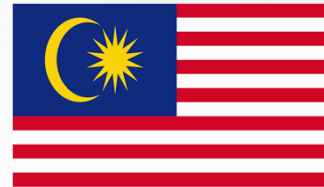


# Implementing ICAO Language Proficiency Requirements (LPRs) For Air Traffic Controllers In Malaysia



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



## Presentation Outline

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### Malaysia In Brief

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## Malaysia in brief: Population



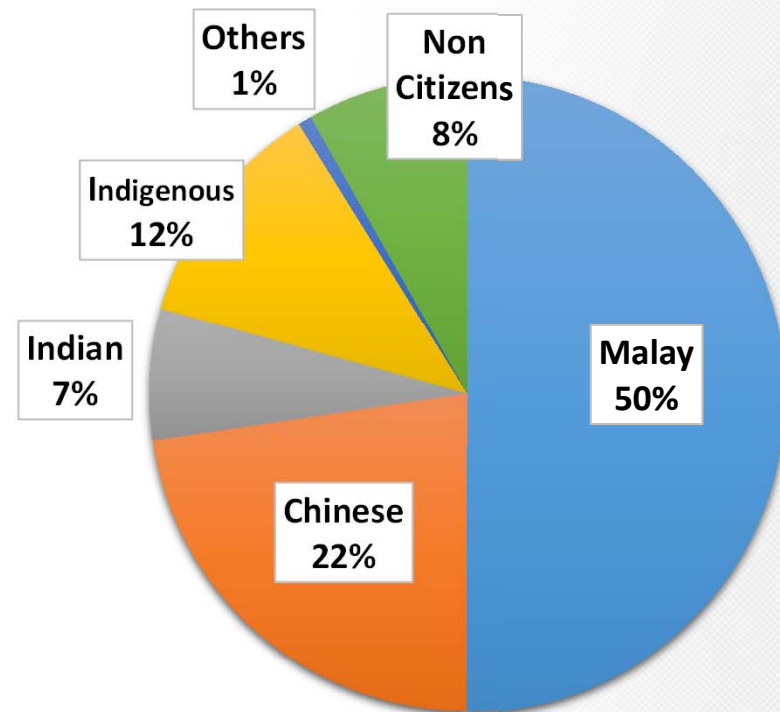
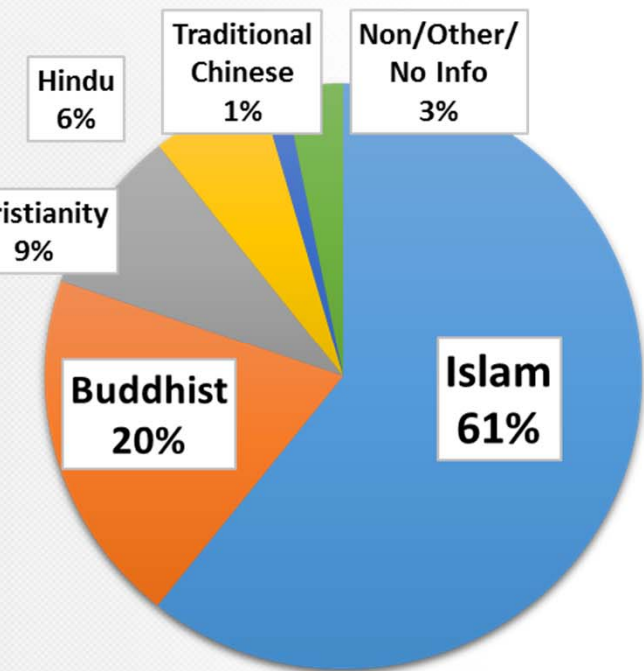
### Population

30, 073, 353

♂ 51% ♀ 49%

\*As per July 2014

# Malaysia in brief : Religion & Race



Islam  
 Christianity  
 Traditional Chinese

■ Buddhist  
■ Hindu  
■ Non/Other/No Info

■ Malay  
■ Chinese  
■ Indian  
■ Indigenous  
■ Others  
■ Non Citizen



# Malaysia in brief: Language



**Petronas KLCC Twin Towers**

The tallest twin towers linked by the world's highest link bridge.



**The tallest ATC tower (141.9 m)**

KLIA2 West Tower now surpassed the previous record holder, Suvarnabhumi Airport, Thailand.



Bahasa Malaysia (Malay)  
Official language of the Federation. used in Govt. businesses



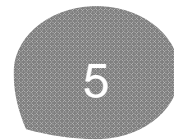
English widely spoken



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

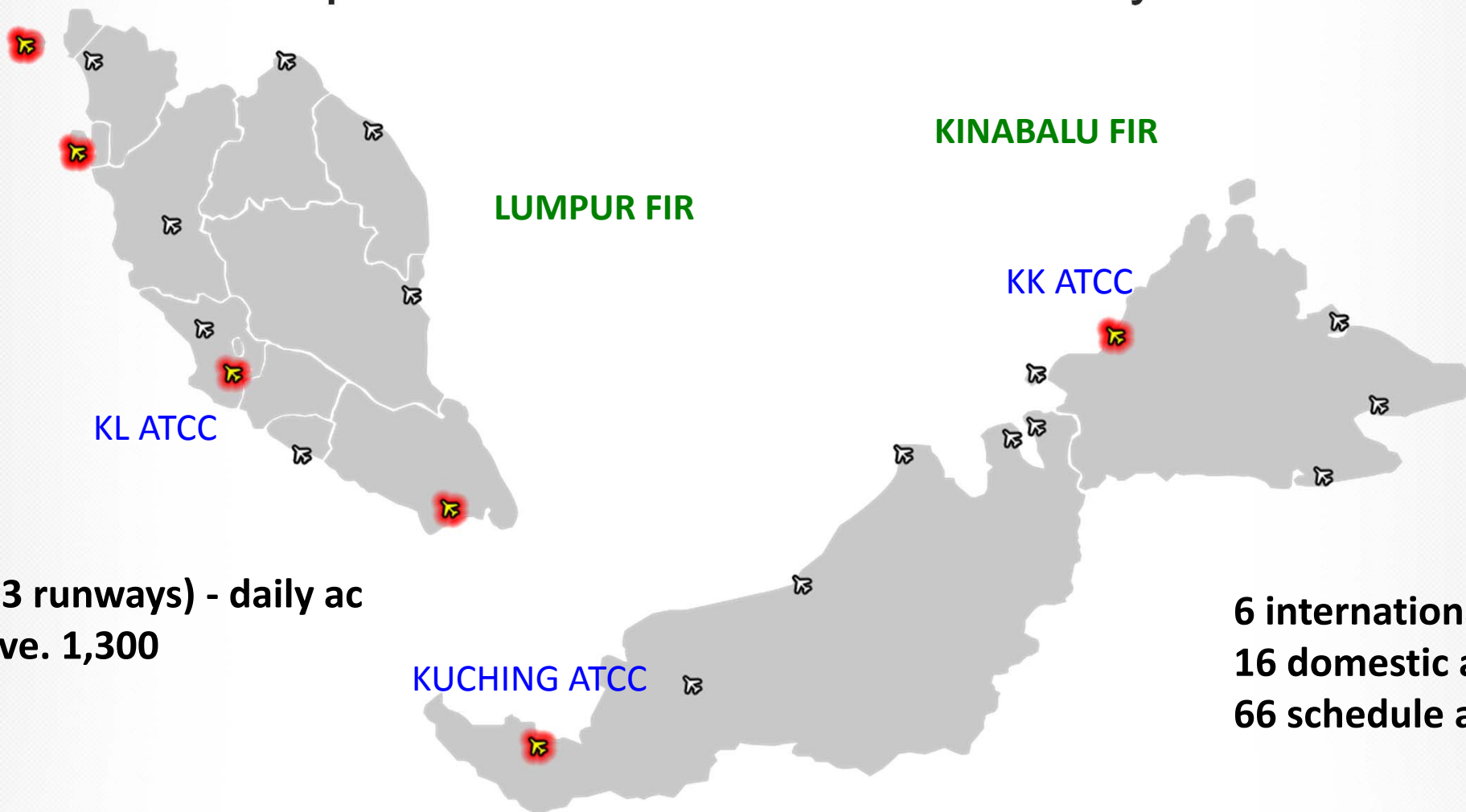


Indian  
Tamil, Telugu, Malayalam, Hindi, Urdu, Punjab.



Others  
Various East Malaysia native languages, Siamese, Portuguese etc,

# Airports and Aerodromes in Malaysia



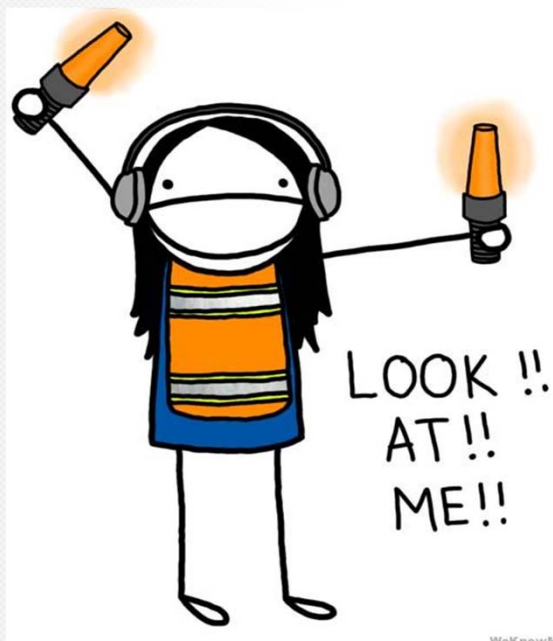
CCs  
& klia2 (3 runways) - daily ac  
ement ave. 1,300

6 international airports  
16 domestic airports  
66 schedule air operato



2

## **Evaluation : ELP for ATC & Pilot**



WeKnowMemes



## ATC

By the ANS Regulator:

**Air Traffic Inspectorate Division,  
DCA Malaysia**

## Pilot

By 4 Test Service Providers (TSPs) Accredited by DCA:

1. **Universiti Pertanian Malaysia**
2. **KIST Aviation Academy**
3. **Asia Pacific Flight Training (APFT) - Admin**
4. **Asia Pacific Flight Training (APFT) – Flight Training Centre**





## EVALUATION: ANS Regulatory Requirement

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.

4 Recurrent periodic assessment shall be conducted in these circumstances:

Those demonstrating language proficiency at the Operational Level (Level 4) should be re-evaluated as follows:

### ELP Level

Level 4

### Validity

3 years

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

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

The re-assessment requirement is not applicable to those demonstrating proficiency at an Expert Level (Level 6).

## EVALUATION: ANS Regulatory Requirement

LEVEL 4

LEVEL 3



UNLICENSED



**Pre-Operational Level 3:  
Suspension of ATC Licence &  
loss of allowances associated  
with the licence**



## EVALUATION: Methodology – Format of the ELPT

Action	Description	Duration
Introduction	TTs will be engaged in a conversation to help them relax and feel more at ease	03 mins
Listening / Comprehension	For Initial and Pre-Operational (Level3) TTs only. They will listen to a no.of audio samples & will be required to answer questions related to the audio samples.	08 mins
Role-play	TTs will be engaged in a Controller-Pilot R/T conversation within an artificial situation based on their current active Rating.	10 mins
Picture Description	TTs will be given a picture/photo to view for about 30 secs. & then to speak about the picture for about 5 mins, describe the picture or relate with words that are relevant to the given picture.	05 mins
Technical / General Discussion	TTs will be engaged in a discussion & 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.	07 mins

## 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

# BIT

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



**JABATAN PENERBANGAN AWAM MALAYSIA**  
(DEPARTMENT OF CIVIL AVIATION MALAYSIA)  
**ENGLISH LANGUAGE PROFICIENCY TEST (ELPT)**  
**REPORT**

**1. TEST-TAKER INFORMATION**

<b>NAME :</b> NORLELA BINTI AHMAD SERI	<b>ID/IC NO. :</b> 670419-08-6564
<b>ATS UNIT :</b> TIOMAN	<b>ATC LICENCE NO. :</b> DCA/ATC/L 598

**2. TEST DETAILS**

<b>DATE</b>	08/09/2015
<b>TYPE</b>	INITIAL / RECURRENT / LEVEL 3
<b>ELP LEVEL</b>	LEVEL 4 (FOUR) - OPERATIONAL
<b>LIMITATIONS (IF ANY)</b>	The candidate is recommended for a recurrent test 2 (two) years after the last expiry date
<b>NEXT EVALUATION</b>	30 NOVEMBER 2017
<b>SUMMARY</b>	The candidate is able to maintain a rate of speech at an appropriate tempo with an occasional loss of fluency that does not prevent effective communication. Generally, she is able to understand the subject matter being discussed and interacts relatively well with the Panel. However, there is a strong influence of the first language in the candidate's accent which only sometimes interferes with the ease of understanding. Although the sentences used are simple and non-idiomatic, there are errors, particularly in unusual or unexpected circumstances, but rarely interfere with meaning.
<b>RECOMMENDATION (IF ANY)</b>	The candidate is encouraged to read more materials in the English Language to help broaden her vocabulary range, and to develop further her skill in constructing complex sentences and the usage of idioms.

**Note :** Reference ANS Regulatory Manual Paragraph 6.4.8, the last date for your appeal against the above test result, if any, is by \_\_\_\_\_.

**SIGNATURE:**

**NAME :**  
**STAMP :**  
**DATE :**

No.	Holistic Descriptors	Rating Scale (1-6)
1	Pronunciation	4
2	Structure	4-
3	Vocabulary	4-
4	Fluency	4-
5	Comprehension	4
6	Interaction	4
	Overall Result	<b>Level 4</b> <b>(Valid for 2 years)</b>

# 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



# Achievements

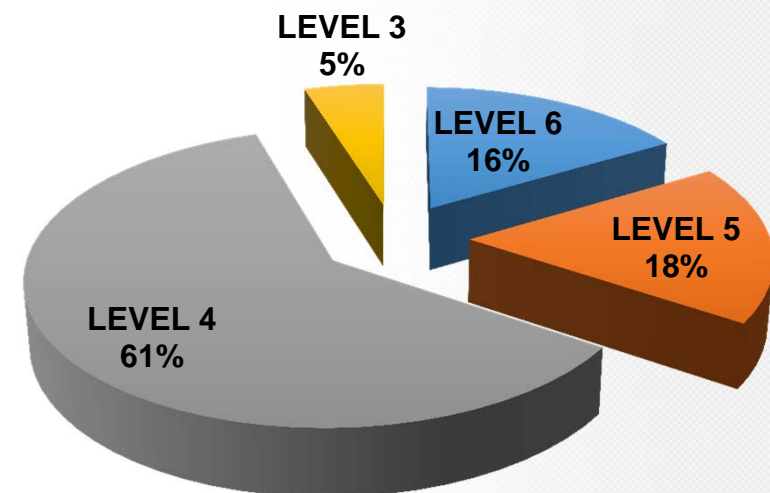
## ACHIEVEMENTS: Initial Evaluation

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%

ELP RESULTS IN 2008







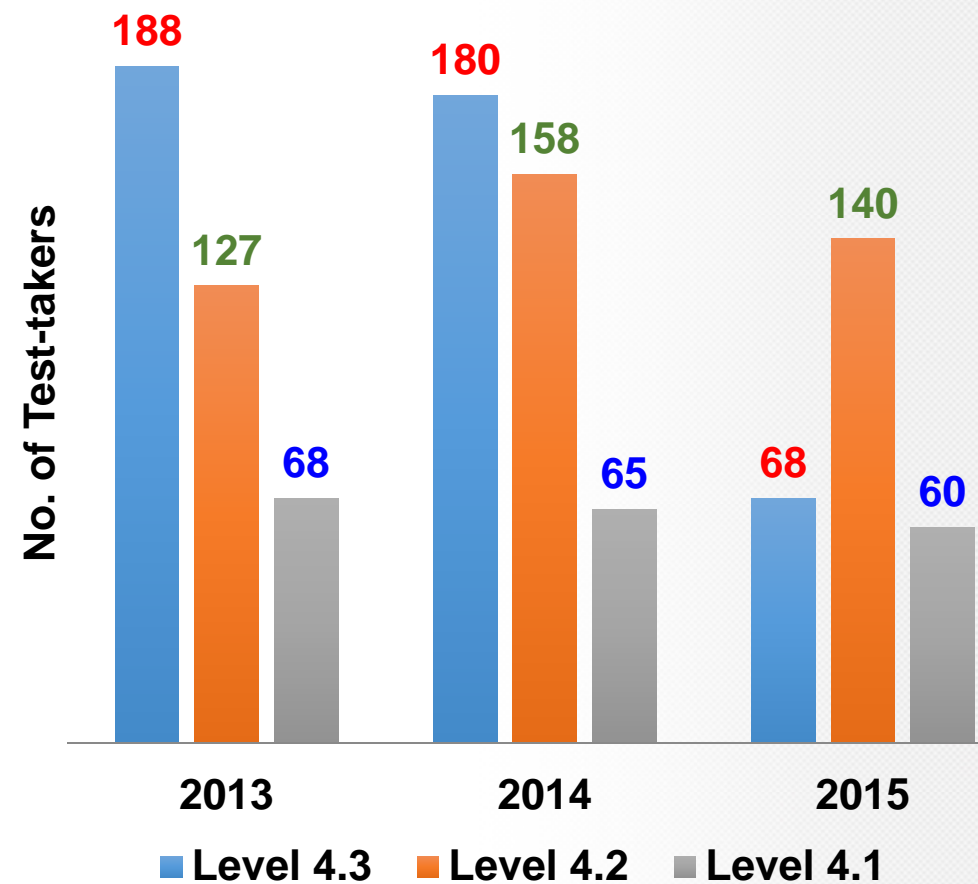
## **ACHIEVEMENTS: Introduction of Level 4 Sub-scales**

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)

	2013	2014	2015
Level 6	12	1	nil
Level 5	64	42	5
Level 4.3	188	180	68
Level 4.2	127	158	140
Level 4.1	68	65	60
Level 3	19	17	8
Total TT	478	473	281



## Level 4 – Sub scales : Findings

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.

2015 shows Level 4.2 is increasing in percentage.

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

English Level	No. of ATCOs	Percentage
LEVEL 6	87	08.03
LEVEL 5	157	14.48
LEVEL 4	831	76.66
4.3	455	54.7
4.2	313	37.7
4.1	63	07.6
LEVEL 3	9	00.83
Total	1,084	100



## **Challenges**

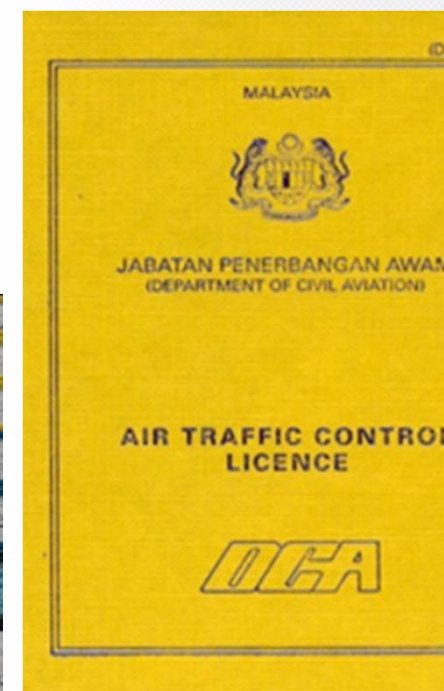


- Malaysia is classified as “non-native English speaking country”
- ATCOs come from a varied ethnicity & language backgrounds
- English is used alongside with another 1<sup>st</sup> language amongst multiracial population
- Lack of practice in English among ATCOs
- Environment of less busy domestic airports 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 proactive 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

