Transport Canada / Transports Canada

Advisory Circular

Subject:	**The Conduct of Aviation Language Proficiency Demonstrations**		

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TABLE OF CONTENTS

Canada

1.0 INTRODUCTION

(1) This Advisory Circular (AC) describes the acceptable means of demonstrating compliance with regulations and standards. This AC on its own does not change, create, amend or permit deviations from regulatory requirements, nor does it establish minimum standards.

1.1 Purpose

(1) The purpose of this document is to provide guidance regarding the conduct of formal and informal aviation language proficiency demonstrations.

1.2 Applicability

(1) This document applies to all Transport Canada Civil Aviation employees, to individuals and organizations when they are exercising privileges granted to them under an External Ministerial Delegation of Authority. This information is also available to the aviation industry for information purposes.

1.3 Description of Changes

(1) Not applicable.

2.0 REFERENCES AND REQUIREMENTS

2.1 Reference Documents

(1) It is intended that the following reference materials be used in conjunction with this document:

  (a) Part IV, Subpart 1 of the *Canadian Aviation Regulations — Flight Crew Permits, Licences and Ratings;*

  (b) Standard 421 of the CARs — *Flight Crew Permits, Licences and Ratings.*

2.2 Cancelled Documents

(1) Advisory Circular (AC) 400-002, Issue 02, 2010-08-09 — *Aviation Language Proficiency Requirements.*

2.3 Definitions and Abbreviations

(1) The following **abbreviations** are used in this document:

  (a) **AC:** Advisory Circular;

  (b) **APATC:** Authorized Person – Air Traffic Controller;

  (c) **ALPD:** Aviation Language Proficiency demonstration;

  (d) **ALPP:** Aviation Language Proficiency Program;

  (e) **CARs:** Canadian Aviation Regulations;

  (f) **CFI:** Chief Flight Instructor;

  (g) **FTU:** Flight Training Unit;

(h) **ICAO:**   International Civil Aviation Organization;

(i) **PE:**   Pilot Examiner.

(2) The following **definitions** are applicable in this document:

(a) **Formal Aviation Language Proficiency Demonstration** means a recorded demonstration of language proficiency conducted by a Language Assessor where candidates to a Canadian Aviation Document demonstrate their language proficiency prior to making radiotelephony communications.

(b) **Informal Aviation Language Proficiency Demonstration** means a demonstration of language proficiency conducted by persons authorized to do so under Section 7.1(3) of this AC to confirm the expert proficiency level of candidates that meet the requirements of Section 6.0(2) of this AC.

(c) **Language Assessor** means a person who has entered into a Memorandum of Understanding with Transport Canada to provide aviation language proficiency assessments.

(d) **Pilot Examiner** means an examiner holding an official authorization to conduct flight tests on behalf of the Minister of Transport pursuant to Part 1, Subsection 4.3(1) of the *Aeronautics Act.*

(e) **The Verifier** means the person that completes the *Privacy Notice Statement and Identification Confirmation Form* and request formal demonstrations.

3.0   BACKGROUND

(1) In 2008, International Civil Aviation Organization (ICAO) introduced the aviation language proficiency standards as a means to ensure that aeroplane, airship, helicopter and powered-lift pilots, air traffic controllers and aeronautical station operators demonstrate the ability to speak and understand the language used for radiotelephony communications between aircraft and ground stations worldwide.

(2) In 2008, the *Canadian Aviation Regulations* (CARs) were amended to introduce the requirement to demonstrate language competency prior to the initial issue of any flight crew and air traffic controller licences as a result of ICAO introducing the aviation language proficiency standards.

4.0   TRANSPORT CANADA

(1) Transport Canada is responsible to:

(a) implement, maintain, and oversee the program;

(b) appoint enough Language Assessors to ensure a timely delivery of service;

(c) ensure that all persons authorized to conduct informal and formal language proficiency demonstrations have received training appropriate to the requirements of their functions;

(d) maintain and provide to stakeholders a list of Language Assessors.

5.0   THE CANADIAN LANGUAGE PROFICIENCY SCALE

(1) The language proficiency scale set out in the table to subsection 421.06(4) of the personnel licensing standards (see Appendix E of this AC for explanation of scale) rates language

proficiency as either "Expert" (corresponding to ICAO level 6), "Operational" (corresponding to ICAO Levels 4 & 5) or "Below Operational" (corresponding to ICAO Levels 1, 2 and 3), where:

(a) candidates demonstrating an Expert level of language proficiency require no further testing;

(b) candidates demonstrating Operational level of language proficiency must be re-tested every 5 years; and

(c) candidates demonstrating Below Operational level of language proficiency do not qualify for a Canadian flight crew or air traffic controller licence.

6.0 FORMAL VS INFORMAL DEMONSTRATION

(1) ICAO does not require a formal assessment of candidates who demonstrate expert level proficiency (e.g., speakers whose first language is English) and is satisfied with an informal demonstration of proficiency.

(2) Canadian citizens who have graduated from a Canadian English or French speaking high school and can provide evidence that they have completed their studies in either English or French will qualify for the informal demonstration in the language indicated on their high school diploma, provided the Chief Flight Instructor (CFI) of a Flight Training Unit (FTU) or the freelance instructor, as appropriate to the situation, is satisfied that the person can demonstrated the competencies of Expert Level 6 as listed in standard 421.06(4) of the CARs.

Note   Canadian citizens who have not yet finished their high school will provide proof of attendance (e.g., report cards, enrollment papers).

(3) In a flight training unit environment, the CFI is responsible for operational control and for all decisions with respect to flight safety during flying periods, which includes the decision to require that pilots training under their supervision have reached an operational level of language proficiency, prior to conducting radio communications.

(4) In a freelance training environment, the instructor conducting the training is responsible for all decisions with respect to flight safety of his/her trainees, which includes the decision to require that pilots training under their supervision have reached an operational level of language proficiency, prior to conducting radio communications.

(5) In the flight training environment, it is the responsibility of the CFI and of the freelance instructor to ensure that candidates meet the requirements set out in this AC for demonstration of language proficiency.

Note   When in doubt that a pilot has reached an operational level, the CFI or the freelance flight instructor should recommend the demonstration of proficiency by means of a formal language proficiency demonstration.

7.0 PERSONS AUTHORIZED TO CONDUCT INFORMAL LANGUAGE PROFICIENCY DEMONSTRATIONS

7.1 General Requirements

(1) Persons conducting informal language proficiency demonstrations must have an expert level of language proficiency in the language they will use to conduct informal demonstrations.

(2) The following persons are authorized to conduct informal language proficiency demonstrations:

(a)   Civil Aviation Safety Inspectors trained to conduct informal language proficiency demonstrations;

(b)   Pilot Examiners (PEs) are authorized to conduct informal language proficiency demonstrations during the ground portion of the flight test of student pilots applying for their Canadian aviation document; and

(c)   Persons designated by the Chief, Commercial Flight Standards.

7.2   Responsibilities

(1)   Persons conducting informal language proficiency demonstrations must:

(a)   familiarize themselves with the content of this AC;

(b)   comply with Section 7.3 *Training*;

(c)   implement all processes and procedures as directed by Transport Canada.

7.3   Training

(1)   Prior to conducting an informal language proficiency demonstration, persons conducting the demonstration must familiarize themselves with the content of this AC, the Language Proficiency Scale described in standard 421.06(4) of the CARs and examples of speech rates and patterns developed for ICAO in the *Rated Speech Samples Developed for ICAO by ICAEA* found at (http://cfapp.icao.int/rssta/RSSTA.cfm).

7.4   Standardization

(1)   Standardization is achieved through the following events:

(a)   scheduled monitoring events;

(b)   special monitoring;

(c)   confirmation of receipt of new processes and procedures when disseminated;

(d)   updating of processes and procedures as directed by Transport Canada.

8.0   HOW TO CONDUCT INFORMAL LANGUAGE PROFICIENCY DEMONSTRATIONS

8.1   Informal Language Proficiency Demonstrations for Candidates Training in a Flight Training Environment (FTU and Freelance).

(1)   The PE will confirm the expert level of language proficiency of candidates that meet the requirements of subsection 6.0(2) of this AC during the ground portion of the flight test and then conduct the test for the desired aviation document.

(2)   The PE will enter in the Remarks section of the flight test report '**Informal ALPD: EXPERT level confirmed'**.

(3)   In instances where a candidate for whom the requirements of subsection 6.0(2) of this AC applies is unable to demonstrate, in the judgment of the PE, an expert level of language proficiency but is able to demonstrate an operational level, the PE will:

(a)   complete the flight test and advise the candidate that a formal language proficiency demonstration is required;

(b)   enter in the Remarks section of the flight test report: '**Formal ALPD required**'.

(c)   report the issue to Transport Canada.

(4)   In instances where a candidate for whom the requirements of subsection 6.0(2) of this AC applies is unable to demonstrate, in the judgment of the PE, an operational level of language proficiency at the time of the flight test,

(a)   the PE will:

(i)   assess the ground part of a flight test as a failure and will not conduct the air part of the flight test;

Note   *The PE will assign a mark of "1" at 'Documents for the exercise 'Documents and Airworthiness' and explain the situation in the 'Remark' section.*

(ii)   report the issue to the CFI, or the freelance instructor, and to Transport Canada;

(b)   the CFI, or the freelance instructor, will require that all student-pilots and pilots that have not demonstrated an operational or expert level of language proficiency by means of a formal language proficiency demonstration do so prior to engaging in radio communications.

Note   *For candidates to a pilot licence – balloon and pilot licence - glider, the responsibility to require confirmation of language proficiency assigned to the CFI or the freelance instructor in this section may be completed by the instructor who has accepted operational control of the flight training operations.*

Note   *For candidates to a pilot licence - glider and pilot licence – balloon, the responsibility to confirm the language proficiency level assigned to the PE in section 8.1of this AC may be completed by the flight test examiner.*

8.2   Informal Language Proficiency Demonstrations for DND Candidates

(1)   Active and retired Canadian Forces personnel who have qualified to aeroplane or helicopter wings standard are not required to take an English aviation language proficiency test and will be awarded an EXPERT level by Transport Canada personnel at Transport Canada Centers that provide that service.

(2)   The Transport Canada personnel will complete the Feedback Letter for the Aviation Language Proficiency Demonstration (Appendix G of this AC), provide a copy to the candidate and save it in the candidate 5802 RDIMS file.

Note   *See Appendix L for an example of feedback letter for DND applicants.*

(3)   Canadian Forces personnel that have not qualified to aeroplane or helicopter wings standard will be required to confirm their language proficiency level by means of a formal demonstration.

8.3   Other

(1)   Candidates for which the processes and procedures described in this section do not apply should contact Transport Canada at the e-mail provided in the Contact section of this document.

9.0   PERSONS AUTHORIZED TO CONDUCT FORMAL LANGUAGE PROFICIENCY DEMONSTRATIONS

(1)   The following persons are authorized to conduct formal language proficiency demonstrations:

(a)   Civil Aviation Safety Inspectors trained to conduct formal language proficiency demonstrations;

(b)   Language Assessors who have entered into a Memorandum of Understanding with Transport Canada.

(2)   A list of Language Assessors is available at http://wwwapps.tc.gc.ca/saf-sec-sur/2/CAS-SAC/apfcll.aspx?lang=eng.

Note   *To find a list of all Language Assessors, enter 'All Regions' in the Region window and click on 'Search', then click on 'View All Results On One Page'.* **Language Assessors are identified by the words 'English' or 'French' in the column 'Authorized Person Privileges'.**

9.1   Need for Formal Language Proficiency Demonstrations

(1)   The initial issuance and the renewal of a Memorandum of Understanding between Transport Canada and a Language Assessor applicant are based on the need for the delivery of language demonstration services.

9.2   General Requirements

(1)   Language Assessor applicants applying for acceptance by Transport Canada of the results of language proficiency demonstrations they conduct must

(a)   Have an expert level of language proficiency in the language for which they seek to conduct language proficiency demonstrations;

(b)   hold or have held a PE delegation; and

(c)   have a history of constructive interaction with Transport Canada.

9.3   Responsibilities

(1)   Service Level

(a)   Language Assessors must honor appointments unless circumstances warrant cancellation or postponement.

(b)   Language Assessors must make arrangements to reschedule a demonstration if the postponement is at the Language Assessor's request.

(2)   Prompt Forwarding of Forms and Recording

(a)   Language Assessors must send an electronic copy of the recording of the formal language proficiency demonstration, the *Privacy Notice Statement Form,* the *Identification Confirmation Form* and the feedback letter to Transport Canada on completion of the demonstration.

(b)   Language Assessors must keep a duplicate copy of demonstration reports for not less than 24 months after the demonstration date.

(c)   Language Assessors must provide to Transport Canada, upon request, information regarding tests conducted.

(3)   Implementation of processes and procedures

(a)   Language Assessors must confirm by email receipt of changes to processes and procedures described in this AC.

(b)   Language Assessors must implement all procedures and processes described in this AC, as directed by Transport Canada.

(c)   Language Assessors must implement all amendments to procedures and processes described in this AC, as directed by Transport Canada.

9.4 Training

(1)   Language Assessor applicants must complete the required training for Language Assessors prior to conducting formal language proficiency demonstrations.

(2)   Prior to undertaking their required training, Language Assessors will familiarize themselves with the content of this AC, the Language Proficiency Scale described in standard 421.06 of the CARs and listen to examples of expert, operational and below operational levels of language proficiency provided in the Rated Speech Samples Developed for ICAO by ICAEA (http://cfapp.icao.int/rssta/RSSTA.cfm).

(3)   Prior to conducting a formal language proficiency demonstration, Language Assessors will ensure that they are familiar with the content of this AC, of the Language Proficiency Scale described in standard 421.06 of the CARs and with the Rated Speech Samples Developed for ICAO by ICAEA (http://cfapp.icao.int/rssta/RSSTA.cfm).

9.5 Selection Processes

(1)   Language Assessor applicants that meet the general requirements must submit a request to Transport Canada by e-mail.

(2)   Applications are evaluated on a case-by-case basis.

(3)   Selected applicants must successfully complete the aviation language proficiency course for Language Assessors.

(4)   Language Assessor applicants must accept that their name and contact information be made public (accessible on the internet).

9.6 Standardization

(1)   Standardization is achieved through the following events:

    (a)   Initial training;

    (b)   recurrent training;

    (c)   scheduled monitoring events;

    (d)   special monitoring;

    (e)   confirmation of receipt of new processes and procedures when disseminated;

    (f)   updating of processes and procedures as directed by Transport Canada.

9.7 Memorandum of Understanding

(1)   A Memorandum of Understanding (Appendix A of this AC) between Transport Canada and the Language Assessor will state that Transport Canada will accept the result of language proficiency demonstrations conducted by the Language Assessors provided that the Language Assessor adheres to the procedures and processes described in this AC.

(2)   The Memorandum of Understanding also states that the Language Assessor understands and accepts that:

    (a)   The need for the services of Language Assessors is based on the continued need for formal language tests, as determined by Transport Canada;

    (b)   The Memorandum of Understanding is valid for a period and geographic area specified by Transport Canada;

(c)   Unless otherwise approved by Transport Canada, the Language Assessor may not conduct the formal language proficiency demonstrations of candidates associated with FTUs where the Language Assessor is employed or of candidates in any way associated with the duties of the Language Assessor as trainer, evaluator or supervisor;

(d)   Unless otherwise approved by Transport Canada, the Language Assessor may not conduct more than a total of 60 language proficiency demonstrations per year and more than 20 at any FTU, including any and all of its associated sub-base and satellite bases;

(e)   The name, phone number and e-mail address of the Language Assessor will be made public to allow access to their services; and that

(f)   Both the Language Assessor and Transport Canada may terminate the Memorandum of Understanding at any time, upon written notice.

9.8   Duration of Memorandum of Understanding

(1)   Unless otherwise cancelled, initial Memorandum of Understanding will expire on the first day of the thirteenth (13th) month following the date of authorization.

(2)   Unless otherwise cancelled, renewal of Memorandum of Understanding will expire on the first day of the twenty-fifth (25th) month following the date of the renewal.

9.9   Renewal of Memorandum of Understanding

(1)   Language Assessors must request renewal of their Memorandum of Understanding at least 90 days prior to expiry date.

(2)   Language Assessors requesting a renewal of the Memorandum of Understanding must have completed the training, as required by Transport Canada, and have complied with the procedures and processes described in this AC.

9.10   Cancellation or Refusal to Renew the Memorandum of Understanding

(1)   Transport Canada may cancel or refuse to renew a Memorandum of Understanding on the basis of any of the following:

(a)   The absence of need for the services of language proficiency demonstrations;

(b)   upon the written request of the Language Assessor;

(c)   failure to comply with the procedures and processes described in this AC;

(d)   the need for repeated direction in the proper conduct and administration of language proficiency demonstrations;

(e)   the need for repeated direction in the completion of administrative requirements;

(f)   evidence of malpractice; or

(g)   any reason of public interest.

10.0   HOW TO CONDUCT FORMAL LANGUAGE PROFICIENCY DEMONSTRATIONS

(1)   Formal language proficiency demonstrations

(a)   Must be requested by the Verifier;

(b)   must be conducted by Language Assessors who hold a valid Letter of Memorandum of Understanding;

(c)   are audio only (candidates must not be able to see the Language Assessor);

(d)   must be recorded.

Note   *Unless previously authorized by Transport Canada, Language Assessors will only accept appointment made by Verifiers.*

10.1   Filling the *Privacy Notice Statement* and the *Identification Confirmation Form*

(1)   The Verifier will ask the candidate to read and sign the *Privacy Notice Statement* (Appendix B) and will complete the *Identification Confirmation Form* (Appendix C of this AC) prior to scheduling a *language proficiency demonstration*.

Note   *In a flight training unit environment, the CFI will send the Privacy Notice Statement and the Identification Confirmation Form to the Language Assessor. In a freelance environment, the freelance instructor will send the Privacy Notice Statement and the Identification Confirmation Form to the Language Assessor. In a commercial environment where pilots employed by the holder of a Canadian Air Operator certificate are renewing a level 4 or upgrading to a level 6, the Chief Pilot or the Operations Manager will send the Privacy Notice Statement and the Identification Confirmation Form to the Language Assessor.*

Note   *SKYPE and other means of communication that have a camera function cannot be used to confirm the identity of the candidate but can be used to conduct and record the language proficiency demonstration so long as the camera function is turned off by the Language Assessor to remove the ability of the candidate to see the Language Assessor.*

10.2   Conducting the Formal Language Proficiency Demonstration

(1)   The Verifier will schedule a language proficiency demonstration with the Language Assessor.

(2)   Prior to the time scheduled for the language proficiency demonstration, the Verifier will send the Language Assessor the *Privacy Notice Statement* and the *Identification Confirmation Form* (Appendices B and C of this AC).

(3)   Language Assessors must have received the *Privacy Notice Statement* and the *Identification Confirmation Form* prior to conducting a language proficiency demonstration.

(4)   The Language Assessor will

     (a)   choose a means to record the language proficiency demonstration that ensures clear audio review of the conversation;

     (b)   contact the Verifier at the time and number provided in the *Identification Confirmation Form* (Appendix C of this AC) to confirm the identity of the candidate prior to starting the language proficiency demonstration;

     (c)   explain to the Candidate:

         (i)   how the formal language proficiency demonstration will be conducted; and

         (ii)   that the candidate will receive an electronic copy of the feedback letter at the e-mail address provided in the *Identification Confirmation Form* within 30 days following the day of the demonstration.

(5)   The Language Assessor will then record:

     (a)   the introduction where the Language Assessor and the candidate state their name;

     (b)   the verbal consent of the candidate to record the formal language proficiency demonstration;

(c)   the formal language proficiency demonstration in which the Language Assessor will use the information provided in *How to Use Developmental Questions to Conduct the language proficiency demonstration* (Appendix D of this AC) to assess the candidate aviation language proficiency level.

Note   Language proficiency demonstrations vary in duration. The demonstration *of candidates that clearly demonstrate BELOW OPERATIONAL, OPERATIONAL or EXPERT level will be of shorter duration than the* demonstration *of candidates that are closer to two levels. It takes more time to assess the accurate level of candidates that demonstrate a high OPERATIONAL but not yet EXPERT level or of candidates that are nearly OPERATIONAL with BELOW OPERATIONAL competencies than to assess the level of candidates that are clearly BELOW OPERATIONAL, OPERATIONAL or EXPERT.*

Note   Unless previously approved by Transport Canada, Language Assessors may not conduct the formal language proficiency demonstration of candidates that are outside of Canada.

Note   Unless previously approved by Transport Canada, Language Assessors may not conduct the formal language proficiency demonstrations of candidates associated with FTUs where they are employed or of candidates in any way associated with their duties as trainer, evaluator or supervisor.

Note   Unless previously approved by Transport Canada, Language Assessors may not conduct more than a total of 60 formal language proficiency demonstrations per year and more than 20 formal demonstrations per year at any FTU, including any and all of its associated sub-bases and satellite bases.

Note   In order to protect the privacy of candidates, the recording cannot include personal information other than the name of the candidate and the ensuing informal and formal conversation that comprise the language proficiency demonstration.

Note   The Language Assessor must ensure that the quality of the recording is good enough to convey clearly the exchanges conducted during the language proficiency demonstration. Recordings of language proficiency demonstrations that are of poor quality (e.g., conversation is not clearly audible) will not be accepted and the result of the demonstration will not be validated.

10.3   Following the Formal Language Proficiency Demonstration

(1)   On completion of the formal language proficiency demonstration, the Language Assessor will:

(a)   Use the information provided in Appendix F *How to Use the Rating Scale to Mark the language proficiency demonstration* to determine the holistic aviation language proficiency level to be awarded.

(b)   Complete the *Feedback Letter for the Aviation Language Proficiency Demonstration* (Appendix G of this AC) (examples on how to complete the feedback letter are provided in Appendices H, I and J of this AC).

(c)   Within 3 days of the demonstration, send to Transport Canada at TC.aviationLPP-PCLAviation.TC@tc.gc.ca an electronic copy of the recording of the formal language proficiency demonstration, the *Privacy Notice Statement,* the *Identification Confirmation Form* and the feedback letter.

Note   The holistic language proficiency level stated in the feedback letter is subject to revision by Transport Canada who will advise the Language Assessor within 30 days following reception of the recording of the language proficiency demonstration of changes to the holistic level awarded.

Note   The e-mail to Transport Canada containing a copy of the recording of the formal language proficiency demonstration, the Privacy Notice Statement, the Identification Confirmation

Form and the feedback letter must have the following wording in the subject field: 'Formal language proficiency demonstration' followed by the date of the demonstration, the name and file number of the candidate, the level awarded. The e-mail will also contain, in the text field, the e-mail address of the candidate and of the CFI or the freelance instructor, as appropriate.

Example: *Formal Language Proficiency Demonstration - 20XX/XX/XX, name of candidate – licence # - EXPERT*

Note *Improperly filled forms will not be processed. Transport Canada will file the improperly filled form in the candidate's 5802 RDIMS file and request by e-mail that the Language Assessor send a properly filled form.*

(2) Within 30 days of receiving the information from the Language Assessor

  (a) Transport Canada will advise the Language Assessor of changes to the level awarded if warranted; and

  (b) following the review by Transport Canada, the Language Assessor will send the electronic copy of the feedback letter to the candidate and the CFI or the freelance instructor, or to the Chief Pilot or the Operations Manager, as appropriate.

11.0   POLICY REGARDING RE-ASSESSMENT

(1) Unless otherwise authorized by Transport Canada, candidates that are assessed BELOW OPERATIONAL must wait a period of 90 days following the date a language proficiency demonstration was conducted prior to attempting a re-assessment of their aviation language proficiency.

(2) Unless otherwise authorized by Transport Canada, candidates that are assessed OPERATIONAL must wait a period of 48 months following the date a language proficiency demonstration was conducted prior to attempting a re-assessment of their aviation language proficiency.

12.0   HOW TO HANDLE ERRORS TO AVIATION LANGUAGE PROFICIENCY LEVELS ON CANADIAN AVIATION DOCUMENTS

(1) Transport Canada personnel dealing with student pilots and pilots that do not demonstrate the level of language proficiency indicated on their file in Distributed Air Personnel Licensing System (DAPLS) should refer the situation to Transport Canada who will assess the evidence and, where required, contact the document holder to confirm the level of language proficiency awarded.

(2) CFIs and freelance instructors dealing with student pilots and pilots that do not demonstrate the level of language proficiency awarded by means of a formal or informal language proficiency demonstration should refer the situation to Transport Canada who will assess the evidence and, where appropriate, contact the document holder to confirm the level of language proficiency.

13.0 HOW TO HANDLE PILOTS UNABLE TO COMMUNICATE AT AN OPERATIONAL LEVEL

(1) Transport Canada and holders of a Canadian aviation document are encouraged to notify Transport Canada of instances (i.e., date, time, call sign, recording of conversation where available) where pilots were unable to demonstrate an operational level of language proficiency in English or French.

(2) Transport Canada will assess the evidence and, where required, contact that pilot to confirm the level of language proficiency.

14.0 INFORMATION MANAGEMENT

(1) Not applicable.

15.0 DOCUMENT HISTORY

(1) Not applicable.

16.0 CONTACT OFFICE

For more information, please contact:
Commercial Flight Standards - AARTF
E-mail: TC.AviationLPP-PCLAviation.TC@tc.gc.ca

Suggestions for amendment to this document are invited, and should be submitted via:
TC.AviationLPP-PCLAviation.TC@tc.gc.ca

Original signed by

Robert Sincennes
Director, Standards, Civil Aviation
Transport Canada

APPENDIX A – MEMORANDUM OF UNDERSTANDING

MEMORANDUM OF UNDERSTANDING BETWEEN TRANSPORT CANADA AND [LANGUAGE ASSESSOR's Name]

[Language Assessor's Name]   **Date [YY/MM/DD]**
[Language Assessor's e-mail Address]

Dear **[Language Assessor's Name]:**

This letter confirms that Transport Canada agrees to accept the result of aviation language proficiency demonstrations that you will conduct provided that you adhere to the procedures and processes described in Advisory Circular (AC) 401-009.

You understand and accept that

➤ this Memorandum of Understanding is valid from **[year, month, day]** to **[year, month, day]** for all Transport Canada Regions;

➤ the need for your services as an Aviation Language Proficiency Language Assessor is based on the continued need for formal aviation language proficiency demonstrations, as determined by Transport Canada;

➤ unless previously approved by Transport Canada, you may not conduct the formal aviation language proficiency demonstration of candidates associated with Flight Training Units where you are employed or of candidates in any way associated with your duties as trainer, examiner or supervisor;

➤ unless otherwise approved by Transport Canada, you may not conduct more than a total of 60 formal aviation language proficiency demonstrations per year;

➤ unless otherwise approved by Transport Canada, you may not conduct more than 20 formal aviation language proficiency demonstrations per year at any Flight Training Unit, including any and all of its associated sub-bases and satellite bases;

➤ Unless previously approved by Transport Canada, you may not conduct the formal aviation language proficiency demonstration of candidates that are outside of Canada;

➤ your name, phone number and contact e-mail address will be made public to allow access for your services; and that

➤ both you and Transport Canada may terminate this Memorandum of Understanding at any time, upon written notice.

If you agree with the terms stated above, sign the original, scan it and e-mail it back to Transport Canada at the address provided in AC 401-009, and retain one copy for your records.

Sincerely,

_____   _____
[For Transport Canada]   Date [YY/MM/DD]

_____   _____
[Language Assessor's Signature and File Number]   Date [YY/MM/DD]

APPENDIX B — PRIVACY NOTICE STATEMENT

Transport Canada (TC) is committed to protecting the privacy rights of individuals and safeguarding the personal information under its control.

"Personal information" is defined as any information, in any form, about an identifiable individual; refer to section 3 of the *Privacy Act* for further details regarding personal information.

Personal information collected by TC is protected from disclosure to unauthorized persons and/or agencies subject to the provisions of the *Privacy Act*. Individuals have the right to the protection of and access to their personal information and to request corrections where the individual believes there is an error or omission. Individuals may contact the Department's Access to Information and Privacy Protection Division to request corrections.

The Aviation Language Proficiency Program (ALPP) has been developed in order to provide means by which to assess the language proficiency of candidates applying for a Canadian aviation document. Recording of formal language proficiency demonstrations is required to ensure standardization of the program.

The information requested is required by the Department for the purpose of confirming the language proficiency level awarded and will be used to ensure standardization of the program.

The information is collected Personal information is collected pursuant to section 4.9 of the *Aeronautics Act* and Part IV of the *Canadian Aviation Regulations* - Personnel Licensing and Training - Subpart 1 - Flight Crew Permits, Licenses and Ratings.

Provision of the information requested in this document is voluntary and you may, without prejudice, decline to respond. Should you decide to complete the formal language proficiency demonstration, it is important to know that the submission of your information constitutes consent to the collection and use of your personal information.

Completion of the formal language proficiency demonstration constitutes your consent to the collection, use, and disclosure of the information provided herein, subject to certain exemptions and exceptions as per the *Privacy Act*.

This information is required by Transport Canada. If you do not authorize the recording of the formal language proficiency demonstration Transport Canada will be unable to process your request for a Canadian aviation document.

Your personal information will be shared with Transport Canada for the purpose of standardization.

Your personal information will not be used for any secondary purpose without first obtaining your explicit consent.

The personal information collected will be destroyed at the age of one hundred or when the individual dies.

Personal information will be protected under the provisions of the *Privacy Act* and is described in TC's Personal Information Bank TC PPU 005 which is detailed in TC Info Source Chapter at http://www.tc.gc.ca/.

Individuals have the right to file a complaint with the <u>Privacy Commissioner of Canada</u> regarding the institution's handling of their personal information.

By providing your personal information, you acknowledge that you have read and understood this statement and consent to the Department's collection, use and disclosure of your personal information.

_____   _____

Name and Signature of Candidate   **Date [YY/MM/DD]**

APPENDIX C - IDENTIFICATION CONFIRMATION FORM

I, _____ (name of candidate in print), confirm that the information provided on this form is accurate, that I have read the *Privacy Notice Statement* for the Request to Record Aviation Language Proficiency Demonstrations and that I consent to the recording of this aviation language proficiency demonstration for the purpose of assessing my level of aviation language proficiency.

_____   _____

Signature of Candidate   **Phone number**

_____   _____

E-mail address   **Date of most recent language proficiency demonstration**

I, _____ (name of Verifier in print), certify, after proper verification, that the candidate for the Aviation language proficiency demonstration is _____ (applicant name), file number _____.

Documents used to confirm identity:

1. _____   number: _____   Expiry Date: _____
2. _____   number:_____   Expiry Date: _____

_____   _____

Signature of Verifier   **File number (if applicable)**

_____   _____

Verifier's e-mail address and phone number   **Date [YY/MM/DD]**

Proposed date and time for language proficiency demonstration: _____

Means of contact: _____

APPENDIX D - HOW TO USE DEVELOPMENTAL QUESTIONS TO CONDUCT THE LANGUAGE PROFICIENCY DEMONSTRATION

GENERAL

The objective of aviation language proficiency demonstrations is to accurately assess candidates' language proficiency. In order to do so, Language Assessors must provide candidates with enough opportunities to demonstrate their speaking and comprehension skills.

Since the introduction of the aviation language proficiency program (ALPP), Transport Canada has used scripted questions to assess the language proficiency of candidates. Experience has shown that scripted questions are rapidly available to candidates who may memorize answers, compromising the integrity and validity of the demonstration.

The ALPP relies on Language Assessors for the conduct of language proficiency demonstrations for candidates to a Canadian aviation document.

Language Assessors for candidates to a Canadian aviation document are senior instructors (Class I or II) holding a Pilot Examiner delegation. They are already familiar with the obligations and responsibilities attached to a Ministerial delegation, with the principles of evaluation and with the concept of training by means of developmental questions.

Language Assessors must use developmental questions to prompt long answers and use follow-up questions as needed to get additional context and details. The questions must be thought provoking and require more than simple short sentences. Poor questioning technique will not give the candidate the chance to demonstrate their proficiency.

Language Assessors should adapt the subject of their questions to the level of aviation knowledge of the candidates as some candidates have little aviation knowledge, taking the demonstration prior to or at the start of their aviation career, and some candidates already hold an airline transport pilot licence (ATPL) delivered by another authority, taking the test in order to get a Canadian aviation document issued on the basis of their foreign licence.

Language proficiency demonstrations are audio assessments. Candidates should not be able to see the Language Assessor. The demonstrations should be done electronically and must be recorded. There are no requirements to provide visual aids (e.g., maps, pictures), though the practice is not discouraged in instances where Language Assessors and candidates are in the same location. Language Assessors using visual aids should use a variety of props to ensure that candidates do not recognize patterns for which they could train themselves in advance of a demonstration.

Language Assessors evaluate the same six competency components which are currently in use: Pronunciation, Structure, Vocabulary, Fluency, Comprehension and Interaction.

THE LANGUAGE PROFICIENCY DEMONSTRATION

The Language Assessor should start the language proficiency demonstration by mentioning the following points:

- Ensure that the candidate gives authorization to record the language proficiency demonstration (in case of negative the demonstration will not proceed);

- Advise the candidate that the language proficiency demonstration is an informal discussion, there are no right or wrong answers;

- Advise the candidate that proficiency is confirmed by the ability to provide context and details in answers to questions.

- Advise the candidate that a feedback letter will be issued by e-mail by Transport Canada within 30 days of the demonstration.

Below are examples of ICAO Standardized Phraseology questions and Plain language questions that could be used to assess proficiency. Plain language questions could be asked to candidates that do not already have aviation experience or knowledge and a mix of plain language and ICAO Standardized Phraseology questions could be asked to candidates that are already holding an aviation document. These are only examples and Language Assessors are encourage to prepare enough of their own developmental questions in advance to ensure variety from test to test.

ICAO Standardized Phraseology

- You are experiencing engine problems and you have to contact the tower for priority landing. Play the role of the pilot.

- You are practicing a touch and go in a control zone. Play the role of the pilot. (*At some point in the narrative, the Language Assessor could play the role of a pilot in another aircraft.*)

- You are entering a controlled zone for landing. Play the role of the pilot. (*At some point in the narrative, the Language Assessor could play the role of a pilot in another aircraft.*)

- You are holding short of runway 36 for a departure towards a destination 100 NM south of the airport, on a VFR flight plan. Play the role of the pilot. (*At some point in the narrative, the Language Assessor could play the role of a pilot in another pilot aircraft.*)

- You are practicing touch and go on runway 18 in a controlled zone and, while downwind, you notice a large animal on the runway. Play the role of the pilot.

Plain Language Questions (non-aviation related)

- Explain why you decided to get a pilot licence.

- Explain why you came to Canada to get your aviation language proficiency assessment.

- You have just witnessed a car accident. The driver is conscious but seems to be hurt. Describe the situation and your actions.

- You have walked for miles off trail in a national park and you feel that you are lost. Explain your actions.

- Ask the candidate to explain the plot of a movie and/or a book he/she has enjoyed.

Plain Language Questions (aviation related)

- Explain what you have enjoyed the most so far in your training/career.

- Explain how you prepare yourself mentally and physically for a flight.

- Explain why someone would want to work for the airline/flight school where you are employed.

- Explain the differences in effects and recovery between wing stalls and tail wing stalls.

APPENDIX E - RATING SCALE EXPLANATION

This rating scale is competency (skill) based on the ability to speak and listen. It includes six speaking and listening skills: Pronunciation, Structure, Vocabulary, Fluency, Comprehension and Interaction identified in section 421.06(4) of the *Canadian Aviation Regulations* (CARs). The following is a brief "plain language" explanation of each competency for each of the score points attended to on the Abbreviated version of the Aviation Language Proficiency Demonstration Rating Scale.

Pronunciation

It is important to remember that not all native speakers will receive a level 6 on the pronunciation score, nor would all non-native speakers who speak with an accent be prohibited from receiving a level 6. That is, native English speakers may receive a score lower than level 6 if their regional dialect is not readily understood by those outside of that particular region. Conversely, speakers whose speech patterns clearly identify them as "non-native" speakers (having an accent) may demonstrate Expert Level 6 proficiency, as long as they are almost always *easy* to understand by proficient listeners.

Level	Description	Explanation
Expert **6**	Pronunciation, stress, rhythm, and intonation infrequently are influenced by the first language or regional variation, but almost never interfere with ease of understanding	The candidate may be a native speaker of English or may be a very proficient non-native English speaker with an easily understood accent and/or dialect. The accent or any pronunciation "mistakes" almost never interfere with the ease with which they are understood. The speaker is *always clear and understandable*.
Operational **4**	Pronunciation, stress, rhythm, and intonation are influenced by the first language or regional variation, to the extent that they sometimes interfere with ease of understanding.	The speaker has a marked accent. Occasionally, *the listener may have to pay close attention to understand* the speaker, or may have to clarify something from time to time. This is the minimum level of proficiency determined to be "safe" for air traffic control communications.
Below Operational L4	Pronunciation, stress, rhythm, and intonation are influenced by the first language or regional variation, to the extent that they frequently interfere with ease of understanding	Pronunciation is so poor that comprehension over the radio would be impossible.

Structure

Structure refers to the grammar and sentence patterns used by the candidates. Structural (grammatical) errors can be divided into two types: those that interfere with meaning and those that do not.

Level	Description	Explanation
Expert **6**	Both basic and complex grammatical structures and sentence patterns are consistently well controlled	Speakers at this level might make *grammatical errors, but they do not affect the ability to communicate easily.* For example, the speaker might consistently leave off the "plural –s", as in "I've been flying for five year."
Operational **4**	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.	At this level, speakers have good command of basic grammar. *They demonstrate errors, but they rarely interfere with the ability to communicate.*
Below Operational L4	Basic grammatical structures and sentence patterns associated with predictable situations are not always well controlled. Errors frequently interfere with meaning.	A weak command of basic grammatical structures and errors that lead to misunderstandings.

Vocabulary

This skill measures the words the candidates understand as well as the words the candidates use and how well they use them.

Level	Description	Explanation
Expert **6**	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	The candidate at this level uses appropriate words to communicate both in aviation contexts and in "real life" situations. That is, s/he uses both aviation-specific terminology and "regular language" accurately. This candidate might even use idioms or everyday phrases to communicate.
Operational **4**	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.	The candidate at this level will usually be able to manage communication on work-related topics, but may sometimes need clarification. At this level, the speaker might be able to re-phrase or choose another word to make the message understood. For example, if the candidate does not know the word "damaged", s/he might say, "The plane is not injured." Although the word is not used correctly, the listener knows what the candidate means.
Below Operational L4	Vocabulary range and accuracy are limited and the word choice often inappropriate. Often unable to paraphrase successfully when lacking vocabulary.	Gaps in vocabulary knowledge or a choice of wrong or non-existing words are used. This affects the fluency in a negative manner and leads to misunderstandings.

Fluency

For the purposes of this demonstration, "fluency" refers to the naturalness of speech production, and the degree to which understanding is affected by unusual hesitancy or choppiness.

Level	Description	Explanation
Expert **6**	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.	The candidate at this level almost always speaks smoothly with a natural rhythm and flow.
Operational **4**	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.	The candidate at this level might lose fluency at times, but this does not affect the ability to communicate.
Below Operational L4	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.	At this level the speech flow is so slow that communication lacks concision and efficiency. There are frequent long silent pauses that interrupt the speech flow.

Comprehension

Comprehension refers to the degree to which the candidate understands the communication.

Level	Description	Explanation
Expert 6	Comprehension is consistently accurate in nearly all contexts and includes comprehension of linguistic and cultural subtleties.	The candidate at this level demonstrates a consistently high level of understanding, and may ask for clarification if necessary.
Operational 4	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	At this level, comprehension is not expected to be perfectly accurate in all instances. However, the candidate has the strategies to allow him or her to ultimately understand the communication. Failure to understand a clearly communicated communication, even after seeking clarification, should result in a lower score.
Below Operational L4	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 of situational complication or an unexpected turn of events	Comprehension is limited to routine communications in optimum conditions. It is not proficient enough to understand the full range of radiotelephony communications, including unexpected events substandard speech or inferior radio reception.

Interactions

Raters should be aware that inappropriate silence may indicate a failure to understand.

Level	Description	Explanation
Expert **6**	Interacts with ease in nearly all situations. Is sensitive to verbal and non-verbal cues and responds to them appropriately.	The candidate at this level interacts easily, naturally, and appropriately in almost all situations.
Operational **4**	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.	The candidate at this level might interact spontaneously and with ease in some situations. Furthermore, s/he is able to communicate the fact that s/he does not understand part of a communication. That is, s/he can ask for confirmation or clarify a situation or communication when necessary.
Below Operational **L4**	Can initiate and maintain exchanges with reasonable ease on familiar topics and in predictable situations. Generally inadequate when dealing with an unexpected turn of events.	Interaction is such that communication lacks concision and efficiency. Misunderstandings and non-understandings are frequent which may lead to possible communication breakdowns.

APPENDIX F - HOW TO USE THE RATING SCALE TO MARK THE AVIATION LANGUAGE PROFICIENCY DEMONSTRATION

The aviation language proficiency demonstration assesses six competencies according to a rating scale that consists of three possible marks: BELOW OPERATIONAL (L4), OPERATIONAL (4) or EXPERT (6). The Language Assessor must assign a mark for each competency in the competency grid of the feedback letter.

How to assess the competencies

A mark of 6 means an EXPERT level for the competency, a mark of 4 means an OPERATIONAL level and a mark of L4 means a BELOW OPERATIONAL level.

How to assign a holistic level

The Language Assessor will apply the following rules to assign a holistic level:

EXPERT holistic level: No competencies can be assessed below Level 6 EXPERT.

OPERATIONAL holistic level: No competencies can be assessed below Level 4 OPERATIONAL.

BELOW OPERATIONAL holistic level: Candidates will be assessed BELOW OPERATIONAL any time a competency is assessed as L4. A BELOW OPERATIONAL holistic level is considered a failure of the language proficiency demonstration.

Example 1: EXPERT holistic level is awarded.

Pronunciation	Structure	Vocabulary	Fluency	Comprehension	Interactions
6	6	6	6	6	6

Example 2: BELOW OPERATIONAL holistic level is awarded.

Pronunciation	Structure	Vocabulary	Fluency	Comprehension	Interactions
6	6	6	**L4**	6	6

Example 3: OPERATIONAL holistic level is awarded.

Pronunciation	Structure	Vocabulary	Fluency	Comprehension	Interactions
4	**4**	6	**4**	6	6

Example 4: BELOW OPERATIONAL holistic level is awarded

Pronunciation	Structure	Vocabulary	Fluency	Comprehension	Interactions
L4	4	6	4	6	4

Example 5: BELOW OPERATIONAL holistic level is awarded

Pronunciation	Structure	Vocabulary	Fluency	Comprehension	Interactions
4	4	4	**L4**	4	4

APPENDIX G – FEEDBACK LETTER FOR THE AVIATION LANGUAGE PROFICIENCY DEMONSTRATION

DATE OF DEMONSTRATION: FORMAT: ◯ FORMAL ◯ INFORMAL

APPLICANT'S NAME: E-MAIL:

FILE NUMBER: PHONE NUMBER:

LANGUAGE ASSESSOR'S NAME: E-MAIL:

AVIATION LANGUAGE PROFICIENCY DEMONSTRATION RESULTS

Pronunciation	Structure	Vocabulary	Fluency	Comprehension	Interaction

COMMENTS (Only required if Below Operational):

OVERALL AVIATION LANGUAGE PROFICIENCY ASSESSMENT

EXPERT ◯   OPERATIONAL ◯   BELOW OPERATIONAL ◯

Notes

This feedback letter is a confirmation of the language proficiency level awarded to the candidate. In the case of re-assessment, the candidate must present this letter to the Language Assessor.

Unless otherwise authorized by Transport Canada, candidates that are assessed BELOW OPERATIONAL must wait a period of 90 days prior to attempting a re-assessment and candidates that are assessed OPERATIONAL must wait a period of 48 months.

Transport Canada has the authority to request a re-assessment of language proficiency in reported instances where Canadian aviation document holders do not demonstrate, following an informal conversation, the level of language proficiency indicated on their file.

_____   _____

[Signature of Language Assessor]   Date [YY/MM/DD]

APPENDIX H – EXAMPLE OF FEEDBACK LETTER (FORMAL - EXPERT)

DATE OF DEMONSTRATION: 20XX/04/23   FORMAT: ● FORMAL ○ INFORMAL

APPLICANT'S NAME: ORVILLE OUELLET   E-MAIL: ORVILLE@TMAIL.COM

FILE NUMBER: XXXXXX   PHONE NUMBER: (555) 555-5555

LANGUAGE ASSESSOR'S NAME: WILBUR BROWN   E-MAIL: wilbur@tmail.com

AVIATION LANGUAGE PROFICIENCY DEMONSTRATION RESULTS

Pronunciation	Structure	Vocabulary	Fluency	Comprehension	Interaction
6	6	6	6	6	6

COMMENTS (Only required if Below Operational):

OVERALL AVIATION LANGUAGE PROFICIENCY ASSESSMENT

EXPERT ●   OPERATIONAL ○   BELOW OPERATIONAL ○

Notes

This feedback letter is a confirmation of the language proficiency level awarded to the candidate. In the case of re-assessment, the candidate must present this letter to the Language Assessor.

Unless otherwise authorized by Transport Canada, candidates that are assessed BELOW OPERATIONAL must wait a period of 90 days prior to attempting a re-assessment and candidates that are assessed OPERATIONAL must wait a period of 48 months.

Transport Canada has the authority to request a re-assessment of language proficiency in reported instances where Canadian aviation document holders do not demonstrate, following an informal conversation, the level of language proficiency indicated on their file.

_____   _____
[Signature of Language Assessor]   Date [YY/MM/DD]

APPENDIX I – EXAMPLE OF FEEDBACK LETTER (FORMAL - OPERATIONAL)

DATE OF DEMONSTRATION: 20XX/04/23   FORMAT: ● FORMAL   ○ INFORMAL

APPLICANT'S NAME: ORVILLE OUELLET   E-MAIL: ORVILLE@TMAIL.COM

FILE NUMBER: XXXXXX   PHONE NUMBER: (555) 555-5555

LANGUAGE ASSESSOR'S NAME: WILBUR BROWN   E-MAIL: WILBUR@TMAIL.COM

AVIATION LANGUAGE PROFICIENCY DEMONSTRATION RESULTS

Pronunciation	Structure	Vocabulary	Fluency	Comprehension	Interaction
4	4	6	4	6	6

COMMENTS (Only required if Below Operational):

OVERALL AVIATION LANGUAGE PROFICIENCY ASSESSMENT

EXPERT ○   OPERATIONAL ●   BELOW OPERATIONAL ○

Notes

This feedback letter is a confirmation of the language proficiency level awarded to the candidate. In the case of re-assessment, the candidate must present this letter to the Language Assessor.

Unless otherwise authorized by Transport Canada, candidates that are assessed BELOW OPERATIONAL must wait a period of 90 days prior to attempting a re-assessment and candidates that are assessed OPERATIONAL must wait a period of 48 months.

Transport Canada has the authority to request a re-assessment of language proficiency in reported instances where Canadian aviation document holders do not demonstrate, following an informal conversation, the level of language proficiency indicated on their file.

_____   _____

[Signature of Language Assessor]   Date [YY/MM/DD]

APPENDIX J – EXAMPLE OF FEEDBACK LETTER (FORMAL - OPERATIONAL & BELOW OPERATIONAL)

DATE OF DEMONSTRATION: 20XX/04/23   FORMAT: ● FORMAL   ○ INFORMAL

APPLICANT'S NAME: ORVILLE OUELLET   E-MAIL: ORVILLE@TMAIL.COM

FILE NUMBER: XXXXXX   PHONE NUMBER: (555) 555-5555

LANGUAGE ASSESSOR'S NAME: WILBUR BROWN   E-MAIL: WILBUR@TMAIL.COM

AVIATION LANGUAGE PROFICIENCY DEMONSTRATION RESULTS					
Pronunciation	**Structure**	**Vocabulary**	**Fluency**	**Comprehension**	**Interaction**
L4	**6**	**6**	**L4**	**6**	**4**

COMMENTS (Only required if Below Operational):

Candidate suffers from heavy stutter which interferes with his pronunciation and fluency.

OVERALL AVIATION LANGUAGE PROFICIENCY ASSESSMENT

EXPERT ○   OPERATIONAL ○   BELOW OPERATIONAL ●

Notes

This feedback letter is a confirmation of the language proficiency level awarded to the candidate. In the case of re-assessment, the candidate must present this letter to the Language Assessor.

Unless otherwise authorized by Transport Canada, candidates that are assessed BELOW OPERATIONAL must wait a period of 90 days prior to attempting a re-assessment and candidates that are assessed OPERATIONAL must wait a period of 48 months.

Transport Canada has the authority to request a re-assessment of language proficiency in reported instances where Canadian aviation document holders do not demonstrate, following an informal conversation, the level of language proficiency indicated on their file.

_____   _____
[Signature of Language Assessor]   Date [YY/MM/DD]

APPENDIX K – EXAMPLE OF FEEDBACK LETTER (INFORMAL – OPERATIONAL & BELOW OPERATIONAL)

DATE OF DEMONSTRATION: 20XX/04/23　　　FORMAT: ◯ FORMAL　　⬤ INFORMAL

APPLICANT'S NAME:　　ORVILLE OUELLET　　E-MAIL: ORVILLE@TMAIL.COM

FILE NUMBER:　　　　　XXXXXX　　　　　　PHONE NUMBER: (555) 555-5555

LANGUAGE ASSESSOR'S NAME:　WILBUR BROWN　　　　E-MAIL: WILBUR@TMAIL.COM

AVIATION LANGUAGE PROFICIENCY DEMONSTRATION RESULTS					
Pronunciation	**Structure**	**Vocabulary**	**Fluency**	**Comprehension**	**Interaction**

COMMENTS (Only required if Below Operational):

I cannot confirm an EXPERT level. I have recommended that the candidate takes a formal language proficiency demonstration.

OVERALL AVIATION LANGUAGE PROFICIENCY ASSESSMENT

EXPERT　◯　　　　　　　OPERATIONAL　◯　　　　　　BELOW OPERATIONAL　◯

Notes

This feedback letter is a confirmation of the language proficiency level awarded to the candidate. In the case of re-assessment, the candidate must present this letter to the Language Assessor.

Unless otherwise authorized by Transport Canada, candidates that are assessed BELOW OPERATIONAL must wait a period of 90 days prior to attempting a re-assessment and candidates that are assessed OPERATIONAL must wait a period of 48 months.

Transport Canada has the authority to request a re-assessment of language proficiency in reported instances where Canadian aviation document holders do not demonstrate, following an informal conversation, the level of language proficiency indicated on their file.

_____　　　　_____

[Signature of Language Assessor]　　　　　　　　Date [YY/MM/DD]

APPENDIX L – EXAMPLE OF FEEDBACK LETTER (INFORMAL – DND APPLICANT)

DATE OF DEMONSTRATION: 20XX/04/23   FORMAT: ⭘ FORMAL   ● INFORMAL

APPLICANT'S NAME: ORVILLE OUELLET   E-MAIL: ORVILLE@TMAIL.COM

FILE NUMBER: XXXXXX   PHONE NUMBER: (555) 555-5555

LANGUAGE ASSESSOR'S NAME: TC   E-MAIL:

AVIATION LANGUAGE PROFICIENCY DEMONSTRATION RESULTS					
Pronunciation	**Structure**	**Vocabulary**	**Fluency**	**Comprehension**	**Interaction**

COMMENTS (Only required if Below Operational):

DND applicant. English EXPERT level awarded.

OVERALL AVIATION LANGUAGE PROFICIENCY ASSESSMENT

EXPERT   ●   OPERATIONAL   ⭘   BELOW OPERATIONAL   ⭘

Notes

This feedback letter is a confirmation of the language proficiency level awarded to the candidate. In the case of re-assessment, the candidate must present this letter to the Language Assessor.

Unless otherwise authorized by Transport Canada, candidates that are assessed BELOW OPERATIONAL must wait a period of 90 days prior to attempting a re-assessment and candidates that are assessed OPERATIONAL must wait a period of 48 months.

Transport Canada has the authority to request a re-assessment of language proficiency in reported instances where Canadian aviation document holders do not demonstrate, following an informal conversation, the level of language proficiency indicated on their file.

_____   _____

[Signature of Language Assessor]   Date [YY/MM/DD]