



ΕΠΑΓΕ ΕΛΡCE

ΕΛΡCE

ENGLISH LANGUAGE PROFICIENCY CERTIFICATION EXAMINATION

FOR AIR TRAFFIC CONTROLLER LICENCE (ATCO)

and STUDENT AIR TRAFFIC CONTROLLER LICENCE

ADV, ADI, APP, APS, ACP, ACS

ΕΠΑΓΕ

ΕΞΕΤΑΣΗ ΠΙΣΤΟΠΟΙΗΣΗΣ ΑΓΓΛΙΚΗΣ ΓΛΩΣΣΙΚΗΣ ΕΠΑΡΚΕΙΑΣ

ΓΙΑ ΑΔΕΙΑ ΕΛΕΓΚΤΗ ΕΝΑΕΡΙΑΣ ΚΥΚΛΟΦΟΡΙΑΣ (ΕΕΚ)

και ΜΑΘΗΤΕΥΟΜΕΝΟΥ ΕΛΕΓΚΤΗ ΕΝΑΕΡΙΑΣ ΚΥΚΛΟΦΟΡΙΑΣ

ADV, ADI, APP, APS, ACP, ACS



ΦΕΒΡΟΥΑΡΙΟΣ 2014

CANDIDATE'S BRIEFING



ELPCE

ENGLISH LANGUAGE PROFICIENCY CERTIFICATION EXAMINATION FOR ATCOs

ADV, ADI, APP, APS, ACP, ACS

CANDIDATE'S BRIEFING

The International Civil Aviation Organization (ICAO) has established English language proficiency requirements (LPRs) for all pilots operating on international routes, and all air traffic controllers who communicate with foreign pilots. These standards require pilots and air traffic controllers to be able to communicate proficiently using both ICAO phraseology and plain English.

The HCAA ATS Management Division under the supervision of the Directorate General ANS Provider has devised this test that has been approved by the Hellenic Air Navigation Supervisory Authority (HANSA).

Purpose

Purpose of this examination, now onwards referred as ELPCE (ENGLISH LANGUAGE PROFICIENCY CERTIFICATION EXAMINATION FOR ATCOs), is to determine if an active or student Air Traffic Controller is able to use ICAO DOC4444/Chapter 12 phraseology appropriately and if he or she has the ability to communicate safely in English with all involved members of the International Aeronautical Community on common, concrete and work-related topics with accuracy and clarity even if unusual situations arise.

ICAO Holistic Descriptors

Proficient speakers shall:

- communicate effectively in voice-only (telephone/radiotelephone) and in face-to-face situations;
- communicate on common, concrete and work-related topics with accuracy and clarity;
- use appropriate communicative strategies to exchange messages and to recognize and resolve misunderstandings (e.g. to check, confirm, or clarify information) in a general or work-related context;
- handle successfully and with relative ease the linguistic challenges presented by a complication or unexpected turn of events that occurs within the context of a routine work situation or communicative task with which they are otherwise familiar; and
- use a dialect or accent which is intelligible to the aeronautical community.

ICAO Language Proficiency Standards

ICAO grades English language performance on a scale from 6 (highest) to 1 (lowest):

Level 6:	Expert
Level 5:	Extended
Level 4:	Operational
Level 3:	Pre-operational
Level 2:	Elementary
Level 1:	Pre-elementary

Those who are assessed at ICAO Level 4 (Operational) must be re-tested every three years.

Those who are assessed at ICAO Level 5 (Extended) must be re-tested every six years.

Those who are assessed at ICAO Level 6 (Expert) must be re-tested every nine years.

Those who fail may not be licensed to operate on international routes, so even if a pilot or controller achieves Level 4 once, further English training may be needed to maintain this level of proficiency.

Assessment

This test assesses the following categories (EU Regulation 340/2015)

PRONUNCIATION

In order to achieve the operational level 4 the candidate must demonstrate dialect or/and pronunciation which is understandable by the International Aeronautical Community. (Pronunciation, stress, rhythm and intonation are influenced by the first language or regional variation but only sometimes interfere with ease of understanding).

STRUCTURE

In order to achieve the operational level 4 the candidate must demonstrate that basic grammatical structures and sentence patterns are used creatively and are usually well controlled. (Errors may occur, particularly in unusual or unexpected circumstances, but rarely interfere with meaning).

VOCABULARY

In order to achieve the operational level 4 the candidate must demonstrate that vocabulary range and accuracy are usually sufficient to communicate effectively on common, concrete, and work-related topics. (The candidate can often paraphrase successfully when lacking vocabulary in unusual or unexpected circumstances).

FLUENCY

In order to achieve the operational level 4 the candidate must demonstrate that he/she is able to produce stretches of language at an appropriate tempo. (There may be occasional loss of fluency on transition from rehearsed or formulaic speech to spontaneous interaction, but this does not prevent effective communication. The candidate can make limited use of discourse markers or connectors. Fillers are not distracting).

COMPREHENSION

In order to achieve the operational level 4 the candidate must demonstrate that comprehension is mostly accurate on common, concrete, and work-related topics when the accent or variety used is sufficiently intelligible for an international community of users. (When the speaker is confronted with a linguistic or situational complication or an unexpected turn of events, comprehension may be slower or require clarification strategies).

INTERACTION

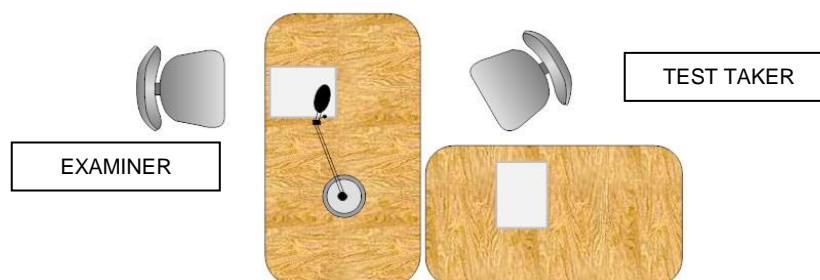
In order to achieve the operational level 4 the candidate must demonstrate that his/her responses are usually immediate, appropriate, and informative. The individual initiates and maintains exchanges even when dealing with an unexpected turn of events. The candidate deals adequately with apparent misunderstandings by checking, confirming, or clarifying.

In order to conform to ICAO Language Proficiency requirements, Pilots, Air Traffic Controllers and all others who use English in R/T communication on international routes must be at ICAO English Language Level 4 (Operational) or above. An individual must demonstrate proficiency at Level 4 in all six categories in order to receive a Level 4 rating. The overall rating is determined by the lowest rating in every category.

ELPCE awards levels 1, 2, 3, 4, 5 and 6

How ELPCE is conducted – What to expect

- The test is oral and it lasts 30-45 minutes. It is done face to face with one or two certified examiners and is recorded for safety and quality assurance reasons. There is no specific material that has to be prepared or submitted before the test. The candidate is briefed in a separate room for as long as needed.
- The candidate is invited into the examination room and he/she must present his License or any other official proof of identity.



- The candidate is asked if he/she feels fit and well enough to take the test. If yes, the test begins, if not, the test is rescheduled within the next 5 working days.
- The recording begins.
- The examiner reads out loud and clear the following (at a rate of 130-150 words per minute):

“This is the English Language Proficiency Certification Examination of ... (name of candidate)..., conducted on ... (date)... by (name of examiner or examiners)

The goal of this test is to determine if you are able to use standard ICAO phraseology appropriately and have the skills to communicate safely in English during your working tasks.

This test has 3 parts. The Interview, the Role-Playing Exercise and the Conversation,

During the Interview, I will ask you some questions about yourself, your family, your education and your professional background. Please avoid short or one-word answers.

In the Role-Playing Exercise you will be an air traffic controller and I will assume the role of the pilots in a hypothetical scenario. You will turn your seat and we will have no eye contact. In front of you there will be a chart and notes relevant to the exercise. You will have 30 seconds to study the chart before the exercise begins. You will not be assessed on your controlling skills but only on the proper use of phraseology and plain English.

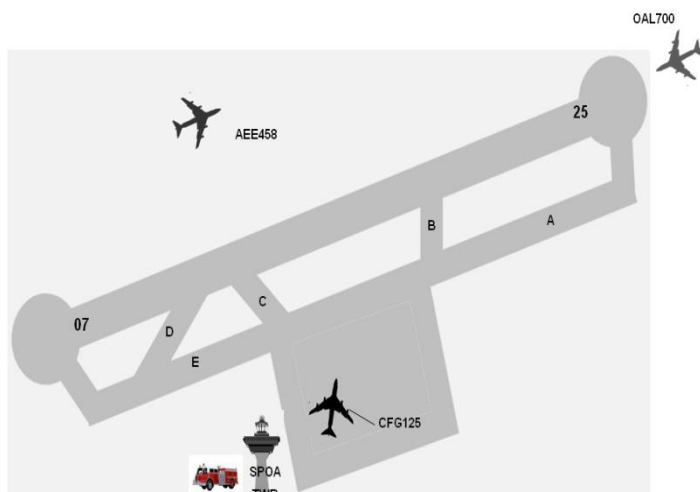
After the exercise you will turn your seat again to face me and I will assume the role of your colleague. I will ask you some questions on the scenario in plain English in order for you to prove that you understood what the pilots were talking about and the details of the situation. Try to avoid short answers.

In the third section, the conversation, we will discuss a general topic relevant to aviation. You will not be assessed on your opinion but only on the use of the English language. Please try to avoid short answers.

Did you understand the instructions?

Are you ready to start?”

- The examiner states: ***“This is the first part”*** and continues asking simple questions about the candidate’s origin, education and professional background (7-8 minutes).
- Following that, the examiner states: ***“This is the second part” and a chart depicting a hypothetical scenario is handed to the candidate for him to study for 30 seconds silently. The candidate’s seat shall turn in a manner that face to face contact is lost. When time is up the examiner assumes the role of the pilots and calls upon the candidate for routine instructions and clearances. One or two acft will say or request something unusual. (10-12 minutes)***
- Example of hypothetical scenario:



WEATHER INFORMATION	
WIND	265° / 16 KTS
VISIBILITY	10 KM
(RAIN, FOG, SNOW, HAZE etc)	-
CLOUD	FEW 020
TEMPERATURE / DEW POINT	26 / 20
QNH	1013 HPA - 29,91 INCHES
TRANSITION LEVEL	75
RUNWAY IN USE	25
RWY CONDITIONS AND OTHER INFORMATION	SPOA ILS U/S BIRDS IN THE VICINITY

- Following the exercise the candidate’s seat will turn again to face the examiner and he will state: ***“Now imagine that I’m a colleague of yours and I ask you to describe the situation you just handled”.*** The examiner asks relevant questions that will give the opportunity to the candidate to prove complete comprehension of the situation (3-4 minutes).
- After that, the examiner states: ***“This is the third part”*** and asks on two or three general aviation topics. The conversation will be carried out in a manner that will help the candidate give an opinion, speculate, argue on a point and use English as extensively as possible. (7-8 minutes).

Examples of topics for the third part:

- Stress – How health is influenced
- Air Traffic Control publicity
- Team work
- Extreme weather and influence on air traffic control
- Pilot – Controller relations.

After the end of the examination the recording stops and the candidate is asked to leave without knowing the result.

In case the candidate is awarded with level 1, 2 or 3 he/she may re-apply according to the provided in the Civil Aviation Training Centre (SPOA) Manual (if he/she is a student) or according to the provided in Δ16/A ELPCE approved Manual.

Appeal Procedure is provided in the approved ELPCE Manual available at the D16/A premises.

The result is notified to the candidate in writing by an Individual’s Performance Report, normally within 5-10 working days.

Candidates are not assessed on their controlling skills or on their opinion.

SAMPLE TEST

The recording begins

“This is the English Language Proficiency Certification Examination of ... (name of candidate)..., conducted on ... (date)... by (name of examiner or examiners)

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In the Role-Playing Exercise you will be an air traffic controller and I will assume the role of the pilots in a hypothetical scenario. You will turn your seat and we will have no eye contact. In front of you there will be a chart and notes relevant to the exercise. You will have 30 seconds to study the chart before the exercise begins. You will not be assessed on your controlling skills but only on the proper use of phraseology and plain English.

After the exercise you will turn your seat again to face me and I will assume the role of your colleague. I will ask you some questions on the scenario in plain English in order for you to prove that you understood what the pilots were talking about and the details of the situation. Try to avoid short answers.

In the third section, the conversation, we will discuss a general topic relevant to aviation. You will not be assessed on your opinion but only on the use of the English language. Please try to avoid short answers.

Did you understand the instructions?

Are you ready to start?”

This is the first part

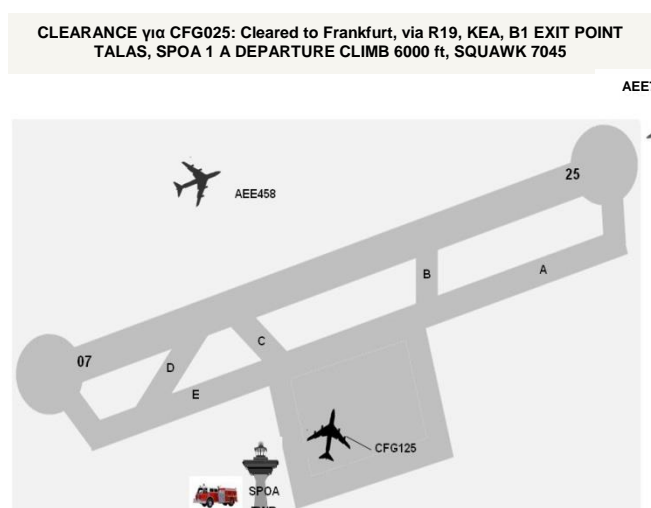
Please state your name, your rating and the Air Traffic Control Unit you work in.

1. Which is your birthplace and which is your parents' birthplace?
2. Do you like your birthplace and why + additional questions (Description of place)
3. How often do you visit your birthplace (or any other place)? Why?
4. What means of transportation do you usually use to visit this place; Why?
5. What kind of education do you have? + Additional questions
6. What was your profession before you got involved in ATC? + Additional questions
7. How do you feel about the continuous training air traffic controllers undergo? Do you feel it's necessary? Why?
8. Is the air traffic controller profession difficult or easy and why?
9. What kind of Unit do you prefer? Tower, Approach, Area and why?
10. Do you feel that your profession is important to the society and why?
11. Does your social circle include your colleagues? Why?
12. Does your profession raise obstacles to you family and social life? Why?

Thank you, we now move on

This is the second part

This is a chart of a hypothetical situation. Imagine that you are a Tower controller who works in SPOA TWR. All the information you need is on the chart. You have 30 seconds to study it and you may have it in front of you during the exercise. You may keep notes on the chart. Please turn your chair.



WEATHER INFORMATION	
WIND	265° / 16 KTS
VISIBILITY	10 KM
(RAIN, FOG, SNOW, HAZE etc)	
CLOUD	FEW 020
TEMPERATURE / DEW POINT	26 / 20
QNH	1013 HPA - 29,91 INCHES
TRANSITION LEVEL	75
RUNWAY IN USE	25
RWY CONDITIONS AND OTHER INFO	SPOA ILS U/S BIRDS IN THE VICINITY

After 30 seconds

Are you ready?

In this part of the examination, the candidate must be able to:

- Issue landing and taxi clearances properly
- Relay weather information properly
- Issue Landing clearance and holding instruction properly
- Issue ATC clearance properly
- Issue holding clearance properly
- Understand that the Runway is NOT VACATED
- Understand the nature of the problems, the crew's requests for assistance and the health condition of the passenger
- Understand that there are 103 Souls on Board και 10 tons of fuel.
- Understand that all passengers disembarked safely (including for the ill passenger) and that the runway will be vacated in approximately 15 minutes.

-SPOA TWR good morning, CFG125 request departure information.

Proper answer: CFG125, SPOA TWR good morning, Runway 25, WIND 265°/16KTS, TEMPERATURE 26, VISIBILITY 10 KM, SPOA ILS U/S, BIRDS IN THE VICINITY

-SPOA TWR AEE700 on final

Proper answer: OAL 700 cleared to land Runway 25, WIND 265°/16KTS

-SPOA TWR CFG125 request TAXI and ATC clearance.

Proper answer: CFG125, TAXI holding point Runway 25 via taxiway A, Cleared to Frankfurt, via R19, KEA, B1 EXIT POINT TALAS, SPOA 1 A DEPARTURE, CLIMB 6000 ft, SQUAWK 7045

-SPOA TWR AEE700 TOTAL LOSS OF HYDRAULICS, UNABLE TO VACATE RUNWAY.

Proper answer: OAL700 ROGER, (DO YOU NEED ASSISTANCE)?

-SPOA TWR AEE700 PLEASE ARRANGE FOR TOW TRUCK OR STAIRS FOR THE PASSENGERS TO DISEMBARK HERE. WE HAVE 103 PASSENGERS AND CREW ON BOARD AND 10 TONS OF FUEL. THERE IS ALSO A 65 YEAR OLD LADY ON BOARD WHO HAS RESPIRATORY PROBLEMS. HER HUSBAND TOLD ME THAT SHE HAS HIGH BLOOD PRESSURE AS WELL.

Proper answer: AEE700 ROGER, WILCO

-SPOA TWR CFG125 READY FOR DEPARTURE

Proper answer: CFG125 ROGER, HOLD SHORT OF RUNWAY (DISABLED ACFT ON RUNWAY)

-SPOA TWR AEE458 ON DOWNWIND

Proper answer: AEE458 ROGER, HOLD NORTH OF THE AIRPORT until further notice, (DISABLED ACFT ON RUNWAY)

-SPOA TWR AEE700 ALL PASSENGERS HAVE DISEMBARKED EXCEPT FOR THE ILL LADY. GROUND PERSONNEL ADVISED ME THAT WE WILL BE OFF THE RUNWAY IN APPROXIMATELY 15 MINUTES.

Proper answer: AEE700 ROGER

Thank you, let us move on

Imagine now that I am your colleague and I ask you to describe the unusual situation:

«Good morning, I heard that something unusual happened during your shift today. Could you please describe the situation? (What happened?) »

Proper answer: I had 3 acft on the frequency. An AEE700 and an AEE458 which were coming in to land and a CFG125 which was ready for departure. I issued landing clearance to the AEE700 and immediately after his landing the pilot reported total loss of hydraulics and there was no way for him to vacate the runway on his own. There were 103 Souls in Board and the acft had 10 tons of fuel. Additionally the pilot reported an ill female 65 year old passenger, who had breathing problems and high blood pressure. I had to stop the departure and put the arrival in a holding pattern, but after a while the immobilized acft pilot reported that all passengers disembarked safely except for the ill lady and that they would vacate the Runway in aprox 15 minutes.

Depending on the answer there may be follow up questions.

Thank you, let us move on

This is the third part

Two or three of the following topics (depending on the length and quality of answers)

- 1. Impact on health - Stress - Responsibility**
- 2. Publicity – media about air traffic control**
- 3. Team work**
- 4. Adverse weather**
- 5. Pilot – controller relation**

Examples:

Topic 1:

- *Do you think that air traffic controllers' job might influence their health? Why? In what ways?*
- *Do you personally think that you have stress on the job? Why?*
- *What would you do to avoid stress?*

Topic 2:

- *Do you think that air traffic control receives positive (negative) publicity? Why?*
- *Why do you think that an air traffic accident draws more attention than a road accident?*
- *What would you be willing to do, or what do you propose to promote the profession?*

Topic 3:

- *Do you prefer to work alone or in a team? Why? + follow-up questions*
- *Is team work important in air traffic control? Why?*
- *Have you encountered difficulties in a team? Please explain*

Topic 4:

- *Do you think that weather is an important factor in air traffic control? Why? + follow-up questions*
- *Which adverse weather phenomena do you find most dangerous and why? + follow-up questions*
- *In what ways can training prepare you for this kind of weather? Do you feel adequately prepared? + follow-up questions*

Topic 5:

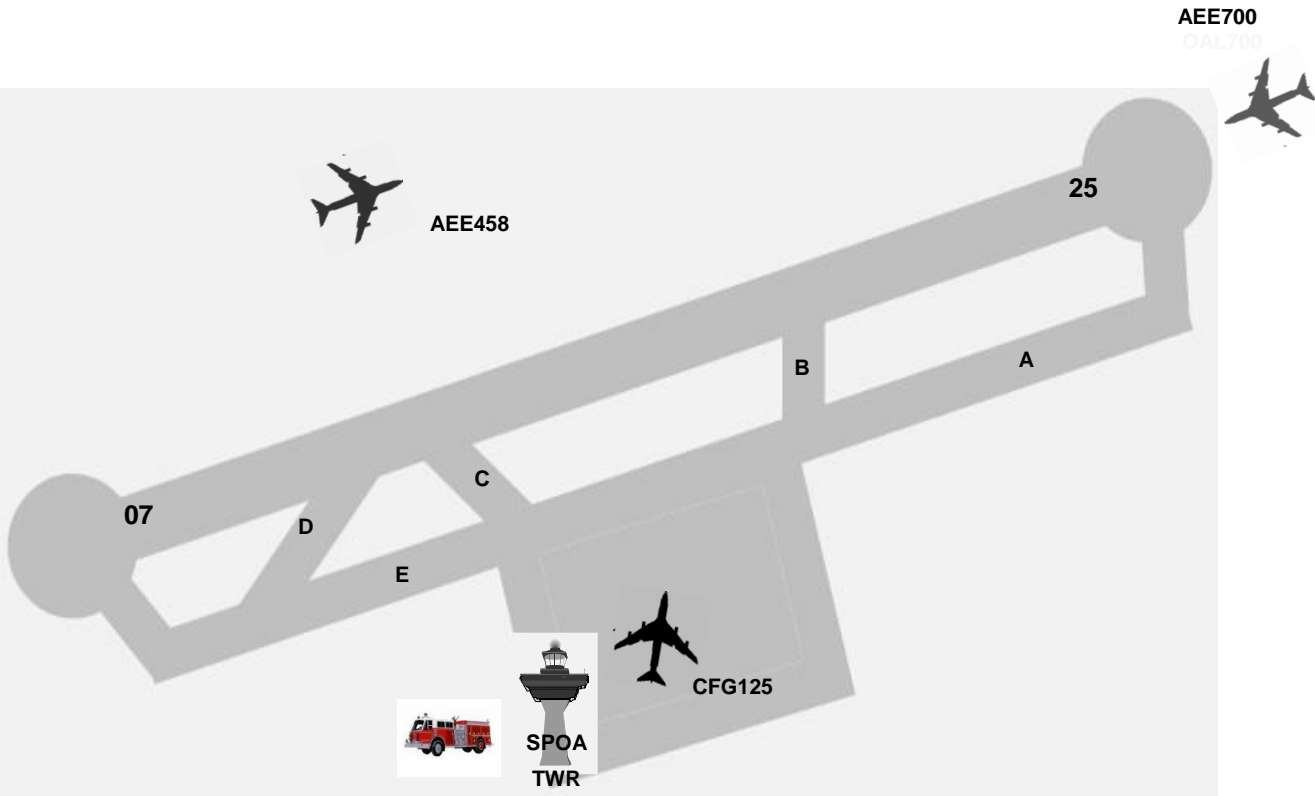
- *Do you feel that pilots respect air traffic controllers and vice versa? Why do you think so?*
- *In what ways does the pilot – controller relationship influence safety?*
- *What would you be willing to do, or what do you propose to promote safe cooperation between pilots and controllers?*

Thank you

The recording stops and the candidate is asked to leave the room

EXAMINATION SHEET FOR THE CANDIDATE (SAMPLE TEST)

NAME OF CANDIDATE: _____
NAME OF EXAMINER(S): _____
DATE: _____ TIME: _____



WEATHER INFORMATION	
WIND	265° / 16 KTS
VISIBILTY	10 KM
(RAIN, FOG, SNOW, HAZE etc)	
CLOUD	FEW 020
TEMPERATURE / DEW POINT	26 / 20
QNH	1013 HPA - 29,91 INCHES
TRANSITION LEVEL	75
RUNWAY IN USE	25
RWY CONDITIONS AND OTHER INFORMATION	SPOA ILS U/S BIRDS IN THE VICINITY

CLEARANCE: Cleared to Frankfurt, via R19, KEA, B1 EXIT POINT TALAS, SPOA 1 A
DEPARTURE CLIMB 6000 ft, SQUAWK 7045