



Transportation

**AIR TRANSPORTATION STANDARDIZATION/
EVALUATION PROGRAM**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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OPR: HQ AMC/LGTV (MSgt Lori A. Segal)

Certified by: HQ AMC/LGT
(Col Larry F. Stephens)

Pages: 29

Distribution: F

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1. Overview. The Air Transportation Standardization Evaluation (ATSEV) Program provides a common approach to training and evaluation for AMC and AMC-gained units.

2. Applicability: Requirements outlined in this publication are applicable to active duty and civilian 2T2X1 personnel assigned to AMC units. It is also applicable to Air Reserve Component (ARC) units as noted.

3. Objective: The ATSEV Program establishes standardized training and provides the tools to train and evaluate air transportation personnel and processes. Specific program objectives are to:

- 3.1. Ensure the standardization of unit-level training.
- 3.2. Provide a system to assess air transportation personnel qualifications and capabilities.
- 3.3. Ensure a competent workforce.
- 3.4. Ensure compliance with appropriate operational directives, training, and administrative directives.
- 3.5. Identify trends and recommend changes.

4. Responsibilities:

4.1. HQ AMC/LGT will:

- 4.1.1. Establish program policy and administration in coordination with HQ ANG/XOOS and HQ AFRC/DON.
- 4.1.2. Monitor and review subordinate programs.
- 4.1.3. Convene an annual ATSEV standards board with 15/21 NAFs, AFRC/DON, AFRC 4/10/22 NAF/DONs and ANG/XOOS to review the ATSEV program.
- 4.1.4. Establish Air Transportation Interest Items (ATIIIs) based on current trend data.
- 4.1.5. Approve and post qualification training packages (QTPs) on HQ AMC/LGT web site.
- 4.1.6. Maintain and post ATSEV crosstell database on the AMC/LGT web site.
- 4.1.7. Notify AMWC of significant changes to AFIs/AMCIs; request review of applicable QTPs; prioritize QTP revisions.
- 4.1.8. Host a biennial unit program manager (UPM) training workshop.

4.2. AMWC/WCO will:

- 4.2.1. Develop and maintain all ATSEV training materials to include development of QTPs.
- 4.2.2. Submit request for subject matter experts through HQ AMC/LGTV, as needed.
- 4.2.3. Develop and maintain test questions used during Training Certification Assessments (TCAs).
- 4.2.4. Analyze test data from TCAs to ensure validity of test questions and revise as necessary.
- 4.2.5. Provide most current QTPs to HQ AMC/LGTV to post on the HQ AMC/LGTV ATSEV web site.

4.2.6. Conduct annual review of QTPs to ensure validity.

4.3. ANG/XOOS will:

4.3.1. Ensure units have established a viable ATSEV training program using QTPs.

4.3.2. Recommend program policy and administrative changes to HQ AMC/LGTV.

4.3.3. Review QTPs and questions. Forward recommended changes to HQ AMC/LGTV.

4.3.4. Review unit-level ATSEV training programs for compliance during staff assistance visits (SAVs) utilizing the AMC/ARC Self-Evaluation/Quality Control (SE/QC) Program checklist.

4.3.5. Review unit recommendations and changes for the ATSEV training program, to include QTPs, and forward recommendations to HQ AMC/LGTV for appropriate action.

4.3.6. Establish ATIIIs based on current trend data.

4.4. HQ AFRC/DON will:

4.4.1. Ensure units have established a viable ATSEV training program using QTPs.

4.4.2. Recommend program policy and administrative changes to HQ AMC/LGTV.

4.4.3. Ensure NAFs review unit ATSEV training programs during each staff assistance visit (SAV). However, NAF/DON and AFRC/DON may review the program during any unit visit. See ARC Program Management Checklist ([Attachment 3](#)).

4.4.4. Review QTPs and questions. Forward recommended changes to HQ AMC/LGTV.

4.4.5. Establish ATIIIs based on current trend data.

4.5. 15/21 AF/LGT are responsible for active duty program execution and will:

4.5.1. Conduct biennial unit ATSEV inspections.

4.5.2. Conduct biennial training for all UPMs at workshop hosted by HQ AMC/LGTV.

4.5.3. Assign “parent units” to manage the ATSEV program for “associated” smaller units, i.e., small terminals, commercial gateways, detachments, and operating locations.

4.5.4. Review unit metric and trend data, and make recommendations.

4.5.5. Review unit responses to ATIIIs and ensure unit compliance during unit ATSEV inspections.

4.5.6. Task field units for personnel augmentation to perform unit ATSEV inspections.

4.5.7. Review ATSEV program management, unique unit operational procedures and guidance, and other areas as deemed necessary.

4.5.8. Augment each other during ATSEV inspections if deemed necessary.

4.5.9. Request AMOG augmentation for NAF ATSEV inspections and, when necessary, request team chiefs who meet the prescribed criteria.

4.6. AFRC NAF/DONs will:

4.6.1. Review unit-level ATSEV training program for compliance during SAVs utilizing the ARC SE/QC checklist and AFRC Program Management Checklist (see [Attachment 3](#)).

4.6.2. Review unit recommendations and changes for the ATSEV training program, to include QTPs, and forward to AFRC/DON for review and action. AFRC/DON, in turn, will forward recommendations to HQ AMC/LGTV for appropriate action.

4.6.3. Ensure unit compliance with AFRC ATIIIs during SAVs.

4.7. 715/721 AMOG will:

4.7.1. Augment the NAFs and assist in the coordination of inspection visits.

4.7.2. Obtain schedules from parent units on intended inspections of their associated units.

4.7.3. Review metric and trend data, and make recommendations.

4.7.4. Review unit responses to ATIIIs and ensure unit compliance during unit ATSEV inspections.

4.7.5. Review unique unit operational procedures and guidance, and make recommendations as necessary.

4.8. Unit commanders will:

4.8.1. Ensure training is prioritized in accordance with (IAW) AFI 36-2201, *Air Force Training Program*.

4.8.2. Establish a viable ATSEV Program.

4.8.3. AMC commanders will designate, in writing, a full-time ATSEV UPM and full-time evaluators. ARC unit commanders will appoint a UPM and evaluators. Appointment letters must specify the primary area(s) the UPM and evaluators are assigned to evaluate.

4.8.4. Appoint, in writing, work center task certifiers and trainers. For purposes of this instruction, the terms work center task trainers/certifier and OJT trainers/certifiers are synonymous.

4.8.5. Convene quarterly, unit-level training/ATSEV review boards.

4.8.6. Review metrics and trend data on a monthly basis, as applicable.

4.8.7. Ensure an annual self-inspection of the unit's ATSEV Program is conducted.

4.8.8. Designate individuals to augment NAF ATSEV unit evaluation teams when tasked.

4.9. ATSEV UPMs will:

4.9.1. Manage the unit-level and "associate-unit" (if assigned) ATSEV Programs.

4.9.2. Be a noncommissioned officer (or civilian equivalent), with a 2T271 AFSC (ARC may substitute a 3S2X1 Training Manager), and be versed in air transportation operations.

4.9.3. Ensure process evaluations are conducted monthly and report results to unit and flight commanders.

4.9.4. Track open items until resolved.

4.9.5. Develop commander/NAF-directed metrics, collect and analyze trend data, and maintain program files for 2 years. Active duty units will enter AMC Form (IMT-V1) 1026, **Process Evaluation Worksheet**, data into the web-based metrics reporting system.

4.9.5.1. Program files include: AMC Forms (IMT-V2) 1022, **Air Transportation Process Evaluation History**, AMC Forms (IMT-V1) 1026, annual self-inspections, standards boards minutes, documentation of ATII compliance and results of NAF visits and corrective actions.

4.9.5.1.1. Parent units will maintain program files for associate units.

4.9.6. Report trends and a summary of evaluations to the unit commander on a monthly basis.

4.9.7. Ensure ATIIs are reviewed and appropriate action(s) taken.

4.9.8. Conduct an annual unit ATSEV self-inspection IAW **Attachment 2** of this instruction (**Attachment 3** for ARC units) and provide a written report to the commander.

4.9.9. Ensure work center trainers and certifiers use the most current QTPs available from the HQ AMC/LGTV web page.

4.9.10. Complete the Air Force Training Course (“Train the Trainer Course”).

4.10. ATSEV evaluators will:

4.10.1. Be a noncommissioned officer (or civilian equivalent) with a 2T271 AFSC.

4.10.2. Conduct process evaluations.

4.10.3. Provide pre-evaluation and post-evaluation feedback to personnel participating in process evaluations.

4.10.4. Immediately correct breaches of safety or discipline during evaluations.

4.10.5. Be QTP trained and certified in the areas they will be evaluating. These items will be circled on the evaluator's Specialty Training Standard (STS) or documented in Reserve Aerial Port Data System (RAPDS).

4.10.6. Complete the Air Force Training Course (“Train the Trainer Course”).

4.11. Work center task certifiers will:

4.11.1. Not certify tasks/processes they have trained individuals to perform.

4.11.2. Be QTP trained and certified in the tasks they certify.

4.11.3. Conduct task certifications using the appropriate TECs.

4.11.4. Administer and score a written TCA prior to initiating the TEC. Answer keys will be maintained in the ATSEV office. For foreign national civilian employees whose knowledge of the English language is limited, oral assessments may be given.

4.11.5. Brief trainee, supervisor, and trainer on the training certification results.

4.11.6. File the trainee's completed task evaluation checklist in the trainee's military/civilian records, as applicable, or document in RAPDS for ARC units.

4.12. Work center trainers will:

4.12.1. Plan, conduct, and document training using the most current QTPs available.

4.12.2. Be QTP trained and certified in the tasks/processes for which they train others.

5. Program Guidance.

5.1. **Training.** The purpose of training is to ensure each individual is prepared to meet Air Force mission requirements. A strong training program provides the best-trained individuals, units, and forces possible. It also results in increased military readiness and effectiveness. A key facet of a unit's training program is individual job qualification training. On-the-job training ensures individuals are qualified to perform specific duties and tasks associated with their current duty position. Through ATSEV, and the use of QTPs, training is standardized throughout the AMC and ARC air transportation community.

5.1.1. QTPs are instructional packages designed for use by the unit to provide standardized training guidance and to aid certifiers and evaluators (for active duty units) in the certification/evaluation process. QTPs contain either Task Training Guides (TTGs) with Task Evaluation Checklists (TECs), or Knowledge Training Guides (KTGs) for knowledge-based QTPs. Knowledge Training Guides do not contain evaluation checklists.

5.1.2. Task-oriented QTPs consist of a TTG, a TEC, and a lesson plan or step-by-step instructions. The TTG is a training module primarily used by the trainer/certifier. It includes: task number, an estimated time to complete the task, training references, prerequisites/requirements/equipment, training objective, initial training steps, and objective training steps. The TEC is an evaluation module that contains a task evaluation checklist and a training certification assessment (TCA) used during the certification process.

5.1.3. AMC and ARC air transportation units will use QTPs for all duty position qualification training and certification.

5.1.3.1. When personnel change duty positions or PCS into a new duty section, they must be entered into duty position qualification training and certified using the appropriate QTPs for items listed in their new duty section's Master Task List (MTL).

5.1.3.2. All senior NCOs who perform specific tasks must maintain completed TECs on those tasks. Since senior NCOs do not normally maintain an AF Form 623, **On-The-Job Training Record**, the TECs may be filed in a separate folder or documented in RAPDS.

5.2. **Certification/Recertification.** Once training is completed, training will be assessed by a certifier.

5.2.1. The certification process involves completion of a written TCA, and applicable TEC.

5.2.1.1. For those individuals who PCS from/to the same duty section, individuals will be recertified using the appropriate TCA and TEC. The individual will be entered into retraining if the individual cannot successfully complete the assessments. Duty position qualification training will be documented. Keep the TEC from the most current training completed (by task) in the individual's military/civilian training records or document in RAPDS.

5.2.1.2. For individuals who change duty sections, but the old and new MTLs contain some of the same MTL line items, the individual will be recertified using the appropriate TCA and TEC for items that are the same. The individual will be entered into retraining if the individual cannot successfully complete the assessments.

5.2.2. Assessments must be administered in a controlled manner and a distraction-free testing environment.

5.2.3. Personnel must achieve a passing score not less than 80 percent on the TCA before initiating the TEC.

5.2.4. Those individuals who do not pass the assessment with the minimum score, and/or who do not satisfactorily complete the appropriate TEC, will continue with training until the minimum requirements are met.

5.2.5. For recertification, only the certifier's initials will be annotated on the TEC.

5.2.6. For ARC personnel trained/certified by active duty personnel, completed TECs will be forwarded to the ARC Team Chief for inclusion in RAPDS and their trip report.

5.2.7. **MHE Recertification Training.** In addition to initial training and certification, MHE operators will be recertified annually by a qualified task certifier using the appropriate TCA and TEC. Individuals who fail to successfully complete these assessments will be provided training in deficient areas. Individuals will be reevaluated/recertified once the training is complete. Keep the TEC for the most current training completed in the individual's military/civilian training record or document in RAPDS.

5.2.7.1. When an individual's vehicle recertification will expire during an extended deployment (in excess of 60 days) every effort will be made to complete the recertification prior to deployment.

5.2.7.1.1. If the re-certification can not be completed prior to deployment, it will be accomplished at the deployed site, if the vehicles and certifying officials are available.

5.2.7.1.2. If the re-certification can not be accomplished prior to or during the extended deployment, the certification will remain valid during the period of the deployment. Recertification will be accomplished within 60 days of return to home station (90 days for ARC).

5.3. **Evaluations.** The evaluation portion of the ATSEV Program is AMC's formal avenue to ensure effectiveness of air transportation processes and to identify areas for improvement. It exists to provide unit leadership with factual information about the health of the unit and the effectiveness of unit training. Accurate assessments of personnel proficiency and the processes involved are critical to gauging unit effectiveness. This program is intended to enhance crosstell and facilitate benchmarking, while allowing latitude to adapt it for local needs.

5.3.1. **Process Evaluations** . Process evaluations are assessments of procedures required to accomplish the unit's mission. Every effort should be made to evaluate personnel in the performance of their daily transportation duties without disruption of the normal work schedule. The evaluation focus is on the efficient and effective completion of processes without any major findings. Safety is inherent in all processes and will be an integral part of all evaluations.

5.3.1.1. All personnel involved in performing the process are subject to evaluation. This includes senior NCOs, civilian personnel, and ARC personnel. A copy of the AMC Form (IMT-V1)1026 for processes involving ARC personnel will be forwarded to the ARC Team Chief for inclusion in their trip report and corrective action if required.

5.3.1.2. There are three evaluation categories: In-Progress Evaluations, After-Action Evalua-

tions, and Other Evaluations.

5.3.1.2.1. In-Progress Evaluations (IPE). An evaluation of an activity as it is being performed. The focus of these evaluations is typically on the process or the person performing the task/process.

5.3.1.2.2. After-Action Evaluations (AAE). An after-the-fact evaluation of a completed action. AAEs should only be accomplished for processes that can be adequately measured after the completion of that process. Do not perform AAEs on processes that require direct observation of the process to determine proper accomplishment.

5.3.1.2.3. Other Evaluations (OE). Evaluations in this category may be large or small, or outside the scope of the Command Process Evaluation List (CPEL). They may be initiated by the ATSEV evaluator or requested by commanders or individual work centers to determine the scope of a problem and evaluate solutions. OE results are reported to the requester, giving them the flexibility to fully explore and correct suspected problem areas under their management responsibility. OEs are performed to follow-up on trends identified during strategy meetings, comply with direction from the unit commander, or collect information and research process improvement initiatives.

5.3.1.3. Grading Criteria. Assign one of the following Quality (Q) ratings to every process evaluation:

5.3.1.3.1. A Q-1 rating indicates the evaluated process met the acceptable standard.

5.3.1.3.2. A Q-2 rating indicates the evaluated process did not meet minimum standards because of minor findings. A minor finding is defined as an unsatisfactory condition that requires repair or correction, but does not endanger personnel, affect safety of flight, jeopardize equipment reliability, or warrant discontinuing a process or equipment operation.

5.3.1.3.3. A Q-3 rating indicates the evaluated process did not meet acceptable standards because of major findings. A major finding is defined as a condition that would endanger personnel, jeopardize equipment reliability, warrant discontinuing the process or equipment operation, or that could result in process failure. When a Q-3 condition is observed, correct it immediately. Under no circumstance will a safety or equipment reliability error go uncorrected. If an evaluation is being performed, the evaluator will consider the seriousness of the error committed when deciding whether or not the member(s) performing the task/process, and the evaluation itself, should be allowed to continue.

5.3.1.4. Command Process Evaluation List (CPEL). The CPEL is a command-directed list of processes to be evaluated within an air transportation unit. The list identifies basic and critical processes. For AMC units, each basic process must be evaluated at least once every 6 months and critical processes at least quarterly by ATSEV evaluators. See the HQ AMC/LGTV web site for the current CPEL.

5.3.2. Single Observations (SOs). A SO is an observed condition or event not related to an evaluation, which could result in personal injury, damage to equipment, or is otherwise not in compliance with directives. SOs usually connote an unsafe act or failure to follow prescribed procedures, but may also be declared for any other condition not in compliance with established procedures. SOs will be documented on an AMC Form (IMT-V1)1026, but no Q-rating will be assigned.

6. AMC NAF Program Execution.

6.1. The NAF Chief of Air Transportation is responsible for the execution of the ATSEV Program.

6.2. Each respective NAF will plan, schedule, and conduct biennial unit ATSEV visits.

6.2.1. Coordinate all ATSEV visits through the appropriate gatekeepers to minimize operational impact. Additionally, deconflict biennial ATSEV visits with the HQ AMC/IG gatekeeper. The scheduler will publish a 12-month schedule, updated semiannually, to enable units to prepare for scheduled ATSEV visits. Submit a schedule of planned visits to HQ AMC/LGTV. HQ AMC/LGTV will post the schedule on the HQ AMC/LGTV web site.

6.2.2. Prior to a scheduled evaluation, the NAF Chief of Air Transportation will identify a team chief and select augmentee evaluators.

6.2.2.1. The NAF will provide the scope of the visit to the team chief. Scheduled visits will be comprehensive and all processes are subject to evaluation. No-notice inspections are not as comprehensive and may cover only randomly selected processes.

6.2.2.2. Ninety days prior to a scheduled ATSEV visit, the NAF will send an official notification message confirming the visit. This message will contain instructions to the unit on the team's composition, arrival, billeting, and transportation requirements. The unit ATSEV program manager will serve as the NAF's single point of contact for coordination. No message will be transmitted for no-notice evaluations.

6.3. The NAF team chief will:

6.3.1. Provide an inbrief to the commander or designated representative. The inbrief will provide the purpose and scope of the evaluation. Additionally, it will outline the inspection procedures to be used and processes to be evaluated. Any unique limiting factors and concerns over facilities, equipment, and manpower will be determined at this time.

6.3.2. Evaluate the unit's overall standardized training and evaluation program.

6.3.3. Perform a sufficient number of process evaluations to determine the ability of the unit to perform its mission. The number of process evaluations will include, at a minimum, all of the critical processes contained in the CPEL. Results of the process evaluations will be included in the unit evaluation report.

6.3.4. At the completion of the ATSEV visit, the NAF team chief will provide a comprehensive outbrief to the unit commander, unit ATSEV program manager, and management staff. Specific follow-on requirements will be identified.

6.3.5. Submit a final report to the NAF Chief of Air Transportation outlining overall performance of the evaluated unit and any follow-up actions required. The final report will, in turn, be forwarded to the appropriate wing/group/unit commander and HQ AMC/LGTV.

6.4. The NAF LGT staff will track follow-up actions until closure. The status of the follow-up actions will be briefed monthly to the NAF Chief of Air Transportation.

6.5. Each respective NAF will collect and analyze trend data submitted by subordinate units. The NAF Chief of Air Transportation may direct unscheduled unit evaluations (no-notice) based on negative ATSEV trend data, increased accident/mishap rates, or increased aircraft transportation (300 series) delays.

6.6. Parent Units. Large units may be assigned by the NAFs as parent units for ATSEV Program oversight at small terminals, detachments, operating locations, combat readiness flights.

6.6.1. Parent units will be responsible for program administration, including documentation and process evaluations.

6.6.2. Parent units will be required to visit associate units annually, as a minimum.

6.6.3. Associated units are also subject to NAF evaluations.

6.6.4. During the visit, evaluators will conduct as many process evaluations as possible from the items identified in the CPEL.

6.6.5. Results of the process evaluations will be reported to the associated unit's commander, with information copy to the parent unit. Results will be maintained by the parent unit ATSEV section.

6.7. Associate Units. Associate units will appoint an individual to serve as the unit's focal point for the ATSEV program. This individual will:

6.7.1. Ensure personnel are QTP trained and certified in all tasks identified in their MTL.

6.7.1.1. Ensure the most current TECs for training completed (by task) are filed in the individual's military/civilian training record. Request assistance from the parent unit, as required.

6.7.1.2. Take follow up action to correct deficiencies identified during annual visits.

6.7.2. Although not required to appoint a UPM or evaluators, the associate unit ATSEV program coordinator is encouraged to conduct random process evaluations.

7. ARC Program Administration.

7.1. ARC UPMs will oversee and manage the ATSEV training program.

7.2. ANG/XOOS and AFRC/NAFS will review unit-level ATSEV training programs for compliance during staff assistance visits utilizing the ARC SE/QC checklist and [Attachment 3](#).

7.3. Ensure all 2T2X1 personnel receive QTP training based on their duty position requirements as listed on their personalized RAPDS JQS worksheets.

7.4. Ensure an initial certification for all requirements identified in the applicable Master Task List (MTL)/RAPDS individual JQS worksheets is accomplished using QTPs, associated TECs, and training certification assessments. Update RAPDS accordingly.

7.5. Request training from active duty units by specific QTP number. Document request on the RAPDS-generated Form 14. Ensure appointment letters identifying active duty task certifiers are provided to the ARC units receiving training for filing and RAPDS documentation at home station.

7.6. Team Chiefs must ensure they receive AMC Forms (IMT-V1) 1026 on all personnel who take part in processes evaluated by active duty personnel. They must also ensure they receive TECs for all personnel trained/certified by active duty personnel. The TECs will be used to update RAPDS.

8. Unit Program Execution.

8.1. Unit commanders are the key to a successful ATSEV program. They should emphasize the importance of training to all levels of supervision.

8.1.1. AMC unit commanders will establish a separate ATSEV duty section, dedicated solely to executing the ATSEV program. Due to the importance of this program, individuals in this section will not be assigned additional duties. EXCEPTION: ATSEV personnel may be assigned as exercise evaluation team members.

8.1.1.1. Suggested AMC unit manning for the ATSEV office is based on assigned personnel. Recommend 2 personnel for a unit of 40 or less personnel, and 1 additional person for every 40 assigned personnel thereafter. A minimum of two personnel are required to ensure that evaluating all areas of the career field is possible within small units. In any unit, the UPM may also be an evaluator.

8.1.1.2. It is essential that ATSEV evaluators be rotated regularly. ATSEV evaluators should be assigned for a minimum of 1 year, but no more than 3. Return ATSEV evaluators to work centers so they may share the knowledge they have gained and replace them with other highly qualified personnel who bring a fresh perspective to ATSEV. Establish a rotation policy that ensures expertise flows in and out of the ATSEV office without disrupting continuity.

8.1.1.2.1. Due to career field progression, individuals should not serve two consecutive assignments as an ATSEV evaluator.

8.1.2. Unit commanders will establish a quarterly ATSEV review board to assess unit performance and actions taken to analyze, correct, and improve aerial port processes.

8.2. ATSEV unit program managers are the critical link between the commander and unit personnel. They are responsible for overall management of the ATSEV Program. While effective training is the responsibility of every supervisor and technician, the UPM ensures standardized training is being accomplished throughout the unit.

8.2.1. The UPM nominates, to the commander, the most knowledgeable personnel within the unit to serve as ATSEV evaluators. The UPM will ensure those personnel selected as evaluators meet the requirements of AMCI 24-101, Volume 20, prior to being appointed to the position. NOTE: If the evaluator is a senior NCO, an AF Form 623/RAPDS will be maintained while assigned duties as an ATSEV evaluator.

8.3. ATSEV evaluators reflect the highest standards of military bearing and professionalism. An evaluator is impartial, objective, and consistent in all evaluations. ATSEV evaluators represent a cross-section of aerial port personnel. They are highly motivated individuals with above-average communicative skills and a record of excellence in their specialty. They are the key to a credible and effective program.

8.3.1. Evaluator duty will be a full-time position. To avoid any potential for conflicts of interest, evaluators will, whenever possible, be assigned to the UPM for reporting purposes.

8.4. Work center task certifiers ensure personnel have been properly trained using the appropriate QTPs. Since they determine whether an individual is ready to perform a task/process independently, they must take the certification process seriously. As with ATSEV evaluators, task certifiers are teachers, always looking to improve the process. They look beyond the deficiency to the cause, identifying it so action can be focused on correcting and preventing repetition.

8.5. Work center trainers are the backbone of the ATSEV program. Through their dedication, they ensure training is standardized throughout their work center. This is a critical factor in ensuring aerial port readiness and effectiveness.

9. Process Evaluations.

9.1. **Process Evaluation Quotas.** ATSEV evaluators must perform a minimum number of process evaluations each month. The number of evaluations required is equal to 40 percent of assigned active duty and civilian 2T2X1 personnel. This requirement consists of IPE, AAE, and OEs. **NOTE:** Single Observations are not included in the required quota.

9.1.1. For ARC units, commanders will conduct sufficient process evaluations to determine the level of squadron proficiency through simulated scenarios, performance assessments of equipment operations, and active duty evaluations when reserve personnel are augmenting active units on UTA weekends or annual tours.

9.2. At the completion of a process evaluation, the evaluator will complete the AMC Form (IMT-V1) 1026. The AMC Form (IMT-V1) 1026 will be sent to the appropriate flight commanders/superintendents, or equivalent. Process evaluations involving ARC members will be sent to ARC UPMs/commanders via the ARC Team Chief. Evaluations with areas identified as Q-2 or Q-3 require correction. These areas will be suspended to the flights for correction. UPMs will track open items until resolved. Work centers will respond to all findings by stating the action taken to resolve identified problems. Work center responses will be routed through the superintendent, flight chief, and operations officer before reaching the ATSEV section. Unit commanders will be briefed on open/closed items at least monthly.

9.3. For process evaluations receiving a Q-2 or Q-3, and all processes involving vehicles, the ATSEV evaluator must review all individuals' OJT records to verify training documentation (i.e., have individuals been trained on the process they are participating in, are the correct dates annotated, have MHE recertifications been conducted and documented, etc.). Periodically review records of those rated Q-1 (as time permits). Identify discrepancies in documentation to the unit training manager for follow-up action. Q ratings will not be changed based on documentation discrepancies. All OJT record reviews will be documented on the AF Form 623a, **On The Job Training Record Continuation Sheet**.

9.4. Results of all ATSEV performance evaluations will be recorded on an AMC Form (IMT-V2) 1022. File completed forms by month and maintain them for 2 years.

9.5. All personnel involved in performing the process are subject to evaluation. This includes civilian personnel, senior NCOs, and ARC personnel.

9.5.1. AMC UPMs should coordinate with the unit's reserve coordinator to obtain the current schedule of ARC training and augmentation.

10. Prescribed Forms. AMC Form (IMT-V2) 1022, **Air Transportation Process Evaluation History** and AMC Form (IMT-V1) 1026, **Process Evaluation worksheet (PEW)**.

LOREN M. RENO, Brig Gen, USAF
Director of Logistics

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****Abbreviations and Acronyms***

AAE—After-Action Evaluations
ATII—Air Transportation Interest Item
ATSEV—Air Transportation Standardization Evaluation
CFETP—Career Field Education and Training Plan
CPEL—Command Process Evaluation List
IPE —In-Progress Evaluations
KTG —Knowledge Training Guide
MTL—Master Task Listing
NAF—Numbered Air Force
OE—Other Evaluations
QTP—Qualification Training Package
RAPDS —Reserve Aerial Port Data Systems
SE/QC —Self-Evaluation/Quality Control
SO —Single Observations
STS—Specialty Training Standard
TCA—Training Certification Assessment
TEC—Task Evaluation Checklist
TTG—Task Training Guide
UPM—Unit Program Manager

Terms

After-Action Evaluations—An after-the-fact evaluation of a completed action.

Air Transportation Interest Item—A process that requires special attention based on current trend data. Much like an AMC/IG special interest item (SII), but applicable to air transportation processes addressed in the ATSEV program. HQ AMC/LGT is responsible for establishing and rescinding ATIIIs; NAFs/Groups will monitor unit actions in response to the ATIIIs.

ATSEV Evaluator—An air transportation craftsman designated to perform process evaluations as specified in this instruction.

Biennial—Occurring once every 2 years.

Command Process Evaluation List—A command-directed list of processes to be evaluated within an air transportation unit. The list identifies basic and critical processes.

Critical Process—A process within air transportation that if not properly accomplished will cause severe mission degradation or failure.

In-Progress Evaluations—An evaluation of an activity as it is being performed.

Qualification Training Package—An instructional package designed for use at the unit level to train and certify individuals in specific duty position requirements.

Single Observations—An observed condition or event not related to an evaluation, which could result in personal injury, damage to equipment, or is otherwise not in compliance with directives.

Training Certification Assessment—Assessment of training conducted; completed at the time of certification. Assessment consists of questions contained at the end of the applicable QTP.

Attachment 2**ATSEV PROGRAM MANAGEMENT CHECKLIST
(NOT APPLICABLE TO ARC)****A2.1. ATSEV PROGRAM MANAGEMENT CHECKLIST (Not Applicable to ARC)****A2.1.1. Unit Commander Responsibilities.**

- A2.1.1.1. Has the unit commander established a unit-level ATSEV Program?
- A2.1.1.2. Has the unit commander designated a full-time ATSEV unit program manager (UPM) and full-time evaluator(s) in writing?
- A2.1.1.3. Do appointment letters indicate the primary area(s) evaluators are assigned to evaluate?
- A2.1.1.4. Has the unit commander appointed work center task certifiers and trainers in writing?
- A2.1.1.5. Does the unit commander convene an ATSEV program review board on a quarterly basis?
- A2.1.1.6. Does the unit commander review metrics and trend data monthly?
- A2.1.1.7. Has the unit commander ensured an annual self-inspection of the unit's ATSEV Program is conducted?

A2.1.2. ATSEV UPM Responsibilities

- A2.1.2.1. Is the UPM a noncommissioned officer (or civilian equivalent) with a 2T271 AFSC?
- A2.1.2.2. Does the UPM ensure process evaluations are conducted with results reported to unit and flight commanders?
- A2.1.2.3. Does the UPM track open items until resolved?
- A2.1.2.4. Has the UPM completed required metrics?
- A2.1.2.5. Does the UPM collect and analyze evaluation trend data, and maintain program files for a period of 2 years?
- A2.1.2.6. Does the UPM report trends and summaries of evaluations to the unit commander and NAF on a monthly basis, as required?
- A2.1.2.7. Does the UPM ensure ATIIs are reviewed and appropriate action(s) taken?
- A2.1.2.8. Does the UPM conduct an annual unit ATSEV self-inspection and provide a written report to the commander?
- A2.1.2.9. Does the UPM ensure work center trainers and certifiers are using the most current QTPs available from the HQ AMC/LGTV web page?
- A2.1.2.10. Has the UPM completed the Air Force Training Course ("Train the Trainer")?

A2.1.3. ATSEV Evaluator Responsibilities

- A2.1.3.1. Are ATSEV evaluators noncommissioned officers (or civilian equivalents) with a 2T271 AFSC?
- A2.1.3.2. Do ATSEV evaluators perform process evaluations?

A2.1.3.3. Do ATSEV evaluators provide pre-evaluation and post-evaluation feedback to personnel receiving evaluations?

A2.1.3.4. Do ATSEV evaluators immediately correct safety deficiencies during evaluations?

A2.1.3.5. Are ATSEV evaluators QTP trained and certified in the areas they evaluate?

A2.1.3.6. Have ATSEV evaluators completed the Air Force Training Course (“Train the Trainer”)?

A2.1.4. Work Center Task Certifier Responsibilities.

A2.1.4.1. Do work center task certifiers conduct task certifications using the TECs?

A2.1.4.2. Do work center task certifiers administer written training certification assessments prior to certification using questions available in the QTPs?

A2.1.4.2.1. Are training certification assessments administered in a distraction-free environment?

A2.1.4.3. Do work center task certifiers certify tasks/processes they have trained individuals to perform?

A2.1.4.4. Do work center task certifiers brief the trainee, supervisor, and trainer on the training certification results?

A2.1.4.5. Do work center task certifiers file the trainee’s completed task evaluation checklist in the trainee’s military/civilian training records?

A2.1.4.6. Are work center task certifiers QTP trained and certified in the tasks they certify?

A2.1.5. Work Center Trainer Responsibilities.

A2.1.5.1. Do work center trainers plan, conduct, and document training using the most current QTPs available?

A2.1.5.2. Are work center trainers QTP trained and certified in the tasks/processes for which they train others?

A2.1.6. Program Management.

A2.1.6.1. Are QTPs being used for all duty position qualification training and certification?

A2.1.6.2. Are quality ratings being assigned to process evaluations in accordance with this instruction?

A2.1.6.3. Are single observations being recorded?

A2.1.6.4. Are basic processes identified on the CPEL evaluated at least once every 6 months?

A2.1.6.5. Are critical processes identified on the CPEL evaluated at least once each quarter?

A2.1.6.6. Has the ATSEV evaluator reviewed all individual OJT records for evaluations receiving a Q-2 or Q-3, and all processes involving vehicles, to verify training documentation?

A2.1.6.7. Has the ATSEV evaluator periodically reviewed records of those rated Q-1?

A2.1.6.8. Have identified discrepancies in documentation in the OJT records been referred to the unit training manager for follow-up action?

A2.1.6.9. Have all OJT record reviews been documented on the AF Form 623a?

A2.1.6.10. Has a copy of all AMC Form 1026 for process evaluations involving ARC personnel been forwarded to the appropriate ARC unit Team Chief?

A2.1.7. Unit Program Execution.

A2.1.7.1. Has the unit commander established a separate ATSEV duty section dedicated solely to the ATSEV program?

A2.1.7.2. Are evaluators assigned additional duties other than serving as an Exercise Evaluation Team member?

A2.1.7.3. Are evaluators rotated regularly, serving no less than 1 year and no more than 3 years?

A2.1.7.4. Is there a current copy of the last ATSEV unit self-inspection report on file?

A2.1.7.5. Are appropriate military/civilian training records maintained for all evaluators?

A2.1.7.6. Are the minimum number of required process evaluations conducted each month?

A2.1.7.7. Are program files properly maintained, filed by month, and kept on file for 2 years?

Attachment 3**ARC PROGRAM MANAGEMENT CHECKLIST****A3.1. ARC PROGRAM MANAGEMENT CHECKLIST.****A3.1.1. Unit Commander Responsibilities**

- A3.1.1.1. Has the unit commander established a unit-level ATSEV Program utilizing QTPs?
- A3.1.1.2. Has the unit commander appointed a UPM in writing?
- A3.1.1.3. Ensure applicable AFRC/DON ATIIs are reviewed for compliance.
- A3.1.1.4. Does unit commander review ATSEV program on a quarterly basis?

A3.1.2. Unit ATSEV Program Manager (UPM) Responsibilities

- A3.1.2.1. Is the UPM a noncommissioned officer (civilian equivalent) with a 2T271 AFSC or 3S2X1 (ARC only)?
- A3.1.2.2. Does the UPM ensure process evaluations are conducted and the results reported to unit and flight commanders?
- A3.1.2.3. Does the UPM track open items until resolved?
- A3.1.2.4. Does the UPM maintain program files for a period of 2 years?
- A3.1.2.5. Does the UPM ensure work center trainers and certifiers are using the most current QTPs available from the HQ AMC/LGTV web page?

A3.1.3. ATSEV Evaluator Responsibilities.

- A3.1.3.1. Do ATSEV evaluators possess a minimum 2T271 AFSC?
- A3.1.3.2. Do ATSEV evaluators perform process evaluations?
- A3.1.3.3. Do ATSEV evaluators provide pre-evaluation and post-evaluation feedback to personnel receiving evaluations?
- A3.1.3.4. Do ATSEV evaluators immediately correct safety deficiencies during evaluations?
- A3.1.3.5. Are ATSEV evaluators QTP trained and certified in the areas they evaluate?

A3.1.4. Unit Work Center Task Certifier Responsibilities

- A3.1.4.1. Do work center task certifiers conduct task certifications using the appropriate TECs?
- A3.1.4.2. Do work center task certifiers administer written training certification assessments prior to certification using questions available in the QTPs?
- A3.1.4.3. Do work center task certifiers certify tasks/processes they have trained individuals to perform?
- A3.1.4.4. Do work center task certifiers brief trainee, supervisor, and trainer on the training certification results?
- A3.1.4.5. Do work center task certifiers file the trainee's completed TEC in the trainee's AF Form 623 and/or RAPDS?

A3.1.4.6. Are work center task certifiers QTP trained and certified in the tasks they certify?

A3.1.5. Work Center Trainer Responsibilities.

A3.1.5.1. Does the trainer stay qualified on the tasks for which the trainer trains others?

A3.1.5.2. Does the trainer conduct training using applicable QTPs?

A3.1.6. program Management.

A3.1.6.1. Are QTPs being used for all duty position qualification training and certification?

A3.1.6.2. Are training records maintained for all certifiers?

A3.1.6.3. Has the ATSEV evaluator reviewed all individual OJT records for evaluations receiving a Q-2 or Q-3, and all processes involving vehicles to verify training documentation?

A3.1.7. Unit Program Execution.

A3.1.7.1. Is there a current copy of the last ATSEV unit self-inspection report on file?

Attachment 4**THE EVALUATOR'S CODE****THE EVALUATOR'S CODE**

The ATSEV Evaluator reflects the highest standards in military bearing and air transportation professionalism. An evaluator is impartial, objective, and accurate in all evaluations, making consistency essential.

Evaluators exhibit the highest standards of integrity when making observations, putting facts in proper perspective, shunning any philosophizing or rationalizing. Their facts and analysis are influenced only by keen judgment through strict compliance with present air transportation management policies, directives, and technical orders.

Evaluators are teachers, always looking to improve the process. They look beyond the deficiency to the cause, identifying it so action can be focused on correcting and preventing repetition.

Evaluators represent a cross-section of aerial port personnel. They are highly motivated individuals with above-average communication skills and a record of excellence in their specialty. They are the key to a credible and effective ATSEV program.

ATSEV Process Evaluation Guide

Purpose:

1. Superior air transportation performance will be the direct result of standards established and maintained by all evaluators. Evaluators must be professional and extremely well qualified in their specialty and related fields. Evaluators must be thorough and exercise logical analysis to appraise each situation.
2. They must remain impartial, objective, and accurate in all conclusions. Evaluators must be able to speak and write clearly and concisely so all briefings and reports provide an accurate status of the conditions within AMC. Consistency and standardization are imperative.

General Standards to Follow as an Evaluator

DO:

Be professional.

Maintain a friendly relationship with proper military bearing and a neat appearance.

Observe military customs and courtesies.

Introduce yourself to supervisors to ensure they understand and know your objectives.

Listen attentively.

Investigate thoroughly.

Be exact and explicit in instructions and observations.

Avoid catch questions.

Be precise and stick to the facts.

DO NOT:

Let a discussion become an argument.

Make snap decisions.

Establish policies.

Be a know-it-all.

Let rank or position overpower you.

Make commitments you cannot keep.

Give opinions.

Comments:

Direct your attention toward the person and the process you are monitoring. This ensures your observations are complete, resulting in more accurate analysis of performance.

Consider all facets.

THE EVALUATOR'S BRIEFING.

To the evaluators:

1. Identify yourself and explain that you are there to perform an In-Progress Evaluation.

2. Explain the criteria or limits of the evaluation. Errors affecting safety or reliability are not allowed. If a safety or reliability error is committed, stop the evaluation, correct the deficiency, and make a determination as to whether or not to continue with the evaluation before terminating the process.

To the individual being evaluated:

1. While you are being evaluated, you are not allowed to have any direct supervision or technical assistance except for the normal supervisory relationship between your team members and the requirements of the process. Violation of this prerequisite can result in the termination of the process.

2. You will ensure all required equipment and tools are available prior to start.

3. Any equipment you use will be considered part of the process being evaluated.

4. Please inform me of:

- a. Any local safety or security procedures that could affect the process.
- b. Any limitations to the equipment.
- c. Any deviations from written guidance or standard procedure before you deviate and the reason

5. Upon completion of the process, I will outbrief the evaluation. Only you and your supervisor may be present. At that time I will:

- a. Advise you of all evaluation findings, whether they are minor or major in significance.
- b. Explain each finding.
- c. Discuss the results of the evaluation with you and your supervisor.

6. Do you have any questions?

AMC FORM (IMT-V2) 1022, AIR TRANSPORTATION PROCESS EVALUATION HISTORY

- Block 1: Name of unit being evaluated (i.e., 733 AMS)
- Block 2: List the month/year the evaluation was conducted (i.e., Jan 2001)
- Block 3: Date process evaluation was completed (YYYYMMDD)
- Block 4: Rank/Last Name/First Name of ATSEV evaluator who conducted the evaluation (i.e., TSgt Smith, Dale)
- Block 5: Name of process evaluated (i.e., Accomplish Joint Inspection). See Command Process Evaluation List ([Attachment 4](#)) for details.
- Block 6: Overall quality rating (“Q-rating”) assigned to evaluated process (i.e., Q-1, Q-2, Q-3).

Attachment 6

AMC FORM (IMT-V1) 1026

PROCESS EVALUATION WORKSHEET (PEW)	
1 PROCESS EVALUATED	2 DATE
3 TYPE OF EVALUATION	4 Q RATING
5 PERSON(S) PERFORMING PROCESS	
6 EVALUATOR'S NAME	7 EVALUATOR'S SIGNATURE
8 OBSERVATIONS	
9 MINOR FINDINGS	
10 MAJOR FINDINGS	

AMC FORM (IMT-V1) 1026, PROCESS EVALUATION WORKSHEET

- Block 1: Process to be evaluated. They may be processes identified on the Command-directed Process Evaluation List (CPEL) or other evaluations as requested/directed.
- Block 2: Date: YYYYMMDD
- Block 3: Type of Evaluation. Enter In-Progress Evaluation, After-Action Evaluation, Other Evaluation, or Single Observation.
- Block 4: Quality Rating: Q-1, Q-2, Q-3.
- Block 5: List all personnel involved in performing the process to be evaluated (Rank/Last Name/First Name).
- Block 6: Evaluator's name (Rank/Last Name/First Name).
- Block 7: Evaluator's signature.
- Block 8: Observations. Include laudatory remarks and items outside the scope of the evaluation. Include any other pertinent data to include mission number, vehicle type, aircraft type, day/night conditions, weather conditions, parking spot, etc.
- Block 9: Minor Findings. List all minor findings.
- Block 10: Major Findings. List all major findings.
- Block 11: Any other comments the evaluator deems appropriate/necessary.
- Block 12: Enter explanation of action(s) taken to date (YYYYMMDD).
- Block 13: Superintendent coordination (initials).

Block 14: Flight chief coordination (initials).

Block 15: Operations officer coordination (initials).

Block 16: UPM signature indicating action has been completed.

Block 17: Date closed (YYYYMMDD).