



Director General of Civil Aviation Authority of Kosovo,

Pursuant to Articles 15.1 (j), 21.2, 23.1 and 50 of Law No. 03/L-051 on Civil Aviation (“Official Gazette” of the Republic of Kosovo, Year III, No. 28, 4 June 2008), and in accordance with the Article 37.5 of the Regulation on internal organization and functioning and systematization of working posts, dated 17 January 2011,

For the purpose of implementing the Regulation No. 08/2011 on Inspector’s Authorizations and Credentials,

Hereby issues the following:

**ADMINISTRATIVE DIRECTION No. 2/2011
ON PROCEDURES FOR ISSUANCE OF INSPECTOR’S CREDENTIALS**

**Article 1
Scope of application**

The present Administrative Direction prescribes criteria and qualification for the issuance of credentials to the inspectors in accordance with the Regulation No. 08/2011 on Inspector’s Authorization and Credentials.

**Article 2
Definitions**

Applicant - shall mean a CAA employee who has submitted an application for the issuance of inspector’s credentials.

CAA - shall mean the Civil Aviation Authority of the Republic of Kosovo established under Law No. 03/L-051 on Civil Aviation.

CAA Employee - shall mean any employee of the CAA under the contract of fixed or unlimited duration.

Candidate - shall mean a CAA employee in the process of fulfilling necessary conditions set out in the Regulation No. 08/2011 on Inspector’s Authorizations and Credentials and the present Administrative Direction for obtaining the inspector’s credentials.

Credentials - shall mean:

- a) type of qualification specific to the competences of the CAA, accrediting its holder to certain rights and obligations in accordance with the Law No. 03/L-051 on Civil Aviation, Regulation No. 08/2011 on Inspector's Authorizations and Credentials and the present Administrative Direction; and/or
- b) nicely printed thin lightweight plastic card, with personal information of the CAA inspector as provided for in the Regulation No. 08/2011 on Inspector's Authorization and Credentials.

Respective Manual - shall mean an officially designed document by respective Department of CAA which contains overall duties and responsibilities of the employees of that Department, describing processes and duties performed in that Department and procedures related to it.

Department Director - shall mean the respective Director of the Flight Safety Department, Aerodromes Department and Air Navigation Services Department as established under the Regulation on internal functioning and organization and systematization of working posts of the Civil Aviation Authority.

Department of Administration - shall mean the Department of Administration and Human Resources of the CAA as established under the Regulation on internal functioning and organization and systematization of working posts of the Civil Aviation Authority.

Inspector - shall mean a CAA employee having been accorded this title after fulfillment of necessary conditions set forth in the Regulation No. 08/2011 on Inspector's Authorization and Credentials and the present Administrative Direction who is entitled to carry out specific oversight duties set forth in Law No. 03/L-051 on Civil Aviation and secondary legislation issued thereunder by the CAA.

On the Job Training (OJT) - shall mean the acquisition of knowledge, skills, and competencies as a result of the teaching of vocational or practical skills and knowledge that relate to specific oversight competencies.

Quality Manual - shall mean a document, which according to ISO 9001:2008, organizations are required to establish and maintain. Quality Manual must include the following:

- a) the scope of the quality management system, including details of and justification for any exclusions
- b) the documented procedures established for the quality management system, or reference to them, and
- c) a description of the interaction between the processes of the quality management system.

Article 3 Eligibility Criteria

CAA employee will be issued inspector's credentials provided he/she has met the eligibility criteria related to background, qualification and training set further below in this article:

- a) related background/experience in accordance with Article 5,
- b) completed the training requirements in accordance with Article 6; and
- c) attended OJT training in accordance with Article 7.

Article 4 Approving Authority

The Director General is the approving authority for issuance of the inspector's credentials. Department of Administration shall administer the process of issuance and control of credentials, and shall maintain the register with the following data:

- a) name and surname of the credentials holder;
- b) date and serial number;
- c) type of credentials issued;
- d) date of reported damaged/lost/recovered card; and
- e) date of replacement of credentials card.

Article 5 Required Background and Experience

5.1 CAA employee seeking inspector's credentials shall hold an employment contract with an initial term of not less than 1 year and possess a relevant degree in accordance with the criteria as per the respective Manual and in accordance with the prescribed procedures in the CAA's Quality Manual.

5.2 However, the Director General may relax the experience requirement, at his/her discretion, whenever he/she would assess, that the candidate satisfies competency requirements.

5.3 CAA employee seeking inspector's credentials should possess a high degree of integrity, be impartial and tactful, and have good interpersonal communication and behavior skills.

Article 6 Inspector's Training

6.1 The training objective is to provide the candidate with basic knowledge of operations which will enable him/her to administer the audit and inspection programme of the respective Department. Such knowledge may be acquired through a combination of formal training courses and on-the-job training.

6.2 The minimum training that must be completed prior to issuance of inspector's credentials includes all of the courses and trainings set forth in the respective Manual and in accordance with the prescribed procedures in the CAA's Quality Manual.

Article 7 On-the-Job Training

7.1 The following OJT items should be observed by the candidate during an inspection process. This includes preparation in performing an effective critique of the compliance with the regulations:

- a) Pre-inspection file review;
- b) On-site OJT inspection process observation;
- c) Post-inspection file closure and follow up.

7.2 Observation

The candidate must participate in a number of inspections conducted by an experienced credentialed Inspector as an observer in accordance with the respective Manual and in line with the prescribed procedures in the CAA's Quality Manual. The candidate should observe the credentialed inspector from the initial preparations phase and undertaking actual inspection process.

7.3 Supervised inspections

The candidate must conduct the minimum number of independent inspections on the relevant field under the supervision and observation of an experienced credentialed inspector, as specified in the respective Manual and in accordance with the prescribed procedures in the CAA's Quality Manual. The pre-inspection and on-site inspection process described above will be critiqued by the experienced credentialed inspector assigned to oversee the OJT of the candidate. The candidate will be responsible for preparing all inspection documents for signature by the experienced credentialed inspector.

The monthly activity report shall indicate the accomplished training.

7.4 Satisfactory completion of OJT assignments

Upon completion of all OJT assignments, the experienced credentialed inspector will evaluate the candidate's OJT performance and prepare a brief appraisal indicating the competence of the candidate to perform the duties of an independent inspector. If an appraisal is deemed to be satisfactory, a written request for credentials issuance will be forwarded by the relevant Department Director to the Director General.

Article 8 Currency Requirements

8.1 Any holder of inspector's credentials shall maintain currency requirements in compliance with the respective Manual and in accordance with the prescribed procedures in the CAA's Quality Manual.

8.2 If a credentials holder fails to remain currently qualified, he/she shall return his credentials to the Director General within 15 days after currency qualifications have expired.

Article 9 Inspector Exchange Program

Every inspector holding credentials shall put in reasonable efforts to participate in at least one Foreign State Audit/Inspection at least once per year to observe the different techniques used by other inspectors. The "Pool of Experts" of the ECAA Member States and the Bilateral or Multilateral Agreements can be used to coordinate the inspectors exchange program.

Article 10 Recurrent Training Programme

10.1 Annual training plan will be developed by the Department Director, and forwarded to the Director General for approval. All credentialed and candidate inspectors are encouraged to attend the annual training programme.

10.2 Notwithstanding this, the attendance at recurrent training programme is mandatory by the respective Manual and in accordance with the prescribed procedures in the CAA's Quality Manual.

Article 11
Re-issuance of Credentials

A candidate for, or a credentials holder who has been out of the training program for more than one year, in order to have his/her inspector's credentials re-issued must conduct a minimum number of inspections accompanied by an experienced credentialed inspector in accordance with the respective Manual and in accordance with the prescribed procedures in the CAA's Quality Manual.

Article 12
Applications for Inspector's Credentials

Applicants may submit their application for inspector's credentials to the Director General enclosing therein:

- a) Recommendation letter by the relevant Department Director;
- b) Duly filled application form for Inspector's Credentials (attached as Annex 1);
- c) Duly filled Inspector's Evaluation Form (attached as Annex II);
- d) Copies of certificates of the trainings accomplished, as referred to in Article 6; and;
- e) One full face digital photo in color.

Article 13
Issuance, Accountability and Control

13.1 After submitting an application containing necessary supporting documents proving that the eligibility criteria referred to in Article 6 have been met, and after obtaining the approval by the Director General, the Department of Administration will issue the credential's card to the applicant. A receipt, which must be signed and dated, will be obtained from each applicant upon delivery of the credentials card.

13.2 The Inspector's credentials card layout is specified in Article 6 and in Annex 1 of the Regulation No. 08/2011 on Inspector's Authorization and Credentials.

Article 14
Temporary Inspection Authorization

14.1 In individual cases when deemed necessary to achieve program objectives, the Director General may temporarily issue credentials to CAA staff who have not met the minimum criteria referred to in Article 6. Such CAA staff must have significant experience in the relevant field of aviation operations and must be recommended by the respective Department Director. The temporary issuance of

credentials may be granted for a period not exceeding 365 calendar days.

14.2 Requests for issuance of inspector's credentials on a temporary basis shall be made to the Director General and shall include:

- a) The name and background/experience information of the recommended CAA staff;
- b) A list of training accomplishments and intended schedule for completion of the requirements referred to in Article 6;
- c) The length of time the credentials will be needed for;
- d) The plan to obtain a fully qualified Inspector's credentials, and
- e) A minimum of three OJT inspections accompanied by a credentialed Inspector.

Article 15 **Official use of Inspector's Credentials**

15.1 Inspector's credentials shall be used only in the conduct of official duties as provided for in Law No. 03/L-051 on Civil Aviation, Regulation No. 08/2011 on Inspector's authorization and credentials, the present Administrative Direction and other secondary legal acts issued by the CAA.

15.2 Holders of Inspector's credentials are responsible for the safe custody of audit and inspection reports.

15.3 Misuse or improper possession of the credentials can be subject to disciplinary actions against the offender.

Article 16 **Lost, Stolen or Damaged Credentials**

16.1 Inspector's credentials card is an accountable property of the CAA. In case of loss or theft, the holder of the card shall immediately report the loss to the Director General through Department Director and shall immediately notify the nearest Police Station within 48 hours of the loss, producing a detailed report on the circumstances surrounding such loss.

16.2 If, within a reasonable time as described in the preceding paragraph, the Inspector's card cannot be retrieved or if the recovered card is damaged to the extent that it can no longer provide adequate information from it, an application for its replacement may be filed in accordance with the procedures set forth above under Article 13. Damaged card shall be returned to the Department of Administration for

final disposition.

Article 17 Surrender of Credentials

The credentials shall be surrendered to the Director General, if any of the following circumstances occur:

- a) Termination of employment;
- b) Reassignment to a position which does not require inspector's credentials;
- c) Issuance of a revised credentials;
- d) Not maintaining recurrent training and experience as specified in Article 8; or
- e) Upon demand of approving authority.

Article 18 Final disposition

18.1 Inspector's credentials card which becomes invalid due to damages during processing or through normal use, or becomes invalid for the purposes set out in preceding article, shall be handed over to the Director General within 24 hours of the occurrence.

18.2 In case of difficulties to abide by the provisions of the preceding paragraph, the holder of credentials card shall submit information describing the circumstances surrounding the occurrence and the difficulties faced to hand over the card. Such information may be deemed reasonable to justify the non-compliance with the duty to hand over an invalidated credentials card, however, at no time and under no circumstances shall an invalid card remain with the holder for more than 48 hours.

Article 19 Transitional provisions

19.1 All current credentials cards shall remain valid until the issuance of new ones in accordance with Article 9 of the Regulation No. 08/2011 on Inspector's Authorization and Credentials.

19.2 Holders of current credentials cards shall surrender the cards to the Department of Administration. The Department of Administration shall issue the new credentials cards provided for in Annex 1 to the Regulation No. 08/2011 on Inspector's Authorization and Credentials.

Article 20
Entry into force

The present Administrative Direction shall enter into force on 26 September 2011.

Dritan Gjonbalaj
Director General

Aplikacion për kredenciale të inspektorit
Zahtev za akreditaciju inspektora
Application for Inspector Credentials

Kredenciale fillestare
Početna akreditacija
Initial Credentials

Përtëritje e kredencialeve
Obnova akreditacije
Renewal of Credentials

1 Të dhëna mbi aplikuesin
Informacije o podnosilacu zahteva
Particulars of the Applicant

Emri i plotë i aplikuesit:

Puno ime podnosilaca zahteva
Full name of the Applicant

Titulli i inspektorit (siç duhet të figurojë në kredenciale):

Zvanje inspektora (koje će biti prikazano na akreditaciji)
Title of the inspector (as to be shown in the credentials)

Pozita dhe Departamenti:

Pozicija i Odeljenje:
Position and Department:

Data e punësimit:

Datum zaposljenja:
Date of Employment:

Numri i kartelës së kredencialeve (nëse aplikuesi është inspektor):

Broj akreditacije (ukoliko je podnosilac zahteva inspektor):
Number of credentials card (when the applicant is an inspector):

**2 Të plotësohet nga Drejtori i Departamentit ose pozita ekuivalente
Popuniti Direktor Odeljenja ili osoba ekvivalentne pozicije
To be filled in by the Director of the Department or equivalent position**

Programi trajnues është kompletuar (përfshirë OJT në përputhshmëri me Manualin e Departamentit):
Program obuke je ispunjen (uključujući OJT u skladu sa Priručnikom Odeljenja)
Training programme accomplished (including OJT in accordance with Departmental Manual):

Po
Da
Yes

Jo
Ne
No

Rekomandohet lëshimi i kredencialeve:

Preporučuje se za akreditaciju:

Aplicant recommended for credentials:

Po
Da
Yes

Jo
Ne
No

Koment:

Komentar

Comment

Emri dhe Nënshkrimi:

Ime i Potpis:

Name and Signature:

Data:

Datum:

Date:

3 Të plotësohet nga Drejtori i Përgjithshëm
Popuniti Generalni Direktor
To be filled in by Director General

Aprovohet për lëshim të kredencialeve:

Odobrava se za akreditaciju:

Approved for credentials:

Po

Da

Yes

Jo

Ne

No

Koment:

Komentar:

Comment:

Emri dhe Nënshkrimi:

Ime i Potpis:

Name and Signature:

Data:

Datum:

Date:

Informatë:

Informacija:

Information:

1. Si pjesë e aplikacionit kërkohet:

- një letër rekomanduese nga Drejtori i Departamentit
- kopjet e certifikatave të trajnimeve të përfunduara, siç janë përshkruar në Nenin 6 të UA 2/2011
- një foto digjitale me ngjyra që tregon plotësisht fytyrën

1. *Uz ovaj Zahtev potrebno je priložiti:*

- *Pismo preporuke Direktora Odeljenja*
- *Kopije uverenja o završenim obukama, kao što je opisano u Članu 6*
- *Jedna digitalna fotografija u boji na kojoj je prikazno lice u potpunosti*

1. *As part of the application. is required:*

- *Recommendation letter by the relevant Department Director*
- *Copies of certificates of the trainings accomplished, as referred to in Article 6*
- *One full face digital photo in colour*

2. Aplikacioni duhet të dorëzohet në Zyrën e Drejtorit të Përgjithshëm.

2. *Ovaj Zahtev treba podneti u Kancelariju Generalnog Direktora.*

2. *The application should be submitted to the Office of Director General.*

Formular vlerësimi për inspektor
Obrazac za ocenjivanje inspektora
Inspector Evaluation Form

Departamenti

Odeljenje

Department

Emri dhe mbiemri i inspektorit

Ime i prezime inspektora

Inspectors Name

Autorizimi i inspektorit / Kodi klasifikues

Ovlašćenje inspektora / Klasifikacioni kod

Inspectors Authorisation / Classification Code

Kualifikimi i nevojshëm dhe përvoja e nevojshme e punës (shenjo kutinë nëse standardi është plotësuar)

Potrebne kvalifikacije i iskustvo (označiti kvadratić ako je ispunjen odgovarajući standard)

Qualification and Experience Required (tick the check box if meets the standard)

<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	

Njohuria / Aftësitë e nevojshme (shenjo kutinë nëse standardi është plotësuar)

Neophodno znanje/veštine (označiti kvadratić ako je ispunjen odgovarajući standard)

Mandatory Knowledge / Skills (tick the check box if meets the standard)

<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	

<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	

Trajnimet me prioritet

Prioritetna obuka

Training Priority

Kufizimet (nëse është e aplikueshme, të listohen detyrat)

Ograničenja (navedite dužnosti, ako je primenjivo)

Limitations (if applicable identify job tasks)

Përrjashtim (tregoni arsyt dhe kohën për përjashtim)

Ustupak (navedite razlog ustupka i vreme ograničenja)

Concession (define the reason for concession and the time limitation)

--

Shënim shtesë (nëse ka)

Dodatne beleške (ako ima)

Additional Notes (if any)

--

**Ky vlerësim është kryer në përputhje me kërkesat e Manualit
si dhe Manualit të Cilësisë.**

*Ovo ocenjivanje je obavljeno u skladu sa Priručnikom.....
i Priručnikom Kvalitete*

*This evaluation is performed in accordance with the requirements of the.....
Manual and the Quality Manual.*

Data

Datum

Date

Drejtori i Departamentit

Direktor Odeljenja

Departments Director

Menaxheri i Cilësisë

Menadžer Kvaliteta

Quality Manager