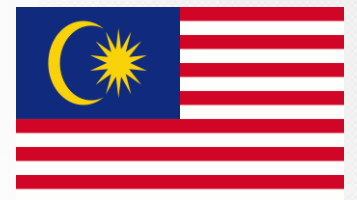

Implementing ICAO Language Proficiency Requirements (LPRs) For Air Traffic Controllers In Malaysia



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



Presentation Outline

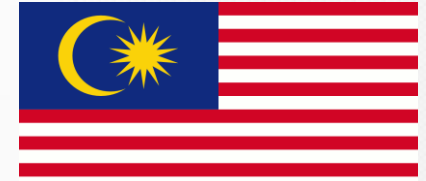
1 **Malaysia In Brief**
General information

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

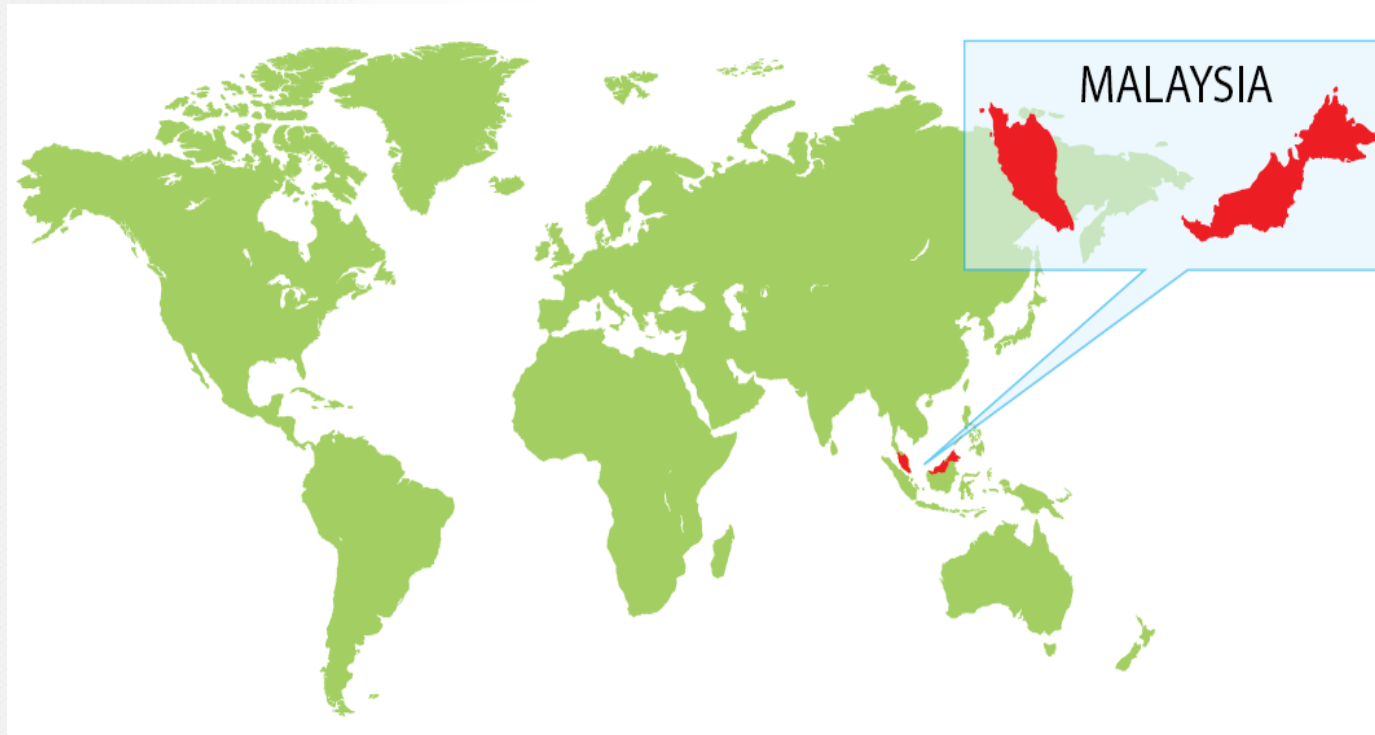
3 **Achievements**

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5 **Way Forward**



Malaysia in brief: Population



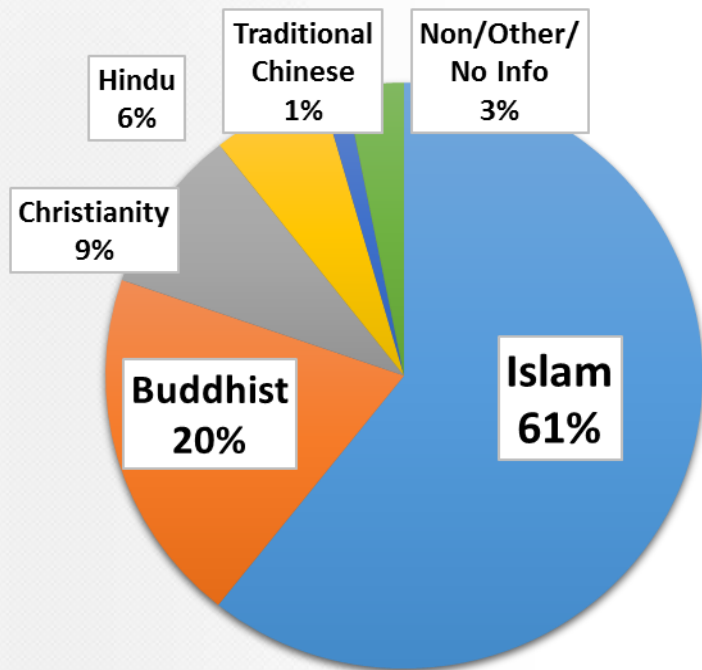
Population

30,073,353

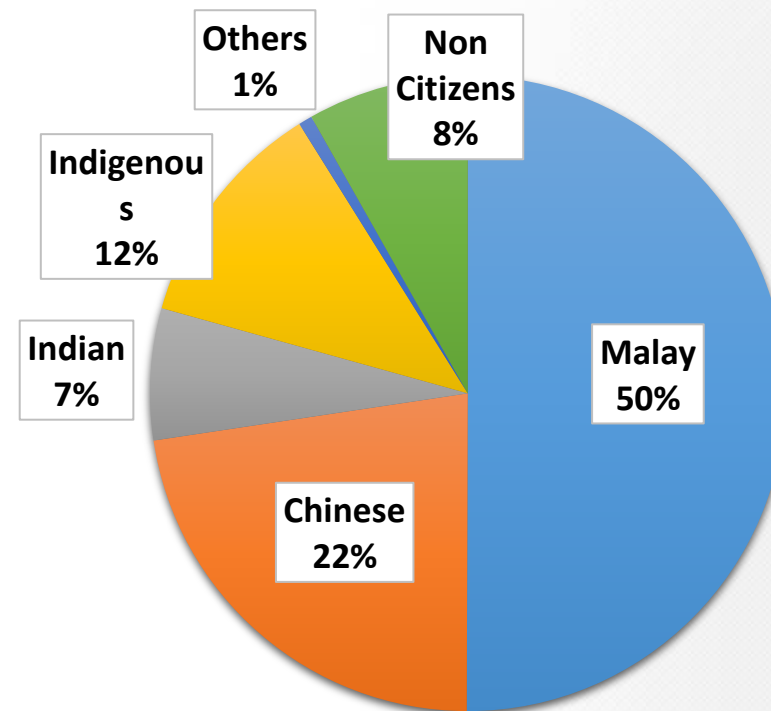
♂ 51% ♀ 49%

*As per July 2014

Malaysia in brief : Religion & Race



- Islam
- Buddhist
- Christianity
- Hindu
- Traditional Chinese
- Non/Other/No Info



- Malay
- Chinese
- Indian
- Indigenous
- Others
- Non Citizens



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.

1

Bahasa Malaysia

Official language of the Federation.
Used in Govt. businesses

2

English

Widely spoken.

3

Chinese

Mandarin, Cantonese, Hokkien, Hainan, Hakka, Foochow

4

Indian

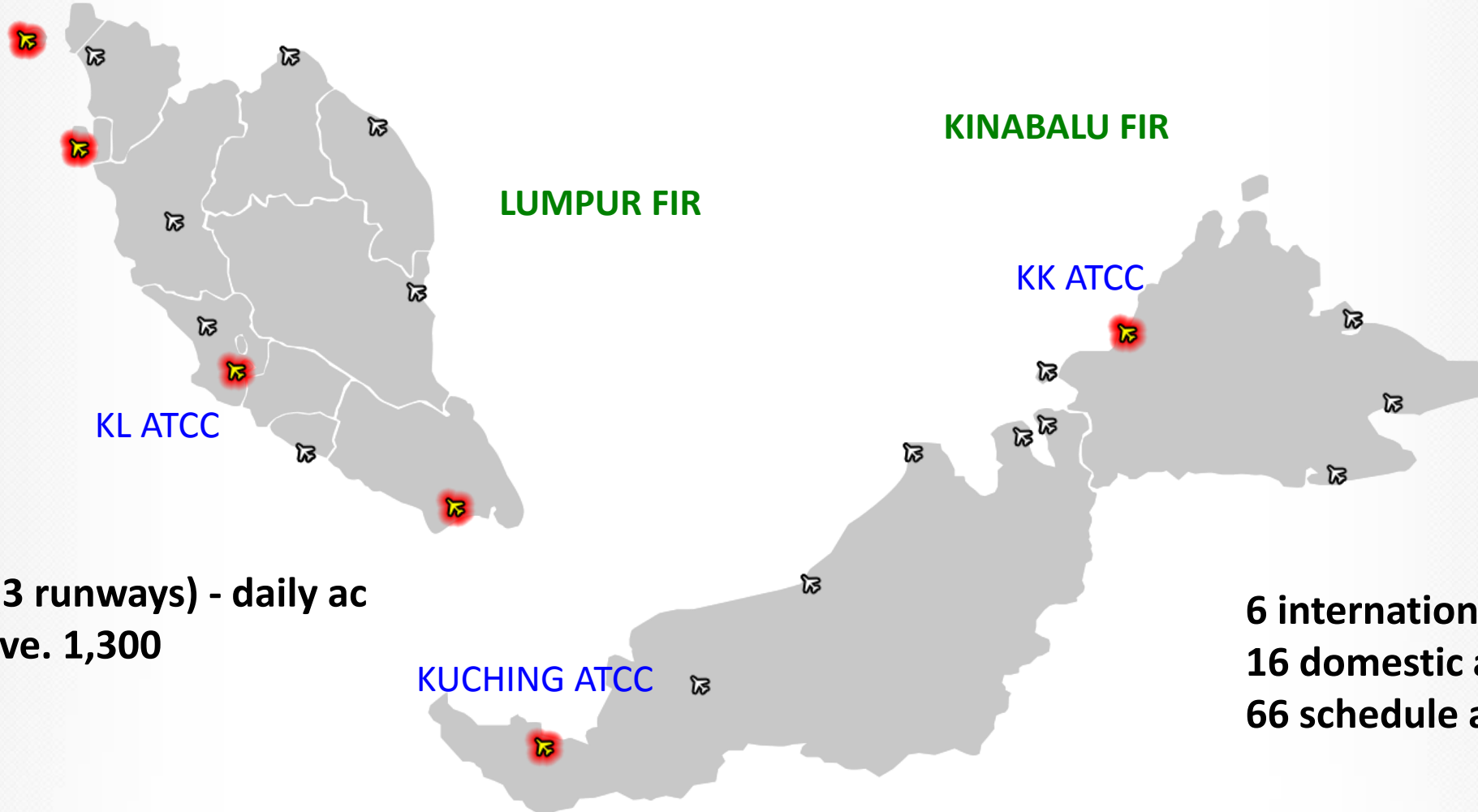
Tamil, Telugu, Malayalam, Hindi, Urdu, Punjab.

5

Others

Various East Malaysia native languages, Siamese, Portuguese etc,

Airports and Aerodromes in Malaysia



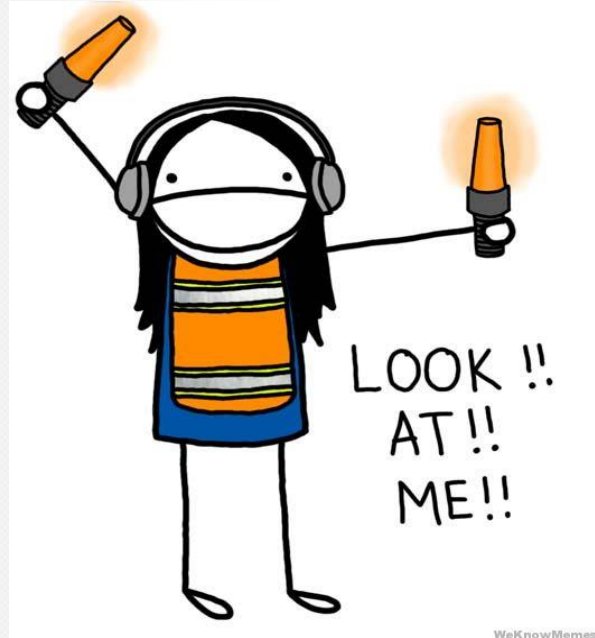
3 ATCCs

KLIA & klia2 (3 runways) - daily ac movement ave. 1,300

6 international airports
16 domestic airports
66 schedule air operators

2

Evaluation : ELP for ATC & Pilot



ATC

By the ANS Regulator:

**Air Traffic Inspectorate Division,
DCA Malaysia**

Pilot

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

1. UPM
2. KIST Aviation Academy
3. Asia Pacific Flight Training (APFT) - Admin
4. Asia Pacific Flight Training (APFT) – Flight Training Centre

EVALUATION: ANS Regulatory Requirement

6.1.3 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.

6.1.4 Recurrent periodic assessment shall be conducted in these circumstances:

a) those demonstrating language proficiency at the Operational Level (Level 4) should be 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

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

c) 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

Section	Description	Duration
(1) Introduction	TTs will be engaged in a conversation to help them relax and feel more at ease	03 mins
(2) 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
(3) 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
(4) 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
(5) 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

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

2. TEST DETAILS

DATE	08/09/2015
TYPE	INITIAL / RECURRENT / LEVEL 3
ELP LEVEL	LEVEL 4 (FOUR) - OPERATIONAL
LIMITATIONS (IF ANY)	The candidate is recommended for a recurrent test 2 (two) years after the last expiry date
NEXT EVALUATION	30 NOVEMBER 2017
SUMMARY	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.
RECOMMENDATION (IF ANY)	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	Level 4 (Valid for 2 years)

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

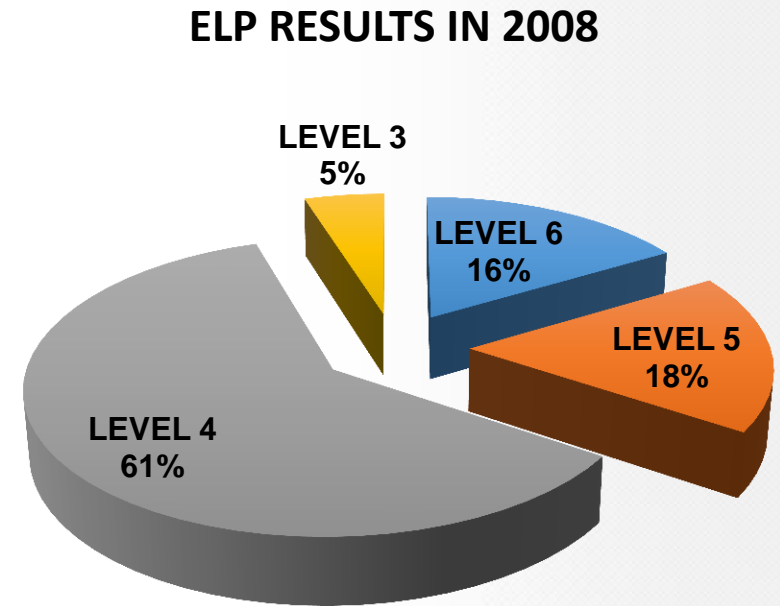


Achievements

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%

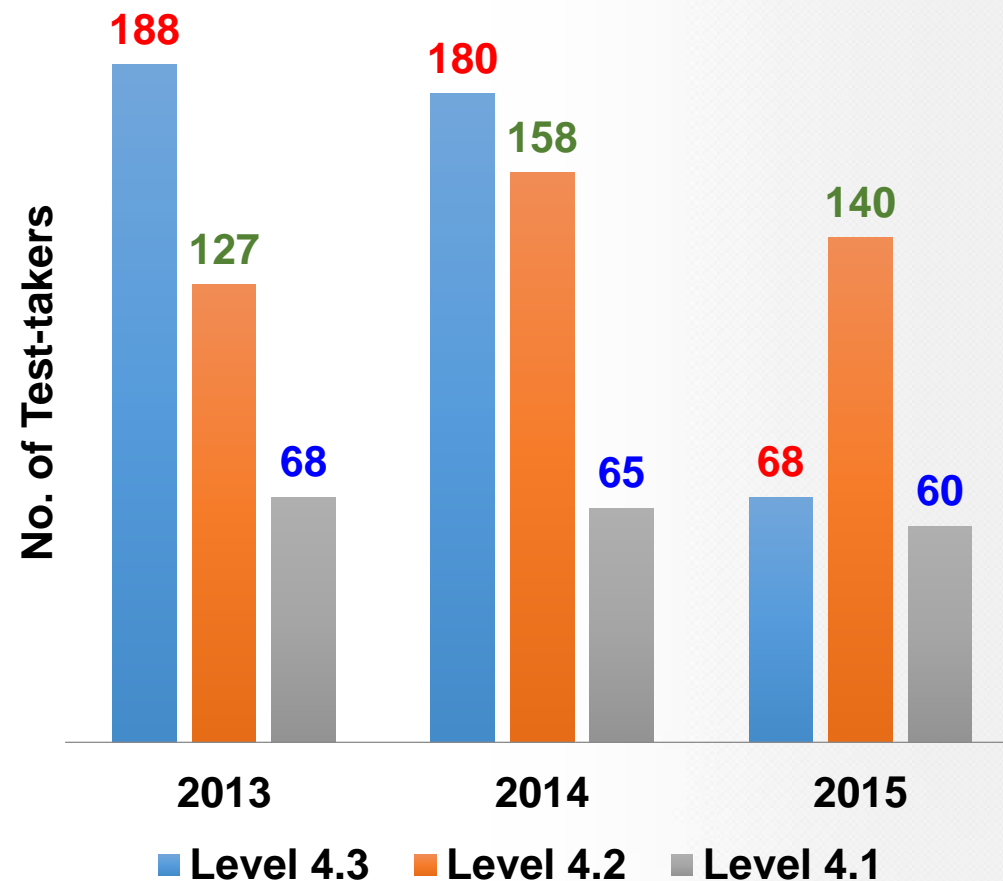


ACHIEVEMENTS: Introduction of Level 4 Sub-scales

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

1. 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.
2. 2015 shows Level 4.2 is increasing in percentage.
3. Structure, Vocabulary and Fluency/Pronunciation are a combination of weakest areas among TT that failed to obtain minimum satisfactory Level 4.3

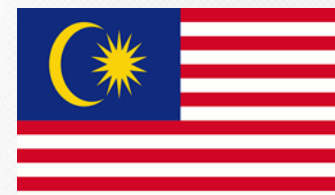


Overall: As of Sept. 2015

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



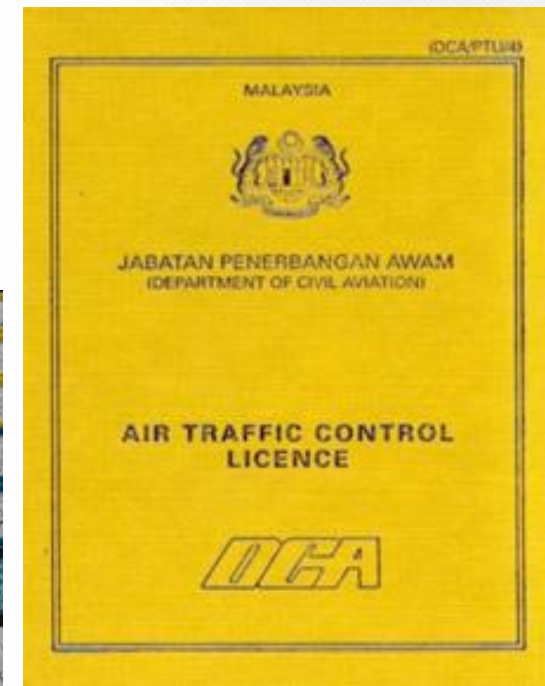
- Malaysia is classified as “non-native English speaking country”
- ATCOs come from a varied ethnicity & language backgrounds
- English is used alongside with another 1st language amongst multiracial population
- Lack of practice in English among ATCOs
- Environment of less busy domestic airports does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

5

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