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Language as a Factor in Aviation Safety

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Language

as a Factor in

Aviation Safety

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The civil aviation safety system is based on
feedback and lessons learned from accidents
and incidents...

Regulation (EU) No 996/2010

„We are now at take off“ ...



...relevant **civil aviation safety information**
should be **reported, stored, exchanged, analysed...**

Regulation (EU) No 376/2014

occurrence



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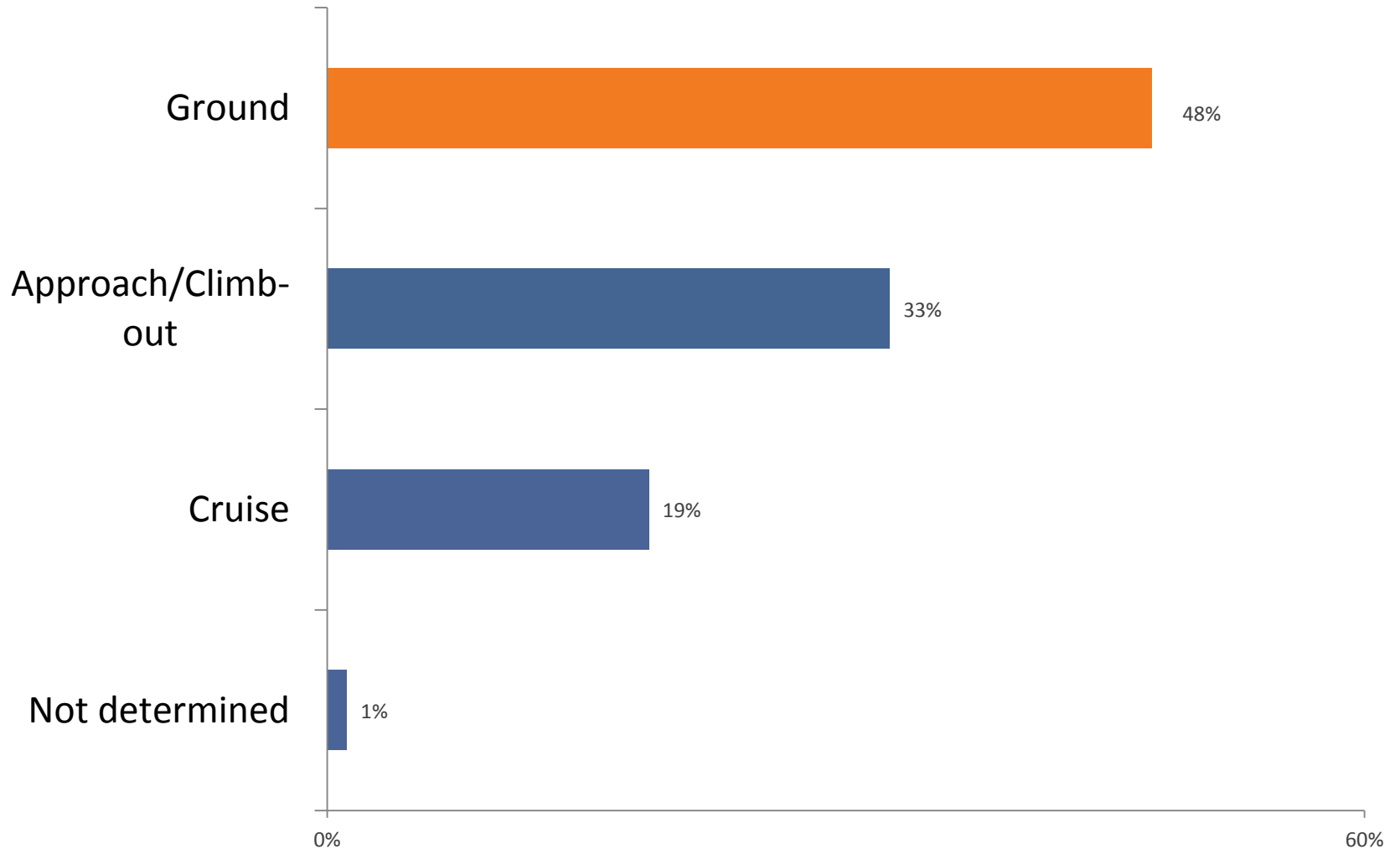
Welcome to the ECCAIRS community portal.

This web portal supports organisations using (or interested in using) the ECCAIRS software for the collection and exchange of their aviation safety information.



1048 occurrences were analysed.

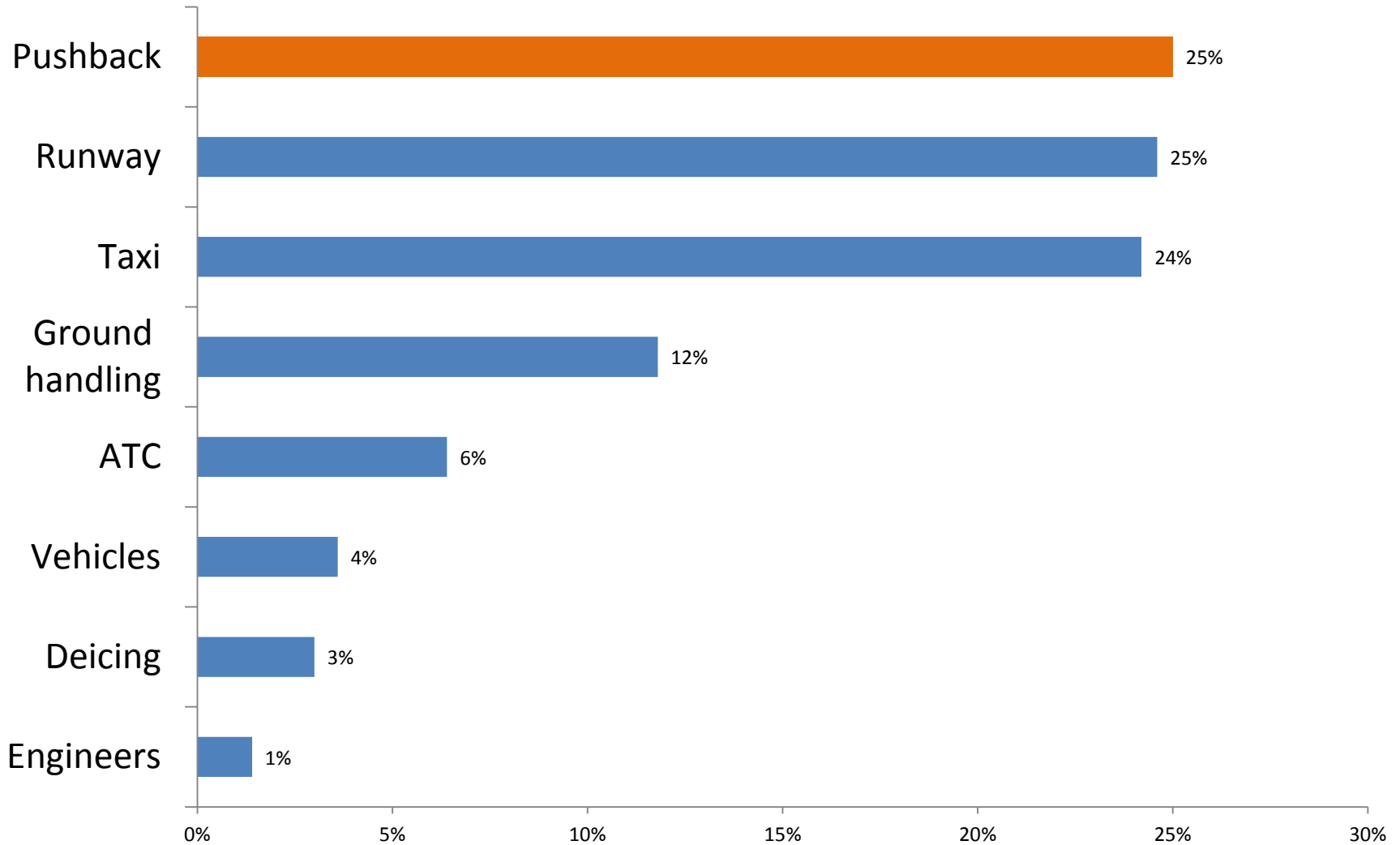
Occurrences





48% of the occurrences concern ground operations.

Ground and Runway Operations



...do not adhere to **pushback procedure** and **standard phraseology**

...have **rudimentary knowledge of English language**



...push

into wrong direction
into the path of another aircraft
with parking brakes set

...disconnect

before the brakes are set





...happened during pushback in March 2018



...result in

rejected take-offs
aborted landings

Reasons:

- ✓ non-standard phraseology
- ✓ line-up without approval
- ✓ use of national language



TAXIING aircraft

- ✓ proceed beyond the limit of the clearance
- ✓ miss the taxiway or take wrong turns
- ✓ taxi on the wrong taxiway
- ✓ perform emergency stops



Reasons for the incidents:

- ✓ nonstandard, ambiguous phraseology
- ✓ lax taxi clearances
- ✓ national language used
- ✓ not amended erroneous read backs




In **approach**, incidents involve **loss of separation**, **deviation from clearance** and **wrong actions** taken on the instruction.

Background photo of the loss of separation made on the ground in February 2018.

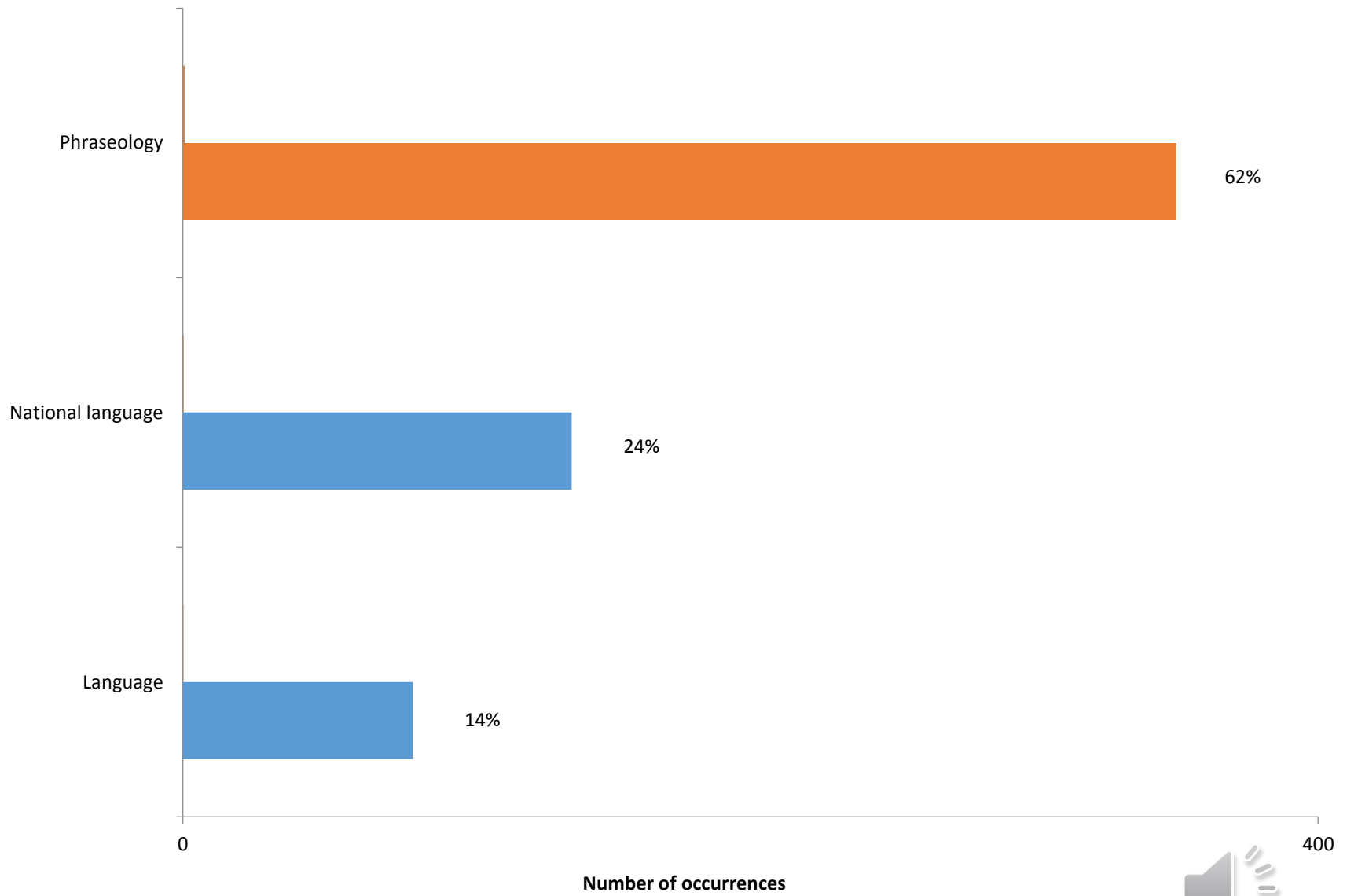


Complaints about:

- ✓ **confusing** and misleading **ATC instructions**
- ✓ **insufficiently robust instructions** for critical manoeuvres
- ✓ use of **native language**

- 
- ✓ loss of separation
 - ✓ airspace infringement
 - ✓ routing problems
 - ✓ hear-backs errors
 - ✓ call sign confusion

Approach, Taxi, Runway



What safety action should be taken





- ✓ periodical **training** and **evaluation**
- ✓ language proficiency **requirement**

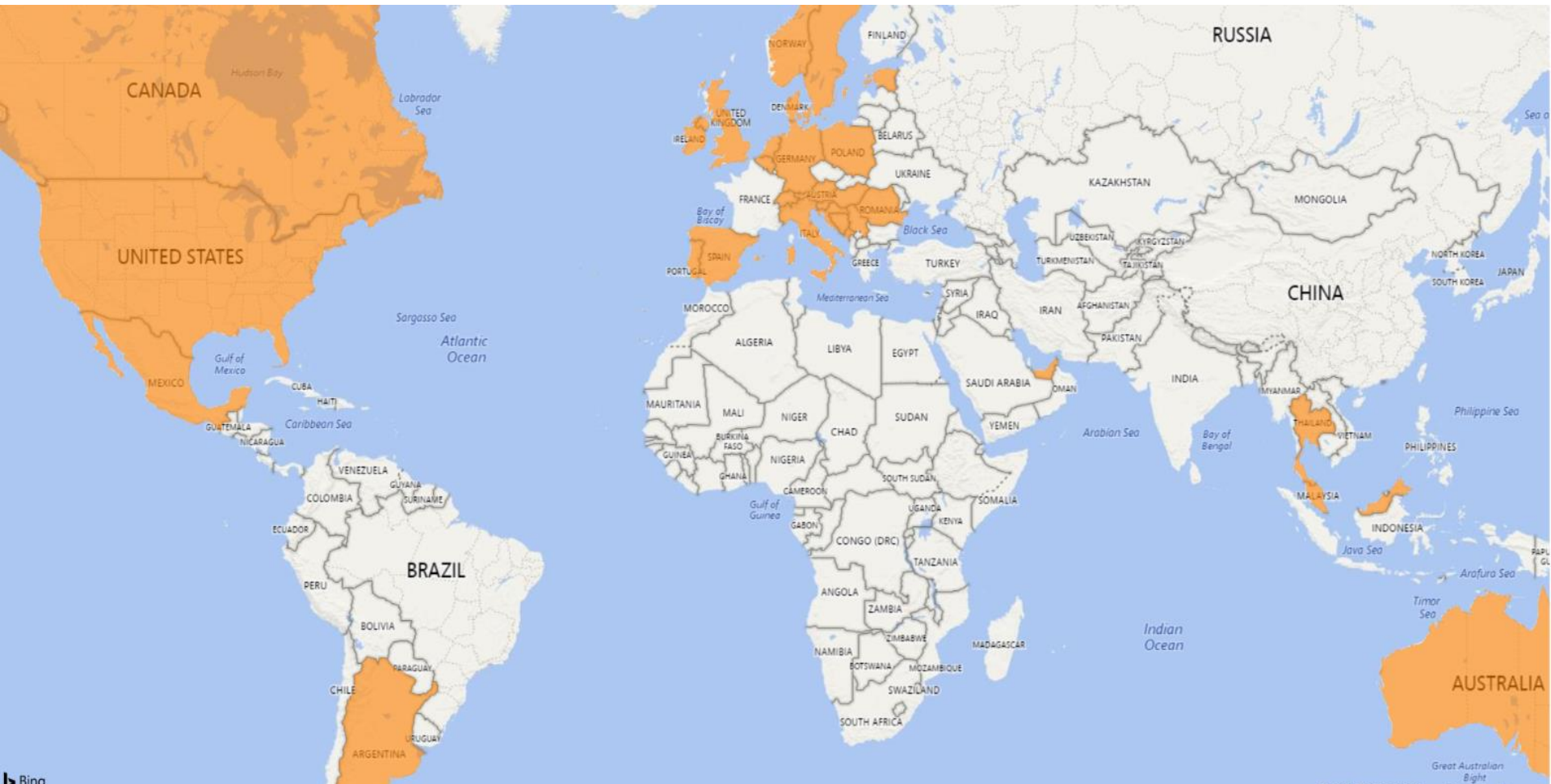


- ✓ use of standard **phraseology**
checked at regular intervals



- ✓ use of **English** only at busy international aerodromes

545 surveys completed in:



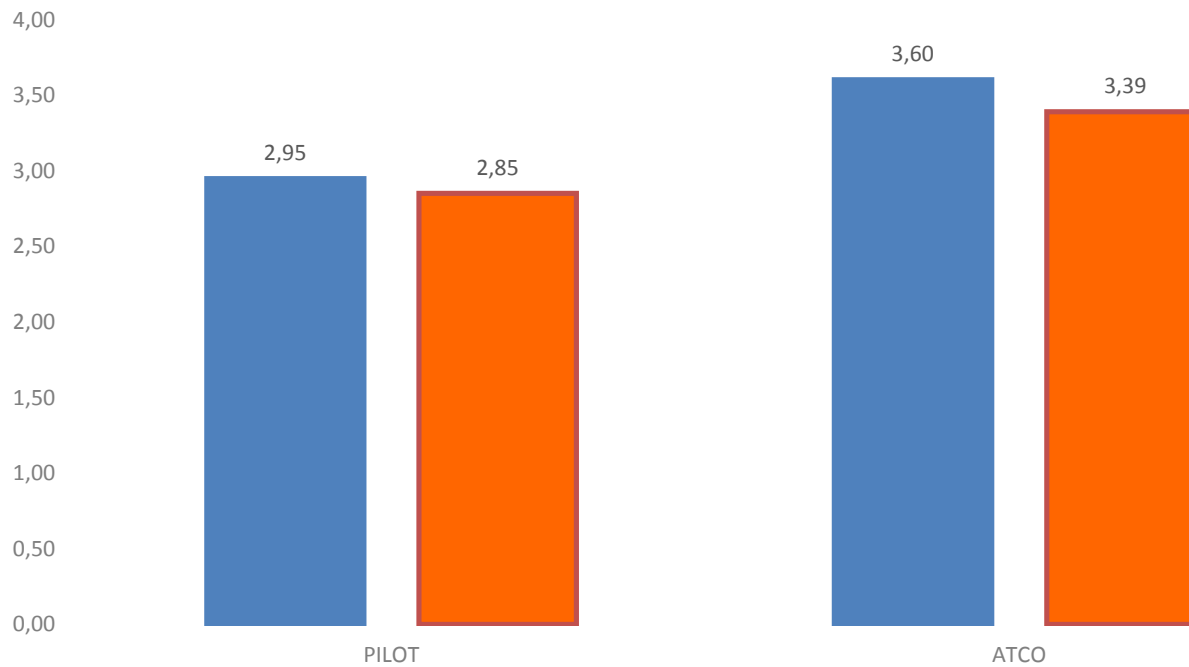
Have there been any improvements in the use of standard phraseology and English language since 2008



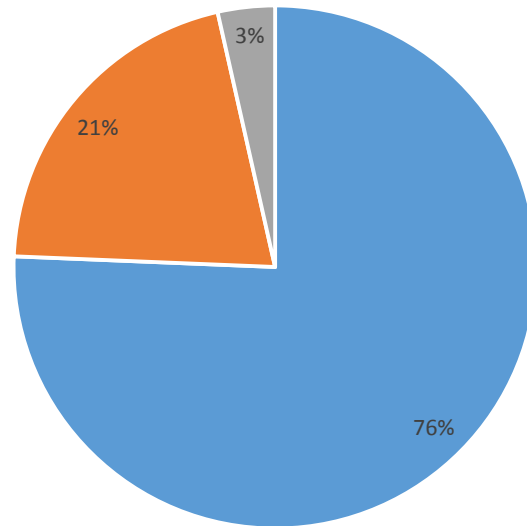
The responders are **mostly neutral**.

They see the requirements **neither as a contribution nor as something wrong**.

- In recent years, air traffic controllers have demonstrated a higher proficiency in the English language.
- In recent years, the English language proficiency of pilots is generally higher.



Do you think that the use of standard phraseology and English language in aeronautical communications is globally appropriate?



■ YES ■ NO ■ I don't know

Thank you!

Photographs:

Primož Jovanović
istock Photo