FAA Academy

INTERNATIONAL TRAINING DIVISION (ITD)
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International Newsletter

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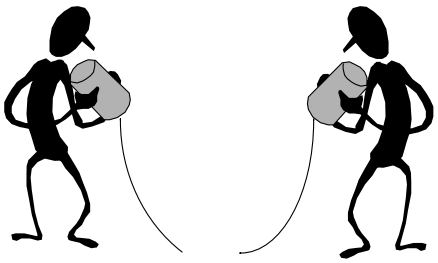
ENGLISH IN AVIATION: WHAT'S THE MATTER?

Weak English language proficiency leading to poor communications has been a factor in many air incidents and accidents. As a result of global concerns in this area, new International Civil Aviation Organization (ICAO) legislation was passed by the 188 signatory states in November 2003.

For the first time, measurable language proficiency requirements have been established for voice-to-voice and face-to-face communications in radiotelephony in air traffic.



The ICAO language proficiency levels describe language in use in six key areas. The target by March 2008 is to have all controllers and pilots meet Operational Level 4. The six levels are:

- Level 1-Pre-Elementary
- Level 2-Elementary
- Level 3-Preoperational
- Level 4-Operational
- Level 5-Extended
- Level 6-Expert

The use of English in ICAO's Operational Level 4 can be described as follows:

Pronunciation

Pronunciation, stress, rhythm, and intonation are influenced by the first language or regional variation but only sometimes interfere with ease of understanding.

Structure

The basic grammatical structures and sentence patterns are found in language functions such as:

Addressing (Identification of who's who)
Instructing (What should/must be done)
Advising (Deliver needed information)
Requesting (Seek permission)
Clarifying (Mend communications)

Structures must be used creatively and be usually well controlled. Errors may occur, particularly in unusual or unexpected circumstances, but rarely interfere with meaning.

(Continued on page 2)

RECENT TRIP TO AFGHANISTAN

The FAA Academy's International Training Division conducted a training needs assessment for Afghanistan and the Ministry of Civil Aviation and Tourism (MCAT), Ariana Airlines, and the Afghanistan Civil Aviation Training Center. The four-member team reviewed and evaluated aviation related training needs as part of a U.S. Trade and Development Agency initiative. Team members included Tim Schroeder, Program Manager, Air Traffic Training (ITD); Stan Bradley, Program Manager, Airways Facilities (AF) Training (ITD); Hafiz Amin, FAA Southwest Regional Office, Operations Branch, Operational Engineering Section, Operations Engineer; and Garrison Russell, Flight Standards District Office (FSDO), Aviation Safety Inspector-Operations.

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ENGLISH IN AVIATION: WHAT'S THE MATTER ? (CONTINUED)

Vocabulary
The vocabulary range and accuracy are usually sufficient to communicate effectively on common, concrete, and work related topics. Can often paraphrase successfully when lacking vocabulary in unusual or unexpected circumstances.

Fluency
Produces stretches of language at an appropriate tempo. There may be occasional loss of fluency on transition from rehearsed or formulaic speech to spontaneous interaction, but this does not prevent effective communication. Can make limited use of discourse markers or connectors. Fillers are not distracting.

Comprehension
Comprehension is mostly accurate on common concrete, and work related topics when the accent or variety used is sufficiently intelligible for an international community of users. When the speaker is confronted with a linguistic or situational complication or an unexpected turn of events, comprehension may be slower or require clarification strategies.

Interactions
Responses are usually immediate, appropriate, and informative. Initiates and maintains exchanges even when dealing with an unexpected turn of events. Deals adequately with apparent misunderstandings by checking, confirming, or clarifying. ITD is working to address this safety issue.

To develop and spread expertise in the industry in English for Aviation teaching, we're first building resources with a university consortium in syllabus design for Aviation English, in specific Air Traffic materials development, in developing appropriately qualified instructors, and in test preparation.
We aim to have these initial two courses

ready to be offered in the U.S. or in-country beginning 2005.

Introduction to Aviation
This is an introductory program for learners with an ability to read English script and an intermediate proficiency; it addresses the ICAO pre-operational level 3. It is designed to activate English skills for learners to be ready for specific aviation career content delivered in English.

English to Air Traffic Control
This courses targets intermediate learners who have completed the first course or equivalent. It addresses the target ICAO operational level 4 and prepares learners to benefit from the content of Air Traffic courses delivered by the FAA Academy.

Both of these programs will address the language capabilities specified in the new ICAO language proficiency requirements and will likely become precursors to more widely distributed language training aimed specifically at flight crews.

For more information regarding this new initiative, contact Graham Elliott, Aviation Language Training Program Manager at Graham.Elliott@faa.gov.

A MESSAGE FROM THE ITD MANAGER

In today's ever-changing economy, competitiveness, and innovation, workforce development in the highest quality and cost effective manner are more crucial than ever.

In our August 2004 article, I am excited to announce the development of six new training programs: Aviation Language, Air Traffic Administration, International Safety Risk Management, and three Flight Inspection Technician courses that will be available in 2005 to our international customers. Details regarding these new training programs are available in this newsletter. As we come to close another successful fiscal year, many changes have taken place in ITD, from new staff members to innovative ideas and initiatives that we look forward to in the coming year. Please look out for our fiscal year 2005 training schedule, which we distributed in the July-August timeframe. The schedule is sent to all ICAO Member States and a copy will be available at our website, http://www.academy.faa.gov/ama800.

...six new training programs: Aviation Language, Air Traffic Administration, International Safety Risk Management, and three Flight Inspection

AIR TRAFFIC TRAINING CONDUCTED IN TANZANIA:

ITD recently completed 2 weeks of training in Dar es Salaam, Tanzania, relating to Communication, Navigation, Surveillance and Air Traffic Management (CNS/ATM) and Air Traffic Quality Assurance Programs (QA). The Hotel Sea Cliff was the host venue for participants from Civil Aviation Authorities representing Tanzania, Uganda and Kenya, as well as the two instructors from the FAA Academy International Training Division. Week 1 of the training covered CNS/ATM issues, including Datalink, Global Navigation Satellite Systems (GNSS), Automatic Dependant Surveillance – Broadcast (ADS-B), and their future impacts on Air Traffic Management. Week 2 focused on Air Traffic Accident/Incident investigation and Safety Management programs to improve the levels of customer service and other Quality Assurance types of issues. The training was heavily laden with group activities to assist countries in beginning their national QA program before returning to their home countries. These two courses have been targeted for other in-country training initiatives in West Africa and South Korea for this year. For more information, please contact Tim Schroeder or Doug Andresen of the ITD staff.

NEW AIR TRAFFIC COURSE UNDER DEVELOPMENT:

The ITD Air Traffic Training Program Managers have begun work on a new training initiative to assist countries in developing and managing a training department. The new course will include course book information and workshop exercises designed to provide countries with the tools and skills to properly construct, implement and document their training activities. Curriculum development will be a small portion of the training, with the major emphasis being on the function and structure of a suitable training department. Development is on-going and a prototype is being tentatively planned for a November/December 2004 delivery. For more information, please contact Tim Schroeder or Doug Andresen of the ITD staff.

INTERNATIONAL SAFETY RISK MANAGEMENT COURSE

Another new course that will be ready during the beginning of the 2005 fiscal year is the International Safety Risk Management Course. This course is designed to provide international aviation officials (government and industry) with the knowledge skills and abilities (KSAs) to apply safety risk management (SRM) principles, analytical techniques, and practical applications for effective accident prevention in aviation operations and safety oversight in accordance with the ICAO objectives.

Attendees in the SRM course will learn System Safety theory, safety risk management principles, and case studies.

They will also learn how to establish Safety Management Systems (SMS). In certification, they will learn how to write System Safety compliant manuals. Additionally, in inspection, they will learn how to create a risk-based inspection system in accordance with ICAO requirements and the FAA's ATOS, complete with practical exercises for real world applications. In the aviation industry, attendees will learn how to establish an airline accident prevention program, in accordance with ICAO requirements and FAA objectives.

At the end of the ten-day safety risk management course, attendees will have gained new knowledge, understanding and the application of practical tools, analytical techniques, resources, references, and guidance material to implement safety risk management principles. For more information, please contact Tweet T. Coleman of the ITD staff.

RECENT TRIP TO AFGHANISTAN

(continued from page 1)

The team concentrated on critical training needs in specific areas. Areas reviewed were: the current training programs, overall curriculum and course design methods, inspector handbooks, aviation laws and regulations, resource materials, and additional training sources. The team toured MCAT facilities, the Civil Aviation Training Center, Kabul International Airport (KIA) control tower, KIA Flight Information Center and Kabul University. They also met with Ariana Airlines executives in charge of flight operations and maintenance. The team observed airport security, although it was not an official tasking. The Academy team members interviewed their local counterparts and other members of organizations attempting to provide aid to the Afghanistan reconstructive effort. These other entities included the Afghanistan Reconstruction Project, the World Bank, the Asian Development Bank, ICAO, and USAID. Twelve CATC Air Traffic Control students were interviewed. The interview focused on previous training students received, as well as an attempt to discover their present level of English Language Proficiency. Evaluation exams and interviews were also conducted on 51 candidates for the AF training program to determine levels of existing knowledge. Debriefings with U.S. Embassy and MCAT officials were conducted at the conclusion of the team's assessment.

THREE NEW AIRWAY FACILITIES COURSES

Three new AF courses have been developed for Fiscal Year 2005, Localizer Flight Inspection for AF Technician/ Engineer (International), VHF Omni Range (VOR)/ Distance Measuring Equipment (DME) Flight Inspection for AF Technical/Engineer (International), and Glide Slope Flight Inspection for AF Technician/Engineer (International). These three new courses are designed to give guidance to the maintenance and engineer on how to conduct flight inspections. They cover, what and how to document, trace ability standards for ICAO compliances, liability, and risk management. The lab exercises are coordinated with an actual flight inspection to complete the on-the-job training (OJT) portion on the actual field equipment. The lab exercises can be simulated if a flight inspection is not possible or is impractical. Topics reviews of radiation patterns for image arrays, establishing reference values, adjusting equipment alarm limits, maintaining CAT I, II, and III, tolerances, system phasing, corrective action, establishing ground check points, system calibration, and documentation. For more information on these courses, please contact Stan Solo of the ITD staff.

ITD STAFF CHANGES

Graham Elliott

Graham Elliott is Program Manager, Aviation Language Training, preparing courses and proficiency testing for non-English speaking controllers and flight crews to meet ICAO language ratings. For over 20 years he has been involved in industrial language training and employee development in Europe and the U.S.A., in the Middle East, and the Pacific Rim, including Singapore and China. In 1994 he started the language institute at Embry-Riddle Aeronautical University in Daytona Beach, FL. His aviation clients have included pilots with Air France, All Nippon Airways, Flight Safety/ Boeing, and air traffic controllers in Delta Air Lines, Federal Express and United Airlines programming for the Civil Aviation Authority of China.

Melissa M. Graffigna is the International Liaison Officer at the Mike Monroney Aeronautical Center (MMAC). For the last six years, she has consulted with the Center's Management Team in matters concerning international business or visitor activities that impact any facet of the MMAC business. She is currently assigned on an informal detail with the ITD working on special projects. She is very active in the international community as well. She currently serves as President and Chairman of the Board of Sister Cities International for Oklahoma City, and she also acts as President and Program Officer for the OKC International Visitors Council. She is retired from the US Air Force Reserve with over 21 years of service in Air Traffic Control as Controller and Instructor, Terminal Instrument Procedures Development (TERPS), and Command & Control. Her education includes a Master of Business Administration in Aviation Degree and a Bachelor of Science Degree in Professional Aeronautics from Embry-Riddle Aeronautical University, and an Associate Degree in Instructional Technology and Airway Science Air Traffic Control from the Community College of the Air Force. She has been married to Tom for 27 years and has two grown sons.

Patrick Mayo was detailed to ITD on May 16, 2004. Patrick started his career with the FAA in November 1981 assigned to Atlanta Center, Atlanta, GA. Then it was from Atlanta to ITD via non-radar approach, Albany, GA; control towers at San Juan and Isla Grande, PR; radar approach terminal control facility, Meridian, MS; approach control, Miami, FL; control tower, Tamiami, FL; and Initial Terminal Training, OKC Academy. Patrick will be working with the air traffic section of ITD.

Patrick Mayo

Joining us back at ITD is **Stan Solo** who is now the new Airway Facilities Program Manager. Stan came to us from the Terminal Radar Branch at the Academy. He is familiar with ITD's work since he has been detailed here in the past. Stan has been with the FAA for 27 years.

Stan Solo

Garrison Russell is our new Program Manager for Flight Standards International training, working as a virtual employee from the Spokane FSDO. Garrison brings an extensive and combined experience in flight operations from industry, FAA, and ICAO. In industry Garrison owned and operated an FAR 135 air taxi company for ten years and then went on to fly as captain on the Boeing 737 for a national airline. He has about ten years of experience in Flight Standards, mostly in Alaska, where he worked as Operations Unit Supervisor, Regional Operations Specialist, Geographic Program Manager, and Principal Operations Inspector. In 1999 Garrison began a three year tour with ICAO working in the ICAO Universal Safety Oversight Audit Program (USOAP) as Team Leader and Operations Auditor based out of Montreal. Garrison also worked for ICAO at their regional office in Bangkok where he served as Asia-Pacific Regional Officer for Safety Oversight.

Garrison Russell

ITD GOES TO SOUTH KOREA

The ITD began delivery of course material on Introduction to NAS System Technical Evolution Program (NASTEP), NAS System Technical Evolution Program (NASTEP), and Airway Facilities Formal On-the-Job Training (OJT) Techniques in Korea on May 24th, 2004. The Korean Civil Aviation Safety Authority (KCASA,) is the government entity that regulates and guides the aviation industry in Korea. There are also two private corporations that perform the daily activities required to control air traffic, maintain the runways, air terminals, navaids, and other parts of the airports.

One corporation is Inchon International Corporation, which is responsible for all maintenance at the new Inchon International Airport in Korea. The other corporation is the Korean Aviation Corporation (KAC), which is responsible for about 21 other airports, including the Gimpo International Airport.

The Instructors were: Howard Ashmore, Instructor (AMA-420) , Laura Helm, NASTEP Instructor/Inspector (AWP-470) , Tweet Coleman, Regulatory Standards Program Manager (ITD) , and Stan Bradley, Airway Facilities Program Manager (ITD).

There were seventeen (17) participants in the first NASTEP class delivered in Su Won Korea. This is the first time NASTEP training has been delivered in Asia. Although many of the participants understand and speak English fairly well, Mr. Kim was assigned as an interpreter to provide a translation for the first course, and Ms. Guseul Kim provided interpretation services for the Formal OJT course. The NASTEP training was delivered in Su Won while the Formal OJT was delivered in Gimpo on the airport. The participants were a mix of Air Traffic, Flight Standards, Airway Facilities and KCASA managers.

ABOUT THE ACADEMY

RECENT EVENTS

- During Fiscal Year 2004 Training Needs Assessments were conducted in Tanzania, Afghanistan, and Korea.
- In May 2004 Sunny Lee-Fanning, ITD Manager, led a team from ITD to visit ICAO for an orientation of the ICAO offices in Montreal, Canada.
- In June 2004 Sunny Lee-Fanning, ITD Manager, visited Korea to meet with the Directors of Communication, Navigation, Satellite (CNS) System Division, Korea's Civil Aviation Training Center (KCATC), and Melissa J. Lan, Korean's American Embassy Economic Affairs Officer.
- Members of the Civil Aviation Administration of China visited the FAA Headquarters in Washington D.C. and also the FAA Academy at the MMAC in June.

UPCOMING EVENTS

- Graham Elliott, Aviation Language Training, will be part of the FAA delegation to attend the ICAO's Aviation Language Symposium in Montreal September 2004.

The FAA Academy has provided technical training internationally to international participants for over 50 years. Our cutting-edge technology and high standards in excellence enable international participants to operate and maintain the most complex airspace systems in the world. Over 12,950 international participants have completed training from over 172 countries.

New Courses in Fiscal Year 2005

- English for Air Traffic
- Introduction to Aviation English
- Air Traffic Training Administration
- International Safety Risk Management
- International Localizer Flight Inspection for AF Tech/Eng
- International VOR/DEM Flight Inspection for AF Tech/Eng.
- International Glide Slope Flight Inspection for AF Tech/Eng

For more information please visit our website: http://www.academy.jccbi.gov/ama800/.

ITD GOES TO SOUTH KOREA (CONTINUED)

Korea is very interested in having the FAA provide training in their country. ITD will be providing several training classes in Regulatory Standards, Air Traffic, Airway Facilities and management over the next year. KCASA has a training facility in Cheongju that is very modern and includes dorms with a great eating facility.

KAC continuously monitors all of the Navaids they maintain and can check on the status of any facility quickly. They have a map projected on the wall which shows each site in South Korea, and by zooming in on any one location, KAC can determine the status of ground equipment at that site. The Center is new and uses high technology,

KAC Maintenance Control Room

which would be the envy of many civil aviation authorities. Korea is constructing more runways and continues to build infrastructure at Inchon International Airport. Korea may become the hub of

The New Inchon International Airport

Asia with all of the new high tech construction. The

Koreans are traditionally known for sitting on the floor and not wearing shoes when entering a place to eat. Although some restaurants have chairs and do not require the removal of shoes, the more interesting places to eat still uphold the older traditions.

Dinner with Korean Civil Aviation Authority

The weather in April was very nice with temperatures in the 80's, sunny with light breezes. The humidity was like that of Oklahoma City. Their underground rail road is very efficient and convenient. One can go from Gimpo to downtown Seoul in just a matter of minutes at a cost of about 70 cents. The taxi service is very good and very inexpensive.

Korean Civil Aviation Authority Office

FAA Academy International Training Division AMA-800

FAA, MMAC, AMA-800
PO BOX 25082
Oklahoma City, OK 73125

Phone: 405-954-3508
Fax: 405-954-4779
Email: 9-amc-ama-itd@faa.gov

We're on the Web!
www.academy.faa.gov/ama800

The Academy's International Staff is always on hand and willing to help with your training needs. Please feel free to contact us.

Manager
Sunny Lee-Fanning…..(405) 954-3508

Office Administrator
Theresa White……(405) 954-7102

Management Assistant
Jenny Chong…..(405) 954-1828

International Liaison Specialist
Glenda Wilson-Calhoun……(405) 954-5818

Air Traffic Training (Terminal)
Doug Andresen…….(405) 954-0170

Air Traffic Training (En Route)
Tim Schroeder…….(405) 954-4085

Regulatory Standards Training
Tweet T. Coleman……(405) 954-6863

Regulatory Standards Training
Garrison Russell……(509) 353-2434

Airway Facilities Training
Stan Solo…...(405) 954-8175

Aviation Language Training
Graham Elliott……(405) 954-5888

Training Specialist
David Juarez……(405) 954-5970

ITD STAFF

(front row) Glenda Wilson- Calhoun, Theresa White, Tweet T. Coleman, Jenny Chong. (second row) Sunny Lee-Fanning, Stanley Bradley, Doug Andresen, Timothy Schroeder, David Juarez, and Graham Elliott.
(Not pictured: Stan Solo, Patrick Mayo, and Garrison Russell)