



AIRWORTHINESS GUIDANCE

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ENGLISH LANGUAGE PROFICIENCY (ELP) FOR AIRCRAFT MAINTENANCE LICENCE (AML) PERSONNEL

1.0 INTRODUCTION

- 1.1 International Civil Aviation Organisation (ICAO) has issued Doc 9835 – Manual on the Implementation of ICAO Language Proficiency Requirements, providing guidance in implementing ELP requirements for Pilots and Air Traffic Controllers (ATC). The Department is taking the initiative to adopt and expand the requirements of Doc 9835, to AML personnel, coupled with the addition of specific maintenance-related requirements.
- 1.2 The minimum requirement for ELP is published in Airworthiness Notice AN No. 1101, paragraphs 4.3(b)(iv), 4.5(a)(ii), 7.1(b), 7.2(b)(i), 7.3(f)(i) and 7.4(e)(i). A credit in English Language in Sijil Pelajaran Malaysia (SPM), or equivalent, is required for application of Part 66 examination or AML. In addition, this Airworthiness Guidance (AG) will define the ELP level required for aircraft maintenance operations.
- 1.3 This AG is issued to clarify, provide basic guidance and to notify the public of an enhanced ELP requirement for grant of AML.

2.0 RATIONALE

- 2.1 There had been some accidents that were instigated or triggered by the lack of understanding of the English language (e.g. shift handover reports were misunderstood, instructions in the AMMs were misinterpreted etc.)
- 2.2 It has been observed that the overall levels of English language proficiency in Malaysia is declining. In the maintenance field, 'new generation' AML personnel have been found to be less proficient in the language compared to the more senior personnel.
- 2.3 The Department is aware that English language incompetency has been part of the causes of incidents on the hangar floors and workshops. Therefore, the Department is taking this initiative to improve and maintain the level of proficiency of the English language of AML personnel.
- 2.4 Although slightly similar, there are some differences between ELP for Pilots/ATC and ELP for AML personnel. The 4 language skills, Reading, Writing, Listening and Speaking, are equally important for AML personnel. However Radio Telephony is not relevant for AML personnel.

Reading : AML Personnel make reference to documents such as Directives, AMM, IPC, SB, TSM, AD, SRM, ESM etc.

Writing : Job Cards, Inspection Report Cards, Log Books, Defect Report, Shift Hand-over Report etc.

Listening : briefing, announcements, instructions, discussions etc.

Speaking : briefing, announcements, instructions, discussions, shift hand-over communication, communication with ATC, pilots and other ground personnel etc.

3.0 COMPETENCY LEVELS

3.1 The ICAO Language Proficiency Rating Scale, as recommended by ICAO Doc 9835, would be adopted as a general guide for competency levels of AML candidates or holders. The Rating Scale is as follows:

- a) Level 1 : Pre-Elementary
- b) Level 2 : Elementary
- c) Level 3 : Pre-Operational
- d) Level 4 : Operational
- e) Level 5 : Extended
- f) Level 6 : Expert

3.2 For the purpose of application for DCA Part 66 module examinations, a minimum of SPM credit in English language or a Level 3 competency level would be required.

3.3 For the purpose of grant of an AML, the Department intends to adopt the requirements of ICAO Doc 9835 which would require a minimum competency of Level 4. A candidate having attained such ELP competency would be required to be reassessed as follows:

- a) Level 4 : to be re-assessed at an interval of not more than three (3) years,
- b) Level 5 : to be re-assessed at an interval of not more than five (5) years; and
- c) Level 6 : exempted from further competency assessment.

4.0 COMPETENCY ASSESSMENTS

4.1 Competency assessments should only be done by organisations authorised under Regulation 31(6)(b). The requirement to be fulfilled for such an authorisation is documented in ICAO Doc 9835 and reflected in the next section.

4.2 DCAM Part 147 Approved Training Organisations are encouraged to be authorised under the said Regulation.

5.0 AUTHORISATION FOR ELP COMPETENCY ASSESSMENT

5.1 Only assessment done by an authorised organisation would be accepted for AML purposes.

5.2 Organisations should demonstrate their capability in delivering such ELP assessment with consistency that is acceptable to the Department.

5.3 The assessment system should cover all four (4) components or skill areas namely speaking, writing, reading and listening.

5.4 The design and development of the system should be carried out by subject matter experts covering both language and technical areas.

5.5 The language subject matter expert should possess a degree in a related field of the English language. The technical subject matter expert should be a person with adequate experience in aircraft maintenance or training.

5.6 The assessment system should contain related aircraft maintenance practices and should be guided by a defined description of all the skills' components.

5.7 For speaking skills evaluation, the assessment should be done by a panel comprised of both language and technical experts. The method of assessment should be done as per an oral interview and the assessment should be guided by a defined and measured descriptor.

- 5.8 For writing skills evaluation, the assessment should clearly evaluate the ability of the candidate to convey their understanding of the issue presented during the assessment in a clear and structured manner. Such evaluation of the writing assessment should be guided by an evaluation guide together with a defined and measured skills descriptor.
- 5.9 The assessment systems should not be less than sixty (60) minutes in total duration.
- 5.10 All assessments should clearly show reliability and validity of the assessment system as guided by ICAO Doc 9835.
- 5.11 Assessment records should be kept in a manner acceptable to DCA.

6.0 MISCELANEOUS

- 6.1 This AG will be distributed to the aviation industry. A copy will also be published in DCA website.
- 6.2 DCA appreciates and invites comments/feedback from the industry until 31 January 2015.

**DIRECTOR GENERAL
DEPARTMENT OF CIVIL AVIATION
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