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## Chapter 13—Cabin crew training and checking

### Division 1—English Language proficiency

#### 13.01 Prescribed requirements for English language proficiency

##### *Requirements*

- (1) For the purposes of paragraph 121.655(1)(b) of CASR, the requirements for English language proficiency that must be met by a person assigned to duty as a cabin crew member are that:
  - (a) either subsection 13.02(1) (English as a foreign language tests) or subsection 13.02(2) (education or English language work experience) applies to the person; and
  - (b) the person:
    - (i) has been assessed as meeting the English language performance standard mentioned in subsection (2) by a member of the operator's personnel (the **assessor**) who is authorised by the operator to carry out the assessment; and
    - (ii) holds an assessment report issued by the assessor that states the person has met the standard.

##### *English language performance standard*

- (2) The English language performance standard is the ability of a person to demonstrate the person can:
  - (a) pronounce words clearly, using an accent that does not cause difficulties in understanding; and
  - (b) convey information in clearly structured sentences without confusion or ambiguity; and
  - (c) use an extensive vocabulary to accurately communicate on general and technical topics, without excessive use of jargon, slang or colloquial language; and
  - (d) speak fluently without long pauses, repetition or false starts; and
  - (e) respond to communications with actions that demonstrate that the information has been received and understood; and
  - (f) exchange information clearly in a variety of situations with both expert and non-expert English speakers while giving and receiving timely and appropriate responses; and
  - (g) use appropriate techniques such as questioning, non-verbal communication and paraphrasing to validate communications.
- (3) The performance standard applies to oral and written communications and in face-to-face situations relevant to the duties and obligations of a cabin crew member in an aviation technical learning environment.