

# PACA Case Study

Maximising air traffic control recruitment outcomes using SureSelect



## Challenge

Using objective, fit-for-purpose recruitment tools to select 40 Omani candidates most likely to succeed at training and becoming rated air traffic controllers (ATCs).

## Results

- ▶ 40 candidates successfully recruited over two campaigns
- ▶ Time to recruit reduced by 50% using SureSelect
- ▶ PACA managers' recruitment skills updated via Airbooks digital technology.

## Feedback

"Many thanks for your effort in making the event so smooth and we do appreciate your technical support. We will take the advices into consideration."

Said Al Kiyumi  
Chief of ANS training

## The customer

The Public Authority for Civil Aviation (PACA) in the Sultanate of Oman is the country's civil aviation regulatory body, and is also responsible for the provision of air traffic services, and infrastructure and instruments to support commercial air services within the Muscat Flight Information Region.

## The situation

PACA had not recruited new ATCs for a number of years. Combined with natural attrition, this meant approximately 40 new ATCs were needed. PACA required a reliable process to screen large numbers of candidates and select those with the greatest likelihood of training success.

## SureSelect solution

PACA chose SureSelect to support their ATC recruitment drive, as it provides a flexible modular toolkit enabling them to tailor the process to their objectives and goals. Modules are designed to link together to reduce applicant numbers at each selection phase, enabling PACA to offer candidates who successfully passed each stage of the process a place on their ATC training course. PACA selected the following modules from the SureSelect toolkit:

- ▶ online application system — providing the ability to screen candidates who did not meet core requirements
- ▶ cognitive ability testing
- ▶ behaviour questionnaire
- ▶ interview training — PACA managers updated their recruitment skills using the Airbooks digital platform. This interactive learning included: understanding principles of objective assessment and results; how to incorporate these results into decision-making process; and competency based interviewing skills.

**40**

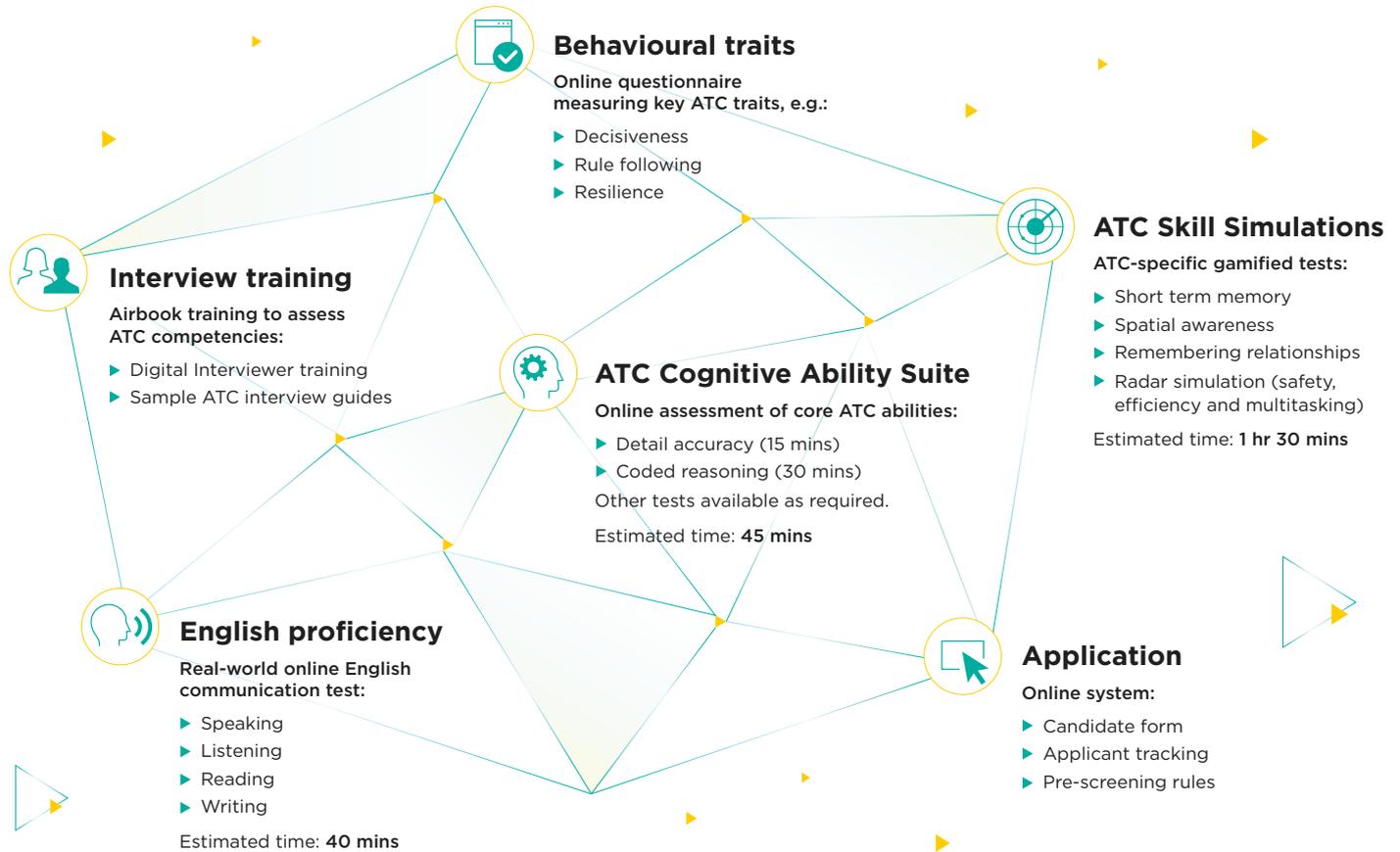
candidates selected for ATC training

**50%**

faster recruitment and selection drive

**9**

managers digitally upskilled using Airbooks



SureSelect was developed by Airways, a world-leading air navigation service provider and air traffic services training organisation. ATCs, training instructors, psychologists and human resources professionals were all involved in SureSelect’s evolution, giving PACA confidence they were assessing candidates using robust, validated and objective tools.

### The value

Research shows that less than 2-3% of the global population possess the competencies required to become an ATC. Selecting the right candidates from the start is key to minimising training failure rates and the cost of training.

By using SureSelect, PACA was able to kick-start their recruitment drive and run a two-part recruitment campaign in less than 50% of the time previously taken. PACA also achieved their business objective of selecting 40 candidates with the right aptitude and attributes for ATC training.

Airways has been providing aviation products and services for organisations throughout the world for more than 30 years.

With customers in Asia, the Middle East, Africa, the Pacific and North America, Airways is constantly improving its training tools and technologies.

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