

# **WHAT** is the Professional Standards Program?

Peer-to-peer bargaining unit  
program designed to  
address issues at the lowest  
level eliminating  
management involvement

•  
NATCA-trained committee  
members

•  
Promotes and advocates  
professionalism

•  
Supported by  
NATCA and FAA

•  
Confidential and voluntary

•  
Article 52 of the CBA

## ATC CODE

A Professional Air Traffic Controller's performance and actions are a demonstration of his or her personal commitment to safety, excellence, and upholding his or her oath to the public trust, most specifically to the users of the National Airspace System. They shall conduct themselves in a manner that instills trust and merits the confidence bestowed on them by the public they serve.

A Professional Air Traffic Controller, through his or her own conduct and performance, should inspire, motivate, and provide examples of professionalism to others. The safety of the airspace system is of the greatest importance and their performance should always demonstrate the highest standard of excellence.

A Professional Air Traffic Controller accepts that his or her actions represent the conduct and character of all members of the profession. They shall act in a manner that brings honor and respect to the profession, establishes public trust, and sets a global standard for excellence.

[www.prostandards.natca.org](http://www.prostandards.natca.org)

NATCA  
1325 Massachusetts Avenue, N.W.  
Washington, D.C. 20005  
202-628-5451 PS@NATCA.net

Professional Standards Program



# Professional Standards Program

## **WHY** is Professional Standards important?

Allows us to provide the highest level of professionalism to uphold the public trust

- Presents an opportunity to resolve issues before they escalate to a higher level

- Resolved management-submitted issues cannot be used in future actions

- Encourages a more professional working environment

- Demonstrates our commitment to safety and excellence

- Defines who we are

## **WHEN** is Professional Standards **NOT** appropriate?

The Professional Standards committee can accept any issue with the *exception* of:

- CBA disagreements

- Substance abuse

- ATSAP-covered events NOT forwarded by the ERC

- Immediate threats to the NAS

- Legal, medical, or criminal issues

- Security violations

- Gross negligence

## **HOW** to use Professional Standards?

Contact a Professional Standards committee member

- Volunteer for the program

- Commit to an agreement of confidentiality

- Committee members have been trained in conflict resolution, mediation, mentoring, listening skills, and communication methods to promote professionalism and achieve successful resolutions of accepted submissions.