Implementing ICAO Language Proficiency Requirements (LPRs)
For Air Traffic Controllers In Malaysia

Interregional English Language Proficiency Workshop
Kuwait, 9-11 November 2015
Presentation Outline

1. Malaysia In Brief
   General information

2. Evaluation: ELP for ATC & Pilot

3. Achievements

4. Challenges

5. Way Forward
Malaysia in brief: Population

Population
30,073,353

♂ 51% ♀ 49%

*As per July 2014
Malaysia in brief: Religion & Race

- Islam: 61%
- Buddhist: 20%
- Christianity: 9%
- Hindu: 6%
- Traditional Chinese: 1%
- Non/Other/No Info: 3%

- Malay: 50%
- Chinese: 22%
- Indian: 7%
- Indigenous: 12%
- Others: 1%
- Non Citizens: 8%
Malaysia in brief: Language

1. Bahasa Malaysia
   Official language of the Federation.
   Used in Govt. businesses

2. English
   Widely spoken.

3. Chinese
   Mandarin, Cantonese, Hokkien, Hainan, Hakka, Foochow

4. Indian
   Tamil, Telugu, Malayalam, Hindi, Urdu, Punjab.

5. Others
   Various East Malaysia native languages, Siamese, Portuguese etc.
Airports and Aerodromes in Malaysia

- 3 ATCCs
- KLIA & klia2 (3 runways) - daily ac movement ave. 1,300
- 6 international airports
- 16 domestic airports
- 66 schedule air operators
Evaluation: ELP for ATC & Pilot
ATC
By the ANS Regulator:
Air Traffic Inspectorate Division,
DCA Malaysia

Pilot
By 4 Test Service Providers (TSPs) Accredited by DCA:
1. UPM
2. KIST Aviation Academy
3. Asia Pacific Flight Training (APFT) - Admin
4. Asia Pacific Flight Training (APFT) – Flight Training Centre
6.1.3 As a prerequisite for Air Traffic Controller Licence application, the applicant shall demonstrate the ability to speak and understand the language used for radiotelephony communications and attain an ELP Level 4 or higher.

6.1.4 Recurrent periodic assessment shall be conducted in these circumstances:

a) those demonstrating language proficiency at the Operational Level (Level 4) should be evaluated as follows:

<table>
<thead>
<tr>
<th>ELP Level</th>
<th>Validity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 4</td>
<td>3 years</td>
</tr>
</tbody>
</table>

- Achieve a weak Level 4 in **3 or less** of the ICAO LP Rating Scale **2 years**
- Achieve a weak Level 4 in **4 or more** of the ICAO LP Rating Scale **1 year**

b) those demonstrating language proficiency at the Extended Level (Level 5) should be evaluated at least once every six years; and

c) the re-assessment requirement is not applicable to those demonstrating proficiency at an Expert Level (Level 6).
LEVEL 4

LEVEL 3

Pre-Operational Level 3: Suspension of ATC Licence & loss of allowances associated with the licence
<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Introduction</td>
<td>TTs will be engaged in a conversation to help them relax and feel more at ease</td>
<td>03 mins</td>
</tr>
<tr>
<td>(2) Listening / Comprehension</td>
<td>For Initial and Pre-Operational (Level3) TTs only. They will listen to a no.of audio samples &amp; will be required to answer questions related to the audio samples.</td>
<td>08 mins</td>
</tr>
<tr>
<td>(3) Role-play</td>
<td>TTs will be engaged in a Controller-Pilot R/T conversation within an artificial situation based on their current active Rating.</td>
<td>10 mins</td>
</tr>
<tr>
<td>(4) Picture Description</td>
<td>TTs will be given a picture/photo to view for about 30 secs. &amp; then to speak about the picture for about 5 mins, describe the picture or relate with words that are relevant to the given picture.</td>
<td>05 mins</td>
</tr>
<tr>
<td>(5) Technical / General Discussion</td>
<td>TTs will be engaged in a discussion &amp; given a chance to speak or present their opinion on ATC work-related topics or to explain in their own words on technical terms or situations.</td>
<td>07 mins</td>
</tr>
</tbody>
</table>
EVALUATION : Methodology - The ELPT Panel

A typical ELPT session in progress with 3 raters, namely Test Administrator, Interlocutor & the Linguist managing the test

DCA's pool of trained raters comprising ATCOs and trainers
EVALUATION: From Application to Results

TT fills up application for Test; submits with endorsement from Head of ATS Unit 45 days before ELP Expiry

ELP Unit processes application, arranges for schedule and sets date, venue and raters for ELPT

Results processed within 14 working days after date of test

Appeal within 10 days after receipt of result
EVALUATION : Results

Results are notified to TTs in a form that contain details such as:

- Date of test
- Type of test whether it was an initial, recurrent or for a Level 3 TT
- The final rating, with limitations if any
- Date of next evaluation
- Summary of TT performance during the test; &
- Recommendations how TT should improve in the next test
3 Achievements
ACHIEVEMENTS: Initial Evaluation

1. Compliance to ICAO LPRs - 5 March 2008

2. Test results in 2008 on 635 test-takers:
   - Level 6: 16.5%
   - Level 5: 17.8%
   - Level 4: 60.8%
   - Level 3: 04.9%
ACHIEVEMENTS: Introduction of Level 4 Sub-scales

1. As the majority of ATCOs (60%) were in the ELP Level 4 rating, it became a cause for concern.

2. There is a probability of proficiency degradation and if that happens, a considerable number of ATCOs may become ‘in-operational’ due to ATC Licence rendered invalid.

3. With this concern, in 2013, DCA Malaysia introduced the Level 4 sub-scales where the Level 4s are being assessed at a more frequent intervals to ensure they do not degrade to Level 3.
# ACHIEVEMENTS: Level 4 Sub-scales Score (Years 2013 – 2015)

<table>
<thead>
<tr>
<th>Level</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 6</td>
<td>12</td>
<td>1</td>
<td>nil</td>
</tr>
<tr>
<td>Level 5</td>
<td>64</td>
<td>42</td>
<td>5</td>
</tr>
<tr>
<td>Level 4.3</td>
<td>188</td>
<td>180</td>
<td>68</td>
</tr>
<tr>
<td>Level 4.2</td>
<td>127</td>
<td>158</td>
<td>140</td>
</tr>
<tr>
<td>Level 4.1</td>
<td>68</td>
<td>65</td>
<td>60</td>
</tr>
<tr>
<td>Level 3</td>
<td>19</td>
<td>17</td>
<td>8</td>
</tr>
<tr>
<td>Total TT</td>
<td>478</td>
<td>473</td>
<td>281</td>
</tr>
</tbody>
</table>

![Bar Chart](chart.png)
Level 4 – Sub scales : Findings

1. When the Level 4 sub-scales were introduced in 2013, 33% of those in Level 4 showed weak in at least 3 of the 6 language criteria of ICAO Rating Scale, commonly in Pronunciation, Structure and Vocabulary.

2. 2015 shows Level 4.2 is increasing in percentage.

3. Structure, Vocabulary and Fluency/Pronunciation are a combination of weakest areas among TT that failed to obtain minimum satisfactory Level 4.3
### Overall: As of Sept. 2015

<table>
<thead>
<tr>
<th>English Level</th>
<th>No. of ATCOs</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>LEVEL 6</td>
<td>87</td>
<td>08.03</td>
</tr>
<tr>
<td>LEVEL 5</td>
<td>157</td>
<td>14.48</td>
</tr>
<tr>
<td>LEVEL 4</td>
<td>831</td>
<td>76.66</td>
</tr>
<tr>
<td>4.3</td>
<td>455</td>
<td>54.7</td>
</tr>
<tr>
<td>4.2</td>
<td>313</td>
<td>37.7</td>
</tr>
<tr>
<td>4.1</td>
<td>63</td>
<td>07.6</td>
</tr>
<tr>
<td>LEVEL 3</td>
<td>9</td>
<td>00.83</td>
</tr>
<tr>
<td>Total</td>
<td>1,084</td>
<td>100</td>
</tr>
</tbody>
</table>
Challenges
• Malaysia is classified as “non-native English speaking country”
• ATCOs come from a varied ethnicity & language backgrounds
• English is used alongside with another 1st language amongst multiracial population
• Lack of practice in English among ATCOs
• Environment of less busy domestic airports does not support English to be used widely in work environment
• ATCOs are not motivated to learn/attend English courses at own expense
• The Level 4 group remains dominant even after introduction of sub-scale Level 4 (76.66%)
Way Forward
• ATCOs should realise importance of ELP; it should not be taken as a burden but rather a tool to maintain proficiency of the language;

• Losing operational ATC Licence means losing the operational monetary allowances that are associated to the licence.
• Sub level division within *ICAO Operational Level 4* is a pro-active step in the monitoring of the standards of ELP, while at same time, ensuring that any possibility of language loss does not impact greatly on HR in the provision of ATS; &

• Considered as an expanded implementation of the ICAO LPRs whilst complying with the requirements
Any Questions?
Thank you