

Aviation English Training Project for Pilots in China Southern Airlines

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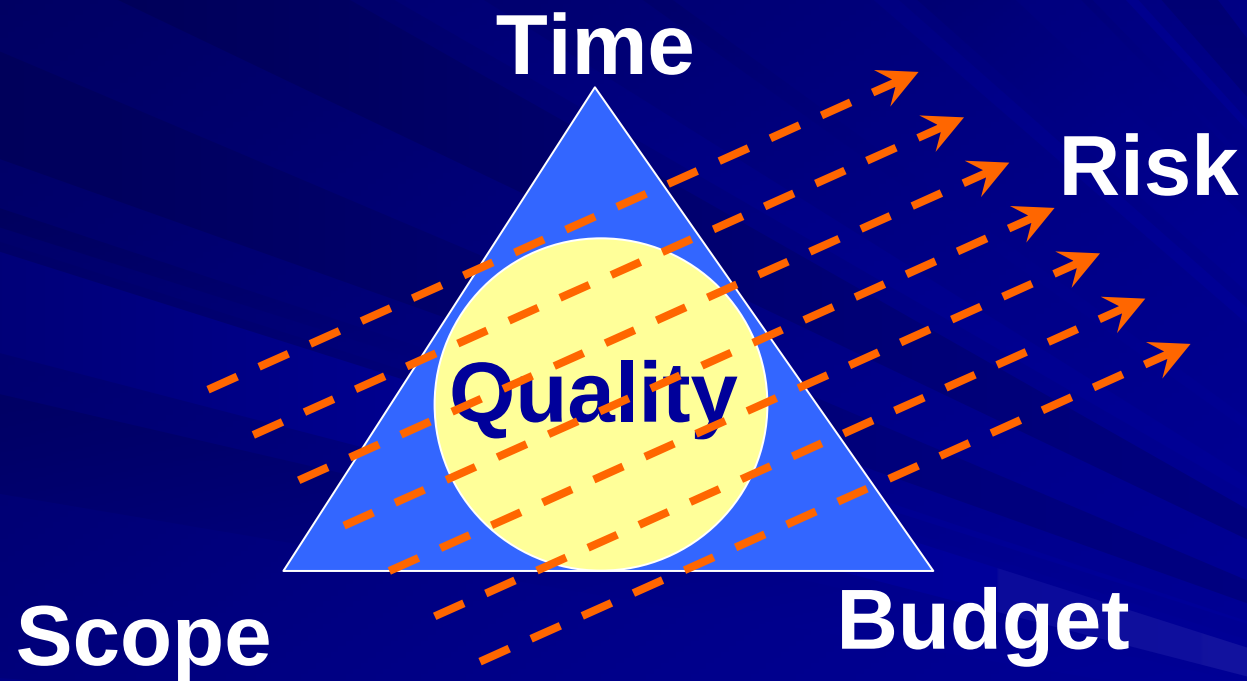
B747 Captain

IATA CRM Instructor

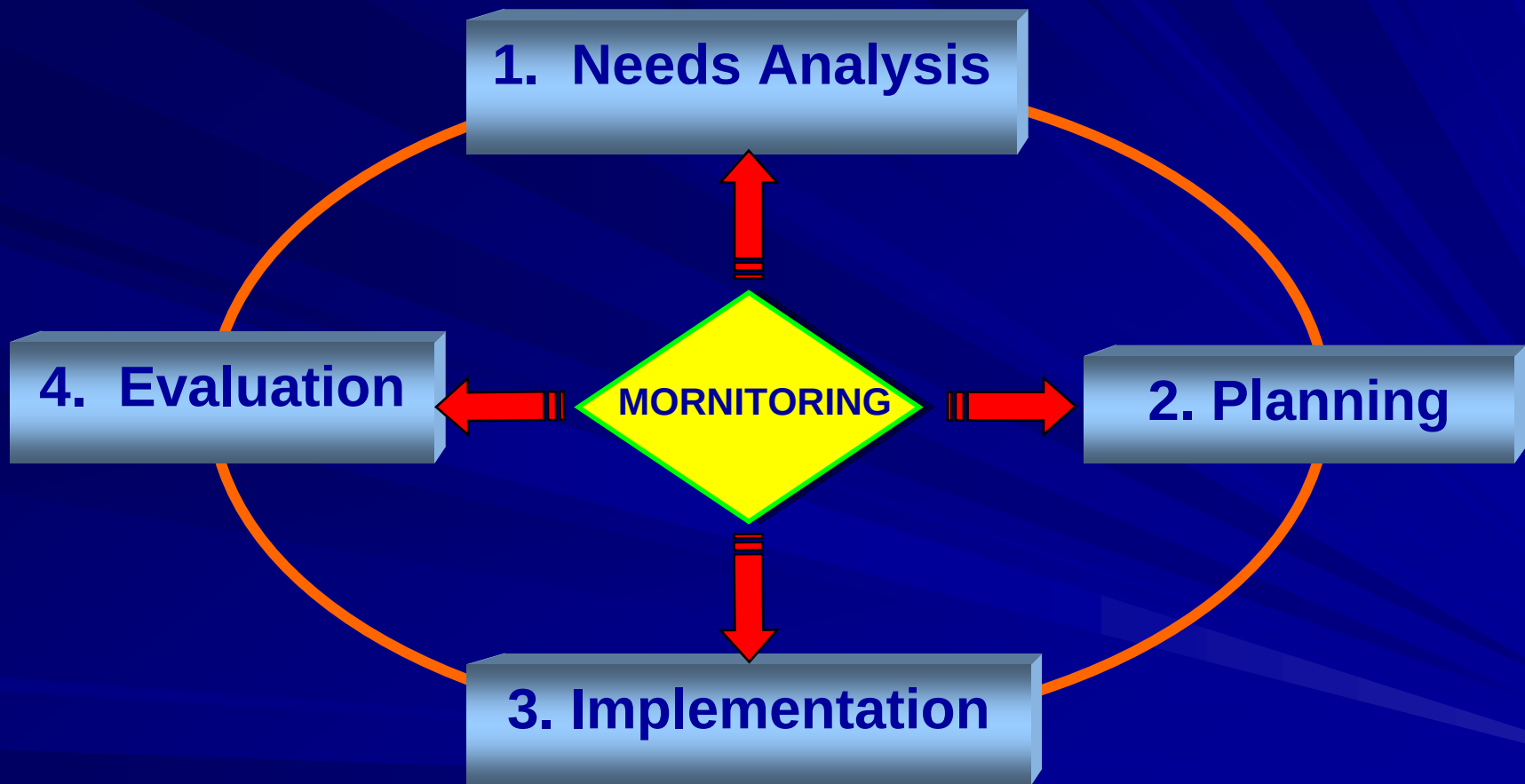


Second ICAO Aviation Language Symposium

The Targets of the English Training Project



The Way to Reach the Targets



Contents

1. Training Needs Analysis
2. Planning of the Training
3. Training Implementation
4. Training Evaluation and Test

1. Training Needs Analysis

Background

- ICAO Requirement
- CAAC Requirement
- China Southern Requirement



1. Training Needs Analysis

Background

- CSN has 19 branches in China, more than 2700 pilots
- The pilots English level various



1. Training Needs Analysis

- Pilots' English Level Evaluation

■ Pilots Statistics by Age Phases

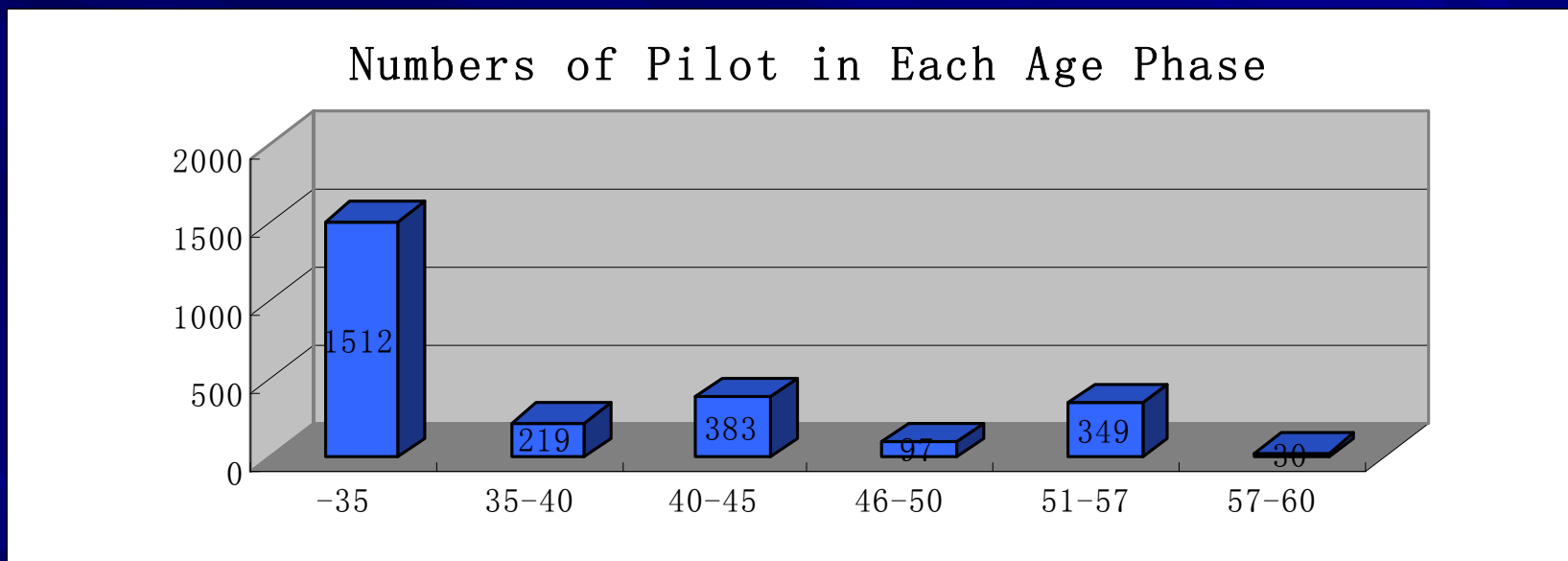
Age Phase	60—57	57—51	50—45	45—40	40—35	35—
Branch 1	19	118	14	88	57	407
Branch 2	0	2	5	39	13	86
Branch 3	3	16	1	18	2	35

Branch 19						

1. Training Needs Analysis

- Pilots' English Level Evaluation

■ Pilots Statistics by Age Phases



1. Training Needs Analysis

- Pilots' English Level Evaluation

■ Sample Pilots Selection and Evaluation

- randomly selected
- 63 pilots were selected from 2590
- from each branch
- in each age phase

■ Evaluation was done by RMIT



RELTA: RMIT English Worldwide Language Test for Aviation

1. Training Needs Analysis

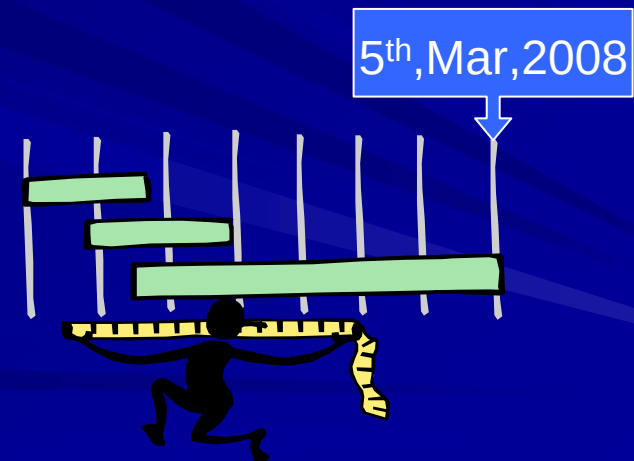
- Pilots' English Level Evaluation

- Evaluation was done by RMIT
 - Written test
 - Oral interview



RELTA: RMIT English Worldwide Language Test for Aviation

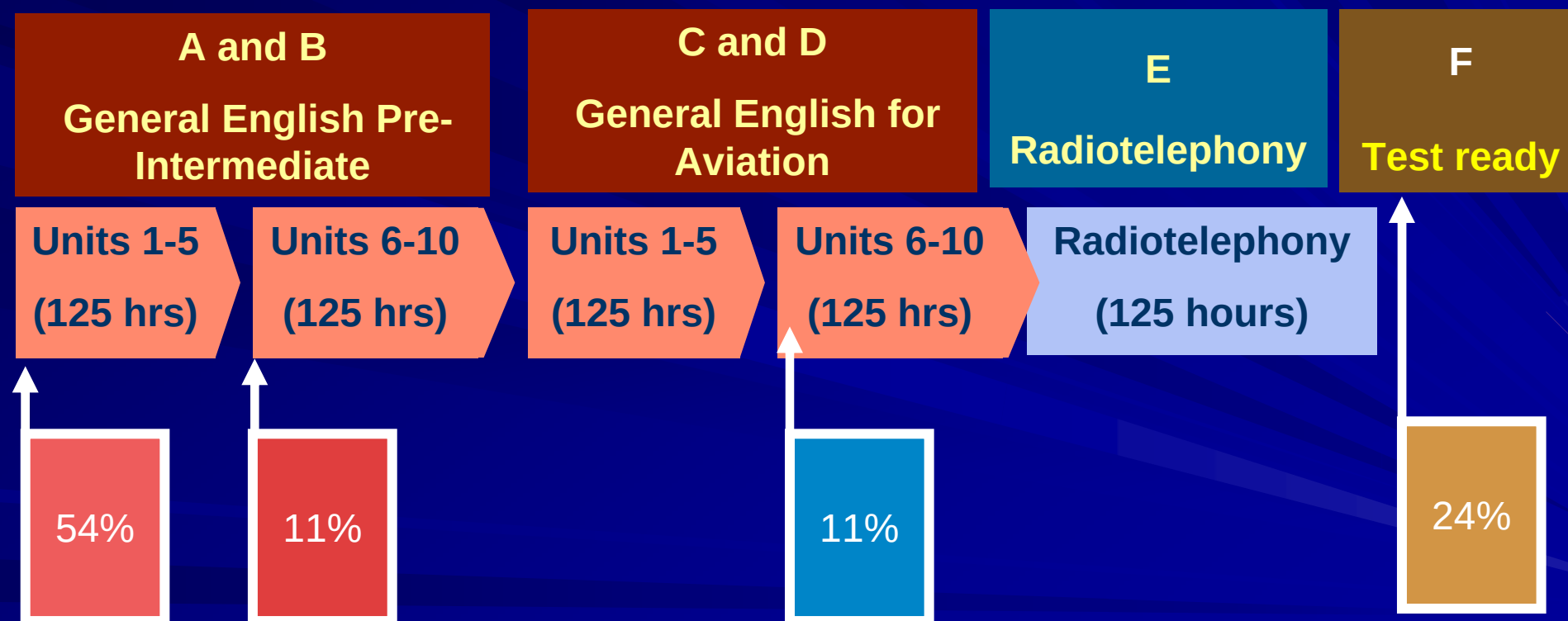
- Report used for budget and schedule planning



1. Training Needs Analysis

- Pilots' English Level Evaluation

■ Sample Result



Contents

1. Training Needs Analysis
2. Planning of the Training
3. Training Implementation
4. Training Evaluation and Test

2. Planning

2.1 The major problems to be faced:

- limiting the number of available staff to maintain their operations



2. Planning

2.2 Training Progress

- By the end of Feb 2008
 - 1000 pilots (37%) reach the ICAO level 4 to maintain International Ops
 - another 450 pilots reach the ICAO level 3 to maintain domestic operations
- By the end of year 2008
 - another 1000 pilots reach the ICAO level 4 to maintain International operations

2. Planning

2.2 Training Progress



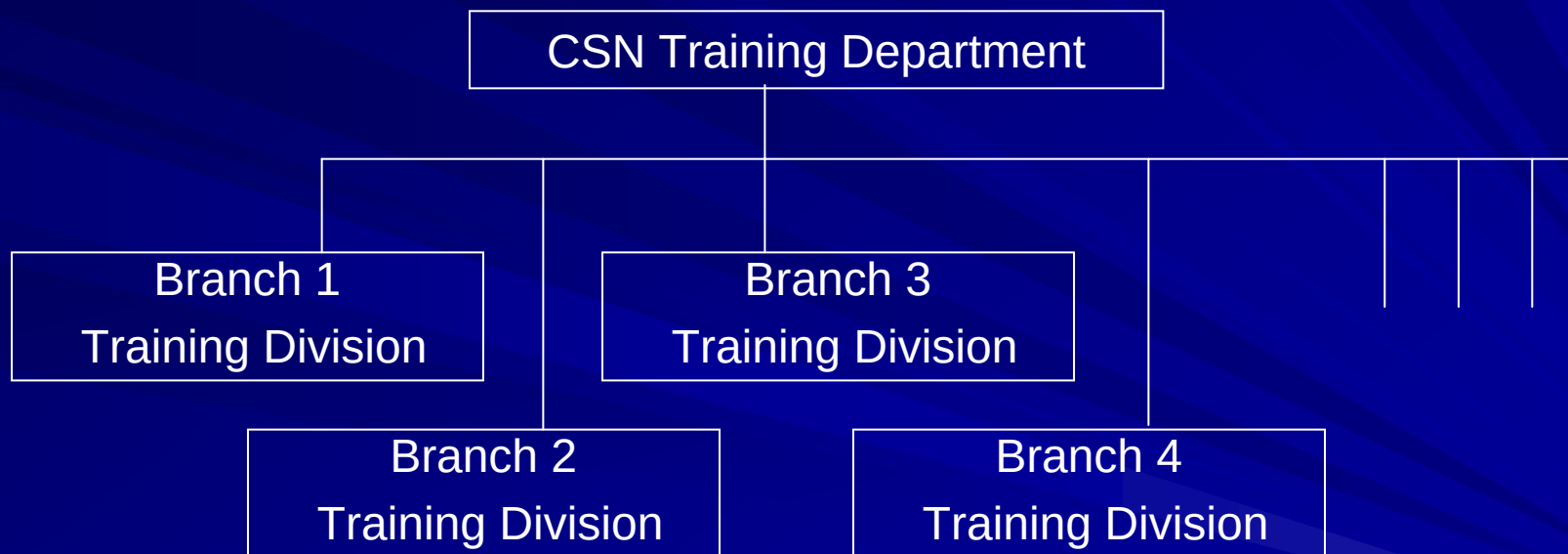
2. Planning

2.3 Training Centres Established

- 18 training centres: training facilities, CBT rooms, staff and student resources
- Guangzhou largest hub: 900 pilots
- Program Manager appointed

2. Planning

2.4 Training Organization



2.5 Training Plan of each Branches

Contents

1. Training Needs Analysis
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3. Training Implementation

3.1 Teacher Training

- Criteria used to select staff for training
 - who has English teaching experience, or
 - whose major was English (or with aviation background)
 - Oral and written exam
- 69 trainees selected
- RMIT supplied teacher trainers

3. Training Implementation

3.1 Teacher Training

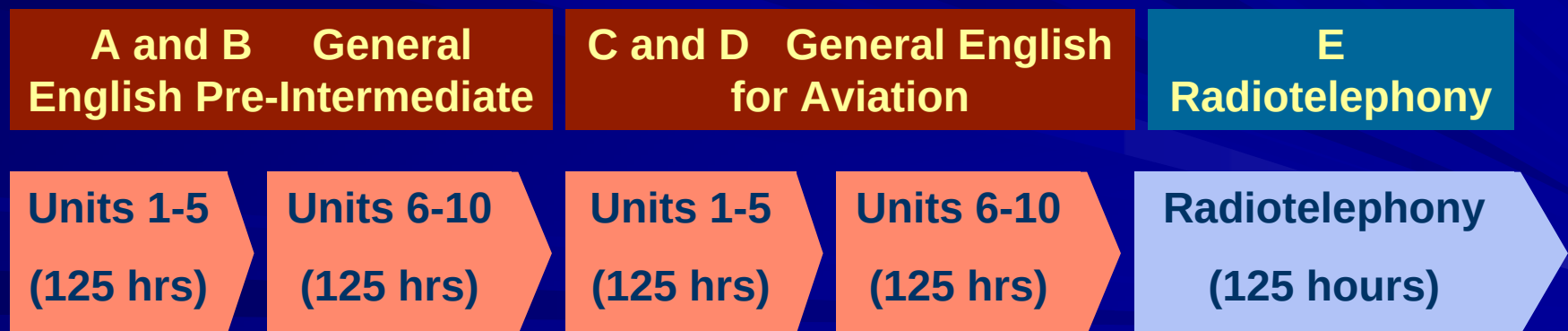
- 4 week intensive train the trainer course delivered
- September 2006: 60 trainees graduated



3. Training Implementation

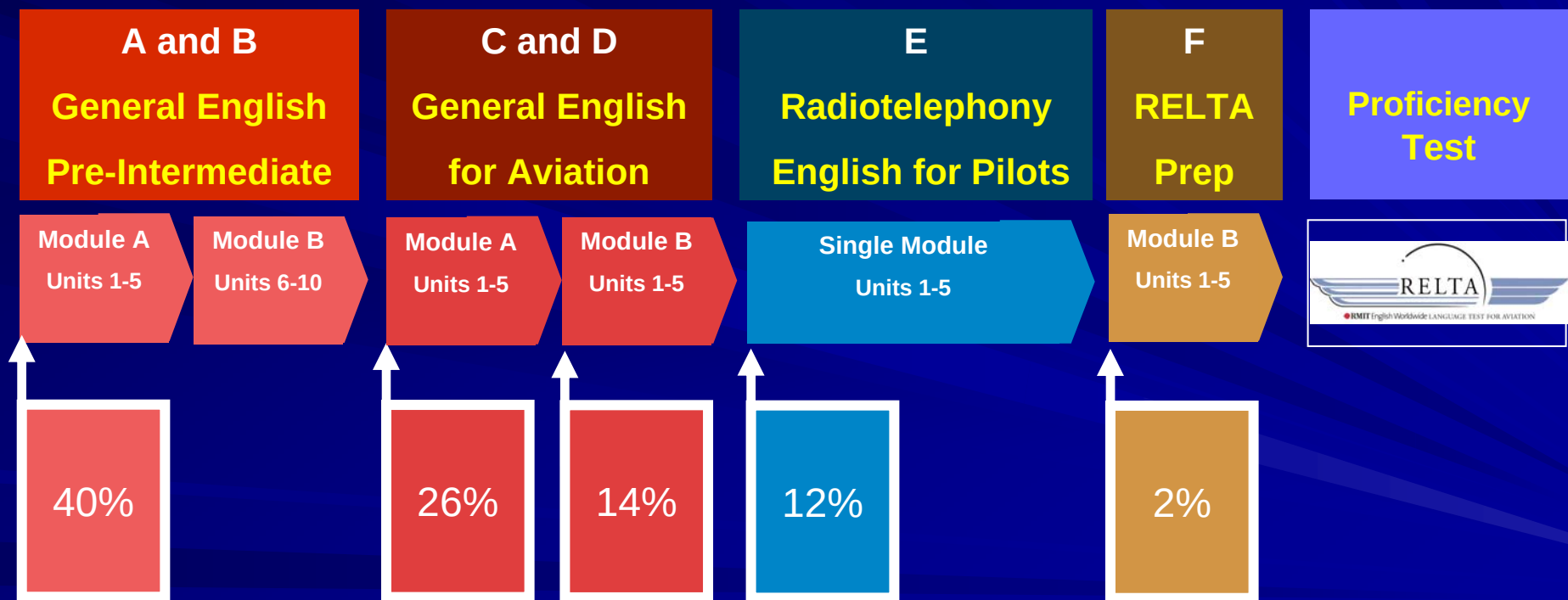
3.2 Pilots QPT Test

- 1588 pilots have enrolled the QPT test before they enter the real courses
- Courses available



3. Training Implementation

3.2 Pilots QPT Test



3. Training Implementation

3.3 Training Course Textbook

Level A and B **General English Pre Intermediate (250 hours)**
Listening and speaking, reading vocabulary and grammar

Level C and D **General English – Aviation (2x 125 hours)**
Listening and speaking, aviation-related vocabulary

Level E **Radiotelephony English (125 hours)**
Communication in phraseology and plain English in radiotelephony - routine and non-routine situations

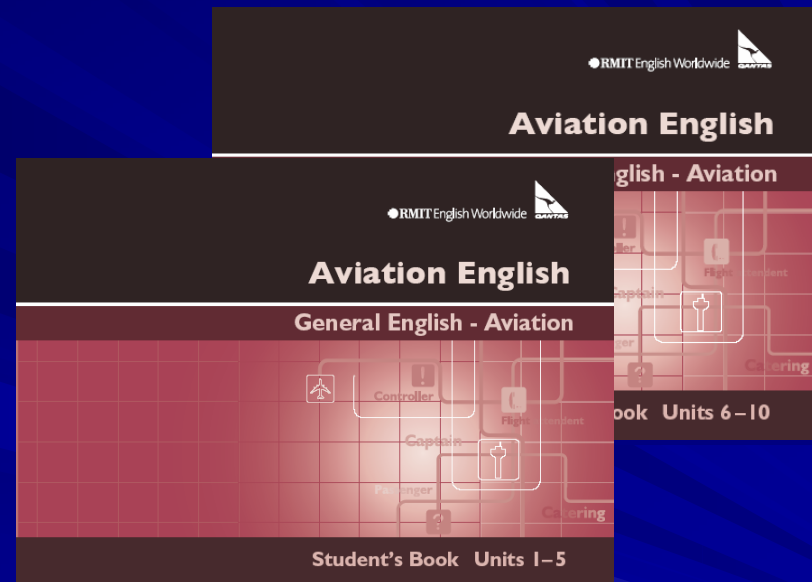
Level F **RELTA Preparation (5-10 hours)**
Test structure and test-taking strategies

3. Training Implementation

3.3 Training Course Textbook

General English - Aviation

- 250 hours
- Each module: 125 hours
+ 25 hours of computer
based training (CBT)

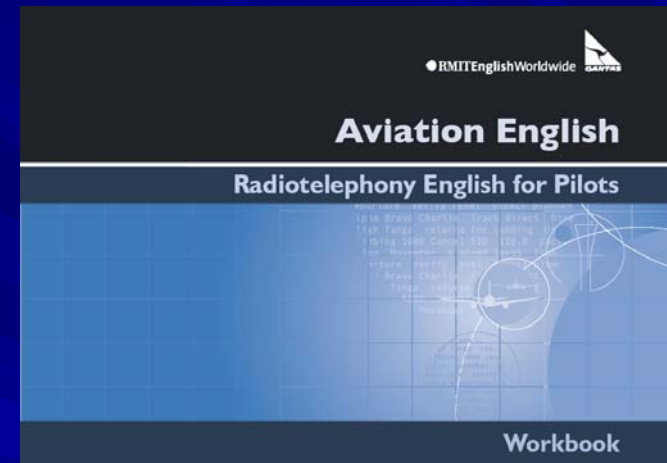


3. Training Implementation

3.3 Training Course Textbook

Radiotelephony English for Pilots

- 125 hours
- Workbook: 65 hours for instructor-led learning
- CBT: 60 hours for independent study

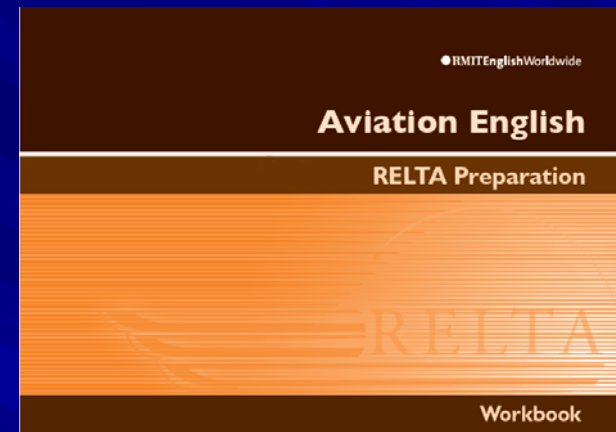


3. Training Implementation

3.3 Training Course Textbook

RELTA Preparation for Pilots

- 5-10 hours
- Workbook: overview of RELTA and practice tasks
- CD with practice RELTA



3. Training Implementation

3.4 Training

- In-classroom teaching and practice
- CBT learning and practice



3. Training Implementation

3.4 Training

- Flexible models – operations maintained
- Training delivered at 19 CSN sites
- Different models available

3. Training Implementation

3.4 Training

Example model 1: Walk-in classes

- Classes repeated during the week
- Several instructors teach in parallel
- Allows flight rosters to be flexible
- Learning less effective

Mon	Tues	Wed	Thur	Fri
Instructor A (Unit 2a)	Instructor A (Unit 2a)	Instructor A (Unit 2a)	Instructor A (Unit 2a)	Instructor A (Unit 2a) ○
Instructor B (Unit2b)	Instructor B (Unit2b)	Instructor B (Unit2b)	Instructor B (Unit2b)	Instructor B (Unit2b)
Instructor C (Unit1d) ○	Instructor C (Unit1d)	Instructor C (Unit1d)	Instructor C (Unit1d)	Instructor C (Unit1d)
CBT (Unit 1)	CBT (Unit 1) ○	CBT (Unit 1)	CBT (Unit 1)	CBT (Unit 1)
CBT (Unit 2)	CBT (Unit 2)	CBT (Unit 2)	CBT (Unit 2)	CBT (Unit 2) ○

3. Training Implementation

3.4 Training

Example model 2: Timetabled classes

- Pilots have home classes
- Flight schedules and language training scheduled in advance
- Learning more effective

Mon	Tues	Wed	Thur	Fri
Instructor A (Unit 1d) 	Instructor A (Unit 1d)	Instructor A (Unit 2a)	Instructor A (Unit 2a)	Instructor A (Unit 2a) 
Instructor B (Unit 2b)	Instructor B (Unit 2b)	Instructor B (Unit 2c)	Instructor B (Unit 2c)	Instructor B (Unit 2d)
Instructor C (Unit 2d)	Instructor C (Unit 2d)	Instructor C (Unit 3a)	Instructor C (Unit 3a)	Instructor C (Unit 3b)
CBT (Unit 1) 	CBT (Unit 1)	CBT (Unit 1)	CBT (Unit 1)	CBT (Unit 1)
CBT (Unit 2)	CBT (Unit 2)	CBT (Unit 2)	CBT (Unit 2)	CBT (Unit 2) 

3. Training Implementation

3.5 Instructor Responsibilities

- Raise pilots' level of English
- Record candidates' areas of language weakness. Mid-course progress check. Recommend and implement appropriate action
- Keep a twice-daily record of attendance and reasons for absence
- Recommend pilots as 'ready' or 'not ready' for the next stage

3. Training Implementation

3.6 Program Support Teachers

- As head teachers in each LC (achieved grade A), provide guidance to the other instructors
- Provide feedback from pilots and teachers to the PM and Training Dept in Guangzhou
- Supervise mid-course progress checks
- Conduct occasional observation of other teachers

3. Training Implementation

3.7 Program Manager Responsibilities

- Ensure compliance with the Program Delivery Manual
- Provide leadership and guidance to instructors and admin staff
- Provide academic support to instructors
- Visit LCs to ensure that requirements are met
- Initiate and manage admin processes to ensure high standards

3. Training Implementation

3.8 Pilot Responsibilities

- Attend all lessons scheduled
- Be active in class, participate fully in activities designed to practice listening and speaking skills
- Inform the teacher in advance if unable to attend a lesson and do extra work to catch up
- Do extra review, homework, or CBT time required by the teacher and the course

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4. Training Evaluation

- Random audit of Classroom teaching for teachers
- Students feedback questionnaire for course material and teachers
- Mid-course progress checks
- Final test by RELTA

4. Training Evaluation

TESTING

- Training Department liaises with Flight Operations as pilots complete training from (Group F down to Group A)
- Pilots released to attend scheduled RELTA test
- RELTA delivered x2 days per week (4 sessions)
Results communicated by RMIT to CSN and CAAC

4. Training Evaluation

TESTING

- 60+ Group F (and some E) pilots have completed RELTA in Guangzhou

1 Level 6
7 Level 5
19 Level 4
1 Level 3



Summary

CSN model for maintaining operations while training and testing:

- CSN works with RMIT
- Program Manager oversees quality liaises between RMIT and CSN
- CSN has own capacity to deliver training
- Training done at CSN branches
- Multiple instructors deliver courses at different stages
- Flexible training schedule cater to flight operations

Summary

1. Needs Analysis

- Pilots Statistics
- Sample pilots Selection and Evaluation

2. Planning

- The major problems
- Training Progress
- Training Centres
- Training Organization

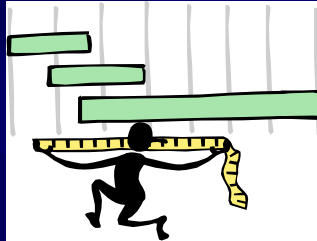
3. Implementation

- Teacher Training
- Pilots QPT Test
- Textbook
- Implementation
- Responsibilities

4. Evaluation

- Random Audit
- Questionnaire
- Mid-course checks
- Final Test

The Targets of the English Training Project ...



**On
Schedule
Time**



**Minimize
Risk**

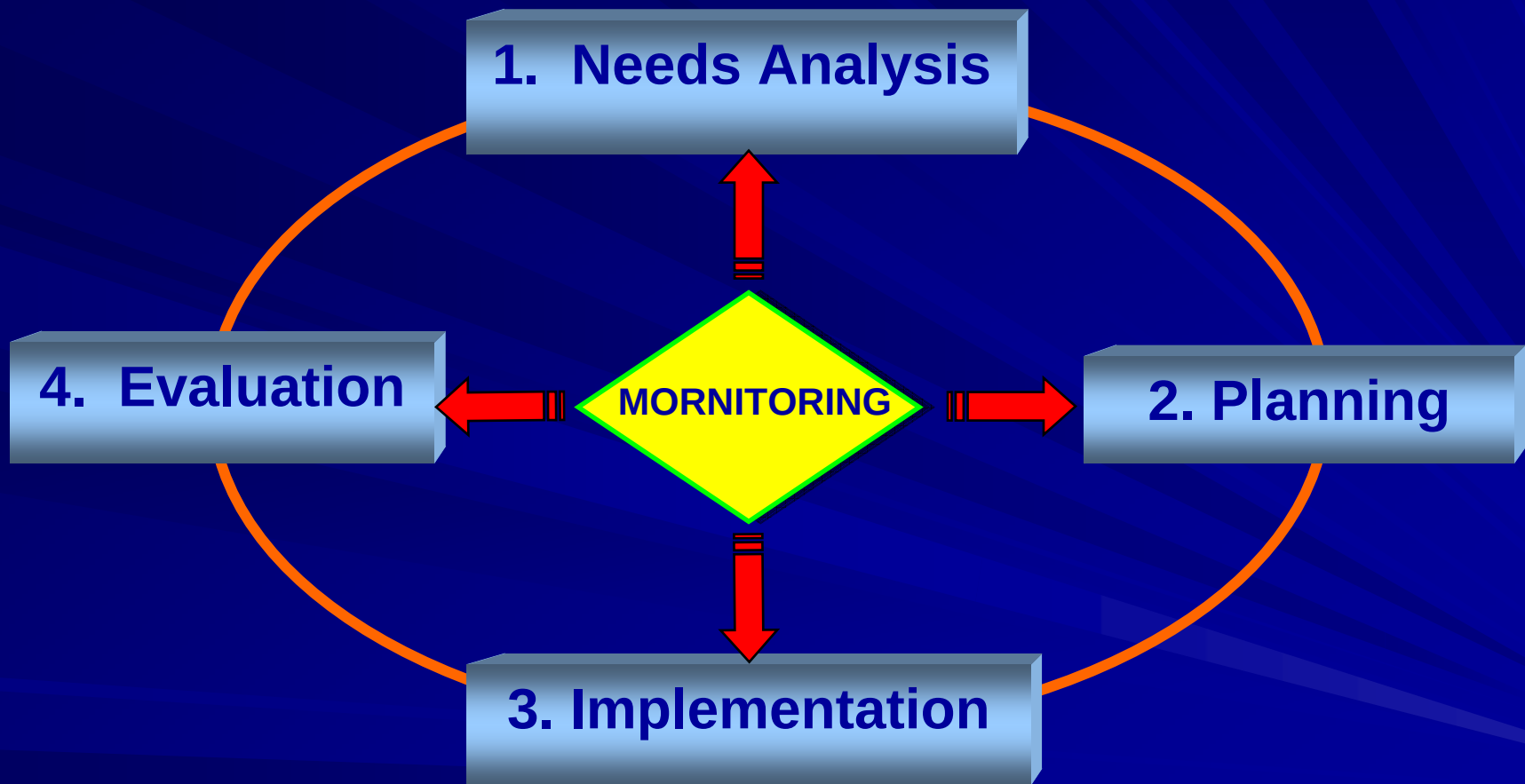


**Pilots
Involved
Scope**



Budget

The Way to Success is ...



Thank You !

