









Contents

Unit	Operational topics	Communication functions	Language content
Introduction			
1 Language and communication in aviation page 7	<ul style="list-style-type: none">Types of RT communication situationsExamples of miscommunicationManaging communication	<ul style="list-style-type: none">Standard phraseology and plain languageMisunderstandingReadbackCommunication errors: Omitted or incorrect call signTypes of transmissionRequesting clarification and making requestsSaying why unable	<ul style="list-style-type: none">Easily confused wordsWord endingsInterrogative words and phrasesAbbreviationsUsing glossary definitionsAmerican and British English
PART A: Hazards on the ground			
2 Ground movements page 17  DVD: Danger on the runway	<ul style="list-style-type: none">Airport markings and signsAirport layout and areasGround equipmentTurnaround incidentsStart-up and push-back approvalHot spots	<ul style="list-style-type: none">Communication errors: failure to acknowledge correctly (ATCOs)Confirming and clarifyingRequesting confirmationDescribing the seriousness of a situationGiving instructions and resolving problemsDetailed taxi instructionsHandling turnaround incidents	<ul style="list-style-type: none">Location and movementAlphabet and numeralsAdverbsAbbreviationsPhysical characteristics (colour, shape, size)Incident vocabularyWord endings
3 Communication on the ground page 29	<ul style="list-style-type: none">TurnaroundRamp safetyHandling incidents involving engineering, ambulance, security, firemen, tow vehicles etc.'We're now at take-off.'Managing a fire emergency	<ul style="list-style-type: none">Communication errors: failure to acknowledge correctly (pilots)Reporting anomaliesDescribing what you can see, hear and feelAsking for clarificationResponding to problemsManaging a departureCoordinating actions	<ul style="list-style-type: none">-ing: current actions and functions in word groupsExpressing complianceGround equipment vocabularyPerception: describing what you think is happeningHaving something donePronunciation: verbs ending in -ing;States and changed states
4 Runway incursions page 39  DVD: When attention is diverted	<ul style="list-style-type: none">Runway confusionThe causes of runway incursionsIncident precursorsTaxiing best practiceICAO recommendations for avoiding runway incursions (ATC)Low-visibility operationsSterile cockpitDistractionsSituational awarenessSMG	<ul style="list-style-type: none">Call signsReadbackCommunication errors: failure to seek confirmationDealing with garbled messagesReporting past actionsFrom phraseology to plain languageConditional clearances	<ul style="list-style-type: none">Safety vocabulary and synonymsModal verbsTaking notesDescribing events in the pastPronunciation, phrasing and fluency
PART A REVIEW (Units 2–4) page 50			
PART B: En-route			
5 Environmental threats page 53  DVD: Volcanic ash hazard	<ul style="list-style-type: none">Environmental phenomenaPilot reportsMETAR, TAF and ATISWeather radarEffects on flight pathsWindshearResponding to weather conditionsIcingVolcanic ash cloudsHandling abnormal conditions in flight	<ul style="list-style-type: none">Communicating weather informationCommunication errors: Expectation bias (1)CorrectingDescribing a flight pathReading back and confirmingClarifying and rephrasingUsing coded/numerical sourcesSaying why you are unable to do something	<ul style="list-style-type: none">Environmental phenomenaAdjectives for describing environmental conditionsMet abbreviationsChanging conditionsSame words used in different waysInterrogativesStress and intonationWord recognition and contextParaphrasingDescribing consequences

Unit	Operational topics	Communication functions	Language content
6 Level busts page 65  DVD: Level best	<ul style="list-style-type: none">◆ Level bust situations◆ ATC abbreviations◆ Causes of level bust◆ Reasons for communication breakdown◆ Memorisation◆ Recommendations for pilots and controllers for avoiding level busts◆ Negotiating level changes	<ul style="list-style-type: none">◆ Reporting incidents◆ Communication errors: readback and hearback errors◆ Distinguishing call signs, frequencies and settings◆ Identifying causes◆ Managing separation and level changes	<ul style="list-style-type: none">◆ Verb forms: active and passive in the past; Use of infinitive and present participle◆ Prepositions◆ <i>Fail to</i>◆ Word stress and intonation◆ Describing incidents◆ Homophones◆ Enunciation, intonation and phrasing◆ Conditionals
7 Decision making page 76  DVD: Loss of communication	<ul style="list-style-type: none">◆ US Airways Flight 1549◆ ETOPS diversion at night◆ Cardinal points◆ Decision making role plays◆ Decision making and the language barrier◆ The effects of stress◆ Managing abnormal situations	<ul style="list-style-type: none">◆ Incident and action reporting◆ Expressing uncertainty◆ Communication errors: failure to question instructions◆ Dealing with a lack of language proficiency◆ Asking about and expressing feasibility and intention	<ul style="list-style-type: none">◆ Use of simple past and present continuous◆ Phrasing, pronunciation and fluency◆ Stressed syllables◆ Useful phrases for dealing with a lack of language proficiency◆ Cause and effect: asking for reasons and explaining why
PART B REVIEW (Units 5–7) page 89			
PART C: Approach and landing			
8 Approach and landing incidents page 92  DVD: Call sign confusion	<ul style="list-style-type: none">◆ Expectation◆ Runway friction coefficients◆ Runway excursions◆ Stabilised approach◆ Loss of situational awareness◆ Approach hazards◆ Landmarks, terrain and obstacles◆ Jeppesen approach chart◆ On short final◆ Go-around	<ul style="list-style-type: none">◆ Correcting erroneous expectations◆ Asking about availability◆ Communication errors: uncorrected erroneous readback◆ Expressing concern◆ Describing precautions◆ Expressing urgency◆ Relaying information	<ul style="list-style-type: none">◆ <i>Should</i>◆ Giving advice using <i>should</i>◆ <i>Will</i>: future, intention and undertaking◆ Relaying information using reported speech◆ Describing position◆ Distance
9 Handling a technical malfunction page 105  DVD: NZ60, a free lesson (Part 1)	<ul style="list-style-type: none">◆ ATC technical failures◆ Aircraft system failures◆ Consequences of a technical failure◆ Flight crew discussions◆ Electrical failure during approach◆ Monitoring a situation◆ ILS malfunction	<ul style="list-style-type: none">◆ Summarising◆ Suggesting action◆ Communication errors: failure to request clarification◆ Announcing a change◆ Self-correcting◆ Asking and answering about consequences and reasons	<ul style="list-style-type: none">◆ Describing technical conditions◆ Talking about consequences◆ Phrasal verbs (1)◆ Conjunctions and function words◆ Using context to distinguish between similar words
10 Reducing approach and landing risks page 116  DVD: NZ60, a free lesson (Part 2)	<ul style="list-style-type: none">◆ Avoiding action◆ TCAS◆ Visual References◆ Landing hazards◆ Do-lists and checklists◆ VOR DME procedures◆ Crew and Team Resource Management◆ ATC functions◆ Threat and error management◆ ALAR◆ Problem solving	<ul style="list-style-type: none">◆ Saying unable◆ Announcing a compulsory action◆ Announcing a (nearly) completed action having an effect on the present◆ Announcing an avoided problem◆ Communication errors: Expectation bias (2)◆ Reporting a previous communication◆ Describing procedures	<ul style="list-style-type: none">◆ Phrasal verbs (2)◆ Present perfect tense◆ <i>Still</i> and <i>yet</i>◆ Summarising◆ Expressing preferences◆ Reported speech◆ Phrasing, stress and intonation
PART C REVIEW (Units 8–10) page 128			
Pairwork Activities page 131		Answer key page 166	Audioscript page 174
			Glossary page 191