

# VATM Case Study

Validated tools enabling candidate selection with confidence



## Challenge

Providing VATM and trainees with the confidence that those selected have the core competencies to successfully complete ATC training requirements.

## Results

- ▶ 52 trainees recruited over two recruitment campaigns
- ▶ 97% pass rate at the training academy
- ▶ Confidence in selection methodology due to successful training outcomes

## Feedback

“VATM appreciates the cooperation for over 20 years with Airways New Zealand, one of the leading training providers of the next generation of ATCs in Vietnam. The SureSelect process is very suitable and effective to identify capable candidates that assure training success. This has been proven by reliable training outcomes.”

Ms.Vu Thi Thanh Nga  
Personnel Department

## The customer

Vietnam Air Traffic Management Corporation (VATM) is the air navigation service provider (ANSP) responsible for the delivery of air traffic services in Vietnam. VATM manages two Flight Information Regions (FIRs), eight international airports, 13 domestic airports and approx. 800,000 flights per year.

Due to the strategic location and density of airspace, VATM's priority is to ensure safety, regularity and efficiency of flight operations, as these contribute to the development of air transport in the Asia-Pacific region.

## The situation

There were two key factors that led VATM to look for ways to evolve their selection process: 1) growth of air traffic volumes in the region, which meant a demand for more ATC trainees; and 2) ab initio students self-funding their ATC study programme in New Zealand. For many of the students this was their first time living in another country away from the support of their family.

## SureSelect solution

Given the investment the students and their families were making, and the opportunity VATM was providing, it was essential that candidates selected possessed the core competencies predictive of ATC success. Therefore, VATM wanted to use validated selection tools tailored to the ATC sector. They chose SureSelect because of its toolkit approach, which enabled VATM to undertake their own assessment of cultural fit, while relying on SureSelect modules to test cognitive ability, motivation, English communication and other ATC domain-specific aptitudes.

Following an application process, VATM's preferred candidates completed a number of SureSelect's **online cognitive ability** tests including: the general reasoning screen (GAS), checking for accuracy, and spatial reasoning. Validation data shows these tests are highly predictive of performance in the training environment and on the job.

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Successful candidates then progressed to **ATC skill simulation** testing using SureSelect's computer-based tests. These tests are key to selecting candidates most likely to be great ATC's as they assess short-term memory, visualisation for spatial awareness, and simulations to evaluate safety, efficiency and multi-tasking ability.

The final phase was to undertake a competency based **interview**, after which SureSelect provided VATM with each candidate's analysed results and a shortlist of trainee recommendations. VATM selected 52 candidates and offered them the life-changing opportunity to live and study in New Zealand at the Airways Training academy.



## The value

The benefits of this partnership between selection and training for VATM are evident. Over two recruitment campaigns, VATM selected 52 trainees with the underlying aptitudes and attributes required to successfully complete ab initio training. Incorporating SureSelect into their selection process has yielded great results with training success to date at 97% in the training academy and on the job training pass rates tracking as expected.



Incorporating validated and reliable selection tools proved to be highly beneficial to the ANSP as well as to students and their families, by giving them a great chance of success, and when combined with world class training, return on investment is fully realised.

**52**   
trainees successfully  
selected within 3  
months

**97%**   
training success  
at the training  
academy

**Life changing  
opportunity  
& positive  
experience** for  
students

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