



INTERNATIONAL CIVIL AVIATION ENGLISH ASSOCIATION

supporting the use of English for aviation safety

CONFERENCE 2019

CALL FOR PAPERS

Exploring the Aviation English training needs of:

- **ab-initio pilots and air traffic controllers,**
- **ramp and aircraft maintenance personnel.**

An exchange on achievements, challenges and solutions.

hosted by



Inspiration of JAPAN

8 - 10 May, 2019

Hotel The Manhattan, Tokyo – Japan

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Exploring the Aviation English training needs of ab-initio, ramp and aircraft maintenance personnel

OVERVIEW

This conference will look at the language and communication training needs of three important groups of personnel, whose language proficiency and ability to communicate play a vital role in aviation safety.

- ab-initio pilots and air traffic controllers,
- ground service personnel working on the apron and movement area,
- aircraft maintenance personnel.

Ab-initio pilots and air traffic controllers

The ICAO Language Proficiency Requirements (LPRs) focus primarily on the needs of licensed pilots and air traffic controllers. Now that they have been implemented globally, it is timely to consider the training needs of the next generation of pilots and controllers as they enter an increasingly complex industry. Record growth in air traffic is forecast and this will require increasingly more efficient and effective air-ground communication, dependent on secure language proficiency and communication skills. This growth is already resulting in changes to personnel demographic patterns globally - more non-native English speaking pilots are flying in more crowded airspace, communicating in English over the radio with more non-native English speaking controllers. These changes will continue to modify the dynamics of air-ground communication, introduce new challenges and reshape the communication requirements and training needs of new pilots and controllers in order to maintain safety.

Ramp and aircraft maintenance personnel

Ever since the ICAO LPRs were introduced with the publication of ICAO Document 9835 in 2004, there has been growing interest in how communication and language proficiency among other aviation professions plays a role in industry safety. Attention has focused on two areas: personnel working on the ramp, and in aircraft maintenance roles (engineers, technicians and inspectors). Communication among ramp personnel and with flight crews often occurs in English. Maintenance personnel need to read manuals, write reports and communicate with colleagues ramp personnel and flight crews in English. Clearly there is a need to ensure the language proficiency of these personnel if errors or misunderstandings can have serious consequences for aircraft safety.

Looking ahead

There are clear emerging considerations for language proficiency training, and possible new policy requirements for these three populations. Experience gained from the implementation of the ICAO LPRs for pilots and controllers should prove invaluable in identifying and charting how this can best be achieved in the coming years.

This conference will explore the Aviation English training needs of these personnel by considering:

- Training to improve communication skills among the next generation of pilots and controllers: as the air-ground communication environment becomes more challenging with more congested airspace and less talk-time over the radio;
- Issues that impact on the effectiveness of inter-cultural communication: including language proficiency and cultural awareness, as aviation growth leads to increasing numbers of non-native English speaking pilots and controllers communicating over the radio;
- Training needs for ab-initio pilots and controllers: equipping trainees to effectively participate in flight training and on-the-job ATC training;
- Operational language needs of ramp personnel and aircraft maintenance staff;
- English reading and writing proficiency required for effective and safe maintenance of aircraft, including comprehension of manuals, completing reports, and communications with flight crew and airline personnel;
- Challenges, solutions, ideas and experiences: sharing airlines', training providers' and ANSPs' experience in providing language training for ab-initio pilots, ATCOs, and staff involved in ramp and maintenance operations.



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PROPOSALS

ICAEA invites proposals for **Presentations** and **Workshops** on an issue related to the theme of the conference based on practical/industry experience or research/theoretical development in a related area.

We welcome submissions from:

INDUSTRY	representatives from airlines, ANSPs, aviation training schools, MRO providers interested in sharing experiences and/or providing insights into practical issues related to language proficiency, communication and training
TRAINING PROVIDERS	training managers, materials developers, trainers interested in sharing their experience and insights into practical issues, challenges and solutions
EDUCATION & RESEARCH	academics with linguistic expertise able provide practical and applied input on the issues relevant to the theme of the conference

Presentations and Workshop content should:

- be aligned with one or more of the fields covered by the theme,
- be presented in one of the suggested formats (Plenary, Panel, Topical Presentation etc – see below)
- focus on at least one of the Sessions 1-5 (see pages 5-6), and,
- may address one or more of the guidance questions (see pages 5-6).

Presenters may choose to suggest other relevant topics related to Session 1-5 themes.

Presentation and Workshop Formats

TYPE	DESCRIPTION	FORMAT	DURATION
Plenary Presentation	Provide an overview or background to one of the session topics	Slide-based presentations should not exceed 25-40 slides	20-30 minutes
Panel Presentation	Deliver a case-study presentation on one of the session topics and participate in a follow-up interactive Q&A Panel	Slide-based presentations should not exceed 25 slides	20 minutes
Topical Presentation	Deliver a short presentation loosely linked to a Workshop topic	Slide-based presentations should not exceed 20 slides	15 minutes
Workshop	Deliver a practical, hands-on interactive workshop where smaller groups of participants work together on guided activities and/or explore issues related to a session topic	Slides may be used to deliver input / stimulus / instructions / activities / facilitate discussion. Handout-based activities are welcome.	60 minutes
Industry Exchange Workshop	Deliver an interactive presentation to smaller groups to facilitate discussion by exploring an issue/case-study (problems, solutions or achievements) related to a topic session	Slide-based presentations should not exceed 25 slides	45 minutes



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INSTRUCTIONS FOR SUBMITTING PROPOSALS

Proposals should clearly state:

1. **Name** of the presenter(s),
2. **Job Title** / Role,
3. **Company** / Organisation,
4. **Biography** (maximum 100 words) outlining the experience and expertise of the presenter(s),
5. whether the Proposal is for:
 - **Presentation,**
 - **Panel Presentation,**
 - **Topical Presentation,**
 - **Workshop, or,**
 - **Industry Exchange Workshop.**
6. **Title** of the presentation or workshop,
7. which **Session 1 - 5** your proposal is related to (see below),
8. **Summary** (maximum 300 words)
 - an outline of what your presentation or workshop will cover,
 - demonstrate how it relates to that session.

Notes:

- a) Presenters may wish to submit proposals for more than one of the Sessions 1 - 5.
- b) Sales presentations directly or indirectly promoting commercial products or training services will not be accepted. Commercial organisations are welcome to request exhibition space at the event (see *Exhibitor Information* at the ICAEEA website).

HOW TO SUBMIT

Please send your Proposal:

to: **Michael Kay** michael.kay@icaea.aero
cc: events@icaea.aero
email subject: [ICAEEA Tokyo 2019 proposal](#)
by: **21 December, 2018**

IMPORTANT DATES

Submission Deadline for Proposals:	21 December, 2018
Notification to Presenters of Selected Proposals:	1 February, 2019
Finalisation of Presenters and Programme:	30 March, 2019
Submission Deadline for Presentation and Workshop Slides and Materials:	30 April, 2019



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SESSION 1:

Training the next generation of pilots and controllers for effective and efficient communication

- How will the forecast growth in aviation change the demographics and dynamics of the air-communication environment? What needs to be done to prepare for these changes?
- How will these changes impact the language training needs of new pilots and controllers?
- What is the effect of two non-native English speaking personnel communicating over the radio on communication outcomes and safety compared to when a non-native English speaker and native English speaker communicate? What are the implications for training?
- Language as a factor in aviation safety: How does language proficiency relate to communicative competence and how does this affect aviation safety?
- What challenges are airlines and ANSPs in the Asia-Pacific region facing in the provision of language training of recruits?
- How is the language training of cadet pilots and trainee ATCOs currently being done? What is proving least/most effective in the implementation of this training?
- What lessons can we learn from the last 10 years of the LPRs for training of future generations?
- Are we changing our approach to Aviation English training? What lessons can we share?

SESSION 2:

Equipping ab-initio pilots and controllers with language skills for operational training

- What should a training syllabus address in preparing trainee pilots and controllers to manage the challenges associated with participating in ab-initio training courses?
- What language skills need to be incorporated into training to prepare trainee pilots and controllers to work effectively in the cockpit/control room/tower?
- Is current training and testing addressing real-world communication needs of trainee pilots and controllers?
- Can western communicative-based training and assessment methods be applied universally in aviation?
- Do the LPRs provide a sufficient overview of the language needs of trainees or are additional skills required? What might these additional skills be and how can they be incorporated into the training curriculum?
- How are ANSPs and airlines factoring in language proficiency requirements in the recruitment of new operational personnel?
- Are there innovative ways of developing or sharing teaching resources?
- What types of available teaching resources are currently available and how well do they serve trainees' needs?



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SESSION 3:

Industry experiences in the language needs of maintenance and ramp personnel

- In what kind of situations can language proficiency and communication skills compromise safety?
- What challenges do airlines, MRO providers and airport operators face?
- How do ramp personnel communicate and use English and where can things go wrong on the ramp?
- What are some of the challenges in providing training in fast-paced aviation work environments?
- Has the language for safe maintenance of aircraft been overlooked and what can be done?
- The LPRs focus on speaking and listening for pilots and controllers. Is there a need for training and testing of other skills such as reading and writing for maintenance personnel?
- What are the priorities in developing effective communication skills for ramp personnel?
- Can we incorporate communication strategies to recognise and repair safety-critical communication breakdowns into the recurrent training of maintenance and ramp personnel?
- Are there innovative ways of developing or sharing teaching resources?
- What types of available teaching resources are currently available and how well do they serve trainees' needs?

SESSION 4:

Identifying the language and communication training needs of maintenance and ramp personnel

- What exactly are the language and communication needs of maintenance personnel?
- What are the safety-critical issues where communication plays a role?
- What skills need to be incorporated into a training syllabus?
- Who is best equipped to deliver training and how?
- What are some effective language teaching and language learning methods in aviation? What can we learn from best practice based on evidence and linguistic and educational research?
- What can we apply from the LPR experience to other aviation professions?

SESSION 5:

Recommendations for the development and implementation of training

- What resources are currently available in the provision of training?
- What needs to be done to support the language training of ground service and maintenance personnel?
- How can organisations share or pool experiences and resources?
- Are new policies or requirements needed to mandate training and assessment for maintenance and also ramp personnel?
- What would such policies and requirements need to address and how might they be developed and overseen?



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PRELIMINARY CONFERENCE PROGRAMME

DAY 1: Ab-initio pilots and air traffic controllers			
SESSION 1: Training the next generation of pilots and controllers for effective and efficient communication			
Main Room	9.00-9.15	Conference Opening	
	9.15-10.00	Keynote Presentation 1	
	10.00-10.30	Presentation 2	
	10.30-10.45	Q&A Panel	
Break	10.45-11.15		
Meeting Rooms	11.15-12.00	Interactive Panel Presentation A	Interactive Panel Presentation B
Lunch	12.00-13.30		
SESSION 2: Equipping ab-initio pilots and controllers with language skills for operational training			
Main Room	13.30-13.45	Topical Presentation 1	
	13.45-14.00	Topical Presentation 2	
	14.00-14.15	Topical Presentation 3	
Meeting Rooms	14.15-15.15	Workshop A	Workshop B Workshop C
Break	15.15-15.45		
Meeting Rooms	15.45-16.45	Workshop A	Workshop B Workshop C
Main Room	16.45-17.00	Q&A Panel, Day 1 Summary	
DAY 2: Ramp and aircraft maintenance personnel			
SESSION 3: Industry experiences in the language needs of maintenance and ramp personnel			
Main Room	9.00-9.30	Presentation 3	
	9.30-9.00	Presentation 4	
Meeting Rooms	10.00-10.45	Industry Exchange Workshop A	Industry Exchange Workshop B
Break	10.45-11.15		
Meeting Rooms	11.15-12.00	Industry Exchange Workshop A	Industry Exchange Workshop B
Lunch	12.00-13.30		
SESSION 4: Identifying the language and communication training needs of maintenance and ramp personnel			
Main Room	13.30-14.00	Presentation 5	
Meeting Rooms	14.10-15.10	Workshop D	Workshop E Workshop F
Break	15.10-15.40		
Meeting Rooms	15.40-16.40	Workshop D	Workshop E Workshop F
Main Room	16.40-17.00	Q&A Panel, Day 2 Summary	
DAY 3: Where do we go next?			
SESSION 5: Recommendations for the development and implementation of training			
Main Room	8.30-9.00	Presentation 6	
	9.00-9.30	Presentation 7	
	9.30-9.50	Q&A Panel	
Break	9.50-10.20		
Meeting Rooms	10.20-11.05	Industry Exchange Workshop C	Industry Exchange Workshop D
	11.10-11.55	Industry Exchange Workshop C	Industry Exchange Workshop D
Main Room	11.55-12.15	Conference Closing	

