled and unscheduled periods, in the presence of the evaluation committee.

12.3 To pass the written part of the exam, the attendee has to provide correct answers to at least 80% of questions.

12.4 If the attendee correctly answered to at least 80 of questions, he/she shall be allowed to proceed to the oral part of the exam. The result of the oral part of the exam shall be decided by the testing committee in accordance with Article 8 of this Regulation, based on the report of the instructor who conducted oral exam.

12.5 The Candidate that during the theoretical exam, does not pass one or two professional courses, may pass a corrective exam in those courses within the

deadline set by the evaluation committee. The deadline cannot be less than 15 days and longer than 60 days from the exam results notification day.

12.6 If the Candidate does not pass successfully the corrective exam as stipulated in item 5 of this Article, it shall be considered that he/she has failed the entire theoretical knowledge exam and shall retake the exam.

Article 13

Testing undertaken upon completion of on-the-job training

13.1 Examination conducted upon completion of the on-the-job training includes the evaluation of the practical knowledge of the organization and contents of duties that the candidate is trained for.

13.2 In case the candidate does not successfully pass the evaluation of the practical knowledge, of the organization and contents of duties for which he/she is professionally trained, it shall be considered that he/she has failed the entire test, both in terms of theoretical knowledge and practical knowledge of the organization and contents of tasks for which the candidate is trained professionally, and shall undergo again complete testing.

13.3 The deadline to undergo a re-examination shall be set by the Evaluation committee. The deadline may not be less than 15 days or longer than 60 days.

Article 14

Professional training Certificate

14.1 Upon successful completion of testing under Article 12 of this Regulation, the professional training organization shall issue a professional training certificate for the attendee.

14.2 The professional training certificate form shall contain the following data:

- a) Name of training provider,
- b) Attendee registration number,
- c) Type of training,
- d) Provision of applicable regulation,
- e) Student name and surname, to be followed by
- f) Has successfully passed professional training,
- g) Place, month and year of issuing,

- h) Name and surname of head of training provider,
- i) Signature of head of training provider and seal of training provider.

14.3 The professional training organization shall keep a copy of the certificate on acquired qualification jointly with the rest of the attendee's documentation related to the completed professional training.

Article 15

On-the-job training Certificate

15.1 Upon successfully passing the exam under Article 13 of this Regulation, the attendee shall be issued an on-the-job training certificate.

15.2 The on-the-job training certificate shall be issued by the organization in which the attendee attended the training and successfully passed the examination under Article 13 of this Regulation:

- a) Professional training organization, or
- b) Organization with which the attendee has, or will have, an employment contract, or
- c) Organization with which the attendee does not and will not have an employment contract, however which is of the same purpose, or of the same or very similar working organization and technology as the organization with which the attendee has, or will have, an employment contract.

15.3 The form of the on-the-job training certificate shall include the following information:

- a) Name of on-the-job training provider,
- b) Attendee registration number,
- c) Type of on-the-job training,;
- d) Provision of applicable regulation,
- e) Student name and surname, to be followed by
- f) Has successfully passed professional training,
- g) Place, month and year of issuing,
- h) Name and surname of the head of on-the-job training provider,

- i) Signature of head of on-the-job training provider and seal of on-the-job training provider.

15.4 The on-the-job training organization shall keep a copy of the on-the-job training certificate together with the rest of the attendee documentation related to the conducted professional training.

CHAPTER IV PROFESSIONAL TRAINING ORGANIZATION

Article 16

Activity Authorization for professional training organization

16.1 In order to perform the activities of a professional training organization, the legal person shall obtain an activity authorization issued by the CAA on the basis of:

- a) Detailed check of written documentation submitted to the CAA, and
- b) Direct oversight of professional training organization conducted for the purpose of checking compliance with the requirements set forth by means of the Regulation herein for the issuance of the activity authorization.

16.2 The CAA prescribes the documents that shall be submitted jointly with the application for each type of registration. The prescribed documentation for every type of registration are available in the appropriate CAA forms.

16.3 The request for issuance or extension of validity of the activity authorization for the professional training organization shall be submitted by the organization to the CAA in the prescribed form. The CAA shall post the application form on its website.

16.4 The CAA may issue an activity authorization to the professional training organization which is organized and equipped for the purpose of professional training in order to conduct one or more tasks relevant to aerodrome safe operations.

16.5 The CAA issues an activity authorization to the professional training organization with a period of validity up to five (5) years. The professional training organization may submit to the CAA a request to extend the validity no later than 90 days prior to the expiration of validity.

16.6 The professional training organization shall request the consent of the CAA on any substantial change of:

- a) premises in which the theoretical lectures and practical exercises as well as the on-the-job training is conducted,

- b) equipment, devices and tools used in the provision of theoretical lectures, practical exercises and on-the-job training,
- c) the professional training program,
- d) the operations manual,
- e) managers, instructors or supervisor.

16.7 The professional training organization which has obtained from the CAA its activity authorization, is obliged to post on its official website, and submit to the CAA in a written copy, the annual schedule of professional training and exam periods for separate professional chapters, with exact dates and available capacity, no later than 1 December of the current year.

16.8 In accordance with its available capacities, the professional training organization which has obtained its activity authorization from the CAA, shall accept into the professional training any attendee who has in a timely manner initiated the procedure and fulfils all other requirements defined by the Regulation herein.

16.9 The professional training organization that has obtained its activity authorization from the CAA, is obliged to notify the CAA in writing in cases when, apart from the deadlines from Item 7 of the Article herein, the need arises for additional deadlines for the purpose of conducting professional training and testing.

16.10 In case the professional training organization ceases to comply with any of requirements on the grounds of which the activity authorization was issued, the CAA shall revoke the issued activity authorization, in part or completely.

16.11 For the purpose of the evaluation for the compliance with the applicable legislation and applicable standards of civil aviation, and with the approved professional training program, the CAA shall carry out continuous monitoring of the professional training organization in accordance with applicable legislation.

Article 17

Requirements to be met by the professional training organization

17.1 For the purpose of implementation of the professional training program in accordance with this Regulation, the professional training organization shall ensure:

- a) Adequate premises, equipment, devices and other assets needed for the provision of theoretical lectures, practical exercises and on-the-job training,
- b) Appropriate organizational structure, led by the head of organization,

- c) Instructors and/or supervisors licensed to conduct professional trainings in specific areas in accordance with the program for professional training,
- d) Appropriate specialized literature and handbooks,
- e) Appropriate documentation on completed professional training and exams, in individual professional modules, for each attendee separately,
- f) Operational manual on professional training,
- g) Training Certificates.

Article 18

Adequate premises, equipment, devices and other assets needed for conducting theoretical lectures, practical exercises and on-the-job training

18.1 Premises dedicated for conducting theoretical lectures and practical exercises shall be prepared and equipped in order to facilitate pleasant and comfortable day-long stay for all participants of theoretical lectures and practical exercises that work unimpeded in such working premises toward mastering the professional training program.

18.2 On-the-job training means the work:

- a) In the workplace intended for performing tasks relevant to aerodrome safe operations, for which the attendee is being trained, in:
 - The Organization with which the attendee has, or will have, an employment contract, or in
 - The Organization with which the attendee does not and will not have an employment contract, however which is of the same purpose, or of the same or very similar working organization and technology as the organization with which the attendee has, or will have an employment contract, or
- b) Premises of the professional training organization that are equipped in the way to enable the attendee to obtain the real knowledge for the significant professional aspects for the tasks for which he/she is being trained.

18.3 Equipment, devices, and other assets used for conducting theoretical lectures, practical exercises and on-the-job training, shall be selected in order to enable the attendee:

- a) Clear and complete knowledge of the, theoretical lecture content programme, practical exercises and on-the-job training,

- b) Performance of practical exercises in order to supplement the theoretical lectures in terms of content, and
- c) Conduct of on-the-job training in order to ensure the successful mastering by the attendee of the entire content of the professional training program.

Article 19

Adequate premises for administrative staff, instructors, supervisors, archive and library

19.1 The Professional training organization shall ensure adequate working premises for the administrative staff, instructors and supervisors.

19.2 The Professional training organization shall ensure adequate premises for placement of the entire documentation, archive and specialized library.

Article 20

Head of professional training organization

20.1 The Professional training organization shall have in place an organizational structure adequate for the size and type of organization, the volume and type of professional training, and the approved professional training programs.

20.2 The Professional training organization shall be administered by the Head of organization, who is responsible for the overall operation of the organization.

20.3 The Head of organization shall have completed at least an undergraduate degree and shall have at least five years of management experience.

20.4 The Head of the professional training organization shall obtain the approval of the CAA for his/her position as Head of such organization. The request for obtaining the approval shall be submitted by the professional training organization. The request shall contain the candidate's CV, and proof of professional qualifications and work experience.

20.5 The CAA establishes condition requirements set by the present Regulation on the basis of submitted documents proving professional qualifications and work experience of the candidate.

Article 21

Administrative staff of the professional training organization

The professional training organization shall ensure sufficient numbers of administrative staff required for efficient operation.

Article 22

Instructors

22.1 The Professional training organization shall ensure at least one instructor and/or supervisor who fulfil the requirements set by this Regulation in order to conduct theoretical lectures, practical exercises and on-the-job training, for each specialized module included in the approved professional training program.

22.2 The Instructor for each specialized module shall possess appropriate professional qualifications and completed the course on teaching techniques. In addition, the instructor shall have at least three years of professional experience in tasks for which he/she conducts the professional training, or possess a valid professional training certificate for performing tasks for which the professional training is conducted.

22.3 The Instructor shall obtain the CAA's endorsement by means of which approval is provided on his/her conduct of the instructor duty for specific professional modules. The endorsement may refer to one or several specialized subjects. The request shall be accompanied by documents proving the fulfilment of requirements under Item 2 of the present article.

22.4 The CAA establishes compliance with requirements set by the present Regulation herein on the grounds of:

- a) Documents submitted proving professional qualifications and working experience;
- b) Verification of the candidate by CAA regarding the candidate's familiarization with aviation legislation, that in part or entirely refer to aerodromes and provision of ground handling services, as well as other tasks relevant to aerodrome safe operations.

22.5 After CAA verifies that the instructor fulfils the requirements, he/she will be endorsed to perform the duties of professional training for a maximum period of three years. Upon expiry of the validity period approved by the CAA, the instructor may extend such validity by undergoing new testing on meeting such requirements as set forth by means of the present article.

22.6 In cases when the CAA finds that the instructor does not respect regulations and professional standards, the CAA shall revoke its consent for the work of instructor prior to the expiry of its validity. The instructor shall obtain again his/her work endorsement in accordance with the provisions of the present Regulation.

Article 23

Supervisor of the professional training

23.1 The on-the-job training supervisor oversees the professional training of the attendee based on the authorized instructor endorsement, if it is so defined in the professional training program and operational manual of the professional training organization.

23.2 The on-the-job training supervisor shall have at least five (5) years of professional experience, and shall possess a valid training certificate by means of which he/she provides on-the-job training.

Article 24

Documentation for professional training and testing

24.1 The professional training organization shall maintain detailed written documentation on conducted professional training and testing, containing:

- a) Attendee's name and surname,
- b) Date, place and total duration of professional training by individual parts or courses,
- c) Description and copy of teaching material, or reference to teaching material,
- d) Name and address of organization which conducted the professional training,
- e) Names and surnames of instructors by individual parts or courses,
- f) Proof that attendee has regularly attended theoretical lectures, practical exercises and on-the-job training,
- g) Proof on successful passing of written examination,
- h) Report on performance results in practical testing of knowledge of the organization and contents of tasks for which the candidate was professionally trained eventually oral part of the testing, and the work of the Evaluation committee.

24.2 The entire documentation for professional training and testing for individual attendees shall be kept for at least five (5) years from the completion of the last professional training.

24.3 The entire documentation for professional training and examinations for individual attendees shall be available at the CAA's request.

Article 25

Operations manual of the professional training organization

25.1 The professional training organization shall develop and continuously maintain an operational manual that describes the organization, and all of the most important processes.

25.2 The Operational manual of the professional training organization shall contain the following information:

1. Introduction:

- a) Contents,
- b) List of effective pages of the operational manual,
- c) List of amendments to the operational manual,
- d) Distribution list of the operational manual,
- e) Statement of the Head of professional training organization on the obligation to meet all requirements defined by means of the present Regulation with the purpose of providing quality professional training.

2. Organization:

- a) Organizational structure,
- b) List of instructors with specified specialized subject for which they have obtained CAA's endorsement,
- c) Description of premises and the venue of professional training,
- d) List of devices, equipment and other assets intended for professional training,
- e) Procedures for the notification of changes in the professional training organization to the CAA.

3. Professional training procedures:

- a) Conducting theoretical lectures and practical exercises,
- b) Conducting testing upon completion of theoretical lectures and practical exercises,
- c) Conducting on-the-job training,
- d) Conducting testing of practical knowledge on the organization and

contents of tasks for which the attendee was trained,

- e) Procedures for storing documentation on conducted professional training and examinations.

4. Quality system:

- a) Conducting independent checks for the purpose of monitoring the prescribed standards of professional training and testing integrity,
- b) System of feedback to responsible employees on findings of performed checks on monitoring the observance of prescribed standards in professional training and applied corrective measures aimed at correcting the findings,
- c) Written documentation of the quality system.

5. Training programs:

- a) Professional training programs,
- b) Samples of all records and forms.

25.3 The professional training organization shall assess the contents and applicability of the operational manual, and revise it as necessary, at least once every three years.

25.4 The operational manual and any amendment thereof shall be approved by the CAA.

CHAPTER VI IMPORTANT TASKS FOR AERODROME SAFE OPERATIONS

Article 26 Important tasks for aerodrome safe operations

26.1 Important tasks for aerodrome safe operations are as follows:

1. Rescue and Firefighting Services at the aerodrome.
 2. Supply of aviation fuel.
- c) Passenger handling:
 - a) Coordination of tasks during passengers handling,
 - b) Registration of passengers and of checked baggage for flight,

- c) Control of passengers prior to boarding,
 - d) Oversight during boarding and disembarking of passengers to/from the aircraft,
 - e) Handling of passengers with limited capabilities.
4. Handling of checked-in baggage:
- a) Coordination of the baggage handling tasks of checked-in baggage,
 - b) Handling of checked-in baggage.
5. Handling of cargo and mail:
- a) Coordination of tasks during cargo and mail handling,
 - b) Handling of cargo and mail.
6. Aircraft handling:
- a) Coordination of aircrafts handling of on the apron,
 - b) Control of aircraft servicing,
 - c) Control of aircraft's weight and balance,
 - d) Guidance of aircraft to/from position,
 - e) Preparation and delivery of the catering to the aircraft,
 - f) Aircraft cleaning and water supply service,
 - g) Aircraft de-icing.
7. Operations Control Center.
8. Maintenance and inspection of aerodrome facilities and airfield:
- a) Maintenance and inspection of installations and equipment of approach and aerodrome ground lights,
 - b) Construction maintenance and supervision of facilities and airfield,
 - c) Inspection and maintenance of manoeuvring areas in winter conditions.
9. Wildlife and environment management at aerodromes,
10. Safety Management System - SMS at the aerodrome.

Article 27

Rescue and firefighting service at the aerodromes

27.1 The Aerodrome operator shall ensure that employees of the Rescue and Firefighting Services are theoretically and practically trained for efficient performance of tasks of rescue and firefighting services at the aerodrome.

27.2 All rescue and firefighting personnel shall be properly trained to perform their duties in an efficient manner and shall participate in live fire drills, at least once within two (2) years, commensurate with the types of aircraft and type of rescue and firefighting equipment in use at the aerodrome, including pressure-fed fuel fires.

27.3 Professional training of employees in Rescue and Firefighting Services indicates theoretical lectures, practical exercises and on-the-job training for the purpose of learning:

- a) Applicable legislation concerning aerodromes and the tasks of rescue and firefighting service,
- b) Basics of aerodrome infrastructure,
- c) Aircraft parts of relevance in case of intervention of rescue and firefighting service (familiarization with aircraft),
- d) Airside Safety Training including Human Factor Training,
- e) Communication systems designed for use during daily operations and in case of an emergency at the aerodrome,
- f) Method of using firefighting hoses, nozzles, monitors and other devices,
- g) Method for the application of all means for fire extinguishing, in particular those that are used at the aerodrome,
- h) Method of passenger and crew evacuation from aircraft,
- i) Firefighting operations,
- j) In case of fire on board an aircraft, adaption and utilization of rescue equipment as well as extinguishing of structural fires,
- k) Safe transport of dangerous goods,
- l) Duties and obligations of employees of the rescue and firefighting service according to the emergency plan in case of an emergency at the aerodrome (*Emergency Plan*),
- m) Protective clothing and breathing equipment,
- n) Measures and procedures at the aerodrome in case of low visibility,
- o) Objective constraints of human capabilities and advantages of team work,
- p) Composite materials,

- q) Airside Driving Training, where applicable,
- r) Basic knowledge on providing the first aid,
- s) Environment, Including Control of Spillages.

27.4 Aerodrome employees who in case of an unusual occurrence defined in the aerodrome's Emergency Plan are planned to be deployed to the Rescue and Firefighting Service as support staff shall be professionally trained for such tasks in their capacity as a support staff in the Rescue and Firefighting Service.

Article 28

Aircraft fuel supply

28.1 Professional training of aerodrome employees, providers of ground handling services and users of aerodrome services that provide self-handling of ground handling services, who are deployed to perform tasks of supplying fuel to aircraft, includes theoretical lectures, practical exercises and on-the-job training for the purpose of familiarizing them with:

- a) Applicable legislation governing the provision of ground handling services and aircraft fuel supply,
- b) Basic aerodrome infrastructure,
- c) Safe operation with the equipment used for the aircraft fuel supply,
- d) Aircraft parts relevant for the tasks related to supplying fuel to aircraft,
- e) Airside Safety Training including Human Factor Training,
- f) Communication systems designed for use in daily operations and in case of any emergency at the aerodrome,
- g) Types and quality of fuel,
- h) Preventive measures for preventing fire during storage and supply of fuel to aircraft,
- i) Mandatory procedures during aircraft fuel supply,
- j) Applicable procedures related to fuel storage,
- k) Airside Driving Training, where applicable,

- l) Applicable procedures for emergency reactions.
- m) Environment, Including Control of Spillages.

Article 29

Passenger handling

29.1 Professional training for employees of aerodromes, providers of ground handling services and users of aerodrome services that provide self-handling of ground handling services who work on passenger handling, with inclusion of theoretical lectures, practical exercises and on-the-job training in accordance with contents of certain tasks related to handling of passengers, for which the professional training is provided.

29.2 Professional training for passengers handling service is conducted for the purpose of learning:

- a) Applicable legislation concerning aerodromes and passengers handling,
- b) Basics of aerodrome infrastructure,
- c) Airside Safety Training including Human Factors Training,
- d) Communication systems designed for use in the daily operations and in case of emergency at the aerodrome,
- e) Dangerous Goods Regulations Training,
- f) Operating with assets for handling of passengers, handling of hand baggage and checked-in baggage, including the basics of preventive maintenance of assets and related equipment,
- g) Airside Driving Training, where applicable,
- h) Passenger handling, including passengers boarding in the air bridges, passenger information and assistance to passengers with limited capabilities,
- i) Hand and Hold Baggage Handling,
- j) Tasks related to aircraft weight and balance, Load Control Training, and the consequences in case of any mistakes related with,
- k) Passenger Services Coordination Training, where applicable,
- l) Reaction and the procedures in case of emergency situations in the

aerodromes as defined in the Emergency Plan,

m) Regulations, procedures and other security factors.

Article 30 **Handling of checked-in baggage**

30.1 Professional training for, aerodrome employees, providers of ground handling services and users of aerodrome services that provide self-handling of ground handling services who are engaged in the handling of checked baggage, with inclusion of the theoretical lectures, practical exercises and on-the-job training in accordance with contents of certain tasks related to handling of checked baggage, for which the professional training is provided.

30.2 Professional training for performing tasks of handling the checked baggage, is conducted for the purpose of learning:

- a) Applicable legislation related to aerodromes and handling of checked baggage,
- b) Basic aerodrome infrastructure,
- c) Aircraft parts essential for the tasks for which the professional training is provided,
- d) Airside Safety Training including Human Factor Training,
- e) Communication systems designed for use in the daily operations and in case of any emergency at the aerodrome,
- f) Dangerous Goods Regulations Training,
- g) Operating with equipment (GSE) used for handling of hand and checked-in baggage, including the basics of preventive maintenance of assets and related equipment,
- h) Airside Driving Training, where applicable,
- i) Hold Baggage Handling,
- j) Loading/Unloading and ground handling of aircraft (Aircraft Handling Training),
- k) Tasks related with aircraft weight and balance (Load Control Training), and the consequences in case of mistakes related with.

- l) Cargo and Mail Handling Training,
- m) Reaction and the procedures in case of unusual occurrences at emergency situations in the aerodromes as defined in the Emergency Plan,
- n) Regulations, procedures and other security factors.

Article 31

Cargo and mail handling

31.1 Professional training of aerodromes employees, providers of ground handling services and users of aerodrome services that provide self-handling of ground handling services who assigned in the handling of cargo and mail, with inclusion of the theoretical lectures, practical exercises and on-the-job training in accordance with contents of certain tasks that belong to handling of cargo and mail, for which the professional training is provided.

31.2 Professional training for performing tasks for cargo and mail handling is conducted for the purpose of learning:

- a) Applicable legislation related to aerodromes and cargo and mail handling,
- b) Basics of aerodrome infrastructure,
- c) Aircraft parts relevant for the tasks for which the professional training is provided,
- d) Airside Safety Training including Human Factor Training,
- e) Communication systems designed for the daily operations and in case of any emergency at the aerodrome,
- f) Dangerous Goods Regulations Training,
- g) Working with equipment (GSE) used for cargo and mail handling, including the basics of preventive maintenance of assets and related equipment,
- h) Airside Driving Training, where applicable,
- i) Loading/Unloading and aircraft handling (Aircraft Handling Training),
- j) Basic principles of aircraft weight and balance,
- k) Cargo and Mail Handling Training,

- l) Reaction and procedures in case of emergency situations in the aerodromes as defined in the Emergency Plan
- m) Regulations, procedures and other security factors,
- n) Environment, Including Control of Spillages.

Article 32

Aircraft handling

32.1 Professional training of employees of aerodromes, providers of ground handling services and users of aerodrome services that provide self-handling of ground handling services who are engaged in the aircraft handling, includes the theoretical lectures, practical exercises and on-the-job training in accordance with contents of special tasks that belong to handling of aircraft, for which the professional training is provided.

32.2 Professional training for aircraft handling is conducted for the purpose of learning:

- a) Applicable regulations for aerodromes and aircraft handling,
- b) Basics of aerodrome infrastructure,
- c) Aircraft parts relevant for the tasks, for which the professional training is provided,
- d) Airside Safety Training including Human Factor Training,
- e) Communication systems designed for the daily operations and in case of any emergency at the aerodrome,
- f) Dangerous Goods Regulations Training,
- g) Working with equipment (GSE) used for aircraft handling p, and for supplying aircraft with fuel, water, food etc., including the basics of preventive maintenance of assets and related equipment,
- h) Airside Driving Training, where applicable,
- i) Passengers handling , including passengers boarding in the air bridge, passenger information and assistance to passengers with limited capabilities,
- j) Hold baggage handling,

- k) Loading/Unloading and aircraft handling (Aircraft Handling Training),
- l) Basic principles of aircraft weight and balance,
- m) Cargo and Mail Handling training,
- n) Coordinating all tasks in the aircraft handling (Aircraft Turnaround Coordination Training),
- o) Aircraft Ground Movement training,
- p) Reaction and procedures in case of emergency situations in the aerodromes as defined in the Emergency Plan,
- q) Regulations, procedures and other security factors.

Article 33 **Operations control center**

33.1 Professional training of employees of aerodromes, engaged in the Operations Control Center, includes the theoretical lectures, practical exercises and on-the-job training in accordance with contents of special tasks that belong to Operations Control Center, for which the professional training is provided.

33.2 Professional training for performing tasks of Operations Control Center is conducted for the purpose of learning:

- a) Applicable legislation related to aerodromes and operations control center
- b) Regulations, procedures and other security factors,
- c) Airside Safety Training including Human Factor Training,
- d) Air to ground radiotelephony
- e) Reaction and procedures in case of emergency situations in the aerodromes as defined in the Emergency Plan,
- f) Airport operations database software.

Article 34 **Maintenance and inspection of installations and equipment of the approach and aerodrome ground lights system**

34.1 Professional training of aerodrome employees who perform the tasks of maintaining and inspecting installations and equipment within the approach and

aerodrome ground lights system, includes theoretical lectures, practical exercises and on-the-job training for the purpose of learning:

- a) Applicable legislation governing aerodromes and aerodrome maintenance in general and separate specialized legislation governing the maintenance and inspection of installations and equipment within the approach and aerodrome ground lights system,
- b) Basics of aerodrome infrastructure,
- c) Visual navigation aids,
- d) Aerodrome operation manual, and in particular chapter that refer to the tasks related to maintenance of installations and equipment within the approach and aerodrome ground lighting system,
- e) Reaction and procedures in case of emergency situations in the aerodromes as defined in the Emergency Plan,
- f) Airside Driving Training, where applicable.

Article 35

Construction maintenance and inspection of airside

35.1 Professional training of aerodrome employees, who perform the tasks of construction maintenance and monitoring facilities and related surfaces of airside, includes theoretical lectures, practical exercises and on-the-job training for the purpose of learning:

- a) Applicable legislation related to aerodrome and airside maintenance, (including infrastructure and the facilities),
- b) Basics for facilities and airside maintenance ,
- c) Essential construction requirements,
- d) Basics of aerodrome infrastructure,
- e) Aerodrome operation manual, and in particular the chapter referring to the tasks of facilities maintenance,
- f) Reaction and procedures in case of emergency situations in the aerodromes as defined in the Emergency Plan,
- g) Airside Driving Training, where applicable.

Article 36
Maintenance and inspection of airside in winter conditions

36.1 Professional training of aerodrome employees, who perform the tasks of maintenance and inspections of airside in winter conditions, includes theoretical lectures, practical exercises and on-the-job training for the purpose of learning applicable legislation, and for the purpose of getting to know the following tasks:

36.1.1 Duties for the coordination and organization in winter conditions:

- a) Organizing and coordinating the maintenance in winter environment,
- b) Communications between actors in winter maintenance conditions,
- c) Inspection of facilities and airside and friction testing,
- d) Airside and facilities condition reporting.

36.1.2 Duties for winter maintenance:

- a) Airside and facilities maintenance,
- b) Control and preventive maintenance for winter maintenance equipment,
- c) Handling with winter maintenance,
- d) Snow removal, anti-icing and de-icing of maneuvering areas including aprons and service roads,
- e) Procedures for serviceability before and after using of the winter maintenance equipment,
- f) Emergency procedures in case of winter maintenance equipment failure,
- g) Reaction and procedures in case of emergency situations in the aerodromes as defined in the Emergency Plan,
- h) Airside Driving Training, where applicable.

Article 37
Wildlife and environmental management in the aerodrome

37.1 Professional training of aerodrome wildlife management employees includes theoretical lectures, practical exercises and on-the-job training for the purpose of learning:

- a) Applicable legislation for aerodromes and wildlife and environment management in the aerodrome,
- b) Aerodrome manual, and in particular the chapter on managing the wildlife and environment at the aerodrome,
- c) Basic infrastructure of aerodromes
- d) Birds and mammals living in the area,
- e) History and lifestyle of the common species in the area,
- f) The techniques for the wildlife control,
- g) Use of tools and equipment for the wildlife control,
- h) Bird strike reporting procedures,
- i) Visual means for navigation,
- j) Reaction and procedures in case of emergency situations in the aerodromes as defined in the Emergency Plan,
- k) Airside Driving Training, where applicable.

Article 38
Safety management system (SMS) at the aerodrome

38.1 Professional training of aerodrome employees, providers of ground handling services and users of aerodrome services that provide self-handling of ground handling services who perform duties related to Safety Management System – SMS, includes theoretical lectures, practical exercises and on-the-job training for the purpose of learning the following:

- a) Safety Management System at the aerodromes
- b) Applicable legislation related to aerodromes and aerodrome maintenance, ground handling services and air navigation safety services,
- c) Basics of aerodrome infrastructure,
- d) Visual means for navigation,
- e) Aerodrome service and operations manual.

CHAPTER VII
TRANSITIONAL AND FINAL PROVISIONS

Article 39
Deadline for implementation

Relevant articles of Chapter II and III of the present Regulation shall become applicable after 24 months following the date of entry into force of the present Regulation in accordance with Article 40.

Article 40
Entry into force

The present Regulation shall enter into force on 14 February 2014.

Prishtinë, 30 January 2014

Dritan Gjonbalaj
Director General