GUIDELINES FOR APPLICANTS
ON THE ICAO RECRUITMENT PROCESS
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1. Overview of the ICAO Employment page

The ICAO Employment website (https://careers.icao.int/home.html) provides information regarding career options, the recruitment process as well as explaining the benefits of working at ICAO.

The following options are available through the ICAO Employment menu:

Under the Employment Section:

- **All Vacancies**: List of all positions that are currently advertised at ICAO.
- **Secretariat**: List of all positions that are currently available at the Headquarters of ICAO and at its seven Regional Offices.
- **Secretariat Prospective Jobs**: List of the prospective jobs at the ICAO Secretariat. Candidates who wish to submit an application for a potential job opportunity are invited to apply under the “Secretariat Prospective Jobs” section.
- **TCB Field Projects**: List of all positions that are currently available in the Technical Co-operation Bureau.
- **TCB Field Projects Prospective Jobs**: List of upcoming/potential opportunities in the Technical Co-operation Bureau.
- **Advanced Search**: Provides an area where you can enter specific criteria about the position you are seeking.
2. Overview of the recruitment process

Step by step

a. Search for the appropriate vacancy notice using the search engine on this website (click [HERE]). You can set an alert in order to receive automatic messages when new vacancies are published.

b. Register as a new applicant or login to the ICAO recruitment system (click [HERE]).

c. Submit your online application form, with a cover letter and any additional document that you consider relevant. If you have submitted the application form successfully, you will receive an automatic confirmation message. Please note that the online application form is the legal document that we will use in order to assess your candidature. Although it will take some time and effort to complete the form, you only have to do this once, then you can apply with the same form to any future vacancy.

d. Your candidature will pass through one or more screening processes which evaluate your application in terms of experience, education and skills. Only if it is determined that you meet most or all of the requirements your candidature will be considered for the next stage in the selection process and you will be contacted by e-mail or by phone.

e. Successful candidates will be invited for various assessment exercises, such as written tests, telephone screening interviews or similar. The candidate assessment phase usually includes a competency-based interview in person, via video conference, Skype or telephone.

f. All the findings of the various evaluation and assessment stages, including a list containing one or more suitable candidates recommended for appointment, are submitted to the appropriate review body who will evaluate the recruitment process and make a recommendation for final approval.

g. The final appointment decision is taken by the Senior Official with delegated authority.

h. If you are the selected candidate, you will be informed through a letter of notification. Upon your acceptance of this notification in principle, you will receive an official letter of offer that will specify the benefits and entitlements of the contract. Appointment to ICAO is subject to successful medical examination and to satisfactory and complete reference checks.
3. Understanding of the vacancy notice

Every vacancy notice contains the following mandatory information:

- Position Information
- The Organizational Setting
- Major Duties and Responsibilities
- Qualification and Experience
- Conditions of Employment
- How to Apply
- Notice to the Candidates

A. **Position Information**

![Image of International Civil Aviation Organization Vacancy Notice]

- **Post Title:** Title of the vacant post
- **Level:** Level of the position
- **Duty Station:** Location of the position
- **Vacancy Notice:** It consists of abbreviations of the calendar year, number of the vacancy, position type and a system-generated post number.

- **Posting Period:** The date when the job opening was posted and the deadline date by which all applications must be submitted. The vacancy notice will be removed from the ICAO career website at 11 pm (EST) on the deadline date. Interested applicants must apply before the end of the deadline in order to be considered.
- **Date for entry on duty:** The earliest possible date, when the selected candidate is expected to report.
### B. The Organizational Setting

**THE ORGANIZATIONAL SETTING**

The Field Operations Section (FOS) is responsible for the development, execution, evaluation, reporting and closure of the projects contained in the Technical Co-operation Programme (TCP), and it provides advice and assistance in the development and implementation of projects across the full spectrum of civil aviation aimed at the safety, security, environmental protection and sustainable development of national and international civil aviation, in accordance with the provisions of the ICAO Field Services Staff Rules and Regulations, Technical Co-operation Bureau (TCB) Manual as well as FOS ISO 9001 procedures.

The Section assists with identification of priority development requirements across civil aviation and with technical cooperation to recipient States in the Regions, taking into account, inter alia, ICAO’s related Standards and Recommended Practices (SARPs) and Procedures and ICAO’s Regional Air Navigation Plans. FOS executes the TCP and the corresponding projects in coordination with other Units, Sections, Offices and Bureaus of the Organization.

FOS consists of two units; namely the Project Development Unit (PDU) and Project Implementation Unit (PIU). PDU is responsible for the development of new projects, new requirements and initiatives.

The incumbent reports to the Chief, Field Operations Section (C/FOS) and supervises the Project Development Unit.

The Organizational Setting provides information on the Bureau/Section’s mission and the reporting line for the position being advertised.

### C. Major Duties and Responsibilities

**MAJOR DUTIES AND RESPONSIBILITIES**

**Function 1 (incl. Expected results)**

Elaborates the Project Development Unit work plan, guidelines and procedures, achieving results such as:
- Design and coordinate with C/FOS the work plan for PDU by determining the objectives and identifying best practices suitable for the development of new projects, in light of FOS’ Work Plan and TCB’s Management Plan.
- Develop an evaluation framework to assess the strengths of the programme and to identify areas for improvement.
- Advise PDU personnel on the implementation of the Unit’s Work Plan and procedures.
- Expand and optimize the collaboration/assistance with PIU in the development of new and extension of existing technical cooperation projects/programmes.
- Evaluate proposals ensuring that all projects in development include the desired outcomes to meet State’s requirements.
- Oversee the collection and maintenance of records of the project development portfolio programme according to the confidentiality/privacy policy of the organization.
- Supervise PDU maintenance and adherence to ISO procedures.

**Function 2 (incl. Expected results)**

Leads, supervises and advises on the development of the Framework agreements and project documents (PRODOCS) for the States/Organizations, achieving results such as:
- Develop guidelines for framework agreements and project documents (PRODOCS) for the States/Organizations, to ensure that the project’s formulation will state the desired outcomes, and meet State’s requirements.
- Assist in the coordination of the development of Management Services Agreements (MSAs) and PRODOCS related to technical assistance, when necessary with the Regular Programme (Air Navigation Bureau (ANB), Air Transport Bureau (ATB), and Regional

The Major Duties and Responsibilities describe the main substantive functions of the position.
D. **Qualification and Experience**

<table>
<thead>
<tr>
<th>Qualifications and Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Educational background</strong></td>
</tr>
<tr>
<td>A first level university degree in an aviation-related field, Business Administration, or in a related field, is required.</td>
</tr>
<tr>
<td><strong>Professional experience and knowledge - Essential</strong></td>
</tr>
<tr>
<td>• Considerable experience (ten years or more) in progressively responsible in-depth managerial experience with leadership ability to plan and manage administrative programmes and technical projects in the field of civil aviation in multicultural environments.</td>
</tr>
<tr>
<td>• Experience in participating in strategic and business planning, and in developing strategic and operational plans.</td>
</tr>
<tr>
<td>• Familiarity in dealing with State Representatives as well as governmental and non-governmental entities.</td>
</tr>
<tr>
<td><strong>Professional experience and knowledge - Desirable</strong></td>
</tr>
<tr>
<td>• Work experience in the United Nations Common System and/or International Organization is considered an asset.</td>
</tr>
<tr>
<td><strong>Language Skills</strong></td>
</tr>
<tr>
<td>Fluent reading, writing and speaking abilities in English are essential. A working knowledge of Spanish is desirable. Knowledge of a second language of the Organization (Arabic, Chinese, French, or Russian) is an asset.</td>
</tr>
<tr>
<td><strong>Competencies</strong></td>
</tr>
<tr>
<td>1. <strong>Judgment and Decision-making</strong>: The person is in a role where s/he is expected to identify key issues quickly, gather relevant information, consider positive and negative impacts, check assumptions against facts and make tough decisions when necessary.</td>
</tr>
<tr>
<td>2. <strong>Communication</strong>: The ability to convey oral and written communication clearly and concisely; listening to understand, and asking</td>
</tr>
</tbody>
</table>

a. **Educational background**: indicates the minimum organizational standard requirements for a given level and job title.

b. **Professional Experience and Knowledge**: indicates the essential and desirable experience and knowledge for the position.

c. **Language Skills**: indicates the essential and desirable language skills for the position. English is the working language of ICAO.

d. **Competencies**: set of competencies required for the position. shortlisted for a competency-based interview, an applicant will be evaluated on these competencies.
E. Conditions of Employment

**CONDITIONS OF EMPLOYMENT**

It should be noted that this post is to be filled on a fixed-term basis for an initial period of three years (first year is probationary for an external candidate).

ICAO staff members are international civil servants subject to the authority of the Secretary General and may be assigned to any activities or offices of the Organization within the duty station.

ICAO staff members are expected to conduct themselves in a manner befitting their status as international civil servants. In this connection, ICAO has incorporated the 2001 Standards of Conduct for the International Civil Service into the ICAO Personnel Instructions.

ICAO offers an attractive benefit package to its employees in accordance with the policies of the International Civil Service Commission (ICSC).

The statutory retirement age for staff entering or re-entering service after 1 January 2014 is 65. For external applicants, only those who are expected to complete a term of appointment will normally be considered.

<table>
<thead>
<tr>
<th>Remuneration:</th>
<th>Level P-4</th>
<th>Rate</th>
<th>Net Base Salary per annum</th>
<th>Post Adjustment (net) per annum(*)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single</td>
<td></td>
<td>USD 67,611</td>
<td></td>
<td>USD 39,620</td>
</tr>
<tr>
<td>Dependency</td>
<td></td>
<td>USD 72,605</td>
<td></td>
<td>USD 42,546</td>
</tr>
</tbody>
</table>

(*) Post Adjustment is subject to change.

The Conditions of Employment indicate the term of the post, the statutory retirement age, the level and salary of the post.

F. How to Apply

**HOW TO APPLY**

Interested candidates must complete an on-line application form. To apply, please visit ICAO's e-Recruitment website at: https://careers.icao.int.

G. Notice to Candidates

**NOTICE TO CANDIDATES**

ICAO does NOT charge any fees or request money from candidates at any stage of the selection process, nor does it concern itself with bank account details of applicants. Requests of this nature allegedly made on behalf of ICAO are fraudulent and should be disregarded.
4. Registration as New Applicant

A first-time user is required to register and create a profile:

1. From the ICAO webpage, click on the “Employment” tab on the menu, then on the Login link.
2. The Login page appears, click on **Register now** link.

3. The Registration page appears. 

   **Note:** The Password must be a minimum of 8 characters in length and contain 2 numeric characters.
4. On the Registration page, all fields are required.

5. Upon completion of the required fields, click on the Submit button. You will be automatically logged into your profile once you have successfully registered and created your login account.

6. You will be required to fill out your “Personal Details” section. Mandatory fields with an * must be completed. Once all mandatory fields are completed, click on “Save”.

7. Once the Personal Details information is saved, you can create an application.
5. Completing an application form for a position

1. Search for the appropriate vacancy notice using the search engine on this website (click [HERE]) or by clicking on the “All vacancies” tab to see the list of open vacancies.

2. To apply for a position, click on “Apply now on-line”

3. The Application page will appear. To start your application, click on “Start Application”
4. The Application Form is comprised of thirteen (13) sections that must be completed in order for your candidacy to be considered for the position:

- Personal Details
- Address Details
- Additional Personal Details
- Working for ICAO – Contact Information
- Education/Training Qualifications
- Languages
- Licences and Certificates
- List of Membership
- Areas of Expertise (Secretariat)
- Employment History Details
- References
- Supporting Documentation
- Verification

<table>
<thead>
<tr>
<th>Section</th>
<th>Status</th>
<th>Started</th>
<th>Last Update</th>
<th>Errors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Details</td>
<td>Completed</td>
<td>02-Sep-2014 14:47</td>
<td>02-Sep-2014 15:11</td>
<td>0</td>
</tr>
<tr>
<td>Address Details</td>
<td>Not started</td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Additional Personal Details</td>
<td>Not started</td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Working for ICAO – Contact Information</td>
<td>Not started</td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Education/Training Qualifications</td>
<td>Not started</td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Languages</td>
<td>Not started</td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Licences and Certificates</td>
<td>Not started</td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>List of Membership</td>
<td>Not started</td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Areas of Expertise (Secretariat)</td>
<td>Not started</td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Employment History Details</td>
<td>Not started</td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>References</td>
<td>Not started</td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Supporting Documentation</td>
<td>Not started</td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Verification</td>
<td>Not started</td>
<td></td>
<td></td>
<td>0</td>
</tr>
</tbody>
</table>

5. To Apply for a position, each section’s Status must show as “Completed” in order for the application to be considered.
6. Please note that the “Section Complete” box, which is shown below, must be ticked and then click on the “Save” button for each Section.

Note: The application form takes approximately 45 to 60 minutes to complete. Please note that it is not necessary to complete the entire application at once. However, before exiting the application form you must click on the Save button to save your information. If not, all your entries will be lost.

7. Once your application is completed, click on “Preview application” to review it and to ensure that the information provided is accurate. Once you are satisfied with the information provided in your application form, click on “Submit Application”
8. If you have submitted the application form successfully, you will receive an automatic confirmation message. Please note that the online application form is the legal document that we will use in order to assess your candidature. Although it will take some time and effort to complete the form, you only have to do this once, then you can apply with the same form to any future vacancy.

Please note that you can apply to multiple positions for which you feel you meet the required qualification/experience. Your application will be considered against each post for which you have applied.

6. Status of your applications

1. In order to verify the status of submitted applications, you will have to log in into your profile.
2. Once you have successfully logged into your profile, you will have an overview of your application.

3. The status of a submitted application changes accordingly as it goes through the recruitment process:
   - **Application Started**: You have started to fill out the application form, but have not yet completed it.
   - **Application Completed**: Your application form has been completed and submitted successfully.
   - **Application Outcome**: The post has been filled.
   - **Application Withdrawn**: You have withdrawn your candidacy from the post.
7. Resetting Password

1. In order to reset your password, you will have to open the log in page, and click on the “Password Reminder” link.

2. You will be requested to enter your e-mail address, and then click on the “Notify me” button.

3. An e-mail will be sent to you with a link to reset your password. The Password Reset page will open. You will be requested to enter a new password, to confirm, and then click on the “Submit” button.

Note: The Password must be a minimum of 8 characters in length and contain 2 numeric characters
8. Withdrawing your application from a post

You can withdraw your application from a specific post. By doing so, your application will not be considered for that specific post anymore. However, if the post is still open, you always have the possibility of re-applying for the post.

1. In order to withdraw your application, you will have to log in into your profile.
2. Click on the “Withdraw application” tab:

3. The Withdraw Application page appears. Select the post for which you would like to withdraw your application and click on the “Submit” button.

4. If you have successfully withdrawn, you will receive an automatic confirmation message by e-mail. The status of your application is changed from “Application Completed” to “Application Withdrawn”.
9. Update/Modify Information in your submitted application

In order to update or modify an application that was already been submitted, you will have to withdraw your application, add the new information, then re-apply. Please note that it is no longer possible to amend your application form once the vacancy notice expires.

10. Profile Expiry Notification

When your profile is soon to expire, you will receive by e-mail a “Profile Expiry Notification”. In order to re-activate your profile, please click on the link provided in the e-mail, and re-enter your E-mail address and password. By log in into your profile, it will re-activate it.

11. Understanding the Evaluation Criteria

The evaluation criteria against which applicants are assessed stem from a classified job description and reflect the minimum organizational standards according to the classified level and job title. They must be in line with the requirements stated in the vacancy notice.

The evaluation criteria consist of:

- **Required years of work experience:** Applicants meeting the required number of years of experience based on the information provided in their application form are considered eligible; applicants not meeting this requirement are not considered further.

- **Required field of work and where applicable, area of expertise:** Fields of work and/or areas of speciality form part of the evaluation criteria. Where more than one field of work and/or area of expertise are indicated, the applicant is expected to have experience in at least one area.

- **Required educational qualifications:** The required educational qualifications reflect the minimum organizational standard requirements for a given level and position. However, additional educational requirements may be listed as desirable, when justified, to set additional criteria for selection of best qualified candidates.

- **Required knowledge of languages:** Applicants meeting the required language knowledge provided in their application form will be considered eligible. English is the working language of ICAO.

- **Assessments (Tests):** Several assessment methods may be used during the recruitment process. A combination of a competency-based interview and a knowledge-based test or other assessment exercises, which may include essay questions, technical tests or other assessment techniques to assist in the evaluation of the applicant’s substantive knowledge and competencies required for the advertised post. Additional assessment tests may be applied for senior positions.

- **Competencies:** When shortlisted for the competency-based interview, an applicant will be evaluated on the competencies that are described in the vacancy notice.
12. Undergoing assessments and interviews

Competency-based interviews

- Applicants that are short-listed and passed the assessment exercise are invited to an interview, which could be a face-to-face, Skype/Video Conference interview or a telephone interview conducted by the assessment panel. Ideally, all applicants are interviewed in the same manner in order to reduce the risk that the bias of any one individual will prevail.
- Shortlisted applicants are evaluated against the competencies that are described in the advertised vacancy notice.
- An interview session typically lasts from 30 to 60 minutes.

13. Communication with the Applicant

Selected Candidates

- When a candidate is selected for a post, he/she will be notified by receiving the “ICAO Letter of Notification with Questionnaire” email with the relevant questionnaire to be completed. Upon your acceptance of this notification in principle, you will receive an official letter of offer that will specify the benefits and entitlements of the contract. Appointment at the ICAO is subject to successful medical examination and to satisfactory and complete reference checks.
- When a serving staff member is the selected candidate, he/she must be released as soon as possible.

Non-Selection Notification

- All applicants will be informed after the selection decision has been made via e-mail.
- Applicants can also be informed of the status of their application on the “Overview of applications” page. If the post has been filled, the status will be “Application Outcome” as shown below:

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Reference</th>
<th>Stage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011/G Human Resources Associate</td>
<td>106117</td>
<td>Application Started</td>
</tr>
<tr>
<td>2012/13/G Human Resources Assistant (Roster Management)</td>
<td>110637</td>
<td>Application Update</td>
</tr>
<tr>
<td>2012/19/G Human Resources Assistant (Registry &amp; Records)</td>
<td>105593</td>
<td>Application Started</td>
</tr>
<tr>
<td>2013/07/G Human Resources Assistant (Recruitment)</td>
<td>104150</td>
<td>Application Outcome</td>
</tr>
</tbody>
</table>