

## Report 12 – Example Criteria in TEA Assessment:



### 3 Annotated Test Transcripts

This document provides transcripts of three complete TEA tests with annotations made by an examiner, highlighting some examples of the type of language elicited during the test that is used to make assessments of candidate level against the ICAO Descriptors.

The concept of using test response analysis to validate tests is not new. Fulcher and Davidson (2010) describe the theory:

“A test task is essentially a device that allows the language tester to collect evidence. The evidence is a response from the test-taker, whether this is a tick in a box or an extended contribution to a dialogue. The ‘response as evidence’ indicates that we are using the responses in order to make inferences about the ability of the test taker to use language in the domains and range of situations defined in the test specifications.” (p62)

While it is impractical to cross-reference every example of language elicited in the test with the ICAO Descriptors, there are a range of examples representing each of the six Descriptors, in order to give a holistic impression of how TEA raters can form judgments on candidate proficiency level.

The following tests are among those used for TEA rater training purposes, used to highlight examples of both what examiners can use to make judgements on level. These three transcripts also help to exemplify differences between levels.

Each transcript is presented with a brief description of the candidate, the marks awarded, and then the annotations for comparison.

### Reference

Fulcher, G. & F. Davidson. (2010). *Language Testing and Assessment*. Routledge: New York

### **Candidate 1**

This candidate is a male Moroccan ATC, currently operational and involved in training of junior colleagues.

#### **Pronunciation: 6**

Despite a few examples of isolated examples of mispronounced words, and the presence of an accent influenced by Arabic and French, the candidate almost never produced language which was anything other than calm, clear and easily understandable.

#### **Structure: 6**

The candidate produced a number of examples of sophisticated and complex grammatical utterances, which contained a few minor, local errors. The level of sophistication that the candidate employed at times, combined with the lack of basic errors, raised him above level 5.

#### **Vocabulary: 6**

The candidate displayed some good use of less common language items. This included sensitivity to collocations, and the occasional use of more idiomatic items and turns of phrase. A few of his phrasal verbs were not used correctly, but he was able to readily paraphrase when necessary. His ability to discuss any test item with apparent ease raised him above the description of 5.

#### **Fluency: 6**

The candidate was able to produce long terms without hesitation or noticeable difficulty. He displayed some good use of staging in longer terms, and employed different rates of speech to some good effect.

#### **Comprehension: 6**

The candidate scored 9 out of 10 in part 2a, and showed no evidence of a lack of comprehension at any other point of the test.

#### **Interaction: 6**

The overall impression of the candidate was of a very adept and confident speaker, able to handle almost any language situation. His responses in parts 2 and 3 displayed authority and command.

### **Transcript**

(Ex = Examiner ; Ca = Candidate)

Ex This is the test for English for Aviation conducted on XXXX at XXXXX. The candidate is XXXXX and the examiner is XXXXX. Good Morning err my name's XXXXX, could you tell me your full name please.

Ca Good morning my name is XXXXX

Ex Thank you. And can you tell me where you're from.

Ca I come from XXXXX

Ex And can I see your identification please.

Ca Yeah here it is.

Ex That's lovely. (0.3) That's great thank you very much.

Ca Welcome

Ex There are three parts to this test, in the first part I'll ask you some questions about you and your role in aviation.

Ca Hm mm

Ex In the second part you'll talk about recordings of international speakers, and in the final part I'll give you some pictures to talk about, OK?

Ca OK

Ex If you don't understand my instructions please tell me.

Ca Hmm

Ex Now in this first part I'd like to ask you some questions about yourself. Could you tell me about your job?

Ca I am air traffic controller, en route controller, I work in the XXXXX area control centre. I've been a controller since 2002, And err I work there as a first controller, radar controller.

Ex Can you describe what you do when you're working?

Ca Yes my main task is to make spacing between aircraft, whether they are depart – in departure, or err closing level, or making sequency for arrivals. We must also make spacing between aircraft who are in transit and also err help err departures to get to their cruising flight level and also make sequency for arrivals.

Ex Hmm mm

Ca For a smooth landing for every arrival.

Ex Ok thank you. Why did you choose to be an air traffic controller?

Ca Ah. I grew up in a city called XXXXX near XXXXX. XXXX is known in XXXXX because there is situated the biggest airport in XXXXX

Ex Hmm mm

Ca Which is XXXXX airport. So since my childhood I was fascinated with this field of aviation and I err wanted to build a career in this field of aviation and the opportunity went on later and so I decided to become air traffic controller. I seized the occasion.

**Comment [P1]: PRONUNCIATION** – minor mispronunciation of "en route" not causing difficulties for understanding

**Comment [P2]: PRONUNCIATION** – mispronunciation of "sequence" or possibly "sequencing", not leading to confusion

**Comment [P3]: PRONUNCIATION** – Repetition of the above error.

**Comment [P4]: VOCABULARY** – misuse of a phrasal verb

**Comment [P5]: VOCABULARY** – use of an unusual collocation

Ex Ok Thank you. Is an air traffic controller's job important?

Ca Yes it is, because err planes can't – can never fly **anyhow**. There must be someone who controls their movements and err there is a growing number of planes nowadays **errrr** this err number is increasing **steadily** and **it would be a mess if there is no one who controls the movements of the planes**. Err so it is an important job to help people travel err safely to their destinations.

Ex Thank you. What's the difference between the role of an air traffic controller today compared to the past?

Ca Yes uh in the past the controllers didn't have a lot of **technology that enabled them to accomplish their task**, for example they (0.1)– they couldn't use devices such as a RADAR.

Ex Hmm mm

Ca And err now there is a lot of new technologies that can help the controller. For example there **is some devices** that reduces the communications between controller and pilots. The information you need or the instruction you are to give is **just one click away**.

Ex Hmm mm

Ca So we don't need to talk a lot and to err now it becomes maybe more - more comfortable for the controller as in the past because in the past they didn't have a lot of help, I mean technologic help.

Ex OK thank you. And how much training's necessary to become an air traffic controller?

Ca Personally I think at least three years is enough to start working because even if you have a certificate it doesn't mean you can start working. Yeh you must train at – in a field for about one years to two years depending on which area you are **working for**. An En route controller or a approach controller.

Ex Hmm mm and in the future what would you like to change about what you do?

Ca In the future I would like err I don't – what I don't like about my job actually is err the schedules of shifts. We work two days and we have three days off and during the two days of work the hours are err. Uh. They don't take into consideration rush hours. For example if I work the morning from eight o'clock til two pm I must come back to work from nine pm to twelve in the mor- to midnight. I think this is – there is not a lot of time to rest – to have a rest. And this is maybe – it could be dangerous for safety of airplanes.

Ex OK Thank you, now we will look at part two. Now you're going to hear some recordings of international speakers. Firstly you'll hear pilots and controllers talking in non-routine situations. After each recording, tell me the message. All the information is important, umm if you need to hear it again please ask. And you have ten seconds to start speaking, OK?

Ca OK

Ex OK

1. *The aerodrome is now in sight. We can continue visually.*

Ex What was the message?

Ca **They have the aerodrome in sight and they can continue visually. Maybe it's err it's err the pilot reporting that.**

Ex Thank you

2. *We are evacuating because of smoke. Call the fire brigade.*

**Comment [P6]: VOCABULARY** – The unawareness of nuance displayed in this use of anyhow is balanced by a clear paraphrase of what was meant

**Comment [P7]: PRONUNCIATION** – the word is pronounced /stidily/

**Comment [P8]: STRUCTURE** – a complex clause, produced without noticeable effort

**Comment [P9]: VOCABULARY** – a good use of collocation

**Comment [P10]: STRUCTURE** – a local error in verb agreement

**Comment [P11]: VOCABULARY** – an example of collocation, arguably idiomatic

**Comment [P12]: VOCABULARY** – again, a minor vocabulary issue (in this case, a dependent preposition) is balanced against a further explanation of what was meant

**Comment [P13]: COMPREHENSION** - Correct

Ex What was the message?

Ca Yes, the pilot's reporting that they are evacuating 'cause of smoke, and he's giving instruction to call the fire brigade.

**Comment [P14]:** COMPREHENSION - Correct

Ex Thank you

3. *We had radio interference and couldn't hear you. Could you repeat your last message?*

Ex What was the message?

Ca Have radio interference and they can't hear the message so she asked the pilot – maybe she is a controller – she asked the pilot to repeat the message.

**Comment [P15]:** COMPREHENSION - Correct

Ex Thank you

4. *Our take-off is going to be delayed because a passenger is receiving first aid.*

Ex What was the message?

Ca He's a pilot. He's reporting that the take-off is going to be delayed because a passenger is receiving first aid.

**Comment [P16]:** COMPREHENSION - Correct

Ex Thank you

5. *Your destination airport is closed because they're having runway clearance problems.*

Ex What's the message?

Ca The controller informs the pilot that the runway at destination is closed (0.3) because they don't have runway clearance – they have problems with runway clearance.

**Comment [P17]:** COMPREHENSION - Correct

Ex Thank you

6. *The traffic which just crossed our heading left to right was too close. What's happening?*

Ex What's the message?

Ca This is the err pilot enquiring information from a controller about the traffic which just crossed their path umm right to left and it was too close according to their point of view and they are err asking information about that.

**Comment [P18]:** COMPREHENSION - Correct.  
FLUENCY – use of subordinate clauses and complex sentences enables a fluent response

Ex OK thank you

7. *There is a thunderstorm ahead. You need to turn right to an easterly heading.*

Ex What's the message?

Ca The controller gives information to the pilot that there is a thunderstorm ahead and they need to change course to - to eastwards.

**Comment [P19]:** COMPREHENSION - Correct

Ex Thank you

8. *We've tried to restart the engine but it's not responding.*

Ex What was the message?

Ca **The pilot tries to restart the engine but it doesn't work or it's not working.**

**Comment [P20]:** COMPREHENSION - Correct

Ex Thank you

9. *We have got a passenger on board with heart problems. Request emergency descent for priority landing.*

Ex What was the message?

Ca **They have a passenger on board with heart problems and they are requesting emergency descent for priority of landing.**

**Comment [P21]:** COMPREHENSION - Correct

Ex Thank you

10. *There's an airport with a tower eight miles south of your position. Do you have enough fuel?*

Ex What's the message?

Ca They don't have enough fuel but **I didn't get the first part of the message, can you play it again please?**

**Comment [P22]:** INTERACTIONS - When necessary the candidate is able to ask for repetition

Ex Yes I'll play it once more

**Comment [P23]:** VOCABULARY – An idiomatic turn of phrase

(recording repeated)

Ca **The controller informs the pilot about an airport eight miles from his current position and he – he asks him if he has enough fuel.**

**Comment [P24]:** COMPREHENSION – Correct

Ex Thank you. (0.2) Now you'll hear three recordings in more general situations. Listen to the speaker and ask some questions to find out more about the situation. You have ten seconds to respond, if you need to hear it again please ask, OK?

Ca OK

1. *We have a problem.... Some of the passengers are missing.*

Ex Ask questions

Ca **Could you ask anyone if err they know that passenger? Do you have a list of the passengers?**

**Comment [P25]:** INTERACTIONS - Appropriate and informative.

Ex Thank you

2. *We have a situation... The passenger's not conscious.*

Ex Ask questions

Ca **Could you check if he's breathing? Could you – could you check his heart beats? Try to do mouth to mouth breathing if possible.**

**Comment [P26]:** INTERACTIONS - Immediate, appropriate and informative

Ex Thank you

3. *We have a problem.... An alarm has just started.*

Ex Ask questions.

Ca Check that all devices are working. Err. Did you check all devices are working properly? Did you see what alarm it is?

**Comment [P27]:** INTERACTIONS - Immediate, appropriate and informative response

Ex Thank you. Umm you'll now hear three different situations. This time, listen to the situation and give the speaker some advice. You have ten seconds to respond, if you need to hear it again please ask, OK?

Ca OK

1. We need some help.... We have a woman here who is very upset.

Ex Give advice

Ca If I were you I would try to listen to her and try to find out what is the problem

**Comment [P28]:** STRUCTURE – Complex structure handled well. INTERACTIONS – An appropriate response

Ex Thank you

2. We need some help.... We can't get the computer to work.

Ex Give advice

Ca You should err restart it, if it doesn't work then ask for assistance.

**Comment [P29]:** INTERACTIONS - Appropriate and a reasonable response in this case.

Ex Thank you

3. We need some help.... A man's bags have been stolen.

Ex Give advice

Ca You should call the security, or try to ask the passengers if anyone of them have seen this - his bag.

**Comment [P30]:** INTERACTIONS - Appropriate and informative

Ex Thank you. Now we'll move on to part three. (0.3) Now I'm going to show you two pictures which I'd like you to describe and compare with as much information as possible. Please speak about them for a few moments. (0.10) OK you have one minute to speak, please start now.

Ca In the first picture I see an airplane in the tarmac, and err I see a pilot who actually is err getting out the plane by the window. It could be a err training, because there is a fire fighter truck near the plane. And the crew members they are all watching the procedures. I think this could be a plan, it's not an emergency. It's just a training. And in the second picture I see a flight, err sorry I see a plane – an Air France plane – Boeing triple seven, according to what's written here. And there is fire fi – fire fighters. The passengers are evacuating the plane, they're actually sliding. This could be an emergency situation. The pilot is err supervising this err procedure from his window 'cause he must be the last one to leave the plane.

**Comment [P31]:** PRONUNCIATION - This item is not clearly pronounced

Ex OK thank you. And now I'm going to show you two more pictures which I'd like you to describe and compare with as much information as possible. Again, please think about them for a few moments. (0.10) OK you have one minute to speak, please start now.

Ca In the first picture I see a runway built up on reclaimed land. There is err water from both sides and a lot of ships cruising near the runway. And err I see a Boeing 747 and a crane trying to - to err (0.2) err get this plane out of water. The fin is missing so maybe it was a crash or they missed their landing. In the second picture I see also a Boeing 747 near the seashore. It was err a crash maybe. And there are a lot of rescuers near the seashore trying to rescue passengers. And in the second picture maybe there is bad weather, it's not clear but err maybe due to bad weather this plane had crashed.

**Comment [P32]:** VOCABULARY - An interesting example of low frequency vocabulary, using the correct collocation.

**Comment [P33]:** VOCABULARY - An idiomatic paraphrase of "lift"

**Comment [P34]:** STRUCTURE - Non-native word ordering, not interfering with understanding

Ex That's fine, thank you. Now I'd like to discuss some more general questions related to emergencies and safety. Err lets consider first of all, emergency situation. When is a situation an emergency situation?

Ca It is an emergency situation err when there is – when somebody needs an immediate help. Err it could be somebody on board the plane, or somebody inside. (0.2) Err it's an emergency because err that people or a group of people might need medical help or any kind of assistance and immediately. And err it's err something that could be dangerous.

**Comment [P35]:** FLUENCY - Slow rate of speech, maintaining the turn while thinking

Ex And which emergency situations should passengers be most worried about?

Ca It depends on the area flown. For example if they are flying over an area where there is a lot of err rain, they might be afraid of turbulence. I think turbulence is the most is the thing that people are afraid of cause err most of the time people are frightened and they swear never to fly again on board a plane. [Ex Because of turbulence?] Yes it's not comfortable. It could err lead to injuries or broken bones and err beside turbulence there is also err (0.2) storms, thunderstorm, sandstorm. All these could lead the plane to stall maybe or to crash.

**Comment [P36]:** FLUENCY - An example of staging, in preparation for a longer turn

**Comment [P37]:** VOCABULARY - a rapid and well-managed reformulation of an idea

Ex Ok so all of these could be serious.

Ca Yes, all of these.

Ex People hear a lot more about emergency situations on television these days. What would you say to people who are worried about flying?

Ca I'd recommend to them to not really trust the press and trust the media because they are not working on – in the field of aviation. And err the press and the media are just looking for entertainment and for things that look more exciting. So they try to show things worse than they are actually. I recommend for people that plane or air travel is the safest way for travelling, this is not my words this is statistics. And it's err valid throughout the world. I recommend for them to never get afraid of the planes.

**Comment [P38]:** FLUENCY - A rapidly delivered section of speech, indicating more passionately held views

Ex And I shouldn't worry about flying?

Ca No you should never worry.

Ex And lets now consider erm depressurisation. What can cause depressurisation?

Ca You know a plane - the pressure inside the plane is all the time bigger or higher than the pressure outside the plane. So a small hole in the – in the fuselage could cause a depressurisation. And this could lead to err a disbalance between the pressure inside and outside of the plane. So the plane should make emergency descent, in order to balance the pressure between outside and inside.

**Comment [P39]:** VOCABULARY - An example of low frequency vocabulary

Ex OK And how is depressurisation – maybe you've mentioned this slightly – but how is depressurisation different to other emergency situations?

Ca Because when a depressurisation occurs, a pilot (0.2) doesn't need a clearance from the controller. He wouldn't inform you if you are a controller. He takes immediate action. Immediate action is to descend immediately. Maybe if he has time he will squawk - squawk, it means that he select a certain code for controller if they are using radar - to inform them that they have emergency. And then he will start descent. And when emergency – when is over – then he will inform you about what occurred.

**Comment [P40]:** FLUENCY - This parenthetical explanation is delivered at a different rate of speech, to indicate the additional informational being given

Ex But he wouldn't use the radio transmission initially?

Ca Without use of Radar, maybe he will just err make a general call informing all the planes flying nearby, saying for example – I'll give you an example - "mayday mayday mayday. This is flight den den den, the type of aircraft. We are making an emergency descent, we are now leaving flight level, descending flight level. Caution. Caution to those.. to those...

Ex Ok Thank you. What should passengers do in the event of depressurisation?



Ca In the even of – before every flight – the flight attendants they explain to passengers in case of err an emergency, how should they err put the mask of oxygen, how should they wear special wears if they are flying over the ocean, over the sea. So they should read the instructions and they should breathe through this err oxygen mask until the pilot announces that the emergency is over.

Ex Thank you very much, that's the end of the test.

**Comment [P41]:** STRUCTURE - Again, non-native use of word ordering

## **Candidate 2**

The candidate is a male Italian pilot, currently unemployed.

### **Pronunciation: 5**

Despite a couple of instances where pronunciation of items was rendered unclearly, in general there were few errors, and such errors as there were, were more local than global.

### **Structure: 4**

The candidate generally avoided complex structures, used basic structures with a varying degree of success, and was generally understandable throughout. Errors in word ordering, subject-verb agreements and the occasional sentence without verbs are too frequent to suggest a higher level.

### **Vocabulary: 4**

The candidate's ability to manage communication on a variety of topics, and the relative infrequency of his word choice resulting in misunderstanding place him higher than level 3, while his inability to paraphrase clearly and consistently rule out a higher level.

### **Fluency: 4**

The candidate's rate of speech was acceptable throughout the test, and his ability to deploy discourse markers in longer utterances raise him above the description of a level 3. His use of these was not successful enough to warrant a level 5, and neither were his utterances of particularly great length.

### **Comprehension: 5**

The candidate was able to comprehend a variety of accents with relative ease and a high level of accuracy.

### **Interactions: 4**

While the candidate was able to react in most situations, the ability to check, confirm and clarify was not consistently applied, and the candidate did not always demonstrate the ability to control the conduct and direction of the conversation.

## **Transcript**

(Ex = Examiner ; Ca = Candidate)

Ex This is the test for English for Aviation conducted on XXXX at XXXXX. The candidate is XXXXX and the examiner is XXXXX. Good afternoon my name's XXXXX, could you tell me your full name please.

Ca Good afternoon to you my name is XXXXX.

Ex And can you tell me where you're from.

Ca Of course. I come from XXXX

Ex Thank you. Can I see your identification please?

Ca Yes of course. There you are.

Ex Thank you very much. (0.4) Thank you that's fine.

Ca You're welcome.

Ex There are three parts to this test, in the first part I'll ask you some questions about you and your role in aviation. In the second part you'll talk about recordings of international speakers, and in the final part I'll give you some pictures to talk about. If you don not understand my instructions please tell me. OK?

Ca Yes.

Ex Now in this first part I'd like to ask you some questions about yourself. Could you tell me about your job?

Ca Yeh. I am a pilot. At present I am unemployment. I worked with XXXX until one years ago, when umm umm he err when I was made redundant due to the global crisis and umm problem between labour and staff, probably.

Ex OK can you describe what you do when you are working?

Ca Yeh umm as a pilot I was captain on the umm 767 and erm I used to travel around the world mostly in the North American and umm on the other side China and Japan.

Ex Ok thank you. Why did you choose to be a pilot?

Ca Well because at initially it was only a dream but err err I said - I thought why not try and at about 22/23 years old I I made a school, a training to get a pilot, in 3 years I got the licence. Then I tried to, I applied in XXXX and I got the contract.

Ex Is a pilot's job important?

Ca I think it's important like other jobs, no more no less.

Ex Why?

Ca Because err its important like a teacher, it's important like a waiter, it's important - every job are important.

Ex What is the difference between the role of a pilot today compared to the past?

Ca Well it's change in the way how we work, I mean in the past it was important how to handle the plane, physically the piloting the plane. Now the computer take the most of the work, and now a good pilot is a

**Comment [P42]:** VOCABULARY – error in word formation, without leading to misunderstanding

**Comment [P43]:** STRUCTURE – present simple passive, used correctly

**Comment [P44]:** VOCABULARY – attempt at paraphrase not wholly successful.

**Comment [P45]:** STRUCTURE – used to, deployed correctly

**Comment [P46]:** INTERACTIONS – possible ambiguity in question well managed by candidate.

**Comment [P47]:** FLUENCY – discourse marker attempted but faulty.

**Comment [P48]:** VOCABULARY – collocation errors.

**Comment [P49]:** STRUCTURE – verb disagreement. A local error.

**Comment [P50]:** STRUCTURE – present perfect attempted but faulty.

**Comment [P51]:** STRUCTURE – control over past and present well managed.

good programmer. Then it's important like err the old umm way for example to know meteorological condition and the umm the umm environment of the ##### aircraft but it's changed umm most of them how to piloting.

Ex How much training is necessary to become a pilot?

Ca Umm around 3/4 years to get a licence and then another year in a company to learn the rules of the company.

Ex Could you tell me more?

Ca Err Yeh for example to know how procedure that company apply in case of err bad weather, err each company has err an, a particular procedure. And um to learn to umm transfer between theory to practice it takes 1 years more or less.

Ex Ok. In the future what would you like to change about what you do?

Ca First of all I hope to find a job again. Umm that is the main umm main umm thing that I am looking for.

Ex OK thank you. Now we will look at part two. Now you're going to hear some recordings of international speakers. Firstly you'll hear pilots and controllers talking in non-routine situations. After each recording, tell me the message. All the information is important, if you need to hear it again please ask. And you have ten seconds to start speaking, Ok?

Ca Yeh

1. *The aerodrome is now in sight. We can continue visually.*

Ex What was the message?

Ca The aerodrome is insight, we can continue visually.

2. *We are evacuating because of smoke. Call the fire brigade.*

Ex What was the message?

Ca We are evacuating because of moke - smoke. Call the fire brigade.

3. *We had radio interference and couldn't hear you. Could you repeat your last message?*

Ex What was the message?

Ca We had the radio interference. Could you repeat the last message.

4. *Our take-off is going to be delayed because a passenger is receiving some first aid.*

Ex What was the message?

Ca Our take off is going to be late because one passenger is suffering an injury.

5. *Your destination airport is closed because they're having runway clearance problems.*

Ex What's the message?

Ca One more time please. (Played again)

**Comment [P52]:** VOCABULARY – attempt to paraphrase an idea, lapsing into incoherence.

**Comment [P53]:** STRUCTURE – word ordering causing some strain to the listener.

**Comment [P54]:** VOCABULARY – effective use of collocation.

**Comment [P55]:** PRONUNCIATION – error in delivery, not causing difficulty to understand. Word sounded like /prakik/

**Comment [P56]:** FLUENCY – discourse marker deployed correctly

**Comment [P57]:** PRONUNCIATION – mispronunciation of a core item of vocabulary, not interfering with meaning. Sounded /airdrome/

**Comment [P58]:** COMPREHENSION - Correct

**Comment [P59]:** COMPREHENSION - Correct

**Comment [P60]:** COMPREHENSION – Correct.

**Comment [P61]:** COMPREHENSION – Correct. VOCABULARY –paraphrasing used effectively.

Ca Destination airport is closed because they are cleaning the runway.

6. The traffic which just crossed our heading left to right was too close. What's happening?

Ex What's the message?

Ca The traffic that cross us – in front of us from left to right, it was too close. He asking why, what's happening.

7. There is a thunderstorm ahead. You need to turn right to an easterly heading.

Ex What's the message?

Ca One more time please? (Played again)

Ca There is a storm ### (there?) in front of us, we need to turn right to avoid.

8. We've tried to restart the engine but it's not responding.

Ex What was the message?

Ca ### to restart the engine but it doesn't respond.

9. We have got a passenger on board with heart problems. Request emergency descent for priority landing.

Ex What was the message?

Ca Could you replay again please? (Played again)

Ca They have a passengers on board with problem with heart problem, they request emergency descent and priority to land.

10. There's an airport with a tower eight miles south of your position. Do you have enough fuel?

Ex What's the message?

Ca One more time please? (Played again)

Ca Err umm exactly I don't know. There is an airport umm as alternate and he asking if he has enough fuel.

Ex Thank you. Now you'll hear three recordings in more general situations. Listen to the speaker and ask some questions to find out more about the situation. You have ten seconds to respond, if you need to hear it again please ask, OK?

1. We have a problem.... Some of the passengers are missing.

Ex Ask questions

Ca Yeh. Of course are they on the ground? Yeh. And umm is the passenger with hand – err with luggage or not? And umm how much time we have before to umm to close the door?

2. We have a situation... The passenger's not conscious.

**Comment [P62]:** COMPREHENSION – Correct with clarification strategy

**Comment [P63]:** COMPREHENSION – Correct

**Comment [P64]:** COMPREHENSION – Not entirely demonstrated

**Comment [P65]:** COMPREHENSION – Not clearly demonstrated, possibly due to PRONUNCIATION interference

**Comment [P66]:** COMPREHENSION – Correct STRUCTURE – misuse or confusion of article with plural form

**Comment [P67]:** COMPREHENSION – Not clearly demonstrated

**Comment [P68]:** FLUENCY – Attempt at discourse marker

**Comment [P69]:** INTERACTIONS – a spontaneous attempt to clarify the situation – indicative of level 4

Ex Ask questions

Ca First of all we ask if we have a doctor on board and umm because umm he is unconscious so umm it's better to look in the handbag if there is any medicine or something that can helps the passengers.

3. We have a problem.... An alarm has just started.

Ex Ask questions.

Ca Could you repeat please? (Played again)

Ca Err what kind of alarm? Is it a siren? A fire alarm?

Ex Thank you. You'll now hear three different situations. This time, listen to the situation and give the speaker some advice. You have ten seconds to respond, if you need to hear it again please ask, OK?

1. We need some help.... We have a woman here who is very upset.

Ex Give advice

Ca Mmm If I were you I - I asked to the passengers why is so upset. And it's - if it is our fault or err some the the cause is not - is not umm I mean if we can do something to help him.

2. We need some help.... We can't get the computer to work.

Ex Give advice

Ca What kind of the computer are you -

Ex No. give advice to the speaker.

Ca Ah. Excuse me. If I were you I switch off and on again the computer to try. Usually the computer #### work.

3. We need some help.... A man's bags have been stolen.

Ex Give advice

Ca One more time please. ( Played again)

Ca You're - You have to call the police and err to block all the - the gate to find who take the bags.

Ex Thank you. Now we'll move on to part three. Now I'm going to show you two pictures which I'd like you to describe and compare with as much detail as possible. Please speak about them for a few moments. Here you are (0.10) OK you have one minute to speak, please start now.

Ca Ok I think both picture are talking about a hijack problem. Umm the second one is Air France and the first one I don't know but -I I'm not sure so I don't know. And in the second - the the difference between these photo is that in the first one there is a stairs so probably it was possible to err for the fire brigade and the police to umm to go near the plane. In the second one there is a slider err err through - they are going through the emergency door so probably in this situation they have to rush to - as quick as possible. Though I see a - probably a pilot trying to escape from the window.

**Comment [P70]:** FLUENCY – Discourse marker used appropriately

**Comment [P71]:** PRONUNCIATION – Sounded /unkashions/ - not interfering with meaning

**Comment [P72]:** INTERACTIONS – an appropriate attempt to resolve the problem

**Comment [P73]:** INTERACTIONS – an effective attempt to clarify, having used a clarification strategy

**Comment [P74]:** STRUCTURE – attempted complex structure, although unsuccessful.

**Comment [P75]:** INTERACTIONS – an attempt to resolve the language problem

**Comment [P76]:** VOCABULARY / FLUENCY – breakdown of sentence structuring, possibly due to inability to paraphrase.

**Comment [P77]:** STRUCTURE – further faulty use of a complex structure.

**Comment [P78]:** INTERACTIONS – relevant and appropriate response to the language problem

**Comment [P79]:** STRUCTURE – subject – verb disagreement, a basic albeit local error.

**Comment [P80]:** INTERACTIONS – the response was appropriate to the situation.

**Comment [P81]:** FLUENCY – Use of discourse markers to help the listener

**Comment [P82]:** PRONUNCIATION – a local pronunciation error, sounding "this"

**Comment [P83]:** FLUENCY – Occasional loss of coherence during longer turns

**Comment [P84]:** FLUENCY – a different discourse marker used inappropriately

Ex Thank you. That's fine. And now I'm going to show you two more pictures which I'd like you to describe and compare with as much information as possible. Again, please think about them for a few moments. Here you are (0.10) OK you have one minute to speak, please start now.

Ca Both picture in airport near the sea or river with water in winter. In one picture there is a 747 floating in the other one a 747 too they are with the umm umm crane on the platform, a floating platform he is taking the plane out of the water. So in the first picture the accident happened a mm few hours ago. In the second one mm I don't - its not - we can't understand if it's just happened or not. Of course caused by bad weather condition like a surface slippery in both – in both cases.

**Comment [P85]:** STRUCTURE – understandable, yet verbless sentence. Again, a local error with basic structures.

**Comment [P86]:** STRUCTURE – Correct use of present perfect.

Ex Ok thank you. Now I'd like to discuss some more general questions related to emergencies and safety. Err lets consider first of all, emergency situation. When is a situation an emergency situation?

Ca When? When it's not a routine action umm and when happens something that you have to - to do something umm in a umm right now, you can't wait. The solution will go alone.

**Comment [P87]:** VOCABULARY – paraphrasing successfully, but not with ease.

Ex So is a non routine situation always an emergency situation?

Ca All emergency situation are non routine situation and erm umm many - very often an emergency situation is a result of something wrong. I mean we didn't follow the procedure as instructed or umm due to condition outside like weather - bad weather conditions. And umm we are trained for that err situation, for most of them but of course not for every kind of emergency situation.

**Comment [P88]:** FLUENCY: In more complex answers, clear evidence of the candidate needing to "buy time" with fillers

**Comment [P89]:** VOCABULARY – a semi-effective attempt to paraphrase

Ex It's not possible?

Ca Not possible.

Ex Ok Thank you. So which emergency situations should passengers be most worried about?

Ca I think err connected with err not technical. I mean in my opinion the worst situation is an hijack where there is – where you have to - to discuss with a person that you know what - what how he is and what are err the intention and erm its much more easier for me for my - in my opinion to resolve a technical emergency - emergency -situation.

**Comment [P90]:** FLUENCY – Occasionally the candidate "buys time" to respond with meaningless or disfluent passages of speech

**Comment [P91]:** VOCABULARY – an unsuccessful attempt to paraphrase a more abstract idea.

Ex So do you mean hijacking is more dangerous because of the language problem or the intention?

Ca Yeh probably the intention more than the language. The intention.

Ex People hear a lot more about emergency situations on television these days. What would you say to people who are worried about flying?

Ca Erm this the emergency situation in general?

Ex Yes

Ca What to say to the people to to yeh..

**Comment [P92]:** INTERACTIONS – the candidate attempts to clarify the meaning of the question, but is unable to formulate an effective sentence.

Ex To people who are worried about flying.

Ex That anyway I think flying is the safer way to travel if they had - if they must travel there's no other mean safer as the aircraft. So in any case if err I think it's much more safer than travel by car by train by ship by all other kind of travel if they must travel.

**Comment [P93]:** STRUCTURE – slightly faulty comparative structure.

**Comment [P94]:** FLUENCY – Appropriate use of discourse marker

Ex If they must travel yes. Ok Thank you And lets talk a little about depressurisation. What can cause depressurisation?

Ca Erm a technical problem of the air conditioning system or a leak in the ### or impact on the ### caused by birds.

Ex Why would a bird cause that situation?

Ca Well it's very unusually really yeh. I had a bird strike but first of all it's not at an altitude where you need pressure, usually its about 10 thousand feet no higher. I know that erm I wrote I don't remember where that happens a bird strike at erm about erm 25 - 24 thousand feet and it could be dangerous at that altitude for pressurisation because at that altitude the aeroplane is pressurised.

Ex Thank you very much, that's the end of the test.

**Comment [P95]:** PRONUNCIATION - a mumbling diction makes this passage unreadable – Clarification may be necessary in this instance.

**Comment [P96]:** FLUENCY – Use of discourse marker faulty

**Comment [P97]:** VOCABULARY – confusion of basic vocabulary

**Comment [P98]:** STRUCTURE – word order causes momentary confusion in meaning, once again.



### **Candidate 3**

The candidate is a male Russian ground controller at a smaller airport.

#### **Pronunciation: 4**

The candidate is generally clear, with some interference from his native Russian. Difficulties with consonant clusters occasional put strain on the listener, as does a lack of clarity with some minimal pair sounds (e.g. had / hard / heart)

#### **Structure: 3**

Error free sentences are rare, and there is a general tendency to omit verbs, especially the verb to be in structures such as “there is / are”. This interference from the L1 is pronounced in places, and extends to an underuse of all verbs. This gives the candidate’s sentences the nature of a list at times, reducing clarity and seriously limiting the range of expression available.

#### **Vocabulary: 3**

Even in the relatively familiar and work-related topics, the candidate struggles to find necessary vocabulary. Word choice is sometimes inappropriate, and there is a general lack of ability to paraphrase.

#### **Fluency: 3**

The candidate relies on repetition to keep going, and is frequently unable to locate the necessary language. This gives his speech a halting, disconnected quality making effective communication. Interlocutors would probably not take confidence from delivery of this nature.

#### **Comprehension: 3**

The candidate does not comprehend a number of the questions in part 1, and only demonstrates reasonable comprehension of four out of ten recordings in 2a, and two in parts 2b and 2c. Non-standard or unexpected language events clearly cause difficulties for this candidate.

#### **Interactions: 3**

Misunderstandings of questions are frequent and obvious to the interlocutor, but not questioned by the candidate. In part one, where questions are likely to be predictable and routine, there is a noticeable failure to clarify. In more complex tasks, such as part 2b, the candidate is clearly inadequate to manage the conversation.

### **Transcript**

(Ex = Examiner ; Ca = Candidate)

Ex This is the test for English for Aviation conducted on XXXX at XXXXX. The candidate is XXXXX and the examiner is XXXXX. Good afternoon my name's XXXXX, could you tell me your full name please.

Ca Umm my name is XXXX

Ex Thank you. And can you tell me where you're from.

Ca I'm from XXXXXX

Ex And can I see your identification please.

Ca Identification. [idefication] Please.

Ex Ok Thank you that's fine. There are three parts to this test; in the first part I'll ask you some questions about you and your role in aviation. In the second part you'll talk about recordings of international speakers, and in the final part I'll give you some pictures to talk about, if you don't understand my instructions please tell me. Ok?

Ca Ok.

Ex Now in this first part I'd like to ask you some questions about yourself. Could you tell me about your job?

Ca Umm I'm ATC controller. I work a little airport near XXXX. I work on ground. Umm.

Ex Ok. Can you describe what you do when you're working?

Ca Umm Can you repeat?

Ex Yes. Can you describe what you do when you are working?

Ca Sorry. Umm after shift I go to doctor err on, doctor see on me and give me umm (0.2) umm and give me (0.4) a minute, and give me (0.5) on my job... Sorry! Difficult.

Ex Ok. Why did you choose to be an Air Traffic Controller?

Ca I err studied err work ATC err one year s-s-six months ago – when – ago.

Ex Is an ATC's job important?

Ca Erm yes I think ATC job very important because err controller help pilot err in air on ground because pilot err without controller maybe blind he not see. Er err err ##### (occupation?) no. He very little see.

Ex What is the difference between the role of an Air Traffic Controller today compared to the past?

Ca Difference err I think err in past (0.2) no many flight, no many plane. Now very err very big, in-in-intensive air traffic. And it's very difficult.

Ex Ok how much training is necessary to become an Air Traffic Controller?

Ca Err How much- I learn 4 years in academy. And, 4 years.

Ex In the future what would you like to change about what you do?

Ca Future, I change, I don't know maybe (0.4) maybe another err (0.4) another RADAR maybe, another system work, another technology.

**Comment [P99]:** FLUENCY - The candidate does not appear comfortable retaining a turn longer than a few seconds

**Comment [P100]:** COMPREHENSION - Misunderstanding of question intent

**Comment [P101]:** FLUENCY / INTERACTION - The candidate did not understand the question, but proceeded to try to answer another, perhaps prepared answer, lapsing into incoherence

**Comment [P102]:** COMPREHENSION / INTERACTION - Again, the candidate appears to misunderstand, but does not try to clarify

**Comment [P103]:** VOCABULARY - An attempt to explain using paraphrase

**Comment [P104]:** PRONUNCIATION - This section is mumbled and unclear

**Comment [P105]:** STRUCTURE - Lack of verbs in basic structures

**Comment [P106]:** STRUCTURE - Past simple not used

**Comment [P107]:** STRUCTURE - Again, lack of verbs cause difficulty in expressing time relationships

Ex OK Thank you, now we will look at part two. Now you're going to hear some recordings of international speakers. Firstly you'll hear pilots and controllers talking in non-routine situations. After each recording, tell me the message. All the information is important, if you need to hear it again please ask. And you have ten seconds to start speaking, OK?

1. *The aerodrome is now in sight. We can continue visually.*

Ex What was the message?

Ca Pilot say aerodrome is not in sight. Err we umm don't err, Can you repeat please. (recording repeated)  
Oh sorry umm aerodrome is in sight and pilot request visual approach.

Ex Ok

2. *We are evacuating because of smoke. Call the fire brigade.*

Ex What was the message?

Ca Err pilot say he evacuating due to smoke and request fire /brigad/

Ex Ok

3. *We had radio interference and couldn't hear you. Could you repeat your last message?*

Ex What was the message?

Ca A pilot say he have trouble with radio and err he err repeat last message, controller.

4. *Our take-off is going to be delayed because a passenger is receiving some first aid.*

Ex What was the message?

Ca Err delay take off due to passenger err lost, lost passenger.

Ex Ok

5. *Your destination airport is closed because they're having runway clearance problems.*

Ex What's the message?

Ca Umm could you repeat? (recording repeated) Err aerodrome err destination closed. Due to err runway runway (0.4) runway, is blocked maybe.

Ex Ok

6. *The traffic which just crossed our heading left to right was too close. What's happening?*

Ex What's the message?

Ca Err pilot say traffic cross your course and err he err he c- c- question what the problem.

Ex Ok

7. *There is a thunderstorm ahead. You need to turn right to an easterly heading.*

**Comment [P108]:** COMPREHENSION - Largely accurate

**Comment [P109]:** PRONUNCIATION - This word was unclearly produced

**Comment [P110]:** COMPREHENSION - Correct

**Comment [P111]:** COMPREHENSION - Message relayed only with some ambiguity

**Comment [P112]:** COMPREHENSION - Incorrect

**Comment [P113]:** COMPREHENSION - Largely correct

**Comment [P114]:** VOCABULARY / STRUCTURE - Misuse of pronouns creating confusion for listener

**Comment [P115]:** COMPREHENSION - Not clearly demonstrated

Ex What's the message?

Ca Repeat please. (recording repeated) Umm **thunderstorm ahead, pilot request err turn left avoid CB.**

Ex Ok

8. *We've tried to restart the engine but it's not responding.*

Ex What was the message?

Ca Restart engine, err repeat please. (recording repeated) **I'm sorry I don't know.**

Ex Ok

9. *We have got a passenger on board with heart problems. Request emergency descent for priority landing.*

Ex What was the message?

Ca **Err pilot say passengers err with heart problem and err request err emergency landing and err ambulance on ground.**

Ex Ok

10. *There's an airport with a tower eight miles south of your position. Do you have enough fuel?*

Ex What's the message?

Ca Umm repeat please. (recording repeated) **Umm controller say pilot he err long distance err at - from airport and he request err how many fuel.**

Ex Ok. Now you'll hear three recordings in more general situations. Listen to the speaker and ask some questions to find out more about the situation. You have ten seconds to respond, if you need to hear it again please ask, OK?

Ca Ok.

1. *We have a problem.... Some of the passengers are missing.*

Ex Ask questions

Ca Umm **What happened with passenger?**

Ex Ok

2. *We have a situation... The passenger's not conscious.*

Ex Ask questions

Ca Err Umm **What do you need?**

Ex Ok

**Comment [P116]:** COMPREHENSION - Incorrect

**Comment [P117]:** COMPREHENSION - Incorrect

**Comment [P118]:** PRONUNCIATION - Sounds like "hard" or "had"

**Comment [P119]:** COMPREHENSION - Broadly correct

**Comment [P120]:** COMPREHENSION - Incorrect

**Comment [P121]:** INTERACTIONS - Possibly appropriate, but a rather vague response suggestive of a lack of comprehension

**Comment [P122]:** INTERACTIONS - A generic response that does not demonstrate confidence or inspire confidence in the interlocutor

3. *We have a problem.... An alarm has just started.*

Ex Ask questions.

Ca Umm do you need err (0.2) ATC assistance?

Ex Ok. You'll now hear three different situations. This time, listen to the situation and give the speaker some advice. You have ten seconds to respond, if you need to hear it again please ask, OK?

Ca Ok.

1. *We need some help.... We have a woman here who is very upset.*

Ex Give advice

Ca Oh. Be careful, you're number one to land and I call emergency

2. *We need some help.... We can't get the computer to work.*

Ex Give advice

Ca Err restart your computer.

3. *We need some help.... A man's bags have been stolen.*

Ex Give advice

Ca Oh (0.2) I don't know.

Ex Ok thank you. Now we'll move on to part three. Now I'm going to show you two pictures which I'd like you to describe and compare with as much detail as possible. Please speak about them for a few moments. (0.10) OK you have one minute to speak, please start now.

Ca Err I could see in err this – I can see in this picture err maybe err training err training operation and I see err in centre err picture aeroplane and (0.2) and fire-fire car. In another picture I can see a plane and evacuation people on a slider – slider, err fire crew (0.6).

Ex Ok thank you-

Ca I think it's training, it's no no umm it's it's training. I think.

Ex Ok thank you that's fine. And now I'm going to show you two more pictures which I'd like you to describe and compare with as much information as possible. Again, please think about them for a few moments. (0.10) OK you have one minute to speak, please start now.

Ca Err I can see in the picture err in centre picture a plane in the water err he – it err lifting -lifting from water and another picture err two – two plane. He in water. Umm Near plane I can see emergency boat. Umm it's (0.2) happened maybe on first picture err aircraft running from runway and running from runway in water.

Ex Thank you. That's fine. Now I'd like to discuss some more general questions related to emergencies and safety. Lets consider first of all, emergency situations. When is a situation an emergency situation?

Ca Err I think emergency situation it's a bird strike err fire engine – fire engine and (0.2) loss orientation in air and – err I think turbulence.

**Comment [P123]:** INTERACTIONS - Again, a generic response that is not appropriate to the linguistic situation

**Comment [P124]:** INTERACTIONS - Almost entirely inappropriate

**Comment [P125]:** INTERACTIONS - An appropriate response

**Comment [P126]:** INTERACTIONS - Again, no attempt is made to clarify or resolve the language issue presented here

**Comment [P127]:** PRONUNCIATION - Could be "trying"

**Comment [P128]:** FLUENCY - Again, serious disfluency in evidence

**Comment [P129]:** STRUCTURE - A lack of basic sentence structure makes many utterances largely incomprehensible

**Comment [P130]:** VOCABULARY - An attempt to paraphrase this word would have made the utterance much more clear

**Comment [P131]:** FLUENCY - Candidate clearly having difficulty to describe the relationships in the picture, losing fluency

**Comment [P132]:** VOCABULARY - Poor word choice may well lead to confusion here

**Comment [P133]:** FLUENCY - Candidate resorts to list making, rather than producing a coherent turn

Ex Ok so which emergency situation should passengers be most worried about?

Ca I think err emergency sation – situation it's err (0.e) turbulence because err passengers can punch your head and broken you arm err foot or foot err leg it's very dangerous.

**Comment [P134]:** VOCABULARY - Word choice is again questionable, and causes confusion for the listener

Ex Ok. People hear a lot more about emergency situations on television these days. What would you say to people who are worried about flying?

Ca Err don't worry.

Ex Why not? Why shouldn't they worry?

Ca Because err (0.3) because err (0.3) many people flight and no – no, it – it, many people flight and err err alright, it's alright. He don't err don't fear.

**Comment [P135]:** FLUENCY - Once again, the candidate loses fluency when faced with forming a complex utterance

Ex So flying is a safe way of travelling?

Ca Flying yes it's –yes it's err safety err travelling, yeh.

Ex And lets go on to talk about depressurisation. What can cause depressurisation? (0.2) What can be the main reason for depressurisation?

Ca Ah reason?

Ex Hmm mm

Ca I think err (0.2) bird maybe crashed window and depressurisation

**Comment [P136]:** PRONUNCIATION - candidate mixes "decompression" and "depressurisation"

Ex Are they any other causes? Any other reasons?

Ca Another reasons? Another reasons. No. maybe (0.2) lightning err err lightning err (0.3) crashed.

**Comment [P137]:** PRONUNCIATION - Sounds like "lighting"

Ex How is depressurisation different to other emergency situations?

Ca Different?

Ex Yeh. (0.5) So how is it different to turbulence? (0.2) Is it more serious?

Ca Yes it's serious because people not can breathe. Err he need oxygen mask and err controller err and pilot, must request controller immediately descending because err on low altitude it's – err no serious, no serious.

**Comment [P138]:** FLUENCY - A slightly longer turn, at an appropriate speed

Ex Hmm mm Ok. What should passengers do in the event of depressurisation?

Ca Err passengers err must err must sit and err (0.2) oxygen mask (0.2) and don't worry.

**Comment [P139]:** STRUCTURE - Again, a lack of verbs makes the sense difficult to follow

Ex Don't worry; you've got it all under control. Ok thank you very much, that's the end of the test.

Ca Thank you.