

Как стрессовая ситуация (стресс) действует на диспетчера?

Many factors can cause stress. For example, an emergency situation, cameras in operation room, night shifts, a supervisor behind your back while on duty. - I would say the most stressful for me is a combination of several factors. When I am stressed out, I can forget even simple English words and it can lead to misunderstanding.

Operation problem. Какие есть в секторе? И какое влияние они оказывают?

Air traffic controllers deal with different operating problems. Most of the problems arise in case of military operations, hazardous weather conditions, or traffic congestion in the area.

Military operations	Military operations in the area <i>may cause some difficulties</i> . Military operations are activities such as military training flights, test flights or shooting. Military operations can impose temporary restrictions due to activities; they can close some airspace, levels or airways. So ATC must inform pilots about restricted areas, coordinate any rerouting with the military unit and render navigational assistance to pilots if required.
Hazardous weather	Adverse weather <i>may bring some problems</i> . Thunderstorms, heavy precipitations, strong wind can close airports, cause diversion or deviation from the planned route and lead to extra coordination with adjacent sectors. It is <i>a major problem</i> in summer and winter.
Traffic congestion	Another <i>problem which can arise</i> is very intensive traffic, especially in summer time. Also there are some peak hours when the traffic volume is high, it is usually early in the morning. Besides some hot spots in the area <i>present a problem</i> , for example, intersections of several airways. They increase ATC workload, strain and pressure significantly. In case of traffic congestion ATC have to regulate air flow by sequencing, holding and adjusting air speed of aircraft.
Equipment problems	Normally ATC equipment <i>does not cause any problems</i> . But in case of equipment failure or malfunction, there are back up systems to continue operations. Apart from this, engineers are responsible for solving the problem with equipment, for checking and repairing it. Sometimes ATC <i>may experience some minor difficulties</i> with radio telephony communication. They are mostly distortions or interferences on a primary frequency. In such situations ATC have to change the frequency and notify all concerned: pilots, the supervisor, and engineering staff.
Other problems	At some airports natural obstacles, flocks of birds in the vicinity <i>can create some difficulties</i> . They require additional attention and can lead to missed approach or aborted take-off. So ATC must warn pilots about the hazard and provide a safe landing or departure.

Как часто у вас в секторе происходят не стандартные ситуации? Какие?

It is difficult to say what determines the frequency of occurrence of non-standard situations. Perhaps the more planes that fly through the sector, the higher the chance of a non-standard situation. We have deal with different situation. For example: Medical problem, technical malfunctions, engine failure, unruly passengers and other.

Обучение английскому от предприятия.

At this moment we have upgrade lessons, refresh courses and simulator training. However, a few years ago, controllers from our Center visited London for advanced training courses in English. But now, for known reasons, this is not available to us.

Почему важен сквок?

The squaw is necessary for aircraft identification and for combining the label on the screen with the planned information in the system

Какие процедуры должны координироваться со смежными секторами?

Near the border with adjacent sectors, it is necessary to make approvals when: changing the flight level, in case of avoiding thunderstorms, crossing the border, non-standard situation.

Причины ухода на другой аэродром, отличающийся от аэродрома посадки?

Patient on board, unruly passenger, technical reasons

Причины возврата на аэродром вылета?

Medical issue, bird strike, lightning strike, any technical issue.

Какие мед проблемы встречаются на борту (проблемы с пассажирами и экипажем)?

Unconscious, chest pain, stroke, belly pain, bleeding, epileptic seizure, burns, vomiting.

Sometimes there is Pilot Incapacitation.

Действия пилота если на борту есть неуправляемый пассажир? Какие службы нужны?

In case of air rage the pilot may be forced to land at the closest aerodrome in order to offload the unruly passenger. The pilot may require law enforcement, and the disruptive person may be arrested upon arrival.

Какие бывают проблемы с двигателем?

Contained and uncontained engine failures. Idle thrust, engine stall, flame-out, shutdown, damage engine blades.

Pressurization Problems

May result in:

- Emergency Descent

Expect

- ACFT will stop climb
- Request for immediate descent
- Emergency descent without warning
- No emergency squawk
- Possible turn off track
- Poor RTF (because of oxygen mask)
- Injuries to passengers or crew

Remember

A 'Acknowledge' - S 'Separate' - S 'Silence' - I 'Inform' - S 'Support' - T 'Time'

- Clear airspace directly beneath the aircraft