 <p>Tel: 263-4-585073/88 263-4-585009/20 Fax: 263-4-585100 E-mail: ais@caaz.co.zw Website: www.caaz.co.zw</p>	<p>CIVIL AVIATION AUTHORITY OF ZIMBABWE</p> <p>AERONAUTICAL INFORMATION SERVICES</p> <p>P.BAG 7716 CAUSEWAY, HARARE</p>	<p>AIC</p> <p>A005/09</p> <p>17 July 2009</p>
--	---	--

AERONAUTICAL INFORMATION CIRCULAR

PERSONNEL LICENSING

Language Proficiency Requirements

1.1 INTRODUCTION

Pursuant to the provisions of the Civil Aviation Act Chapter 13:16 Section 79 the Civil Aviation Authority has made the following requirements.

1.1.1 LANGUAGE PROFICIENCY

- (a) Pilots, flight engineers, flight navigators, air traffic controllers and aeronautical station operators shall demonstrate the ability to speak and understand the language used for radio telephony communications in the English language.
- (b) The airmen identified in item (a) above shall demonstrate the ability to speak and understand the language used for radiotelephony communications in the English language to at least the Operational Level (Level 4) with the aim to speak at the Expert Level (Level 6) as specified in the language proficiency requirements below. Zimbabwe considers that its Radio Telephony (R/T) Exams meet at least the Operational Level 4 and applicants holding an R/T licence will have licences endorsed as such. Applicants holding foreign licences issued by ICAO Contracting State with a language proficiency endorsement to at least level 4 standard may have that accepted for a Zimbabwean licence.

Licences will be endorsed 'English Language Proficient' without indicating the level of proficiency. Level 6 may only be obtained after formal evaluation or provision of acceptable documentary evidence such as educational certificates.

- (c) The language proficiency of airmen identified in item (a) shall be formally evaluated at intervals in accordance with an individual's demonstrated proficiency level as follows:
 - (1) those demonstrating language proficiency at the Operational Level (Level 4) shall be evaluated at intervals not greater than 3 years;

- (2) those demonstrating language proficiency at the Extended Level (Level 5) shall be evaluated at intervals not greater than 6 years; and
- (3) those demonstrating language proficiency at the Expert Level (Level 6) shall be exempt from further language evaluation.

2.1.1.2 LANGUAGE PROFICIENCY REQUIREMENTS

(a) **General**

- (1) To meet the language proficiency requirements above an applicant for a licence or a licence holder shall demonstrate, in a manner acceptable to the Authority, compliance with the holistic descriptors in paragraph (b) below and with the Operational Level (Level 4) of the Language Proficiency Rating Scale as mentioned in paragraph c) below.

(b) **Holistic descriptors:** Proficient speakers shall:

- (1) Communicate effectively in voice-only (telephone/radiotelephone) and in face-to-face situations;
- (2) Communicate on common, concrete and work-related topics with accuracy and clarity;
- (3) Use appropriate communicative strategies to exchange messages and to recognize and resolve misunderstandings (e.g. to check, confirm, or clarify information) in a general or work-related context;
- (4) Handle successfully and with relative ease the linguistic challenges presented by a complication or unexpected turn of events that occurs within the context of a routine work situation or communicative task with which they are otherwise familiar; and
- (5) Use a dialect or accent, which is intelligible to the aeronautical community.

(c) **Rating scale:**

(1) **Pre-elementary Level (Level 1):**

- (i) Pronunciation: Performs at a level below the Elementary Level.
- (ii) Structure: Performs at a level below the Elementary Level.
- (iii) Vocabulary: Performs at a level below the Elementary Level.
- (iv) Fluency: Performs at a level below the Elementary Level.
- (v) Comprehension: Performs at a level below the Elementary Level.
- (vi) Interactions: Performs at a level below the Elementary Level.

(2) **Elementary Level (Level 2):**

- (i) Pronunciation: Pronunciation, stress, rhythm, and intonation are heavily influenced by the first language or regional variation and usually interfere with ease of understanding.
- (ii) Structure: Shows only limited control of a few simple memorized grammatical structures and sentence patterns.
- (iii) Vocabulary: Limited vocabulary range consisting only of isolated words and memorized phrases.
- (iv) Fluency: Can produce very short, isolated, memorized utterances with frequent pausing and a distracting use of fillers to search for expressions and to articulate less familiar words.
- (v) Comprehension: Comprehension is limited to isolated, memorized phrases when they are carefully and slowly articulated.
- (vi) Interactions: Response time is slow and often inappropriate. Interaction is limited to simple routine exchanges.

(3) **Pre-operational Level (Level 3):**

- (i) Pronunciation: Pronunciation, stress, rhythm, and intonation are influenced by the first language or regional variation and frequently interfere with ease of understanding.
- (ii) Structure: Basic grammatical structures and sentence patterns associated with predictable situations are not always well controlled. Errors frequently interfere with meaning.
- (iii) Vocabulary: Vocabulary range and accuracy are often sufficient to communicate on common, concrete, or work-related topics, but range is limited and the word choice often inappropriate. Is often unable to paraphrase successfully when lacking vocabulary.
- (iv) Fluency: Produces stretches of language, but phrasing and pausing are often inappropriate. Hesitations or slowness in language processing may prevent effective communication. Fillers are sometimes distracting.
- (v) Comprehension: Comprehension is often accurate on common, concrete, and work-related topics when the accent or variety used is sufficiently intelligible for an international community of users. May fail to understand a linguistic or situational complication or an unexpected turn of events.
- (vi) initiate and maintain exchanges with reasonable ease on familiar topics and in predictable situations. Generally inadequate when dealing with an unexpected turn of events.

(4) **Operational Level (Level 4):**

- (i) **Pronunciation:** Pronunciation, stress, rhythm and intonation are influenced by the first language or regional variation but only sometimes interfere with understanding.
- (ii) **Structure:** Basic grammatical structures and sentence patterns are used creatively and are usually well controlled. Errors may occur, particularly in unusual or unexpected circumstances, but rarely interfere with meaning.
- (iii) **Vocabulary:** Vocabulary range and accuracy are usually sufficient to communicate effectively on common, concrete, and work related topics. Can often paraphrase successfully when lacking vocabulary in unusual or unexpected circumstances.
- (iv) **Fluency:** Produces stretches of language at an appropriate tempo. There may be occasional loss of fluency on transition from rehearsed or formulaic speech to spontaneous interaction, but this does not prevent effective communication. Can make limited use of discourse markers or connectors. Fillers are not distracting.
- (v) **Comprehension:** Comprehension is mostly accurate on common, concrete, and work related topics when the accent or variety used is sufficiently intelligible for an international community of users. When the speaker is confronted with a linguistic or situational complication or an unexpected turn of events, comprehension may be slower or require clarification strategies.
- (vi) **Interactions:** Responses are usually immediate, appropriate and informative. Initiates and maintains exchanges even when dealing with an unexpected turn of events. Deals adequately with apparent misunderstandings by checking, confirming or clarifying.


(5) **Extended Level (Level 5):**

- (i) **Pronunciation:** Pronunciation, stress, rhythm, and intonation, though influenced by the first language or regional variation, rarely interfere with ease of understanding.
- (ii) **Structure:** Basic grammatical structures and sentence patterns are consistently well controlled. Complex structures are attempted but with errors which sometimes interfere with meaning.
- (iii) **Vocabulary:** Vocabulary range and accuracy are sufficient to communicate effectively on common, concrete, and work related topics. Paraphrases consistently and successfully. Vocabulary is sometimes idiomatic.
- (iv) **Fluency:** Able to speak at length with relative ease on familiar topics, but may not vary speech flow as a stylistic device. Can make use of appropriate discourse markers or connectors.

- (v) Comprehension: Comprehension is accurate on common, concrete, and work related topics and mostly accurate complication or an unexpected turn of events. Is able to comprehend a range of speech varieties (dialect and/or accent) or registers.
- (vi) Interactions: Responses are immediate, appropriate, and informative. Manages the speaker/listener relationship effectively.

(6) **Expert Level (Level 6):**

- (i) Pronunciation: Pronunciation, stress, rhythm, and intonation, though possibly influenced by the first language or regional variation, almost never interfere with ease of understanding.
- (ii) Structure: Both basic and complex grammatical structures and sentence patterns are consistently well controlled.
- (iii) Vocabulary: Vocabulary range and accuracy are sufficient to communicate effectively on a wide variety of familiar and unfamiliar topics. Vocabulary is idiomatic, nuanced, and sensitive to register.
- (iv) Fluency: Able to speak at length with a natural, effortless flow. Varies speech flow for stylistic effect, e.g. to emphasize a point. Uses appropriate discourse markers and connectors spontaneously.
- (v) Comprehension: Comprehension is consistently accurate in nearly all contexts and includes comprehension of linguistic and cultural subtleties.
- (vi) Interactions: Interacts with ease in nearly all situations. Is sensitive to verbal and non-verbal cues, and responds to them appropriately.



D.Chawota
GENERAL MANAGER