

Revision 5

29 January 2024

Air Traffic Services Personnel Licences and Ratings—Air Traffic Controller Ratings—Area Control Procedural Rating

General

Civil Aviation Authority (CAA) Advisory Circulars (ACs) contain information about standards, practices, and procedures that the Director has found to be an **acceptable means of compliance** with the associated rule.

Consideration will be given to other methods of compliance that are presented to the Director. When new standards, practices, or procedures are found to be acceptable they will be added to the appropriate AC.

Purpose

This AC describes an acceptable means of compliance and provides the syllabus for training and assessment for applicants for an area control procedural rating.

Related Rules

This AC relates to Civil Aviation Rule Part 65 Subpart G – specifically rule 65.301(1)(iv).

Change Notice

Revision 5 adds a note on the online application process and provides a link to an abbreviations and acronyms section in AC65-1. It also makes stylistic and format changes in line with other ACs. We have also added a Version History.

Version History

History Log

Revision No.	Effective Date	Summary of Changes
AC65-07.04, Rev 0	30 April 2001	Initial issue
AC65-7.4, Rev 1	3 May 2007	Re-numbers from AC 65-07.4 to AC 65-7.4 as part of a project to standardise the numbering of all ACs.
AC65-7.4, Rev 2	26 March 2013	Made editorial changes to text reflecting the changes to Appendix A which presents the reviewed 'Subject No 106–Area Control Rating' syllabus in the objective performance verb format.
AC65-7.4, Rev 3	11 November 2015	Updated the rating terminology from area control to area control procedural in alignment with Amendment 5 to Part 65 Incorporated advice on including the previous area control automatic dependent surveillance rating into the area control procedural rating Made minor editorial changes.
AC65-7.4, Rev 4	1 December 2016	Introduced syllabus of training at Appendix A reflecting elements of the previous automatic dependent surveillance rating and deletes Appendix B.
AC65-7.4, Rev 5	29 January 2024	Adds a note on the online application process. Provides a link to an abbreviations and acronyms section in AC65-1. Makes stylistic and format changes in line with other ACs. Adds a Version History.

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Introduction

Part 65, *Air Traffic Services Personnel Licences and Ratings*, was issued on 1 April 1997 and amended most recently on 24 September 2015, Amendment 5. Part 65 prescribes rules governing the issue of air traffic services (ATS) licences and ratings, the conditions to issue those licences and ratings, and the privileges and limitations of those licences and ratings.

This AC forms part of a series of ACs that support these rules - one for each required rating.

Abbreviations and acronyms

For a list of abbreviations and acronyms used in these ACs, please refer to [AC65-1, Air Traffic Services Personnel Licences and Ratings – General](#).

While many abbreviations are from [Part 1 - Definitions and Abbreviations](#), they have been listed in AC65-1 for convenience.

AC Intent and Process

This AC provides guidance on how to comply with rule 65.301(1)(iv).

CAA is actively managing the development of syllabuses into specific objective format. This format specifies exactly what has to be covered, and to what standard, so that no matter who studies, who instructs, and who assesses, all are working to the same standards.

Note: *From 29 January 2024 it will be possible to apply online for ATS licences and ratings through **MyAviation**, CAA's online portal for licensing requests, instead of filling in paper forms. Click the 'Online services' button on the CAA home page to get started.*

Subpart G—Air Traffic Controller Ratings

Area control procedural rating

Rule 65.301 Applicability

Subpart G prescribes rules governing the issue and validation of air traffic controller ratings, the privileges and limitations of those ratings, and where a person's air traffic controller rating refers.

Rules 65.301(1)(iv), 2 and (3)(iii) are specific to **area control procedural rating**.

Rule 65.303 Eligibility requirements

Rules 65.303(a)(2)(ii) and (4) require an applicant for an area control procedural rating to have satisfactorily completed a training course and to have passed examinations relevant to:

- the rating and validation in airspace structure
- applicable rules, procedures and sources of information
- air navigation facilities
- air traffic control (ATC) equipment and its use
- terrain and prominent landmarks
- characteristics of air traffic and traffic flow
- weather phenomena, and emergency, and
- search and rescue plans.

Successful assessment based on the syllabus content given in Appendix A of this AC would meet this requirement.

The previous area control automatic dependent surveillance rating is now a subset of the area control procedural rating.

APPENDIX A—Subject No 106—Area Control Procedural Rating

Syllabus

Each subject has been given a subject number and each topic within that subject a topic number. These reference numbers may be used on 'knowledge deficiency reports' and will provide valuable feedback to the examination candidate.

Sub Topic	Syllabus Item
	Air Traffic Services (ATS) and Airspace Management
106.2	General
106.2.2	Explain the objectives of ATS.
106.2.4	State the categories ATS are divided into.
106.4	Air traffic control (ATC) service
106.4.2	Define ATC service.
106.4.4	Explain the responsibility for the provision of an ATC service.
106.4.6	Define area control procedural service.
106.4.8	Describe the responsibilities and directives of an area control procedural controller.
106.6	Flight information service (FIS)
106.6.2	Define FIS.
106.6.4	Describe the scope of the FIS.
106.6.6	Explain the responsibility for the provision of the FIS.
106.6.8	Describe the information passed to a flight on first contact.
106.6.10	Define traffic information.
106.6.12	State when traffic information is passed.
106.6.14	Describe traffic avoidance advice including relevant information to be passed.
106.6.16	State when traffic avoidance advice is passed.
106.6.18	Explain ATS responsibilities for IFR traffic information in Class G airspace.
106.6.20	Describe the requirements for exchange of movement data for non-controlled flights.
106.6.22	Explain the ATIS procedures.
106.6.24	Describe the controller's actions and requirements on receiving pilot reports on significant weather.
106.8	Alerting service
106.8.2	Define alerting service.

Sub Topic	Syllabus Item
106.8.4	Describe the scope of the alerting service.
106.8.6	Explain the responsibility for the provision of the alerting service.
106.8.8	Explain the actions taken in the provision of the alerting service.
106.8.10	Explain the alerting service emergency phases.
106.8.12	Derive from an in-flight emergency response checklist, the controller's actions in the event of an in-flight emergency.
106.8.14	Explain the initial checks carried out to confirm the operational status of an aircraft.
106.8.16	Define SARTIME.
106.8.18	Describe the process for RCCNZ/ NZ Police/CAA notification.
106.10	Airspace management
106.10.2	Describe the requirements for managing and prioritising workload in the provision of ATS.
106.10.4	Explain traffic priorities within controlled airspace.
106.10.6	Describe the procedures to follow when it becomes apparent air traffic demand will exceed the available capacity of the ATC system.
106.10.8	Define air traffic management (ATM).
106.10.10	Define air traffic flow management (ATFM).
106.10.12	Explain the tools used for implementing ATFM.
106.12	Performance-based navigation (PBN)
106.12.2	Describe the components of an area navigation system.
106.12.4	Define the following terms: <ul style="list-style-type: none">(a) RNAV(b) RNP(c) RNP AR.
106.12.6	Explain the use and limitations of GNSS.
106.12.8	Explain values used in association with RNP (and RNAV).
106.12.10	Explain the following procedures: <ul style="list-style-type: none">(a) RNAV SIDs(b) RNAV STARs(c) fly by/fly over waypoints

Sub Topic	Syllabus Item
	(d) speed/level requirements at waypoints
	(e) RNAV approaches
	(f) RNP AR approaches and departures
	(g) flight plan requirements for RNAV
	(h) surveillance (radar) vectoring considerations.
106.12.12	Describe the ATC contingency procedures in the event of GNSS coverage/signal issue, or aircraft equipment failure.
	Co-ordination, Clearances and Instructions
106.14	ATS movement and control messages
106.14.2	Describe ATS messages.
106.14.4	Describe the methods of message exchange for ATS messages.
106.14.6	Explain the movement and control messages for automatic distribution of flight plan data within the Flight Data Processing System (FDPS).
106.14.8	Explain the flight plan management process for filing and creation of flight plans.
106.14.10	Explain the requirements for the following elements of a flight plan: <ul style="list-style-type: none">(a) flight plan route field(b) mixed flight rules(c) use of full registration(d) aircraft types(e) flight plan other field.
106.14.12	Describe the flight plan process for short term flight plans, including occasions used.
106.14.14	Explain the use of information attached to a correlated label on the situation display (SN).
106.14.16	Explain flight plan management procedures for: <ul style="list-style-type: none">(a) flights cancelling IFR and proceeding VFR(b) flights cancelling VFR and proceeding IFR.
106.16	Co-ordination tools
106.16.2	Explain the automatic distribution of flight plan data within the FDPS.
106.16.4	State the various methods of co-ordination.
106.16.6	Explain the limitations of automatic exchange of ATS data in coordination.

Sub Topic	Syllabus Item
106.16.8	Describe action to be taken when the FDPS cannot meet co-ordination time criteria.
106.16.10	Identify: <ul style="list-style-type: none">(a) when an approval request is required(b) the associated phraseologies.
106.18	Co-ordination procedures
106.18.2	Describe the general co-ordination criteria for the provision of ATS, including: <ul style="list-style-type: none">(a) information about which agreement must be reached(b) when co-ordination is required.
106.18.4	Explain the methods for confirmation of co-ordination.
106.18.6	State when a read back of co-ordination is mandatory.
106.18.8	State the time criteria prior to ETA at transfer of control point, within which co-ordination is required, for all flights between ATS sectors/units, including requirements to be met for a reduction in this time.
106.18.10	Describe the procedures relating to estimate messages, including: <ul style="list-style-type: none">(a) occasions when estimates shall be passed(b) explanation of an information estimate(c) requirements for the use of estimate messages(d) elements of an estimate message, including for a departing aircraft(e) responsibilities of a controller when accepting an estimate message(f) standard phraseologies used.
106.20	Revisions
106.20.2	Identify the requirements for revisions to estimates and current flight plan (CPL) messages in the following circumstances: <ul style="list-style-type: none">(a) changes of routing, including appropriate phraseology(b) revisions to ETA(c) revisions to level(d) revisions to SSR code.
106.20.4	State the standard phraseologies for revisions.
106.20.6	Describe the requirements for confirmation messages when automatic message processing is unavailable for flights crossing the FDPS boundary into the oceanic control system, including the appropriate phraseology.

Sub Topic	Syllabus Item
106.22	Transfer of control and radio guard
106.22.2	Describe the procedures associated with transfer of control, including: <ul style="list-style-type: none">(a) elements of a verbal transfer of control message and response(b) accepting controller's responsibility(c) separation responsibility - 'your separation'(d) early release requirements(e) phraseologies.
106.22.4	Describe the procedures and actions required by accepting and transferring controller, for transfers of surveillance control from surveillance sector to non-surveillance sector, including appropriate phraseologies.
106.22.6	Describe the following procedures associated with transfer of radio guard: <ul style="list-style-type: none">(a) standard RTF contact points(b) accepting controller responsibility.
106.24	ATC clearances
106.24.1	Define an ATC clearance.
106.24.2	Describe the general principles of an ATC clearance, including: <ul style="list-style-type: none">(a) validity(b) who requires a clearance(c) when it can be denied or withheld(d) clearance issue, including relay through another agency.
106.24.4	Describe the elements of an ATC clearance.
106.24.6	List the elements of an ATC clearance that must be read back in full by a pilot.
106.24.8	Describe the requirements for issuing clearances to IFR flights to enter or leave controlled airspace.
106.24.10	List the objectives for instructions contained in an ATC clearance for an IFR flight.
106.24.12	Describe the ATS services a clearance to a VFR flight will provide. State the elements of an ATC clearance issued to an IFR or VFR flight to operate enroute.
106.24.13	
106.24.14	List the phrases to be used to authorise an aircraft to operate in controlled airspace.
106.24.16	Explain the term clearance limit.

Sub Topic	Syllabus Item
106.24.18	Describe procedures to follow in the event of unavailability of route and/or cruise level elements of an ATC clearance, including the phraseologies to be used.
106.24.20	Describe the procedures associated with route instructions.
106.24.21	Describe the procedures associated with route instructions, including: <ul style="list-style-type: none">(a) standard route clearances(b) route description, use of flight planned route(c) actions to be taken in the event of hazardous weather conditions(d) revised route instructions(e) direct routing and unevaluated routes.
106.24.22	Describe the requirements for issuing direct routing to IFR flights within controlled airspace.
106.24.24	Describe the procedures associated with level instructions and identify appropriate phraseologies.
106.24.26	State the procedures for updating the current flight plan (CPL) level information for an aircraft: <ul style="list-style-type: none">(a) prior to departure(b) in the climb(c) in the cruise(d) in the descent(e) operating under VFR.
106.24.28	Describe the procedures for the assignment of cruising levels to IFR flights, including RVSM requirements.
106.24.30	Explain IFR altimeter setting requirements, including pilot requirements for altimeter setting through the transition layer.
106.24.32	Define MFA, MSA, MRA and MEA, MDA and DA.
106.24.34	State the references that may be used when issuing a descent level to an arriving aircraft.
106.24.36	Explain requirements for issuing an IFR aircraft a cruising level or intermediate level in respect of terrain clearance for the following: <ul style="list-style-type: none">(a) evaluated routes(b) unevaluated routes(c) direct routing

Sub Topic	Syllabus Item
	(d) ATC advice of obstacle clearance.
106.24.38	Describe procedures available to enable flights to operate at safe levels.
106.24.40	Explain approved area MSA including any restrictions that may apply.
106.24.42	Describe procedures associated with departure and diversionary climb instructions and identify relevant phraseologies.
106.24.44	Explain oceanic transitions.
106.24.46	State the separation instructions issued when applying time separation.
106.24.47	Describe the separation instructions issued when applying vertical separation.
106.24.48	Describe the separation and reporting instructions.
106.24.50	State the phraseologies for frequency change instructions.
106.24.52	State the different internal ATC release instructions issued to departing aircraft, including delivery instructions.
106.24.54	Demonstrate examples for the following: <ul style="list-style-type: none">(a) basic clearance formats(b) entering controlled airspace(c) leaving controlled airspace.
106.26	Holding instructions
106.26.2	Describe the reasons for issuing holding Instructions, including where an aircraft may be instructed to hold.
106.26.4	State the elements of a clearance to enter a holding pattern for the following situations: <ul style="list-style-type: none">(a) published holding pattern(b) two navigation aids same name(c) when holding at a DME distance on a VOR radial(d) where the significant point is an instrument approach segment identifier(e) published significant point on an ATS route or arrival procedure(f) other than in an established and published holding pattern(g) pilot unfamiliar with pattern.
106.26.6	Explain the following terms: <ul style="list-style-type: none">(a) onwards clearance time

Sub Topic	Syllabus Item
	(b) expected approach time.
	Procedures and Control of Flights
106.28	IFR procedures
106.28.2	Define the following terms: <ul style="list-style-type: none">(a) IFR flight(b) IMC(c) exact and non-exact reporting points and waypoints(d) holding patterns, including entry.
106.28.4	Describe the position reporting requirements under IFR in the NZ FIR.
106.30	Arrival procedures
106.30.2	Describe standard instrument arrival procedures (STAR), including exceptions and appropriate phraseologies.
106.30.4	Describe the procedures for lateral diversions on a STAR, including appropriate phraseologies.
106.30.6	Describe the procedure for an aircraft leaving controlled airspace on an instrument approach, including the appropriate phraseology.
106.32.	Oceanic flights
106.32.2	State who is responsible for detecting conflicts and providing separation for flights entering and/or leaving oceanic airspace.
106.32.4	Describe the co-ordination procedures for flights departing from the NZ FIR planned to operate in the Auckland Oceanic FIR.
106.32.6	Describe the procedures for flights entering the NZ FIR from the Auckland Oceanic FIR, with respect to level information and SSR codes.
106.34.	Military operations
106.34. 2	Describe the co-ordination and flight planning procedures to be followed for military operations.
106.34.4	Describe the procedures for military aircraft with respect to level allocation.
106.34.6	Describe the procedures to be used by RNZAF P3 aircraft on surveillance patrols.
106.36.	Glider operations
106.36.2	State the airspace where glider operations require a clearance to enter.
106.36.4	State the requirements for glider flights in IMC.

Sub Topic	Syllabus Item
106.38.	Parachute operations and entry of balloons, rockets etc. into controlled airspace
106.38.2	State the airspace or area within which parachute descents may be conducted.
106.38.4	State the requirements for parachute descents within controlled airspace.
106.38.6	Explain the procedures required for entry of balloons, rockets etc. into controlled airspace.
	Equipment
106.40	ATS equipment
106.40.2	Explain in general terms the automated FDPS.
106.40.4	Explain in general terms the function of each piece of equipment, including information displayed, available on the controller work position (CWP).
106.42	Airborne collision avoidances system (ACAS)
106.42.2	Describe how ACAS equipment operates.
106.42.4	State the actions taken by pilots and controllers in the event of a traffic advisory (TA) ACAS incident.
106.42.6	State the actions taken by pilots and controllers in the event of a resolution advisory (RA) ACAS incident.
106.42.8	State the procedures for the reporting of an ACAS event.
106.44	SSR procedures
106.44.2	Explain flight plan SSR code management.
106.44.4	Describe the procedures for handling non-transponder equipped aircraft in transponder mandatory controlled airspace.
106.46	ATS equipment failure
106.46.2	Explain how to recognise system degradation or complete failure of ATS equipment, including but not limited to: <ul style="list-style-type: none">(a) flight data processing system(b) navigation aids (NAVAID) including monitoring facilities(c) voice communication system(d) main and standby power supply(e) equipment on controller work position (CWP).
106.46.4	Describe the procedures to be followed in the event of failure or partial failure of ATS equipment including the location of supporting documentation to the Operations Manual.

Sub Topic	Syllabus Item
	Procedural Separation
106.48	General
106.48.2	Describe the requirements for the provision of separation and methods applied.
106.48.4	Explain the scope for the provision of separation.
106.48.6	Describe the provision of separation to military aircraft.
106.48.7	Describe how separation can be reduced to military aircraft.
106.48.8	Define same track, reciprocal tracks, and crossing tracks.
106.48.10	State when separation can be reduced or increased.
106.48.12	Describe the actions to be taken in the event of a loss of separation.
106.48.14	State the elements of essential traffic information.
106.48.15	Define the term 'common point'.
106.50	Visual separation
106.50.2	Explain visual separation.
106.50.4	Define the terms used in the provision of visual separation.
106.50.6	Explain the requirements for the application of visual separation beyond the vicinity of aerodromes, including pilot responsibilities and appropriate phraseologies.
106.50.8	List the requirements before clearing an IFR flight to maintain own separation in VMC, including pilot responsibilities.
106.50.10	Describe pilot responsibilities when ATC is applying visual separation.
106.50.12	Describe the information given when requiring a pilot to sight another aircraft for the application of visual separation.
106.52	Vertical separation
106.52.2	State the vertical separation minima.
106.52.4	State the vertical separation minima as it applies to the transition layer.
106.52.6	Describe the requirements to be met prior to clearing an aircraft to a level when the aircraft occupying that level reports vacating.
106.52.8	State the vertical separation standards and procedures for reduced vertical separation minima (RVSM).
106.52.10	Describe the requirements for Non-RVSM operations.
106.52.12	Describe the ATS monitoring requirements for altitude deviations in RVSM airspace.
106.52.14	Explain the requirements for the approval for non-RVSM operations.

Sub Topic	Syllabus Item
106.52.16	Describe the application of priorities within RVSM airspace.
106.52.18	Describe the requirements for climb and descent through RVSM airspace by non-RVSM aircraft.
106.52.20	Describe the coordination required for non-RVSM aircraft to enter NZ FIR airspace in the RVSM stratum.
106.52.22	State the occasions when non-RVSM civil aircraft are permitted to file flight plans between FL290 and FL410.
106.54	Lateral separation
106.54.2	Describe the types of lateral separations.
106.54.4	Describe the procedures and application of lateral separations, including: <ul style="list-style-type: none">(a) provisos for their use(b) definitions of lateral separation terms(c) how lateral separation points are depicted(d) use of GNSS.
106.54.6	Explain the use of the lateral separation table.
106.54.8	Explain track separation.
106.56	Longitudinal separation
106.56.2	State the separation standard for longitudinal separation between aircraft operating within the NZ FIR and aircraft entering and/or leaving the OCA FIR.
106.56.4	State the longitudinal separation standards and procedures based on time.
106.56.6	Describe the methods of establishing longitudinal separation based on time.
106.56.8	State the longitudinal separation standards and procedures based on distance.
106.56.10	Describe the methods of establishing longitudinal separation based on distance.
106.54.12	Explain the methodology used for speed differential or comparison when required by longitudinal separations.
106.54.14	Calculate an accurate ETP for opposite direction traffic in a theoretical example.
106.58	Separation from aircraft in holding patterns
106.58.2	State the requirements for applying lateral separation from an aircraft in a holding pattern, including exceptions.
106.58.4	State the separation and requirements for aircraft leaving a navigation aid against aircraft holding over the navigation aid.

Sub Topic	Syllabus Item
106.58.6	State the separation and requirements for aircraft approaching a navigation aid against aircraft holding over the navigation aid.
106.60	Wake turbulence separation
106.60.2	State the distance-based wake turbulence separations.
106.62	Separation from special use airspace (SUA), general aviation areas (GAA), parachute operations, fuel dumping and aerobatics
106.62.2	State the vertical and horizontal separations from SUA and GAA, including exceptions.
106.62.4	State the separation levels above SUA/GAA/aerobatics for aircraft above 13,000ft when the zone area QNH is: <ul style="list-style-type: none">(a) above 1013 hPa(b) 1013 and below but above 980 hPa(c) 980 hPa or below.
106.62.6	State the separation requirements from parachute operations.
106.62.8	State the separation requirements from aircraft fuel dumping.
106.62.10	State the separation requirements from aerobatics in controlled airspace.
	Local Knowledge
106.64	Geography and airspace
106.64.2	Describe the geography and general weather of the area control sector environment, including: <ul style="list-style-type: none">(a) topography and local weather patterns(b) locations of airfields and directions of runways(c) rivers, towns and prominent features.
106.64.4	Define the area of responsibility for the area control sector.
106.64.6	For the area control sector and adjacent area flight information and approach control sectors derive from appropriate maps and charts the following: <ul style="list-style-type: none">(a) controlled airspace and airspace classification(b) general aviation areas and special use airspace(c) holding patterns, reporting points and navigation aids(d) surveillance sites and performance(e) frequencies, including aerial sites locations.

Sub Topic	Syllabus Item
106.66	Sector procedures
106.66.2	Explain the sector air traffic management procedures for IFR aircraft, including: <ul style="list-style-type: none">(a) route structure, including SIDs, STARs, and SRCs(b) inbound/outbound traffic flow(c) holding requirements(d) descents, including minimum descents and terrain clearance(e) runway change procedures.
106.66.4	Describe the sector and position specific responsibilities including the operation of positions within the sector.
106.66.6	Describe the requirements for an adequate pre-duty briefing.
106.66.8	Describe the procedures for opening or taking over a watch.
106.66.10	Describe the procedures for closing or handing over watch, including any sector specific handover techniques.
106.66.12	Describe the sector's equipment check requirements and use of ATS position log strip.
106.66.14	Describe the adjacent sectors and towers off watch procedures.
106.66.16	Explain the sectors use of flight progress strips/systems including strip marking, and electronic flight strips.
106.66.18	Describe the flight progress board display of meteorological and NOTAM information on position.
106.66.20	Describe the recommended techniques used for scanning the controller work position.
106.66.22	Describe the requirements for an adequate pre-duty briefing.
106.68	Aircraft performance
106.68.2	Describe the performance characteristics of common aircraft operating within the area control sector, including: <ul style="list-style-type: none">(a) rates of climb/descent and maximum/minimum speeds(b) deterioration/variation of weather effecting aircraft operations and separations(c) IFR training.
106.70	Co-ordination
106.70.2	Describe the sector coordination requirements with adjacent:

Sub Topic	Syllabus Item
	(a) approach sectors
	(b) area sectors
	(c) FIS areas.
106.72	Administration
106.72.2	Explain the procedures for: (a) determining hours of service (b) promulgating hours of service (c) extension to hours of service.
106.72.4	Describe the overall requirements for staffing at ATS operating positions.
106.72.6	Describe the Personnel Licensing requirements for the area control procedural rating including the training plan objectives.
106.72.8	Explain the feedback/ assessment mechanisms available for a trainee within the training plan for this area control procedural rating.
106.72.10	Describe the medical fitness requirements for exercising an area control procedural rating.
106.72.12	Describe the recent experience requirements for exercising an area control procedural rating.
106.72.14	Describe the ATS personal log bookkeeping requirements.
106.74	Emergencies
106.74.2	Explain actions taken by controllers in the event evacuation from workplace is required, including traffic recovery.
106.74.4	State where you would locate documentation for handling unusual/emergency situations, such as bomb threat and evacuation.
106.74.6	State where you would locate information on procedures and initial actions for handling aviation accidents and incidents.