

SECTION 2: COMMON STANDARDS

C1 Communicating in the aviation environment

1 Unit description

This unit describes the standards for communicating effectively that apply to flight crew using aeronautical radios for the purposes of safely conducting flight operations.

2 Elements and performance criteria

2.1 C1.1 – Communicating face-to-face

2.1.1 The person is able to communicate effectively in general English as follows:

- (a) pronounces words clearly, using an accent that does not cause difficulties in understanding;
- (b) conveys information in clearly structured sentences without confusion or ambiguity;
- (c) uses an extensive vocabulary to accurately communicate on general and technical topics, without excessive use of jargon, slang or colloquial language;
- (d) speaks fluently without long pauses, repetition or excessive false starts;
- (e) responds to communications with actions that demonstrate that the information has been received and understood;
- (f) exchanges information clearly in a variety of situations with both expert and non-expert English speakers while giving and receiving timely and appropriate responses;
- (g) uses appropriate techniques to validate communications.

2.2 C1.2 – Operational communication using an aeronautical radio

2.2.1 The person must be able to demonstrate her or his ability to communicate adequately for the purpose of conducting flying operations safely as follows:

- (a) maintain effective communication with others on operational matters;
- (b) communicate effectively in unfamiliar, stressful or non-standard situations;
- (c) apply the phonetic alphabet;
- (d) transmit numbers;
- (e) make appropriate transmissions using standard aviation phraseology;
- (f) use plain English effectively when standard phraseology is inadequate;
- (g) receive appropriate responses to transmissions;
- (h) respond to transmissions and take appropriate action;
- (i) recognise and manage communication errors and misunderstandings effectively;
- (j) seek clarification in the time available if a message is unclear or uncertainty exists;
- (k) react appropriately to a variety of regional accents;
- (l) communicate effectively in unexpected, stressful or non-standard situations using standard phraseology or plain English.

3 Range of variables

- (a) limited background noise associated with a typical work environment;
- (b) aircraft environment in a routine operational setting;
- (c) simulated conditions can be used;
- (d) disruptions to normal communication patterns that might be encountered in an operational situation, including background noise, equipment malfunctions and other distractions.