

ENGLISH

English is an important working tool of both pilots and controllers.



1. Why are controllers required to have proficiency in the English language?
2. What is the role of standard phraseology in RT communications?
3. In what cases do you have to use plain English?
4. What do you do to resolve misunderstanding?

Pilots and air traffic controllers **communicate in English** as it is an international language of aviation. They must have at least (minimum) ICAO level 4 of English (Operational level). Pilots and controllers are trained and tested on a regular basis (they learn English and take English tests regularly) to maintain the **language proficiency**.

English phraseology is an essential part of radiotelephony communications. Standard phraseology is used in all routine situations **for safe, quick and effective communication**. Standard phraseology helps avoid any misunderstanding or confusion because every word has one meaning and goes with exact procedures.

However, phraseology cannot cover all the situations possible. Pilots and controllers **speak plain English** when phraseology is not enough (or not available). It helps **check, clarify or specify information**. Plain English is necessary to communicate successfully, that is to **identify, explain and solve problems** in non-routine situations. If plain English is used, it must be simple, easy to understand, clear and unambiguous.

A lack of English, heavy accent, incorrect use of phraseology, unnecessary English words, too fluent English, too long and complex instructions can **cause miscommunication** between a pilot and air traffic controller. Miscommunication is very dangerous in aviation because it can lead to fatal errors (mistakes). To prevent it, pilots and controllers must speak clearly, slowly and distinctly, if necessary, they must be able to **rephrase (paraphrase) the message**.

Controllers train how to **deal with misunderstanding**. If the controller does not understand the pilot, he should ask to say again or say in other words. The controller must make sure that he understands right (correctly) and he is clearly understood.