



EU LAC APP II



# CAR/SAM LANGUAGE PROFICIENCY REQUIREMENTS WORKSHOP

## ICAO EUR/NAT EASPG LPRI TF: ACHIEVEMENTS AND FUTURE PLANS/ACTIVITIES

Peru,  
Lima  
April 23-25

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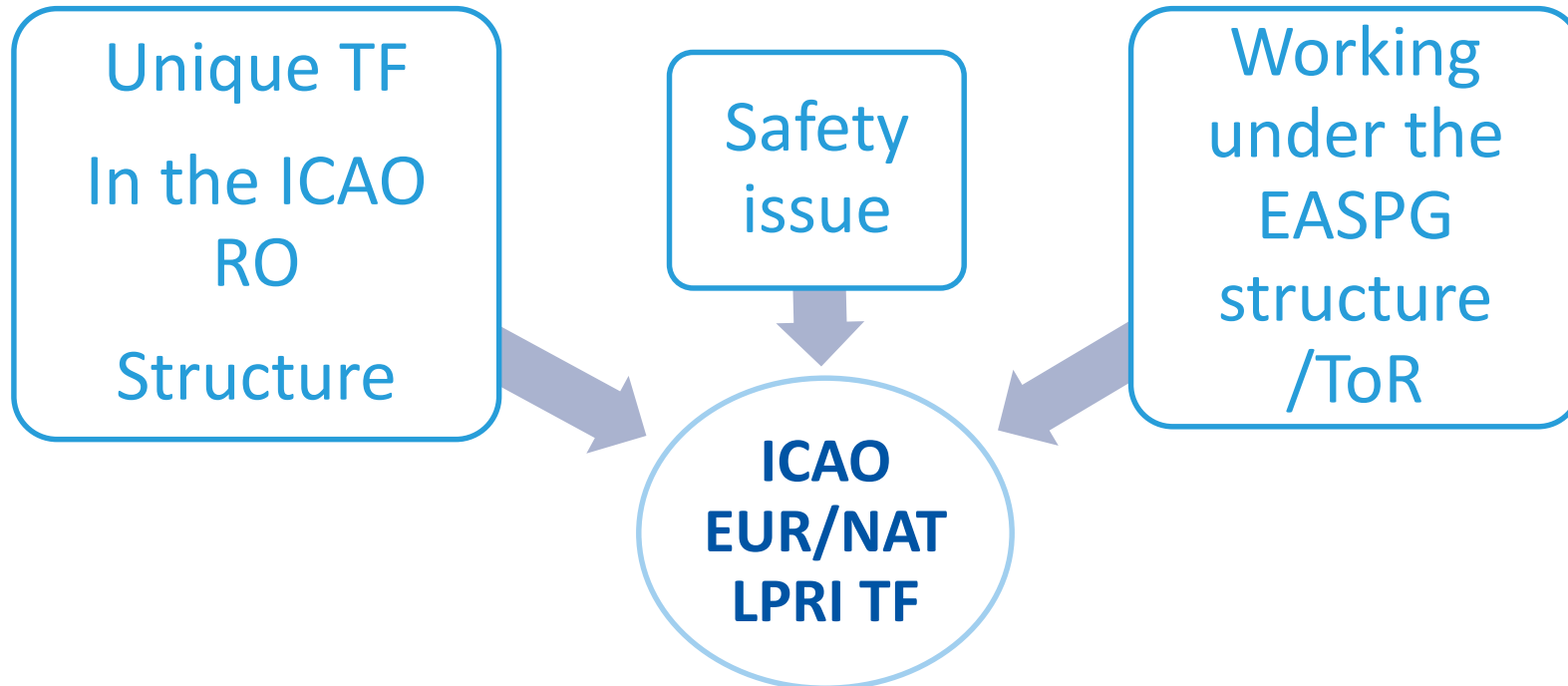
Inna Abdullayeva  
LPPRI TF Chair



## ICAO EUR/NAT EASPG LPRI TF

### OUTLINE

- LPRI TF ACTION PLAN (2020-2023)
  - ACHIEVEMENTS
- LPRI TF ACTION PLAN (2024-2027)





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## ICAO EUR/NAT EASPG LPRI TF

- Assembly Resolution A 38-8 '*Proficiency in the English language used for R/T communications*'
- ICAO EUR/NAT LPRI TF mandated to support MS to enhance compliance with Annexes 1, 6, 10, 11 and Doc 9835 + Circulars
- LPRI matters included in EUR RASP and EPAS to contribute to the GASP Goal 2
- Unique TF in the ICAO Regional Offices Structure
- Safety issue
- Working under the EASPG structure/ToR



## LPRI ACTION PLAN 2020-2023

### KEY TASKS

1 Sustain and expand a network with CAAs and relevant Aviation Authorities and Organizations in the ICAO regions

2 Develop supporting guidance material

3 Enhance/raise awareness on LPR implementation, capacity building for States and cross regional cooperation

4 Explore adoption of the Competency Based Training principles for LPRs, including reading/writing competency

5 Explore and develop solutions to innovate language proficiency related tools/technologies and ensure harmonization



## RESULTS SUBGROUP#1

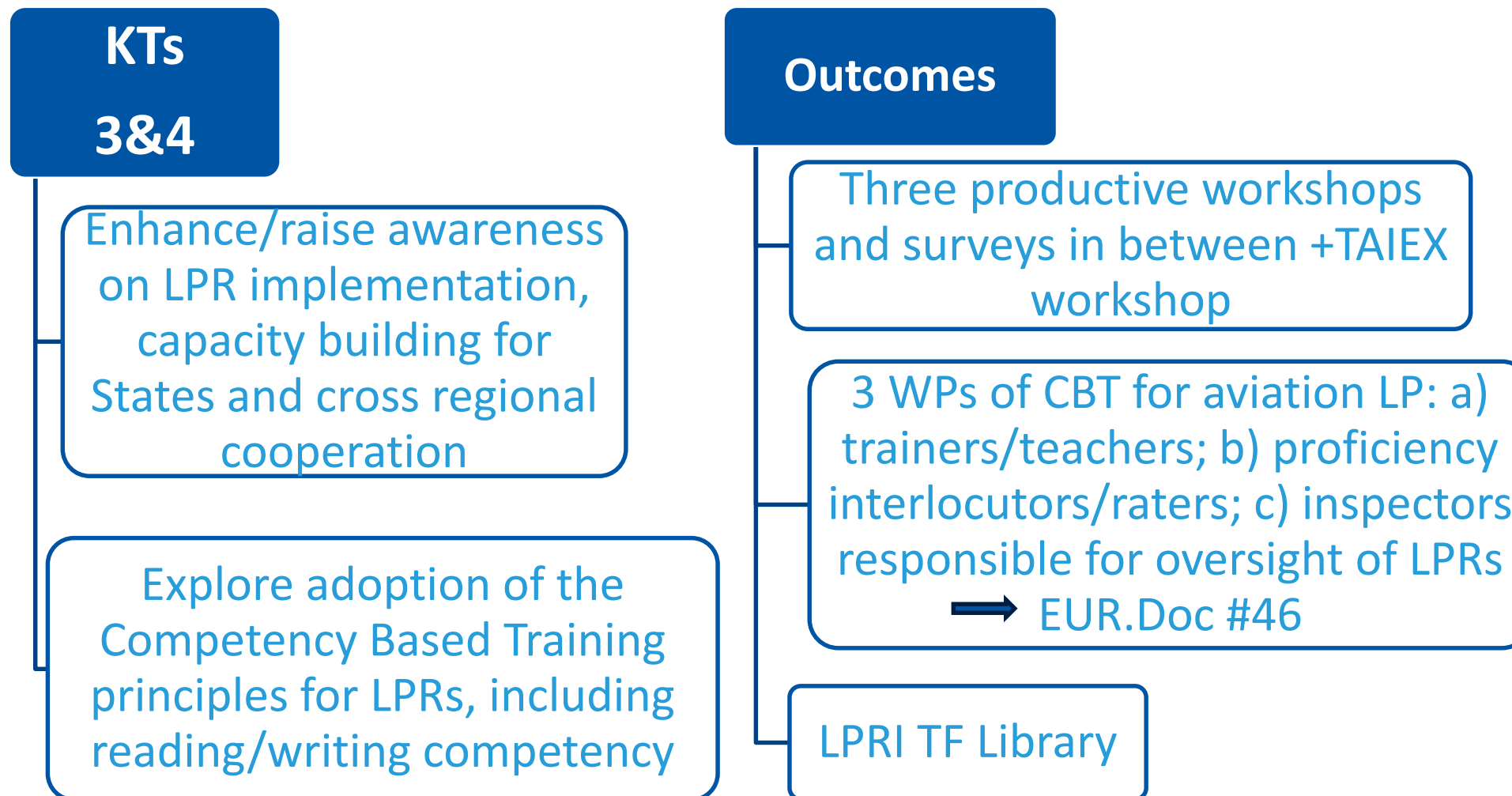
**KT#2** “Develop regional material guiding and supporting the LPR implementation, raising awareness and facilitating harmonized oversight”



Development of the new EUR. Doc. 46 “Guidance on the Harmonized Implementation of Language Proficiency Requirements and its oversight”



## RESULTS SUBGROUP # 2





## RESULTS SUBGROUP#3

**KT#5** Explore and develop solutions to innovate language proficiency related tools/technologies and ensure harmonization”



Working Paper WP/05  
“Technology Mediated  
Assessment – TMA (“online  
testing”)



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## WORKSHOP - LANGUAGE PROFICIENCY REQUIREMENTS IMPLEMENTATION: ACHIEVEMENTS, CHALLENGES AND SOLUTIONS

EASTERN EUROPE (FEBRUARY 28, 2022)

CENTRAL EUROPE AND BALKAN STATES (MAY 3, 2022)

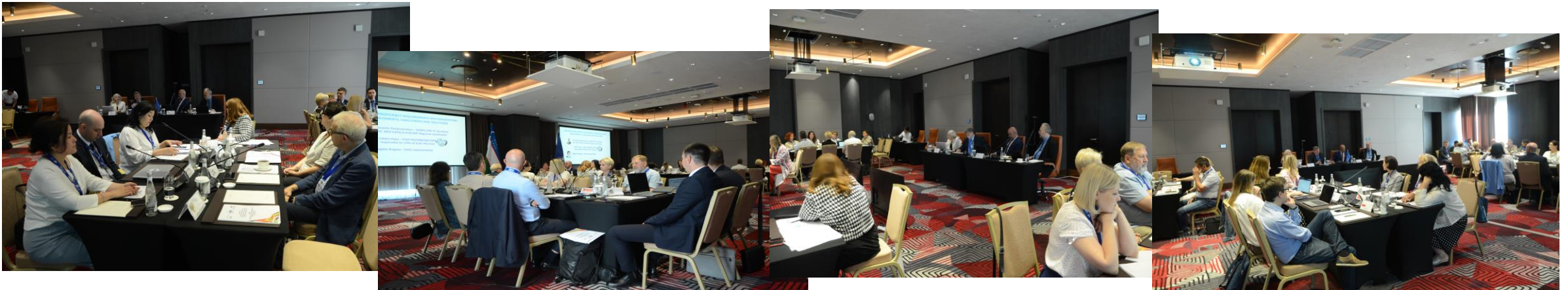
LPRI TF/42 (SAMARKAND, JUNE 7, 2023)

TAIEX Multi-Country Workshop (March 6-8, North macedonia, Skopje)

## WORKSHOP - LANGUAGE PROFICIENCY REQUIREMENTS IMPLEMENTATION: ACHIEVEMENTS, CHALLENGES AND SOLUTIONS

### WORKSHOP OBJECTIVES

- ✓ To identify challenges and issues of the 56 ICAO EUR/NAT Member States during Language Proficiency Requirements Implementation
- ✓ To share information amongst the LPRI community on best practices
- ✓ To support national regulators and testing organizations
- ✓ To provide a harmonized approach to the interpretation and implementation in LPR



## WORKSHOP - LANGUAGE PROFICIENCY REQUIREMENTS IMPLEMENTATION: ACHIEVEMENTS, CHALLENGES AND SOLUTIONS

### Survey#1

What best describes the current situation with implementation of ICAO language proficiency requirements for pilots and ATCOs in your State?

### Survey#2

What challenges related to the implementation of ICAO language proficiency requirements do you currently face in your country?

### Survey#3

Support in the implementation of ICAO language proficiency requirements

Q: In which areas do you need support for the implementation of the ICAO language proficiency requirements?

A: Training of inspectors performing oversight of training/testing providers – **44%**  
Certification and continuous oversight of LABs – **58%**



## WORKSHOP - LANGUAGE PROFICIENCY REQUIREMENTS IMPLEMENTATION: ACHIEVEMENTS, CHALLENGES AND SOLUTIONS

### Achievements:

- Current situation in LPRI – perspective of State
- Implementing LPRs in an ATC professional environment. The benefit of language training
- **Literature overview on language proficiency in Aviation**
- ❖ Working session  
“What best describes the current situation with implementation of language proficiency in your State?”

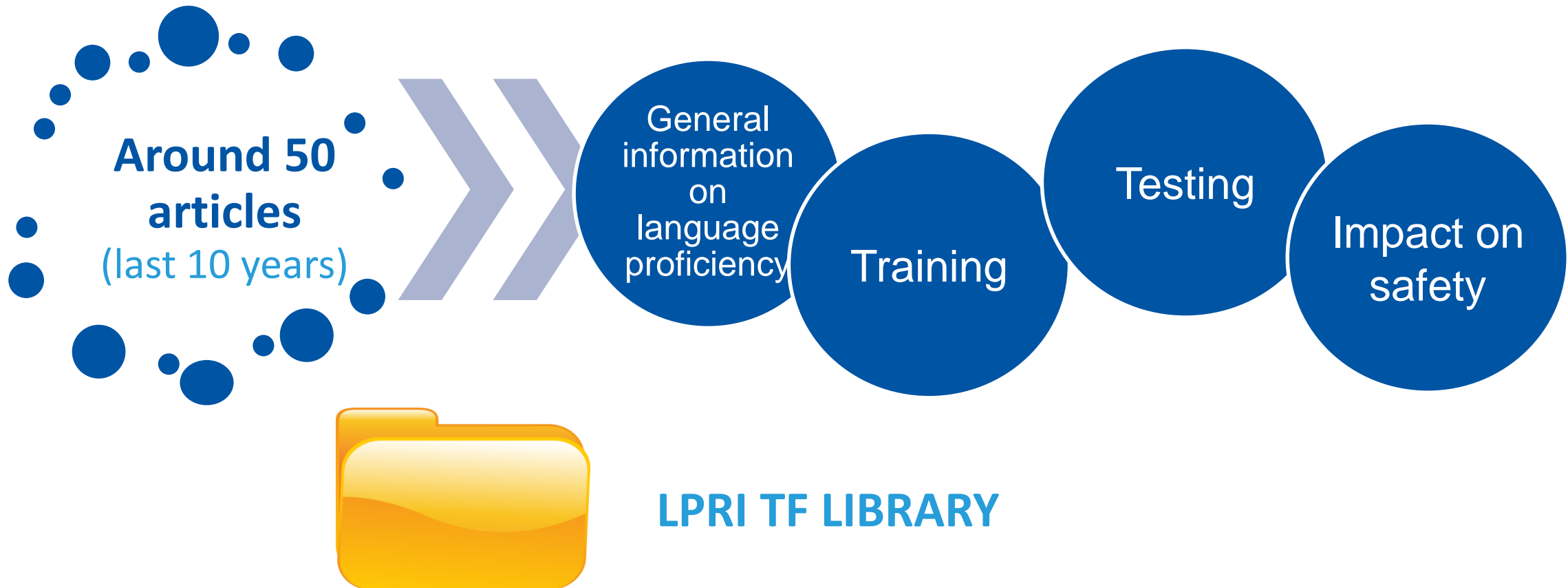
### Challenges and solutions

- **Incident/accident data reports, language as the factor IATA, Eurocontrol**
- Features of radio communication phraseology in English, in normal, abnormal and emergency situations
- ICAO LPRs: Air Traffic Controllers' view
- **Language proficiency literature overview**
- ❖ Working session  
What challenges related to the implementation of language proficiency requirements do you currently face in your country?  
In which areas do you need support for implementation of the ICAO language proficiency requirements?



# WORKSHOP - LANGUAGE PROFICIENCY REQUIREMENTS IMPLEMENTATION: ACHIEVEMENTS, CHALLENGES AND SOLUTIONS

Literature overview on language proficiency in Aviation





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# WORKSHOP - LANGUAGE PROFICIENCY REQUIREMENTS IMPLEMENTATION: ACHIEVEMENTS, CHALLENGES AND SOLUTIONS

Supporting European Aviation



EVAIR- EUROCONTROL Vol  
ATM Incident Reporting

EVAIR- EUROCONTROL Voluntary  
ATM Incident Reporting

ICAO EASPG Language Proficiency  
Implementation TF – 7 June 2023

ICAO 'ICAO Personnel Training and Licensing Panel',  
Language Subgroup  
12 Feb 2024

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NETWORK  
MANAGER



# EUROCONTROL Voluntary ATM Incident Reporting (EVAIR)



- **Brief about EVAIR** – EVAIR started its work in Oct 2006 with the full consolidation in 2007
- **Regions covered** – ECAC (European Aviation Civil Conference) airspace, which encompasses 44 states, north Africa, Middle East neighbouring with EUROCONTROL. In addition EVAIR receives reports for ex Soviet Union states.
- **No of data providers** – For the period 2019-2023 more than 300 different AOs and more than 60 ANSPs
- **Period covered** – 2019-2023 with the ten years trend for total of A/G communication issues
- **Airlines reporting to EVAIR for 2019-2023 made a bit more than 32M flights**
- **Number of A/G reports for 2019-2023** – About 3200 reports



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## Used taxonomy

### **Operational Communication:**

Handling of Radio communication failure/unusual situation; Hear-back omitted; Standard Phraseology; R/T monitoring sector; Transfer of communications.

### **Spoken Communication:**

Call sign confusion; High R/T workload ; Language/accent; Misunderstanding/interpretation  
Noise interference; Pilots breach of R/T; Poor/no coordination; Situation not conveyed by pilots.



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## **Operational Communication:**

**Handling of Radio communication failure/unusual situation** – One or two way radio comm failure; quality of transmission/reception; simultaneous transmission; blocked microphone; relay/relayed message

**Hear-back omitted** – Controller not noting the wrong pilot's hear-back

**Standard Phraseology** – Knowledge and correct use of ICAO phraseology  
(ICAO Doc 9432 Manual of Radiotelephony)

**R/T monitoring sector** – Pilot/controller monitoring of the sector frequency, emergency frequency; ELT- Emergency Locator Transmitter, etc

**Transfer of communications** – Controller missing to transfer the a/c to the next fr or provides a wrong frequency instruction to pilots



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## **Spoken Communication:**

**Call sign confusion** – Part of the general phraseology. Situation in which an a/c receives and acts on an ATC clearance intended for another a/c because their Call signs are similar. The most often situations linked with the CSC are wrong: climb/descent, fr change, heading or routing.

**High R/T workload** – Saturated fr in use with numerous information exchange which could be precursor for different type of incidents: RWY incursion, airspace infringement, TCAS RA etc.

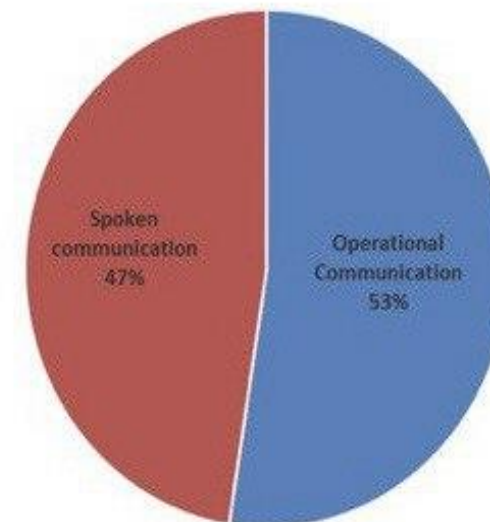
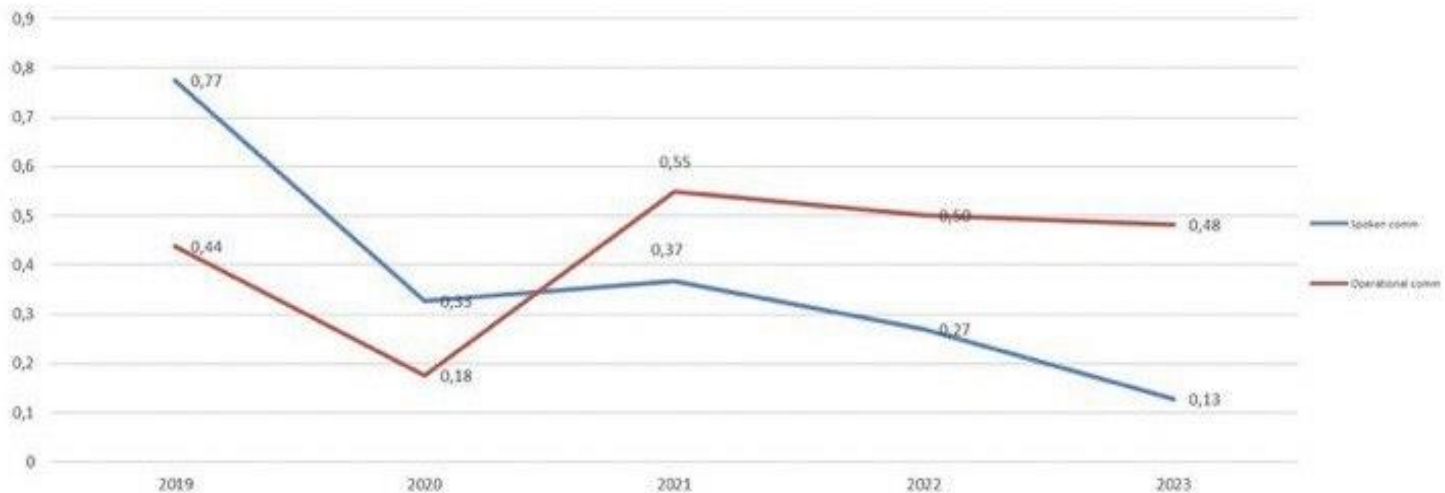
**Language/accnt** – Knowledge and accent of the plain language

**Misunderstanding/interpretation** – Situation created because of the bad knowledge of the English language, speed rate of speech, language construction, fr interferences, high R/T workload etc.

**Noise interference** – Bad readability of the fr due to noise or interference with other station, the most often gnd radio stations, but could be also noise from the cockpit.

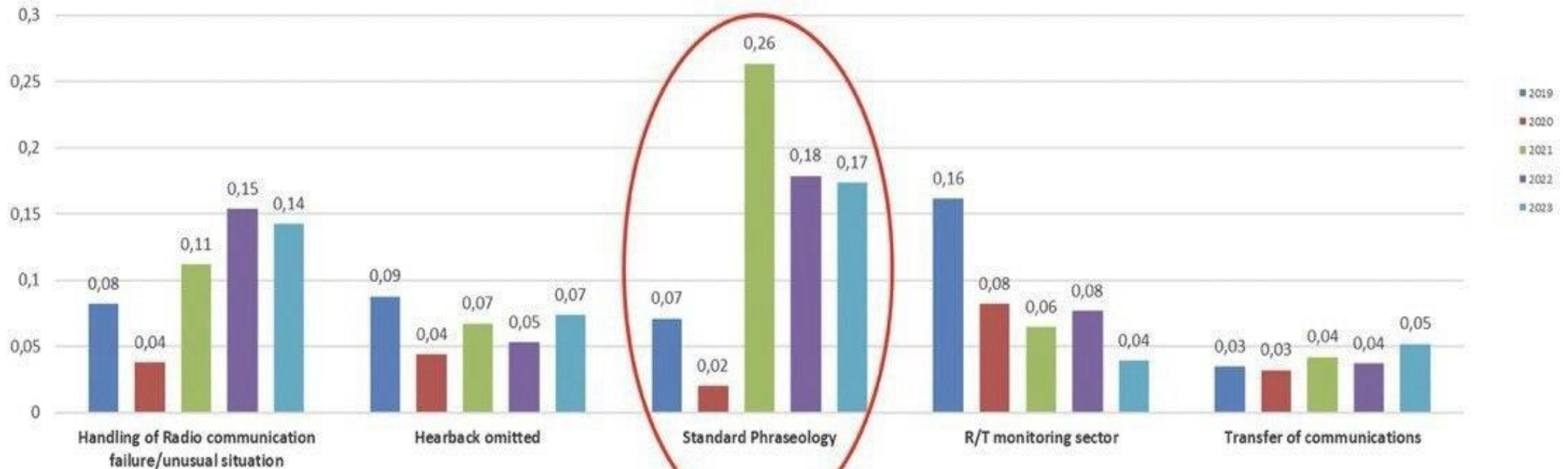


# Spoken and Operational Communication 2019-2023 (first step in highlighting language issues)



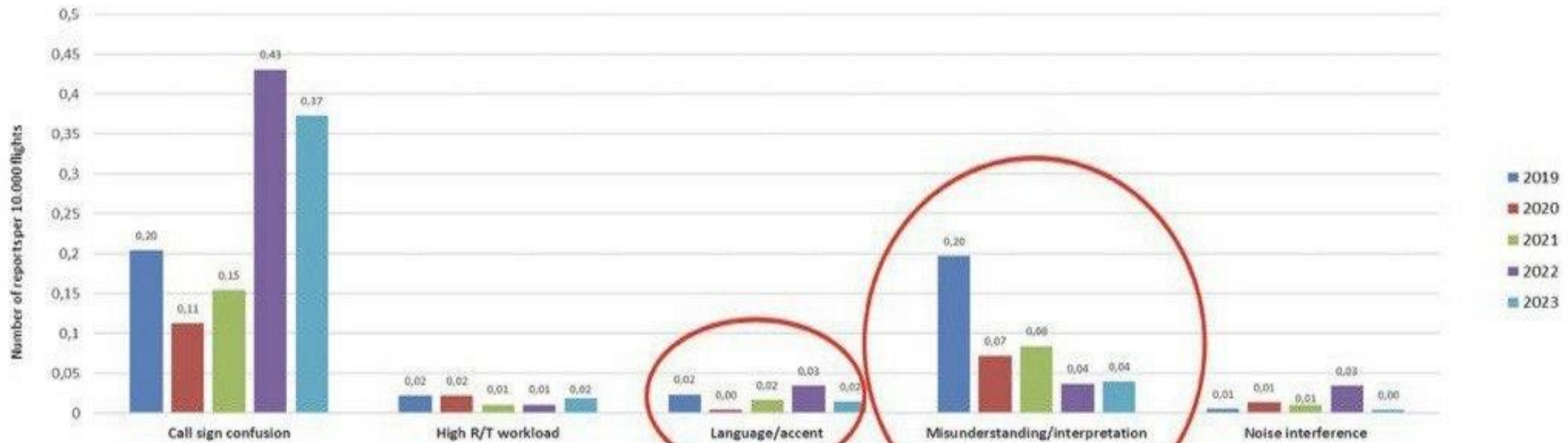


# Trends of Operational communication 2019-2023





# Trends of Spoken communication 2019-2023





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## WORKSHOP - LANGUAGE PROFICIENCY REQUIREMENTS IMPLEMENTATION: ACHIEVEMENTS, CHALLENGES AND SOLUTIONS (Samarkand June-7)



Language Proficiency & Communication Issues

IDX - Incident Data Exchange 2020Q1 to 2023Q1

The outline has given the analysis the following structure:

1. Coordination/Communication Issues
2. ATC Service Standard, Transmission Issues

### Database Query Result

The initial data extraction resulted in **1,942** reports.

- Coordination/Communication - **1,427** reports
- ATC Service Standard, Transmission Issues – **537** reports



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## WORKSHOP - LANGUAGE PROFICIENCY REQUIREMENTS IMPLEMENTATION: ACHIEVEMENTS, CHALLENGES AND SOLUTIONS



### Language Proficiency & Communication Issues

Used taxonomy

#### 1. Coordination/Communication Issues

focusing on issues related to Miscommunication, Misinterpretation, Missed Command and/or Used of Non- Standard Terminology.

#### 2. ATC Service Standard, Transmission Issues

Focusing on more issues related to Callsign Confusion, Hear back error, Incorrect Frequency, Language Barrier, Malicious Transmission, Estimation Issues and/or Stuck Microphone .



## WORKSHOP - LANGUAGE PROFICIENCY REQUIREMENTS IMPLEMENTATION: ACHIEVEMENTS, CHALLENGES AND SOLUTIONS



### Language Proficiency & Communication Issues

#### Coordination/Communication Issues

The most common:

- The **EUR** (Europe) region was noted to have the **highest number of reported events**, followed by **NAM**, **ASPAC**, and **LATAM/CAR** regions
- Within TOP 20 states, **the three leading states are English native** (the UK, the U.S., and Canada).
- Miscommunication and Misinterpretation Issues are **more prevalently reported in IDX** between **Flight Crew – ATC** and **Flight Crew – Ground Support**

#### ATC Service Standard- Transmission Issues

The most common:

- The **EUR** (European) region was noted to have the **highest number of events**, followed by **LATAM/CAR**, **NAM** and **MENA** regions.
- Within TOP 20 states, **Spain and The Canary Islands**, was the leading country in terms of number of reported events.
- ATC Transmission Issues reported events are majorly governed by **Callsign confusion**, **Hear back error**, **Malicious transmission** and **Language barrier**.



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## LPRI ACTION PLAN

Working under the

**2020-2023**

**2024-2027**

- **5 Key Tasks approved by EASPG**
- **3 Subgroups**
- **5 Key Tasks**
- **2 Subgroups**

/ToR



## LPRI ACTION PLAN

### KEY TASKS

1. Sustain and expand a network with CAAs and relevant Aviation Authorities and Organizations in the ICAO regions

2. Develop supporting guidance material

3. Enhance/raise awareness on LPR implementation, capacity building for States and cross regional cooperation

4. Explore adoption of the Competency Based Training principles for LPRs

5. Explore and develop solutions to innovate language proficiency related tools/technologies and ensure harmonization

# LPRI TF Action Plan

Key Tasks	Expected outcome	Action Step Descriptions	Responsible Subgroup/ focal point
<p><b>KT#1</b>  <b>Foster and expand a network with CAAs and relevant Aviation Authorities and Organizations in the EUR and other ICAO region</b></p>	<p>Facilitated the exchange of expertise and best practices</p>	<ol style="list-style-type: none"> <li>1. Development and dissemination of surveys related to ICAO LPRs</li> <li>2. Encourage the participation of other organizations and representatives from MSs (e. g. request to Member States to nominate focal points for LPR)</li> <li>3. Creation of 'pool of experts' (a SharePoint etc.) where:-questions can be raised and answers provided-promotion of different activities within the language proficiency are happening; - advertising regarding the introduction of new LTO, new methods, online methods is happening.</li> <li>4. Investigate existing surveys and updates (e.g. IATA, EUROCONTROL) on issues related to language proficiency, if needed to extend in coordination with ICAO regional offices</li> </ol>	<p>ICAO HQ            TF            Secretariat            TF Chair            Subgroups</p>



**KT #2 ACTION STEP DESCRIPTIONS (Time frame 2024-2027)**

Preparation of safety promotion material, BIS, newsletters

Follow-up activities regarding the EUR Doc.46“Guidance on the Harmonized Implementation of Language Proficiency Requirements and its oversight”

**Responsible - Subgroup #1**

Amendment of the EUR Doc.46“Guidance on the Harmonized Implementation of Language Proficiency Requirements and its oversight” /or creation of additional deliverables regarding the tools to be used with focus on the on-line testing ‘ (conditions for the interlocutors/raters, changes, if any, to the methods used, back-up solutions, conditions to be performed etc.)



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### KT #3 ACTION STEP DESCRIPTIONS

(Time frame 2024-2027)

Organization of a workshop related to the contents of the EUR Doc.46 “Guidance on the Harmonized Implementation of Language Proficiency Requirements and its oversight” (primarily address ATOS, airlines, ANSPs, CAMOs etc.)

Continue the activities related to the Workshop  
"ICAO LPRI: achievements, challenges and solutions"  
(Summarize the outcome of the WS based on the data survey into challenges and best practices)

**Responsible - Subgroup #2**

Prepare Bulletin with the reference to EuroDoc46 and Doc 9835 to tackle the issues found in the survey (if necessary, propose amendments to those Docs)



KT #3 ACTION STEP DESCRIPTIONS

(Time frame 2024-2027)

Include new topics in the workshop such as "movement of workers/immigration" in terms of LPRI and "native, non-native speakers" and "Exploring the needs for States in LP evaluation (the standard phraseology, plain language, General English ratio)"

Prepare e-library with the articles on LPRI published in the last 10 years

Create e-learning course about general awareness related to LPRI in cooperation with JAA or IATA

Organize regional workshop in Skopje "The impact of ICAO LPRI on Aviation Safety" funded by TAIEX instrument

**Responsible - Subgroup #2**



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## KT #4 ACTION STEP DESCRIPTIONS

(Time frame 2024-2027)

KT#4 - Explore adoption of the Competency Based Training principles for LPRs.

Update the EUR DOC regarding any CBTA related aspects or even creation of the link with TDG outcome/deliverables.

Continue with CBTA philosophy in training and testing to include online delivery of testing and training

**Responsible - Subgroup #2**



KT #5 ACTION STEP DESCRIPTIONS

(Time frame 2024-2027)

<p>1. Explore the topic of online testing</p> <ul style="list-style-type: none"> <li>a. Survey regarding the comparison of online and face-to-face testing</li> <li>b. Explore the use of AI in testing</li> </ul>	<p>Explore EU Regulation gaps in terms of LPRI .</p> <ul style="list-style-type: none"> <li>a. FCL.055 not stating all R/T involved stakeholders</li> <li>b. Discrepancy in Level 6 validity (FCL vs ATCO)</li> </ul> <p><b>Responsible - Subgroup #1</b></p>	<p>Explore regulation needs for: standardization on LPRI in ICAO Annex 1 (other than pilots and ATCOs)</p>
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# RECONNECTEDTHEWORLD



**THANK  
YOU!**



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