Fourth North American, Central American and Caribbean Working Group (NACC/WG) Aeronautical Information Management Implementation Task Force Meeting
(AIM/TF/4)
Online, 11 May 2021

Agenda Item 6: **AIM 2.0 Training Requirements Official Documentation**

ENGLISH LANGUAGE DEFICIENCY WITHIN THE AIM FIELD

(Presented by AIM/TF Rapporteur)

EXECUTIVE SUMMARY
This information Paper presents the importance of a global English Language Proficiency (ELP) standards be included on the ICAO language rating scale, at *Level 4 and up* for AIM Personnel, especially now with all the technical requirements for data management and operational information distributions.

Strategic Objectives:	• Safety
	• Air Navigation Capacity and Efficiency
	• Security & Facilitation
References:	• ICAO Annex 1
	• ICAO Annex 11
	• ICAO Annex 15
	• ICAO Doc 9835
	• IFAIMA Global AIM Sto. Domingo - 201

1. Introduction

1.1   English is the most commonly used language for international aviation communications, it needs no introduction. A major component of communication is language proficiency. The traditional model of communication consists of a sender, a channel and a receiver. The form of communication that is addressed by the ICAO language proficiency requirements, which is this traditional model, emphasizing spoken verbal (oral) communication.
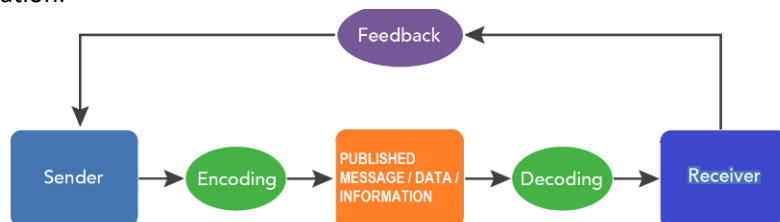
1.2   With the transition from AIS to AIM, skilled requirements presented in Doc 10066 PANS-AIM, and with the new capabilities taking to attention the safety of the aeronautical aviation, the role of language proficiency has more and more value to it. In addition, as AIM functions in a global uniform method, it is more than critical that all in this field communicate in the same way to its users.

1.3   It is now not only reliant on the information sender to simply pronounce the word correctly. The receiver (reader) must be able to comprehend as well at the same level as verbal communication. Especially when dealing with subject such as NOTAMs.

2   The challenge

2.1   As is indicated in ICAO Doc 9835, language proficiency is not merely knowledge of a set of grammar rules, vocabulary and ways of pronouncing sounds. It is a complex interaction of that knowledge with a number of skills and abilities.

2.2   ICAO Operational Level 4 is considered to be the minimum level acceptable to ensure safe operations, yet the following conflicts with the objective of the AIM. Namely, the scope and focus of the ICAO Language Proficiency Rating Scale are specific and unique in several important ways, whereby it addresses only spoken language (speaking and listening) skill and does not address reading and writing skills.

2.3   The objective of AIM is to provide a timely flow of accurate information necessary for the safety, regularity and efficiency of international air navigation.

2.4   AIM Related types of Communication:

➢ Verbal Communication
➢ Written Communication
➢ Listening.

2.5   Written communication, and in the case of AIM duties must assure that the accurate published information, necessary for the safety, regularity and efficiency of international air navigation reaches its users, maintaining the goal that the disseminated information is received in a clear and concise manner.

2.6   Next to providing written information, AIM employees also communicate verbally to the pilot and ATC community (chart, NOTAM, etc.). ICAO Doc 9835 Chapter 5.2: The languages available at a given station on the ground shall form part of the Aeronautical Information Publications and other published aeronautical information concerning such facilities.

2.7   It is inevitable that AIM personnel are to be properly trained and skilled, in order to maintain the high required support level of service to the pilots, ATC and other relevant users.
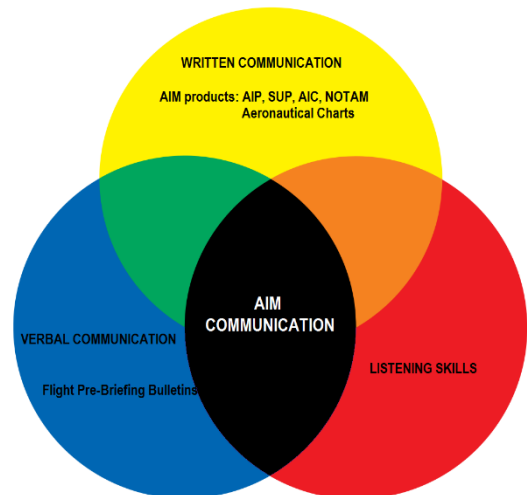
2.8   ICAO Operational 4 states that relevant grammatical structures and sentence patterns are determined by language functions appropriate to the task (NOTAMs descriptions, AIP contents). Yet no requirement are to be met for the AIM personnel, and complaints from its users on information details which are confusing, unclear and ununiformed for operational purposes continues to grow.

2.9

2.10   At the operational level, the applicant shall one should be able to demonstrate the ability to:

> Communicate effectively in voice <u>and</u> in face-to-face situations;
> Communicate on common and work-related topics with accuracy and clarity;
> Use appropriate communicative strategies to <u>exchange messages</u> and to recognise and resolve misunderstandings in a general or work-related context;
> Handle successfully the language challenges presented by a complication or unexpected turn of events which occurs within the context of a routine work situation or communicative task with which they are otherwise familiar; and
> Use the English language and accent which is understandable to the aviation community, interrelated with the technical and operational sections of the publication products in the AIM field.

3   Possible solutions

3.1   The following ideas, could provide solutions to create official standardized operational communication requirements, which will sustain the objective of the AIM's functionality, the required skilled for data handling in accordance with ICAO Doc 10066 PANS AIM and ICOA Annex 15, and the AIM Training Curriculum as well. Namely:

> Update the ICAO Language Proficiency Rating Scale (level 4 to 6), so that is includes and/or is directed to AIM functionality.

> Consider Level 4 as the minimum level. Maintain reassessment procedures the same, namely:
>   > Level 4 every three years;
>   > Level 5 every six years; and
>   > Level 6, no reassessment, unless considered to be necessary via function-evaluations.

> ICAO Annex 15 should indicate that the State/ANSP ensures that AIM personnel speak and understand the English language to a level of proficiency considered as minimum, hence Level 4.

> Adapt the ELP tests/exams to AIM related criteria and field of operation scenarios.

— END —