



CIVIL AVIATION AUTHORITY OF VIET NAM

**MANUAL OF STANDARDS -
Licensing of
Aeronautical station operator**

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TABLE OF CONTENTS

DEFINITIONS and ABBREVIATIONS	iii
Definitions	iii
Abbreviations	iv
CHAPTER 1. INTRODUCTION.....	I-1
1.1 - General provisions	I-1
1.2 – General rules concerning licences	I-1
CHAPTER 2. ASO LICENCE	II-1
2.1.1 Requirements for the issue of the licence.....	II-1
2.1.2 Grant, renewal and validity of an ASO licence.....	II-1
2.1.3 Replacement off an ASO licence.....	II-1
2.2.1 Validating of ratings	II-2
2.2.2 Termination of service.....	II-2
APPENDIX 1	APP1-1
1. General	APP1-1
2. Holistic descriptors.....	APP1-1
APPENDIX 1A	APP1A-1
APPENDIX 1B.....	APP1B-1

DEFINITIONS and ABBREVIATIONS

Definitions

Aerodrome Control Service

Aerodrome Control Service for aerodrome traffic.

Air Traffic

All aircraft in flight or operating on the manoeuvring area of an aerodrome.

Air Traffic Control Service

A service provided for the purpose of:

- a) preventing collisions:
 - i) between aircraft, and
 - ii) on the manoeuvring area between aircraft and obstructions; and
- b) expediting and maintaining an orderly flow of air traffic.

Air Traffic Service

A generic term meaning variously flight information service, alerting service, air traffic advisory service, air traffic control service (area control service, approach control service or aerodrome control service).

Approach Control Service

Air traffic control service for arriving or departing controlled flights.

Approved Training

Training conducted under special curricula and supervision approved by CAAV.

Area Control Service

A unit established to provide air traffic control service to controlled flights in control areas under its jurisdiction.

Aeronautical Station Operator

The aeronautical station operator licence is intended for personnel in charge of communications between aircraft and air traffic controller in oceanic area where HF radio communications are used.

Competency

A combination of skills, knowledge and attitudes required to perform a task to the prescribed standard.

Flight Information Service

A service provided for the purpose of giving advice and information useful for the safe and efficient conduct of flights.

Human Performance

Human capabilities and limitations which have an impact on the safety and efficiency of aeronautical operations.

Manoeuvring Area

Part of an aerodrome to be used for the take-off, landing and taxiing of aircraft, but does not include aprons.

Rating

An authorisation entered on or associated with a licence and forming part there of, stating special conditions, privileges or limitations pertaining to such licence.

Abbreviations

ANO	Air Navigation order
ANSP	Air Navigation Service Provider
ATC	Air Traffic Control
ATO	Approved Training Organisation
ASO	Aeronautical Station Operator
CAAV	Civil Aviation Authority of Vietnam
ICAO	International Civil Aviation Organisation

CHAPTER 1. INTRODUCTION

1.1 - General provisions

1.1.1 The Manual of Standards - Licensing of ASO is published by the Authority. This Manual of Standards - Licensing of ASO (MOS-ASO) contains the standards, requirements and procedures pertaining to the licensing and rating requirements of ASO. In this Manual, the term service provider refers to the air navigation service provider (ANSP) and/or the ATO.

1.1.2 This Manual is based mainly on compliance with ICAO Annex 1 - Personnel Licensing.

1.1.3 In addition to the Manual of Standards, the following may also be issued

a) Safety Directive - this is a mandatory requirement to be complied by the service provider, it is published for purposes of immediate promulgation of local standards and recommended practices in response to, but not limited to, amendments to ICAO Annexes. The Safety Directives will be incorporated into subsequent amendments of the Manual of Standards.

b) Safety Publication - this is published for purposes of promulgating supplemental guidance materials to the standards and recommended practices in the Manual of Standards. The publications are intended to provide recommendations and guidance to illustrate a means, but not necessarily the only means, of complying with the Manual of Standards. Safety Publications may explain certain regulatory requirements by providing interpretive and explanatory materials.

c) Information Circular - this is published for purposes of bringing to the attention of the service provider educational materials related to aviation safety. The publications could be initiated as a result of ICAO state letters which do not require immediate changes to local regulations, new safety initiatives or international best practices. The service provider is encouraged to review and adopt the material if practicable. Where appropriate, the material in the publications may be incorporated into subsequent amendments of the Manual of Standards.

1.2 – General rules concerning licences

1.2.1 ASO licence

1.2.1.1 An air traffic controller licence shall be issued in accordance with the requirements and this Manual of Standards - Licensing of ASO Personnel.

1.2.1.2 All qualified ASO shall be in possession of a valid ASO licence before they take control their duty position. A person shall not take control their duty position unless he holds an ASO licence with a valid rating.

1.2.2 Privileges of the holder of a licence

1.2.2.1 An ASO licence authorises the holder to exercise the privileges of any current HF A/G ratings and validations held.

1.2.2.2 No person shall:

- a) Act as an ASO
- b) hold himself out, whether by use of radio call sign or otherwise, as an ASO or
- c) supervise or train any person to act as an ASO, unless he holds an ASO licence granted or renewed under this paragraph stipulating the appropriate rating.

1.2.2.3 Notwithstanding paragraph, a person who is undergoing on-the-job training to act as an ASO shall be entitled to hold himself out, whether by use of radio call sign or otherwise, as an ASO, if he is directly supervised by a person

- a) who holds an ASO licence; and
- b) whose ASO licence stipulates the appropriate rating.

1.2.2.4 The ASO licence shall be retained by the person to whom it has been issued and be available or presentation on demand whenever the privileges of the licence are being exercised.

1.2.3 Roles and responsibilities

The holder of an ASO licence who may only exercise the privileges of his licence and ratings.

1.2.4 Validity of licence

1.2.4.1 The validity of the ASO licence is referred to the ANS regulation.

1.2.4.2 An ASO shall not be authorised to exercise the privileges of any rating if the period of validity of his licence has expired.

1.2.5 Use of psychoactive substances

The holders of an ASO licence shall not exercise the privileges of their licences and related ratings while under the influence of any psychoactive substance which might render them unable to safely and properly exercise these privileges.

1.2.6 Language proficiency

1.2.6.1 ASO shall demonstrate the ability to speak and understand the language used for radiotelephony communications to the level specified in the language proficiency requirements in Appendix 1 of this Manual.

1.2.6.2 The language proficiency of ASO who demonstrate proficiency below the Expert Level (Level 6 shall be formally evaluated at intervals in accordance with an individual's demonstrated proficiency level as follows:

- a) those demonstrating language proficiency at the Operational Level (Level 4) should be evaluated at least once every three years; and
- b) those demonstrating language proficiency at the Extended Level (Level 5) should be evaluated at least once every six years.

CHAPTER 2. ASO LICENCE

2.1.1 Requirements for the issue of the licence

2.1.1.1 To be eligible for an ASO licence, a person shall:

- a) be at least 21 years of age;
- b) Knowledge: The applicant shall have demonstrated a level of knowledge appropriate to the holder of an aeronautical station operator, in at least the following subjects:
 - General knowledge: Air traffic services provided within the State;
 - Operational procedures: Radiotelephony procedures; phraseology; telecommunication network;
 - Rules and regulations: Rules and regulations applicable to the aeronautical station operator; and
 - Telecommunication equipment: Principles, use and limitations of telecommunication equipment in an aeronautical station.
- c) Experience: The applicant shall have:
 - Satisfactorily completed an approved training course within the 12-month period immediately preceding application, and have served satisfactorily under a qualified aeronautical station operator for not less than two months; or
 - Satisfactorily served under a qualified aeronautical station operator for not less than six months during the 12-month period immediately preceding application.
- d) Skill: The applicant shall demonstrate, or have demonstrated, competency in:
 - Operating the telecommunication equipment in use; and
 - Transmitting and receiving radiotelephony messages with efficiency and accuracy.

2.1.2 Grant, renewal and validity of an ASO licence

2.1.2.1 The validity of the ASO licence is referred to the ANS regulation.

2.1.2.2 The maintenance of an ASO licence shall be the responsibility of the licence holder.

2.1.2.3 Conversion: In case the certificate holders who are Vietnamese citizens granted by oversea-ATCATO which is recognized by CAAV, ICAO, IATA and they meet the requirements at paragraph 2.1.1 and:

- a) satisfies the medical requirements to be an ASO as specified in the ANO;
- b) holds an offer of employment from, or is employed by ANSP.
- c) Receive additional training on contents that have not been trained according to the initial training program at a training organization licensed by the aviation authority.

2.1.3 Replacement off an ASO licence

2.1.3.1 Where an ASO licence has been lost or defaced before its expiry, the holder of

the licence (ANSP) may apply to the CAAV for the issue of a replacement ASO licence.

2.2.1 Validating of ratings

2.2.5.1 An ASO rating shall become invalid when an ASO has not exercise the privileges of that rating for a period exceeding 90 days.

2.2.5.2 An ASO's invalid rating may be revalidated If he passes a re-validation assessment conducted by the CAAV.

2.2.2 Termination of service

The ASO licence shall automatically become invalid when the holder ceases to be employed by the ANSP and the licence shall be returned to the CAAV.

APPENDIX 1

REQUIREMENTS FOR PROFICIENCY IN LANGUAGES USED FOR RADIOTELEPHONY COMMUNICATIONS

1. General

1.1 An applicant for a licence or a licence holder shall demonstrate, in a manner acceptable to the CAAV, compliance with the holistic descriptors and with the ICAO Operational Level (Level 4) of the ICAO Language Proficiency Rating Scale (see Appendix 1A and 1B).

2. Holistic descriptors

2.1 Proficient speakers shall:

- a) Communicate effectively in voice-only (telephone/radiotelephone) and in face-to-face situations.
- b) communicate on common, concrete and work-related topics with accuracy and clarity.
- c) use appropriate communicative strategies to exchange messages and to recognise and resolve misunderstandings (e.g. to check, confirm, or clarify information) in a general or work-related context;
- d) handle successfully and with relative ease the linguistic challenges presented by a complication or unexpected turn of events that occurs within the context of a routine work situation or communicative task with which they are otherwise familiar; and
- e) use a dialect or accent which is intelligible to the aeronautical community.



APPENDIX 1A

<i>LEVEL</i>	<i>PRONUNCIATION Assumes a dialect and/or accent intelligible to the aeronautical community.</i>	<i>STRUCTURE Relevant grammatical structures and sentence patterns are determined by language functions appropriate to the task.</i>	<i>VOCABULARY</i>	<i>FLUENCY</i>	<i>COMPREHENSION</i>	<i>INTERACTIONS</i>
Expert &	Pronunciation, stress, rhythm, and intonation, though possibly influenced by the first language or regional variation, almost never interfere with ease of understanding	Both basic and complex grammatical structures and sentence patterns are consistently well controlled.	Vocabulary range and accuracy are sufficient to communicate effectively on a wide variety of familiar and unfamiliar topics. Vocabulary is idiomatic, and sensitive to register.	Able to speak at length with a natural, effortless flow. Varies speech flow for stylistic effect to emphasize a point. Uses appropriate discourse markers and connectors spontaneously.	Comprehension is consistently accurate in nearly all contexts and includes comprehension of linguistic and cultural subtleties.	Interacts with ease in nearly all situations. Is sensitive to verbal and non-verbal cues and responds to them appropriately.
Extended 5	Pronunciation, stress, rhythm, and intonation, though influenced by the first language or regional variation, rarely interfere with ease of understanding.	Basic grammatical structures and sentence patterns are consistently well controlled. Complex structures are attempted but with errors which sometimes interfere with meaning.	Vocabulary range and accuracy are sufficient to communicate effectively on common, concrete, and work-related topics. Paraphrases consistently and successfully. Vocabulary is sometimes idiomatic.	Able to speak at length with relative ease on familiar topics but may not vary speech flow as a stylistic device. Can make use of appropriate discourse markers or connectors	Comprehension is accurate on common, concrete, and work-related topics and mostly accurate when the speaker is confronted with a linguistic or situational complication or an unexpected turn of events. Is able to comprehend a range of speech varieties (dialect and/or accent) or registers.	Responses are immediate, appropriate, and informative. Manages the speaker/ listener relationship effectively.
Operational 4	Pronunciation, stress, rhythm, and intonation are influenced by the first language or regional variation but only sometimes interfere with ease of understanding.	Basic grammatical structures and sentence patterns are used creatively and are usually well controlled. Errors may occur, particularly in unusual or unexpected circumstances, but rarely interfere with meaning	Vocabulary range and accuracy are usually sufficient to communicate effectively on common, concrete, and work-related topics. Can often paraphrase successfully when lacking vocabulary in unusual or unexpected circumstances.	Produces stretches of language at an appropriate tempo. There may be occasional loss of fluency on transition from rehearsed or formulaic speech to spontaneous interaction, but this does not prevent effective communication. Can make limited use of discourse markers or connectors. Fillers are not distracting.	Comprehension is mostly accurate on common, concrete, and work-related topics when the accent or variety used is sufficiently intelligible for an international community of users. When the speaker is confronted with a linguistic or situational complication or an unexpected turn of events, comprehension may be slower or require clarification strategies.	Responses are usually immediate, appropriate, and informative. Initiates and maintains exchanges even when dealing with an unexpected turn of events. Deals adequately with apparent misunderstandings by checking, confirming, or clarifying.
<i>Level 1, 2 and 3 are on subsequent page.</i>						

APPENDIX 1B

1.2 Pre-operational, elementary and pre-elementary levels

LEVEL	PRONUNCIATION Assumes a dialect and/or accent intelligible to the aeronautical community.	STRUCTURE Relevant grammatical structures and sentence patterns are determined by language functions appropriate to the task.	VOCABULARY	FLUENCY	COMPREHENSION	INTERACTIONS
<i>Level 4, 5 and 6 are on preceding page.</i>						
Pre- operational 3	Pronunciation, stress, rhythm, and intonation are influenced by the first language or regional variation and frequently interfere with ease of understanding.	Basic grammatical structures and sentence patterns associated with predictable situations are not always well controlled- Errors frequently interfere with meaning.	Vocabulary range and accuracy are often sufficient to communicate on common, concrete, or work-related topics, but range is limited and the word choice often inappropriate. Is often unable to paraphrase successfully when lacking vocabulary.	Produces stretches of language, but phrasing and pausing are often inappropriate. Hesitations or slowness in language processing may prevent effective communication. Fillers are sometimes distracting.	Comprehension is often accurate on common, concrete, and Work- related topics when the accent or variety used is sufficiently intelligible for an international community of users. May fail to understand a linguistic or situational complication or an unexpected turn of events.	Responses are sometimes immediate, appropriate, and informative. Can initiate and maintain exchanges with reasonable ease on familiar topics and in predictable situations. Generally inadequate when dealing with an unexpected turn of events.
Elementary 2	Pronunciation, stress, rhythm, and intonation are heavily influenced by the first language or regional variation and usually interfere with ease of understanding.	Shows only limited control of a few simple memorized grammatical structures and sentence patterns.	Limited vocabulary range consisting only of isolated words and memorized phrases.	Can produce very short, isolated, memorized utterances with frequent pausing and a distracting use of fillers to search for expressions and to articulate less familiar words.	Comprehension is limited to isolated, memorized phrases when they are carefully and slowly articulated.	Response time is slow and often inappropriate. Interaction is limited to simple routine exchanges.
Pre-elementary 1	Performs at a level below the Elementary level.	Performs at a level below the Elementary level.	Performs at a level below the Elementary level.	Performs at a level below the Elementary level.	Performs at a level below the Elementary level,	Performs at a level below the Elementary level.

Note. The Operational Level (Level 4) is the minimum required proficiency level for radiotelephony communication. Levels 1 through 3 describe pre-elementary, Elementary, and Pre-operational levels of language proficiency, respectively, all of which describe a level of proficiency below the ICAO language proficiency requirement. Levels 5 and 6 describe Extended and Expert levels, at levels of proficiency more advanced than the minimum required Standard. As a whole, the scale will serve as benchmarks for training and testing, and in assisting candidates to attain the ICAO Operational Level (Leve